

Request for Proposal



**SELECTION OF SOFTWARE SOLUTION PROVIDER
FOR DESIGN, DEVELOPMENT AND IMPLEMENTATION
OF BUILDING AND ASSET MANAGEMENT SYSTEM
FOR ST & SC DEVELOPMENT, MINORITIES &
BACKWARD CLASSES WELFARE DEPARTMENT,**

GOVERNMENT OF ODISHA

RFP REF. No.: OCAC-SEGP-SPD-0023-2025-25058

Vol-I

Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

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1 Glossary of Terms

CIDR	Central Identities Data Repository
DPI	Dots per inch
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods and Services Tax
ICT	Information and Communication Technology
IT	Information Technology
ITES	Information Technology Enabled Services
KYR	Know Your Resident
Nos	Numbers
OCAC	Odisha Computer Application Center
OSD	Original Software Developer
OSRDH	Odisha State Resident Data Hub
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
SSP	Software Solution Provider

2 Fact Sheet

S. #	Item	Description
1	Project Title	Selection of Software Solution Provider for Design, Development and Implementation of Building And Asset Management System for ST & SC Development, Minorities & Backward Classes Welfare Department, Government of Odisha
2	Name of Purchaser	OCAC on behalf of ST & SC development, minorities & backward classes welfare department, Odisha
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar, Odisha - 751013 gm_ocac@ocac.in
6	Earnest Money Deposit	Rs.10,00,000/- (Rupees Ten lakhs). For details, please refer to Clause No. 6.4.3 of this document.
7	Selection Method	QCBS evaluation method will be followed with a technical and commercial evaluation weightage ratio of 70:30. To qualify in the technical evaluation, bidders must secure a minimum overall technical score of 70% and at least 80% in the "Approach and Methodology" presentation and technical documentation.
8	Last date for submission of queries by Bidders	21.05.2025 by 4:00 PM
9	Pre-bid Meeting	22.05.2025 at 12:00 Noon
10	Pre-bid clarifications issue of corrigendum by OCAC (if any)	28.05.2025
11	Last date and time for receipt of proposals from Bidders	12.06.2025 by 2 PM
12	Schedule for opening of Prequalification and technical bids	12.06.2025 by 4 PM

13	Date and time for Technical Presentation	To be notified later via email
14	Date and time for opening of Commercial Bids	To be notified later via email
15	Bid Validity Period	180 days

3 Request for proposal

Sealed proposals are invited from eligible, reputed, qualified software application developers and implementers for Design, Development & Implementation of Building & Asset Management System. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for selection of Software Solution Provider (SSP) for Design, Development & Implementation of for building and asset management system for ST & SC development, Minorities & Backward Classes Welfare Department, Government of Odisha comprises of the following volumes:

4.1 Volume-I [Instructions to Bidder]

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Appointment of Software Solution Provider
- e) Formats for Pre-Qualification, Technical and Financial Bid response

4.2 Volume-II [Terms of Reference]

The contents of this volume broadly cover following areas:

- a) About the project and its objectives

- b) Scope of work
- c) Functional Requirements
- d) Project Schedule
- e) Payment Terms and Schedule
- f) Service level for Software Solution Provider
- g) Timeline of Project implementation
- h) Bill of Material and Quantity

5 Background Information

5.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Solution Provider firms (“Bidders”) for this RFP document for selection of SSP for Design, Development & Implementation of Building & Asset Management System, ST & SC development, Minorities & Backward Classes Welfare Department, Government of Odisha as described in the Vol-II “Terms of Reference” of this RFP.

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet.

Proposals that are received late will not be considered in this procurement process.

OCAC will award the contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

5.2 Project Background

5.2.1 About OCAC

The Department of Electronics & Information Technology is the Nodal Department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-

Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics and Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

OCAC on behalf of ST & SC development, Minorities & Backward Classes Welfare Department, Government of Odisha intends for Design, Development & Implementation of Building & Asset Management System. This will be a robust platform with upgraded technology and improved performance, making it more user friendly. OCAC is pleased to engage qualified and preferred software development agency to execute this project.

5.2.2 Project Profile

The ST & SC Development, Minorities & Backward Classes Welfare Department of Odisha undertakes various initiatives to uplift Scheduled Tribes (ST), Scheduled Castes (SC), and other marginalized communities.

Infrastructure development is one of the department's key initiatives, focusing on the asset management & building of educational building, hostels, staff quarters and office. These efforts aim to foster social and economic development, ensuring a more inclusive growth framework for the state.

This project is designed to enhance infrastructure management for all the communities by enabling real-time data access and improving decision-making capabilities for administrative authorities. By modernizing manual processes and integrating geo-tagged data, the department aims to enhance the efficiency and impact of its development initiatives.

The key objectives of this engagement are as follows.

- a) To ensure holistic and successful implementation of the Building & Asset

Management System

- b) Building management across the state funded by the Department.
- c) Integration of geo-tagged data and digitizing the existing manual processes.
- d) To monitor the building construction
- e) Timely assessment of all the building activities across the state under the department
- f) Asset management at the ground level using a sophisticated online module.

6 Instruction to the Bidders

6.1 General

- a) While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- d) This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

6.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i) Include all documentation specified in this RFP.
 - ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - iii) Comply with all requirements as set out within this RFP.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) OCAC will hold a pre-bid meeting with the prospective bidders as per the schedule in the fact sheet, either Virtual or Physical (OCAC building) or Hybrid mode.
- b) Virtual meeting link will be provided to the interested bidders on request through email as per the schedule in the fact sheet.
- c) The representatives of Bidders (restricted to two persons) may attend the pre-bid meeting.
- d) The Bidders should send their queries to gm_ocac@ocac.in (with a copy to debaraj.behera@ocac.in, debraj.behera@odisha.gov.in) as per the format below (in MS-Excel only) as per the schedule in the fact sheet.

Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

- e) OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the

Bidders.

- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in, www.odisha.gov.in and enivida.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

6.4 Key Requirements of the Bid

6.4.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitment, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OCAC. The Bidder's participation in this process may result in OCAC selecting the Bidder to engage towards execution of the contract.

6.4.2 RFP Document Fees

The bidder must furnish along with its bid required bid document fee amounting to ₹11,200/- inclusive of GST @ 12% online through e-Nivida portal/or in shape of DD in favor of “Odisha Computer Application Centre” payable at Bhubaneswar. Proposals received without or with inadequate RFP Document fees shall be rejected.

6.4.3 Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of **₹10,00,000/-** (Ten lakhs only) issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the

due date of the tender / RFP. The EMD should be submitted in the General Bid.

- b) EMD may be submitted in shape of DD or BG in favour of Odisha Computer Application Centre. The bidder may also transfer the EMD in online mode through e-Nivida Portal.
- c) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f) The EMD may be forfeited:
 - i) If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
 - ii) In case, the successful Bidder fails to sign the agreement in accordance with Terms and Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms and Conditions (including timelines for furnishing Performance Bank Guarantee)
 - iii) If a Bidder withdraws its bid during the period of bid validity.
 - iv) During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - v) If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
 - vi) If a Bidder's proposal contains deviations, conditional offers and partial offers.
- g) The local bidders registered under MSME (local MSMEs) are exempted from submission of EMD. However, they must furnish documentary evidence

against the same.

- h) Some banks require OCAC's account number for preparation of Bank Guarantee for submission of EMD which is as follows:

Bank A/c No. :	149311100000195
Payee Name :	OCAC Training
	Union Bank of India, Acharya Vihar,
Bank Name & Branch :	Bhubaneswar.
Account Type :	Savings
IFSC :	UBIN0814938
MICR :	751011010

6.5 Submission of proposal

6.5.1 Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

6.5.2 Guidelines for Registration

- Bidders are required to enroll themselves on the e-Nivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page **by paying Registration Fees of Rs.2,500/- + Applicable GST.**
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key

usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.

- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

6.5.3 Searching for Tender Documents

- a) There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- b) Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

6.5.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with

Colour option which helps in reducing size of the scanned document.

- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

6.5.5 Submission of Bids

- a) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c) Bidder has to select the payment option as per the tender document to pay the tender fee or tender processing fee and EMD as applicable and enter details of the instrument.
- d) In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted or couriered or given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the

bidders. Bidders are required to download the BOQ file, open it and complete the yellow colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bid click "Complete" (i.e. after clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement and a bid summary will be displayed with the unique id and date and time of submission of the bid with all other relevant details.
- i) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6.5.6 Clarifications on using e-Nivida Portal

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.
- c) Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

6.5.7 Tender Validity

Proposals shall remain valid for a period of **180 Days** from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent, if felt necessary.

6.5.8 Submission and Opening of Proposals

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
 - i) Response to Pre-Qualification Criteria (Cover-1)
 - ii) Technical Proposal (Cover-2)
 - iii) Commercial Proposal (Cover-3)
- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted (as per the schedule in the fact sheet) will be opened (as per the schedule in the fact sheet) by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

6.5.9 Late Bids

- a) The eNivida portal does not allow submission of bids after due date and time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.

- b) The bids submitted by any other means like physical submission / telex / telegram / fax / e-mail etc. except online in eNivida Portal shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need vis-à-vis urgent commitments.

6.5.10 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6.5.11 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

6.5.12 Acceptance and Rejection of Bids

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder's capability and capacity. The decision of OCAC shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

6.6 Evaluation Process

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the

responses of the bidders.

- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- c) The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) Initial bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if proposals are:
 - i) Not submitted as specified in the RFP document
 - ii) Received without the Letter of Authorization (Power of Attorney)
 - iii) Found with suppression of details
 - iv) Found with incomplete information, subjective, conditional offers and partial offers submitted
 - v) Submitted without the documents requested in checklist
 - vi) Submitted with lesser validity period
- h) All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of RFP. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

7 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified firm and providing associated capacity building, training and operations and maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next level of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

The evaluation of bid responses under this RFP will be conducted using the QCBS method, applying a weightage ratio of 70:30 for technical and commercial assessments. To qualify in the technical evaluation, bidders must achieve a minimum overall technical score of 70% and at least 80% in the “Approach and Methodology” presentation and technical documentation.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least **70% marks** in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

7.1 Pre-Qualification Criteria

7.1.1 General

Sl#	Category	Requirement	Compliance
a)	Legal Entity	Responding Firm/ Company should be: – Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm	- Copy of Certificate of Incorporation/ Registration - Copy of the work order/completion

Sl#	Category	Requirement	Compliance
		<p>registered under LLP Act, 2008.</p> <ul style="list-style-type: none"> – Have been operating for at least last five (5) financial years as on date of bid submission date. – Registered with Goods and Services Tax Network (GSTN). – Bidders participating in the tender must be registered under Odisha GST (OGST) Act 	<p>certificate as documentary proof of 5 years in Software Development.</p> <p>- Copy of GST Registration certificate reflecting the registered address within Odisha.</p>
b)	Sales Turnover	The bidder should have Annual Average Turnover of at least ₹8 crores generated only from Software development and implementation during the last three financial years ending on 31 st March 2024.	Copy of audited Profit & Loss Statement & Certificate from the Statutory Auditor/CA by mentioning the turnover from Software Development and Implementation .
c)	Net Worth	The Bidder must be positive net worth in last three financial years ending on 31st March 2024	Certificate from the statutory auditor/CA
d)	Certifications	The bidder must possess a CMMI Level 3 or higher certification (from CMMI Institute, formerly SEI), which should be published on the official CMMI website and valid as of the bid submission date.	Copy of certificate issued by accredited organizations

Sl#	Category	Requirement	Compliance
e)	Technical Manpower	The bidder must have at least 50 full time technical resources in its payroll as on date of submission of bid.	Copy of the latest EPF deposit challan and declaration from HR
f)	Project Experience	<p>The Bidder should have successfully completed at least following numbers of e-Governance application of similar nature for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date, with the specified project values outlined below::</p> <ul style="list-style-type: none"> - 1 project not less than ₹1.8 Cr. OR - 2 projects not less than ₹1.5 Cr each OR - 3 projects not less than ₹1 Cr each <p><i>Note : “Similar nature” refers to any application related to GIS, financial transactions, DBT, project management, or asset management that has been implemented statewide.</i></p> <p>(Projects executed through consortium partners will also be considered. In such cases, the bidder must provide relevant</p>	<ul style="list-style-type: none"> – Copy of Work Order – Project Completion or Go-live letter.

Sl#	Category	Requirement	Compliance
		documentary evidence of the software implementation.)	
g)	Earnest Money Deposit	i) ₹10,00,000/- (Rupees Ten Lakh)	<ul style="list-style-type: none"> ▪ In the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) or NEFT/RTGS through e-Nivida Portal.
h)	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration
i)	Existence in Odisha	The bidder should have a local office in Odisha. If the bidder does not have a local office at the time of bid submission, they have to furnish an undertaking to setup an office within 30 days from issuance of work order from award of the project.	Trade License/Leased Agreement etc. / Declaration
j)	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document
k)	Consortium bidding/ sub-contracting	Consortium of any kind shall not be acceptable for this project.	Self-Declaration of no consortium bidding

7.2 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals based on technical evaluation criterion as provided below:

7.2.1 Financial & Organization Strength [15 Marks]

Sl#	Evaluation Criterion	Max Marks	Compliance
a)	<p>Average Sales Turnover generated only from Software Development services in the last 3 years ending with March 2024.</p> <ul style="list-style-type: none"> • ≥ 8 Cr: 3 marks <p>Additional 1 Mark for each additional 1 Cr subject to maximum to 5 marks.</p>	05	Copy of audited Profit and Loss Statement OR Certificate from the Statutory Auditor/CA
b)	<p>The bidder must have the following valid quality certifications as on bid submission date:</p> <ul style="list-style-type: none"> • CMMi Level 5 = 1 Mark • ISO 27001 = 2 marks • ISO 20000 = 1 Mark • ISO 9001 = 1 Mark 	05	Copy of certificate issued by accredited organizations
c)	<p>Presence in Odisha</p> <ul style="list-style-type: none"> • Development Centre with 30 resources – 5 marks • Only operation Centre – 2 marks 	05	Trade license/Leased agreement

7.2.2 e-Governance Strength [45 Marks]

Sl#	Evaluation Criterion	Max Marks	Compliance
a.	<p>The bidder must have experience in implementing projects involving financial transactions or cashbook management for any Government Department, Government Agency, or PSU in India within the last five years as of the bid submission date, covering areas such as beneficiary/vendor payments, UC submission, etc. Only projects with a contract value exceeding ₹50 lakhs will be considered.</p> <p>(Each project will be awarded 2.5 marks)</p>	10	<ul style="list-style-type: none"> – Copy of Work Order – Project Completion or Go-live letter.
b.	<p>The bidder should have experience in Successful implementation of projects with GIS based Inspection Management for any Government Department or Government Agency or PSU in India, in the last 5 years as on bid submission date in distinct projects.</p> <p>1. \geq ₹40lakhs & $<$ ₹60lakhs – 3 marks</p> <p>2. \geq ₹60lakhs & $<$ ₹80lakhs – 6 marks</p> <p>i) \geq ₹80 lakhs – 10 Marks</p> <p>(Maximum 15 marks)</p>	15	<ul style="list-style-type: none"> – Copy of Work Order – Project Completion or Go-live letter.

Sl#	Evaluation Criterion	Max Marks	Compliance
c.	<p>The bidder should have implemented mobile application project on Android or iOS platform with a minimum 1 lakh downloads (cumulative) as on bid submission date for any Government Department / Government PSU in Odisha</p> <p>[Each project will be awarded 5 marks]</p>	10	<ul style="list-style-type: none"> – Copy of Work Order – Project Completion or Go-live letter. – Google / App Store Information
d.	<p>The bidder should have successfully implemented E-governance projects of similar nature for any State Department / PSU / Govt. Agency in India.</p> <p>1. 1 Project – 1 mark</p> <p>2. 2 Projects – 2 marks</p> <p>3. >2 Projects – 5 Marks</p> <p><i>Note : “Similar nature” refers to any application related to GIS, financial transactions, DBT, project management, or asset management that has been implemented statewide.</i></p>	5	<ul style="list-style-type: none"> – Copy of Work Order – Project Completion or Go-live letter.
e.	<p>The bidder should have experience in successfully developing and implementing solutions in the field of Tribal Welfare and allied sectors for any State Department / PSU / Govt. Agency in India.</p>	5	<ul style="list-style-type: none"> ▪ Copy of Work Order ▪ Project Completion or Go-live letter.

Sl#	Evaluation Criterion	Max Marks	Compliance
	Order value of minimum 50 Lakhs will be considered. Each Project will be awarded 2.5 marks		

7.2.3 Presentation – Approach and Methodology [40 Marks]

Sl#	Evaluation Criterion	Max Marks	Compliance
a)	<ul style="list-style-type: none"> - Understanding the project Requirement and Proposed Solution Architecture (functional and Technical Architecture) - Components with Prototype design. - Live demonstration of at least one E- governance application of similar nature. - Work plan, approach & methodology for completing the work. - Technologies used - Risks and Mitigation Plan Data Migration Plan - Training Methodology and plan time frame. - Operation and 	40	Quality of Technical Presentation and bid approach & methodology document submitted in technical bid document

Sl#	Evaluation Criterion	Max Marks	Compliance
	maintenance road map. - Understanding of the Department & Domain - Project management plan - Innovation and value Addition		

Note: Projects executed through consortium partners will also be considered for evaluation and awarding the marks. In such cases, the bidder must provide relevant documentary evidence of the software implementation and its cost .

- a) All the bidders who secure a Technical Score of 70% or more along with securing a minimum of 32 marks in Technical Presentation will be declared as technically qualified.
- b) The bidder with highest technical bid (H1) will be awarded 100% score.
- c) Technical Scores for other than H1 bidders will be evaluated using the following formula:

$$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right\} \% \text{ (Adjusted to two decimal places)}$$

- d) The commercial bids of only the technically qualified bidders will be opened for further processing.

7.3 Evaluation of Commercial Bids

- a) The evaluation of bid responses under this RFP will be conducted using the QCBS method, applying a weightage ratio of 70:30 for technical and commercial assessments. To qualify in the technical evaluation, bidders must achieve a minimum overall technical score of 70% and at least 80% in the “Approach and Methodology” presentation and technical

documentation.

- b) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation and secured more than 32 marks in Technically Presentation) will be opened on the prescribed date in the presence of bidder representatives.
- c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d) Any conditional bid would be rejected.
- e) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected”.
- f) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- g) In the event that there are two or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as “Best responsive bid” for award of the Project.
- h) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: $F_n = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100\} \%$.

7.4 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of **70% and 30%** respectively to compute composite score. The composite score will be computed as under:
- b) $B_n = 70\% * T_n + 30\% * F_n$
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.
- d) In the event the bid composite bid scores are ‘tied’, the bidder securing the highest technical score will be awarded the project or adopt any other

method as decided by the Tendering Authority

8 Appointment of System Integrator / Solution provider

8.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

8.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process/ public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OCAC action.

8.3 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal

8.4 Notification of Award

Prior to the expiration of the proposal validity period, OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), OCAC will notify each unsuccessful bidder and return their EMD.

8.5 Contract Finalization and Award

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

8.6 Performance Guarantee

- a) OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- b) PBG would be **10% of the cost of the annual pay-out** and should be valid for **20 months**. Each year the SSP should submit the fresh PBG accordingly or extend the PBG in each year.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC

incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

- f) The local MSE bidders registered under MSME (local MSMEs) would be required to make payment of 25% of the prescribed value of Performance Security so as to ensure the performance of the contract (reference Finance Department, Government of Odisha, Office Memorandum No. 13681/F, dated 19.04.2018).

8.7 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder, incorporating all clauses, pre-bid clarifications and proposal of the bidder.

8.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.

9 Contractual Clauses

The Contract Agreement for this engagement would contain the following key clauses:-

9.1 Term of Contract

The initial period of contract is one year and 5 months (i.e. 5 months of software development as well as implementation and one year of support maintenance from the date of Go-live) which may be extended for a period of another 2 years in case of requirement by ST & SC Development Department

9.2 Termination

- a) Normal termination of the contract would happen at the end of the tenure.
- b) Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of breach happening due to

reasons solely and entirely attributable to Bidder, provided prior thirty days written notice to rectify the same is given by the OCAC and failure by Bidder to rectify in the notice period.

- c) Termination by SI - The SI may terminate this Contract, by not less than Ninety (90) days' written notice to the OCAC, such notice to be given after the occurrence of any of the following events –
 - i. If the Purchaser fails to pay any money due to the SI pursuant to this Contract and not subject to dispute pursuant to Clause 7.10 hereof within forty-five (45) days after receiving written notice from the SI that such payment is overdue.
 - ii. If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause 7.10 hereof
 - iii. If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the SI may have subsequently approved in writing) following the receipt by the Purchaser of the SI's notice specifying such breach.
- d) Termination by OCAC : OCAC may terminate the contract by giving 90 days notice period to SSP

9.3 Effects of Termination

- a. In the event of a pre-mature termination of this agreement by OCAC, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables till the last effective date of termination.
- b. Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder shall agree to extend full cooperation in supporting the transition process.

9.4 Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or

measurable criteria. In case of any conflict between RFP and Proposal submitted by the Bidder in relation to Scope of Work or Deliverables, the Proposal submitted by Bidder (including clarifications, if any) shall prevail and apply.

9.5 Norms Governing Service Delivery

- a) Provide necessary performance guarantees on signing of the agreement;
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- c) Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune to the requirements;
- d) Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;
- e) The cost of travel & accommodation during visit to various places of Odisha for various works like system study, training etc. should be borne by the bidder.

9.6 Fees and Payments

- a) The total fees payable to the bidder including a milestone based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. **Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.**
- b) Payments for additional services in case of change in scope will also be specified.
- c) In case of a *bona fide* dispute regarding any invoice, OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

9.7 Audit

- a) The software and documents prepared for this project are subject to audit. The bidder should help OCAC during preparation of compliances of audit without any additional cost.
- b) Software including source code, licenses (if any) and all technical documents/manuals shall be in favour of the OCAC and shall be submitted to the OCAC before final payment or on demand.
- c) All records pertaining to this work shall be made available to the OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

9.8 Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to OCAC/Departmental data, wherever applicable. If required, the bidder will sign a Non-Disclosure Agreement (NDA) with OCAC/ other stakeholders of project.

9.9 Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

9.10 Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Principal Secretary to Government, E&IT Department, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

9.11 Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suits, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

9.12 Change Request Management

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows :

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – OCAC will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis.
- Approval or disapproval of the change request – Technical Committee constituted by OCAC will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to OCAC accordingly.

The costing of change request shall be finalised as per cost mentioned in financial bid format- Software Enhancement Service.

9.13 Intellectual Property Rights (Source Code)

The source code of entire applications along with necessary documentations developed under this RFP/Contract should be shared with OCAC/Govt. of Orissa after Go-live of the application.

9.14 Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b. Maximum liability of the bidder for this project will be limited to the total value of the contract or the amount actually paid to the bidder whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue.

10 Formats for Response

10.1 Pre-Qualification Bid Formats

10.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar, P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of Software Solution Provider for Design, Development and Implementation of Building And Asset Management System for ST & SC Development, Minorities & Backward Classes Welfare Department, Government of Odisha.

Madam/Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your RFP No: OCAC-SEGP-SPD-0023-2025-25058, 16.05.2025. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) document (both volume-I & II) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have

rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,
(Authorized Signatory)
Name, Designation & Contact No.
and Seal

10.1.2 FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
a)	Name of Bidder	
b)	Registered Address of Bidder	
c)	Address for Communication	
d)	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
e)	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
f)	Mobile no. of contact person:	
g)	E-mail address of contact person:	
h)	GST Number of the Firm	
i)	PAN No. of the firm	

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact
No.
Seal

10.1.3 FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of Software Solution Provider for Design, Development and Implementation of Building And Asset Management System for ST & SC Development, Minorities & Backward Classes Welfare Department, Government of Odisha.

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No: OCAC-SEGP-SPD-0023-2025-25058 regarding RFP for "Selection of Software Solution Provider for Building and Asset management system for ST & SC Development Department".

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact
No.
Seal

10.1.4 FORM PQ-4: Project Citation Format

a)	Project Name:	
b)	Value of Contract/ Work Order (In INR):	
c)	Name of the Client:	
d)	Project Location:	
e)	Contact person of the client with address, phone and e-mail:	
f)	Project Duration:	
g)	Start Date (month/year): Completion Date (month/year):	
h)	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
i)	Narrative description of the project with scope:	
j)	List of Services provided by your firm/company:	

10.1.5 FORM PQ-5: Bank Guarantee Template

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E & IT Dept, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL,

Bhubaneswar - 751013

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP No: OCAC-SEGP-SPD-0023-2025-25058 for Selection of Software Solution Provider for Development and Implementation of Building and Asset management system for ST & SC Development Department (hereinafter called "the Bid") to OCAC.

Know all men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Odisha Computer Application Centre, Bhubaneswar (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

- a) If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
- b) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - i) Withdraws his participation from the bid during the period of validity of bid document; or
 - ii) Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- b) This Bank Guarantee shall be valid up to <<insert date>>)
- c) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact
No. Seal

10.1.6 FORM PQ-7: Format for Non-blacklisting Declaration

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Non-Blacklisting declaration in connection with RFP No: OCAC-SEGP-SPD-0023-2025-25058, 16.05.2025

Madam/Sir,

This is to notify you that our <<Name of the Firm/Company/Organization>> is not declared ineligibility for corrupt and fraudulent practices or blacklisted/debarred by Central Government or any State Government organization / department / PSU in India at the time of submission of the bid.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact
No.
Seal

10.2 Technical Bid Formats

10.2.1 FORM TECH-1: Description of Proposed Solution

[along with Technology, Scalability, Completeness, Simplicity and Interoperability]

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume-II of this RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- a) Functional Architecture
- b) Technical Architecture
- c) Network Architecture
- d) Deployment Architecture
- e) Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

The bidder should provide details of third party software in technical bid.

10.2.2 FORM TECH-2: Description of Proposed Approach & Methodology

Bidder is free to propose any type of approach for development and implementation of Building and Asset management system for ST & SC Development Department.

10.2.3 FORM TECH-3: Detailed Work Plan

[with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies]

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									

10.3 Financial Bid

10.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder and in Cover-2 of Commercial bid)
To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of Software Solution Provider for Design, Development and Implementation of Building And Asset Management System for ST & SC Development, Minorities & Backward Classes Welfare Department, Government of Odisha.

Madam/Sir,

I /We, the undersigned, offer to provide the service for development and implementation of Building and Asset management system for ST & SC Development Department as per RFP No: OCAC-SEGP-SPD-0023-2025-25058 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We understand that our proposal is binding on us and that you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
and Seal

10.3.2 FORM FIN-2: Financial Quote (Break-up)

SI No	Item	Unit	Unit Rate excluding GST	Qty	Amount excluding GST
a)	Web Application Development [Study, Design, Development, Testing, Implementation, Integration & Training] with one year of support maintenance	Lumpsum		1	
b)	Android & iOS Mobile Application Development with one year of support maintenance	Lumpsum		1	
c)	Software Enhancement Service	Man month		50	
d)	Handholding Support Engineer (2 numbers x 1 year = 24 months) (Cost Discovery item)	Man month		24	
e)	Handholding Support Executive (3 numbers x 1 year = 36 months) (Cost Discovery item)	Man Month		36	
f)	Annual Support maintenance (per year for 2 years) (Cost Discovery item)	Year		2	
g)	Security Audit by Cert-in empaneled auditor (For both Web Application and Mobile Application)	Time		1	
h)	SSL Certificate	Year		2	

SI No	Item	Unit	Unit Rate excluding GST	Qty	Amount excluding GST
i)	Any third party software required for development and implementation of application				
j)	Database Server License/ Subscription				
k)	Application Server License/ Subscription				
l)	Web Server License/ Subscription				
m)	Any other, bidder may specify				
n)					
o)					
Total excluding GST					

- Above rate and cost is exclusive of GST.
- If the ST & SC Development Department decides to extend the contract beyond the initial one-year support and maintenance period, the associated costs, including support and maintenance, resource expenses (if applicable), SSL, security audits, and any licensed software, will be extended accordingly.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact
No.
Seal

10.4 Annexure- A (Compliance with Odisha State Data Policy)

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013

Sub: Selection of Software Solution Provider for Design, Development and Implementation of Building And Asset Management System for ST & SC Development, Minorities & Backward Classes Welfare Department, Government of Odisha RFP ref no: OCAC-SEGP-SPD-0023-2025-25058

Sir,

I/We hereby declare that all the Do's, Don'ts, and Key Considerations outlined in the Odisha State Data Policy, as mentioned below, have been duly adhered to during the development of this application. I further certify that I am an authorized signatory of the company and am fully competent to make this declaration.

Odisha State Data Policy

Guidelines, Do's, Don'ts, and Key Considerations for Software Application Developers

Before developing a mobile application or web-based software application or any sort of IT application, the developer needs to follow certain keys norms mentioned in **Do's** and **Don'ts** to ensure compliance with legal frameworks, security standards, user privacy, and operational effectiveness. These guidelines help in promoting data transparency, security, and accessibility while ensuring that the software serves the public effectively.

The key principles outlined in '**Do's: Key Principles for Effective Software Development**' should be followed, while the practices described in '**Don'ts: Key Practices to Avoid in Software Development**' should be avoided during software application development.

Do's: Key Principles for Effective Software Development

Data Security:

- ❖ **Data Encryption:** Robust security protocols such as encryption and secure access controls may be adopted to protect sensitive data.
- ❖ **User authentication and authorization:** Implement Multi Factor Authentication (MFA), 2 Factor Authentication (2FA), role-based access control (RBAC) for user logins.

Data Privacy:

- ❖ **Consent Management:** Developer to ensure that the application asks for explicit user consent before collecting personal or sensitive data and allow users to withdraw their consent easily at any time.

Open Standards Framework:

- ❖ **Interoperability:** The software application to be compatible with open standards for better integration and data sharing between departments under government of Odisha and various associated government bodies. Data open standards should involve using standardized formats such as CSV, JSON, Parquet and XML, ensuring that the data is easily accessible by different applications across various departments of the Government of Odisha.
- ❖ **Open APIs:** Developers to design APIs for web apps by integrating data-sharing protocols that adhere to open standards. This to be ensured that accessing to these APIs can be easily consumed by other platforms and users.
- ❖ **Documentation:** Well-documented code and APIs to be maintained, making it easier for future developers to understand, modify, and integrate the application with other systems.

Accessibility Guideline to adhere:

- ❖ **Web Content Accessibility Guideline:** Developers to follow Web Content Accessibility Guideline (WCAG) while developing software applications. This is to support the users with disabilities to use the platform effectively. Providing screen reader support, keyboard navigation are few of the examples to follow under easy accessibility for the users with disabilities. Developers can find comprehensive reference materials and detailed information on web content accessibility at <https://www.w3.org/WAI/standards-guidelines/wcag/>.
- ❖ **Mobile App Accessibility:** For mobile apps on platforms like Android and iOS, developers must ensure the app is compatible with screen readers, supports large fonts, and is easy to navigate for users with disabilities.

Transparency and Accountability:

- ❖ **Privacy Policy:** Within the software application, a clear and concise privacy policy to be placed which must be explaining what data is collected, how it's used, and the steps taken to protect it.
- ❖ **User Feedback:** A system can be incorporated within the application to collect user feedback and complaints, allowing the users to report concerns or issues related to data usage or privacy.
- ❖ **Audit Trails:** To ensure accountability and traceability in case of data misuse or breaches, the developer required to create a process in the application to maintain logs of all user interactions, especially for administrative functions and reviews.

Integration with Open Data Platform:

- ❖ **Open Government Data (OGD) Platform:** Wherever possible, the developer can integrate the application with Odisha state government's Open Government Data (OGD) platform for publishing the datasets to benefit the public. This is also to be ensured by the developer that the

non-sensitive data should not published for common access.

Collaboration with Odisha Data Governance Framework:

- ❖ **Odisha Data Governance:** Software applications should be aligned with different components of data governance frameworks, such as data collection, storage, security, access, sharing, documentation, quality, retention and archival by ensuring compliance with the Odisha government's data-related policies.
- ❖ **Review by Data Officer:** Before releasing the software application, ensure that it is reviewed by the Chief Data Officer (CDO) and/or the Data Officers of the respective departments of the government of Odisha to ensure compliance with the state's data management standards.

Don'ts: Key Practices to Avoid in Software Development

- ❖ **Avoid Collecting Unnecessary Data:**
 - When developing software for any government body or department under the Government of Odisha, avoid collecting unnecessary data that is not essential to the application's functionality. Personal or sensitive information should only be collected, if necessary, as it could pose security risks. Collect only the data needed to provide the required service or functionality to users.
- ❖ **Safeguard User Privacy:**
 - Sharing, selling, or misusing user data without the user's explicit consent to be avoided. Also, the sensitive information should not be disclosed without a legal reason or the user's consent.
 - Using personal data for purposes other than what was initially stated in the application's privacy policy to be avoided.
 - Basic security measures such as input validation, secure password storage, or preventing SQL injection attacks should not be skipped.

Secure coding practices to protect the software applications from vulnerabilities should be ensured.

- Sensitive information like API keys or passwords should not be hard coded in the codebase of the application.

❖ **Adhere to Legal and Compliance Standards:**

- State, national laws regarding data protection, such as the Information Technology (IT) Act, 2000 or the Digital Personal Data Protection (DPDP) and other related government policies, guidelines should not be overlooked and those required to be complied when necessary, during the development of the software application.
- Launching of an application should be avoided without obtaining proper legal approvals or consulting with legal advisors from the government level committees to ensure compliance with data privacy and security regulations.

❖ **Ensure Easy Data Access:**

- Developers should keep in mind to design the software applications in a way that must not restrict the users from accessing the necessary information from Odisha Open Government Datasets (OGDs). For mobile apps, the developer to make sure that the data retrieval is easy to use, and for web apps, it is to be ensured by the developer that there are simple search and filter options.
- The developers to avoid making the user interface (UI) and user experience (UX) too complicated, as it can reduce the application's effectiveness and ease of use.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal