

Request for Proposal

for



**Selection of System Integrator for Operation, Maintenance &
Technical Support for Jana Sunani 2.0 Portal**

RFP No.: OCAC-SEGP-SPD-0083-2025-26021



Instructions to Bidder (Vol-I)



ODISHA COMPUTER APPLICATION CENTRE

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1 Glossary of Terms

| | |
|------|--|
| ATS | Annual Technical Support |
| CV | Curriculum Vitae |
| EMD | Earnest Money Deposit |
| BG | |
| FRS | Functional Requirement Specification |
| ICT | Information Communication Technology |
| ISO | International Organization for Standardization |
| CMMi | Capability Maturity Model Integration |
| SEI | Software Engineering Institute |
| IT | Information Technology |
| ITeS | Information Technology Enabled Services |
| KB | Kilobytes |
| LOI | Letter of Intent |
| MIS | Management Information System |
| Nos | Numbers |
| Cr | Crore |
| OCAC | Odisha Computer Application Center |
| OSDC | Odisha State Data Centre |
| PMU | Project Management Unit |
| OSU | Operational Support Unit |
| QCBS | Quality & Cost Based Selection |
| FRS | Functional Requirement Specification |
| SRS | Software Requirement Specification |
| RFP | Request for Proposal |
| ROC | Registrar of Companies |
| RTI | Right to Information |
| SDLC | Software Development Life Cycle |
| SSL | Secure Sockets Layer |
| SI | System Integrator |
| SLA | Service Level Agreement |

| | |
|--------|--|
| HR | Human Resources |
| BE | Bachelor of Engineering |
| B.Tech | Bachelor of Technology |
| MCA | Master of Computer Application |
| MBA | Master of Business Administration |
| OEM | Original Equipment Manufacturer |
| DR | Disaster Recovery |
| MAF | Manufacturer's Authorization Form |
| AI | Artificial Intelligence |
| ML | Machine Learning |
| PF | Provident Fund |
| IRDAI | Insurance Regulatory and Development Authority of India |
| GA&PG | General Administration and Public Grievance Department, Odisha |
| HCM | Hon'ble Chief Minister |

2 Fact Sheet

| Sl# | Item | Description |
|-----|--|--|
| a) | RFP Reference | OCAC-SEGP-SPD-0083-2025-26021 |
| b) | Date of Publication | 23.03.2026 |
| c) | Project Title | Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani Portal |
| d) | Name of Purchaser | Odisha Computer Application Center (OCAC) |
| e) | 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 |
| f) | Submission of proposal | The proposals must be submitted online in the portal https://enivida.odisha.gov.in . Submission of proposals in other forms or portal shall not be considered. |
| g) | Earnest Money Deposit | ₹ 45,00,000/- |
| h) | Selection Method | QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation) |
| i) | Last date for submission of queries by Bidders | 30.03.2026 by 12 Noon |
| j) | Pre-bid Meeting | 30.03.2026 at 4 PM |
| k) | Pre-bid clarifications by OCAC (if any) | 06.04. 2026 |
| l) | Last date and time for receipt of proposals from Bidders | 15.04.2026 by 2 PM |
| m) | Date and time for opening of Prequal-cum-Technical Proposals | 15.04.2026 by 4 PM |
| n) | Date and time for Technical Presentation | To be notified later |
| o) | Date and time for opening of Commercial Bids | To be notified later |
| p) | Bid Validity Period | 180 Days |
| q) | Project Term | 39 Months |

3 Request for proposal

Proposals are invited from eligible, reputed, qualified software application developers and implementers for Operation, Maintenance & Technical Support for the Jana Sunani Portal for Government of Odisha. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

In case of ambiguity between Volume-I and Volume-II, the clauses of Volume-II (Terms of Reference) shall prevail.

4 Structure of the RFP

This RFP document for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani Portal of the application for 39 Months 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 System Integrator/ Service Provider / Implementing Agency
- 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 System Integrator
- g) Bill of Material and Quantity

The bidder is expected to respond to the requirements completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the System Integrator (SI) for this project.

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 Development / System Integration firms (“Bidders”) for this RFP document for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani Portal 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 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 departments for effective e-Governance and capacity building; Promotion of ICT based education in the State.

As a key driver of Odisha’s digital transformation initiatives, the department oversees the development and maintenance of critical digital infrastructure and citizen-facing platforms. One such flagship initiative is the Jana Sunani Portal—Odisha’s unified public grievance redressal mechanism—enabling citizens to lodge complaints and monitor their resolution through a centralized, transparent, and tech-enabled interface.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & 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.

5.3 Project Profile

The Jana Sunani Portal is the Unified Public Grievance Redressal System of the Government of Odisha, to ensure transparent, accountable, and responsive

governance. It serves as a one-stop platform for citizens to register grievances, track their status, and receive timely resolutions from concerned government departments and authorities. The portal integrates grievance redressal mechanisms across departments, districts, and blocks, creating a seamless digital ecosystem where public complaints are acknowledged, assigned, processed, and resolved in a time-bound and efficient manner. However, with increasing digital adoption, rising citizen expectations, and the evolving complexity of public service delivery, there is a pressing need for a more advanced and integrated version of Jana Sunani i.e Jana Sunani 2.0. By upgrading and enhancing the existing portal, the Government can significantly improve the efficiency, responsiveness, and timeliness of grievance redressal, ultimately strengthening public trust and administrative accountability.

6 Instructions 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 pertaining to this initiative, and Bidders should place no reliance and dependence on such communications.
- e) The Bidder shall submit only one genuine bid and shall not participate through related or multiple entities. The Bidder shall not engage in canvassing, lobbying, or any influence over the procurement process, failing which rejection or debarment may follow. The Bidder shall also not claim any financial or timeline relaxation on grounds of inadequate understanding, assumptions, or misinterpretation of the RFP requirements.

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:
- Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - 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 shall hold a pre-bid meeting with the prospective bidders on **30.03.2026** at **4 PM** in VC Mode (through Microsoft Teams).
- b) Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to kalpana.biswal@odisha.gov.in and debraj.behera@odisha.gov.in) by **30.03.2026, 12 Noon**.
- c) The representatives of Bidders (restricted to three persons) may attend the Pre-bid meeting.
- d) The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting, in mail to gm_ocac@ocac.in (with a copy to kalpana.biswal@odisha.gov.in and debraj.behera@odisha.gov.in) 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) Bidders shall submit only one consolidated set of queries. OCAC reserves the right to review, revise, or modify its responses if contradictory, unclear, or overlapping queries are received from any bidder.
- f) In the meeting, the representative of the bidders should only ask the show stopper queries and relevant queries which are hindrances for them to participate on the tender. All Other queries will be answered and published as response sheet.
- g) 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, without assigning any reason. OCAC makes no commitments, expressed 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 Amendment / Corrigendum Clause

- a) OCAC reserves the full right to amend, modify, alter, revise, clarify, or cancel any part, clause, section, schedule, or requirement of this RFP at any time prior to the bid submission deadline. Such amendments may be issued in the form of an addendum, corrigendum, clarification, or revised document and will be uploaded on the OCAC website.
- b) Any amendment so issued shall be deemed to form an integral and binding part of the RFP, and shall automatically supersede earlier instructions wherever applicable. Bidders are solely responsible for regularly monitoring the OCAC website for updates, addendums, and clarifications, and ensuring full compliance with all revised terms and conditions. OCAC shall not be liable for any oversight, negligence, or failure on the part of the bidder to take note of such amendments, nor shall any claim or request for extension of time be entertained on this account.

6.4.3 Conflict of Interest

The Bidder shall ensure that no conflict of interest exists during any stage of the bidding process or during execution of the contract. A Bidder shall be considered to have a conflict of interest if:

- its business or financial interests may adversely influence its participation or performance;

- it has relationships with other bidders participating in this RFP;
- any of its key personnel has been engaged by OCAC in the preparation of this RFP; or
- it stands to benefit from decisions that compromise impartial evaluation.
- If any conflict of interest is detected at any stage, OCAC reserves the right to reject the bid or terminate the contract without any liability.

6.4.4 Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of Rs. 45,00,000/- (Rupees Forty Five lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) 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) The EMD may also paid through electronic mode to the following:
 - Bank A/c No.: 149311100000195
 - Payee Name: OCAC Training
 - Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
 - Account Type: Current
 - IFSC: UBIN0814938
- 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:
 - If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal during the Bid validity period or its extended period, if any.
 - 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)

- If a Bidder withdraws its bid during the period of bid validity.
- During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- 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.
- If a Bidder's proposal contains deviations, conditional offers and partial offers.

6.5 Submission of proposal

6.5.1 Instructions 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

- a) Bidders are required to enroll themselves on the eNivida 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.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) 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, facilitating bidders to search for 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 / Tender Processing fee & 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/couriered/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.
- f) Bidders are required to download the BOQ file, open it and complete the yellow coloured (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.
- g) 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.
- h) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- i) 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 & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- j) 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.

e-Nivida Helpdesk can be contacted (as given below) for any query related to RFP.
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 right 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:
 - Response to Pre-Qualification Criteria
 - Technical Proposal
 - Commercial Proposal
- b) 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 criterion, 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 the 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 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.

6.5.12 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.

6.6 Evaluation Process

- a) 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.
- b) 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.
- c) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- d) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) Initial bid scrutiny will be conducted, and incomplete details as given below will be treated as non-responsive if proposals are:

- Not submitted as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- Found with incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in checklist
- Submitted with lesser validity period

g) 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.

If any document, certificate, declaration, or information submitted by the Bidder is found to be false, fabricated, misleading, or materially incorrect at any stage of the bidding process or during the contract period, the Bidder shall be immediately disqualified. OCAC reserves the right to cancel the contract if awarded, and initiate action for blacklisting or debarment of the Bidder as per applicable Government rules.

7 Criteria for Evaluation

The overall objective of this evaluation process is to select a capable and qualified firm for providing operations & maintenance and technical support for the upgraded Janasunani 2.0 Portal along with associated capacity building & training.

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.

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:

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be pre-qualified for the project. **Consortium / Joint Venture is not allowed.** However, as per the State ICT Policy 2022, mandatory local participation, and collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how should be ensured. A declaration to this effect is to be attached separately with the general bid document.

| Sl. No. | Basic Requirement | Criteria | Documents Required |
|---------|--------------------------------------|---|---|
| a) | Legal Entity | <p>The bidder should be a company registered under the provisions of the Indian Companies Act, 1956/2013</p> <p style="text-align: center;"><u>OR</u></p> <p>the Limited Liability Partnerships Act, 2008</p> <p style="text-align: center;"><u>OR</u></p> <p>The Indian Partnership Act,1932</p> <p>The bidder should be in operation in IT/ ITeS business for the last 10 years as on 31st March 2025 in India.</p> <p>The bidder should be registered with the GST</p> | <ul style="list-style-type: none"> – Copy of Certificate of Incorporation OR Copy of LLP firm – Registration certificate as applicable – Copy of Goods and Services Tax (GST) certificate with GST registration number (GSTIN) – Copy of PAN Card – Work Order and Project Completion / Go-Live Certificates demonstrating a proven track record of 10 years of operational experience in the IT/ITeS Projects |
| b) | Consortium bidding / Sub-contracting | <p>Consortium of any kind is not allowed.</p> <p>However, the bid should comply with State ICT Policy 2022, Clause 8.18</p> | <ul style="list-style-type: none"> – Self-Declaration |
| c) | Sales Turnover | <p>The bidder must have minimum average annual turnover of INR 30 Cr (Rupees Thirty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2025.</p> <p>The bidder should have been profit making and have positive net worth for all these three financial years.</p> | <ul style="list-style-type: none"> – Statement to that effect should be certified by Chartered Accountant. – Net worth declaration/ certificate from CA. – Copies of audited balance sheets, profit & Loss Accounts and Annual Reports of last 3 financial years (up to 31-March 2025) should be enclosed. |

| Sl. No. | Basic Requirement | Criteria | Documents Required |
|----------------|--------------------------|--|--|
| d) | Manpower | The bidder should have technically qualified workforce of at least 200 technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid. | Certificate from HR Head (in Company letter head) showing the details of resources with qualification with latest PF copy. |
| e) | Technical Capability | The bidder should have successfully completed at least following IT or ITeS Projects for any Department in State or Central Government in India during last 5 years as on bid submission date and value specified below: <ul style="list-style-type: none"> – 1 project not less than ₹ 12 Cr. OR – 2 projects not less than ₹ 9 Cr. each OR – 3 projects not less than ₹ 6 Cr. Each | Work Order + Project completion / Go-live certificate. |
| f) | Certifications | The bidder must have following certification (with validity): CMMI Level 5 (from CMMi Institute) published in CMMi website. | Copy of valid certificate |
| g) | Similar Experience | The bidder should have successfully implemented at least one solution on Grievance management or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government with minimum order value of ₹ 10 Cr. | Work Order + Project completion / Go-live certificate/ Phase completion certificate from client. |

| Sl. No. | Basic Requirement | Criteria | Documents Required |
|----------------|--|--|--|
| h) | Blacklisting | The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization at the time of submission of the bid. | Self-declaration in this regard by the authorized signatory of the bidder on the company letterhead (as per template provided in this RFP document) |
| i) | Local Presence | The bidder should have presence in Odisha and this should be an existing set up established or agree to setup local office within one month from award of contract. | Address proof of local office or self-declaration for setting up office in letter-head of bidder only towards compliance of the same within one month of award of contract. |
| 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) | Earnest Money Deposit | ₹ 45,00,000 (Rupees Forty Five Lakh only) | UTR No. in case of RTGS/NEFT or Scanned copy of the Draft, BG or Insurance Surety Bond issued by IRDAI licensed insurance companies. (original should be submitted within 48 hours of bid opening) |
| l) | Original Equipment Manufacturer Authorization Form | The bidder should submit an OEM MAF against all the products/tools/licenses quoted as part of bid submission | Tender-specific Original Equipment Manufacturer (OEM) Authorization Form on the OEM's letterhead. |
| m) | Acceptance of Terms & Conditions | The bidder must submit the declaration | Declaration in the prescribed format provided in this RFP document |

N.B. For Local Startups, Average turnover value, project value toward Technical Capability and similar experience value shall be considered as per Procurement guidelines for Consultancy Services, 2025 referred to in the OGFR, subject submission of supporting documents and subject to meeting all technical requirements.

7.2 Technical Evaluation Criteria

Technical proposals of those bidders will be opened and evaluated, who qualify the Pre- Qualification criteria.

7.2.1 Contents of the technical bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, application support, operation management plan with team structure in technical bid document.

7.2.2 Technical Evaluation Scoring Matrix

The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation.

| | | |
|--|--|----|
| Organization Profile & Resource Strength | | 15 |
| e-Governance Strength | | 45 |
| Approach & Methodology | | 40 |

| Sl. No. | Evaluation Criterion | Max Score | Documents Required |
|-----------|---|-----------|---|
| a) | Organization Profile & Resource Strength | | |
| i) | Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. – ≥ 30 Cr : 2 Marks [Additional 1 mark for each additional 25 Cr subject to maximum 5 marks] | 5 | – Copy of audited Profit & Loss Statement OR – Certificate from the Statutory Auditor |
| ii) | The bidder must have at least 200 full time technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid. – ≥ 200 Resources: 2 Mark [Additional 1 mark for each additional 50 resources subject to maximum 5 marks] | 5 | – Copy of the latest EPF deposit challan OR – Declaration from HR Head |
| iii) | Quality certification of the bidder – CMMi Level 5: 3 Marks | 5 | Quality certification |

| Sl. No. | Evaluation Criterion | Max Score | Documents Required |
|-----------|--|-----------|--|
| | <ul style="list-style-type: none"> – ISO 9001: 2015: 1 Mark – ISO 27001: 1 Mark <p>CMMi Level 5 certificate must be obtained from CMMi Institute erstwhile SEI and published in CMMi website</p> | | |
| b) | General e-Governance Experience | | |
| i) | <p>The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having</p> <ul style="list-style-type: none"> – minimum order value of Rs. 10 Crore – option to receive Grievance and Feedback through various channels like Website, Email, Postal Letters, WhatsApp and social media (Facebook, Instagram and X (erstwhile Twitter)) – Mobile App on Android or iOS platform | 15 | Work Order + Project completion / Go-live certificate. |
| ii) | <p>The bidder should have successfully implemented any e-Governance application solution for any State Government or Ministry in India that includes AI/ML capabilities.</p> | 5 | Work Order + Project completion / Go-live certificate. |
| iii) | <p>The bidder should have experience in implementation of an e-Governance application with minimum user base of 5000 or more during last 5 years as on 31st March 2025.</p> <p>[Each project will be awarded 5 marks]</p> | 10 | Work Order + Project completion / Go-live certificate. |
| iv) | <p>The bidder should have experience in development and implementation of Analytical Dashboard and Workflow Automation System for any Government Department or Ministry in India in last 5 years</p> <p>[Each project will be awarded 5 marks Max up to 10 Marks]</p> | 10 | Work Order + Project completion / Go-live certificate. |

| Sl. No. | Evaluation Criterion | Max Score | Documents Required |
|-----------|---|-----------|--|
| | * Supply of only Analytical license shall not be considered for evaluation. | | |
| v) | The bidder should have experience in implementing chatbot solution in last 5 years for any Government Department or Ministry in India. [Each project will be awarded 2.5 marks] | 5 | Work Order + Project completion / Go-live certificate. |
| c) | Approach & Methodology | | |
| i) | The evaluation will be based on the understanding of the project objectives and scope, clarity in the problem-solving approach and technical execution, relevance and expertise of key resources stationed at the SI's Bhubaneswar office, completeness and responsiveness of the proposed methodology, effectiveness of the risk identification and mitigation strategy, and the practicality of the detailed work plan and resource engagement. Technical Presentation and Demonstration of Omni channel Unified Grievance or Feedback Management System with the following mode – Grievance or Feedback via Web – Grievance or Feedback Chatbot – Grievance or Feedback via Mobile Application – Grievance or Feedback via Social Media Listening – Grievance or Feedback via Social Media Listening | 40 | Quality of Technical Proposal and Presentation of workplan |

- a) Bidders who secure more than 70% technical marks, including at least 80% of the marks allotted for the "Approach & Methodology" i.e. 32 marks, shall be declared technically qualified for the next stage, i.e., Commercial Bid Opening.
- 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 Commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) Any conditional bid would be rejected.
- d) Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- e) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- f) 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".
- g) In the event that there are 2 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 the lowest qualifying financial bid (L1) will be awarded a 100% score. Financial scores 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:

$$B_n = 70\% * T_n + 30\% * F_n$$

- b) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

Note:

Bidder to upload the PDF copy of the commercial bid in e-Nivida Portal.

8 Appointment of System Integrator

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 absolute and unconditional right to accept or reject any bid, as a whole or in part, at any stage of the bidding process, without assigning any reason whatsoever. OCAC may annul, modify, suspend, or cancel the entire tender process at its sole discretion, even after receipt of bids, technical evaluation, or financial opening, without incurring any liability or obligation to inform the bidders of the grounds for such action.

OCAC is under no obligation to select the lowest bidder and may evaluate bids based on overall quality, technical merit, compliance to specifications, past performance, organizational capability, financial stability, and project suitability. No bidder shall be entitled to claim any compensation, damages, costs, or expenses for the rejection of its bid or for any cancellation or modification of the bidding process. The decision of OCAC in this regard shall be final, binding, and not open to challenge.

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 Security, OCAC will notify each unsuccessful bidder and return their EMD.

8.5 Contract Finalization and Award

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidder considering the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Service Agreement would be signed for entire project period & value.

OCAC may also reduce or increase the quantity of any item in the Scope of Work defined in RFP. Accordingly, total contract value may change on the basis of rates defined in the financial proposal

Service Agreement (SA) would be signed for entire project period & value, after getting the same vetted from competent Legal Authority.

8.6 Performance Security

- a) OCAC will require the selected bidder to provide a Performance Security, within 30 days from the date of notification of award
- b) The Performance Security shall be 3% of the total project cost, valid for 42 months from the date of submission. For Local MSEs/Startups, the PBG shall be as per OGFR.
- c) Performance security shall be accepted in the form of Insurance Surety Bond, account payee demand draft, fixed deposit receipt, bank guarantee including e-Bank Guarantee from any of the scheduled commercial banks or payment online.
- d) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Security as and when it is due on account of non-completion of the service during the work order period.
- e) In case the selected bidder fails to submit performance security 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.

- f) OCAC shall invoke the performance security 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.

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

Failure of the successful bidder to agree with the 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 Performance Security of successful bidder.

8.8 Fraud and Corrupt Practices

The Bidder, its employees, agents, representatives, partners, or any person acting on its behalf, shall maintain the highest standards of ethics and integrity throughout the bidding process and contract execution. The Bidder shall not indulge in any fraudulent, corrupt, coercive, collusive, obstructive, or unfair trade practices, including misrepresentation or falsification of documents, submission of forged certificates, concealment of material facts, bid-rigging, price manipulation, cartel formation, inducements, threats, or any attempt to influence officials or manipulate the procurement process.

If at any stage OCAC determines that the Bidder has engaged in such misconduct, OCAC may reject the bid, forfeit the EMD/PBG, terminate the contract, recover losses, blacklist or debar the Bidder from future tenders, and initiate civil or criminal proceedings under applicable laws. The decision of OCAC in this regard shall be final and binding on the Bidder.

9 Formats for Response

9.1 Pre-Qualification Bid Formats

9.1.1 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 System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal

Ref: RFP Reference No. OCAC-SEGP-SPD-0083-2025-26021

Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. *OCAC-SEGP-SPD-0083-2025-26021*, dated 23/03/2026. 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) 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. & Seal

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

(To be submitted on the Letterhead of Bidder)

| Sl# | Information | Details |
|-----|--|---------|
| 1. | Name of Bidder | |
| 2. | Registered Address of Bidder | |
| 3. | Address for Communication | |
| 4. | 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. | |
| 5. | Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP No. OCAC-SEGP-SPD-0083-2025-26021 | |
| 6. | Mobile no. of contact person: | |
| 7. | E-mail address of contact person: | |
| 8. | GST Number of the Firm | |
| 9. | PAN No. of the firm | |

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.

Seal

9.1.3 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 System Integrator for Operation, Maintenance & Technical Support
for Jana Sunani 2.0 Portal**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. *OCAC-SEGP-SPD-0083-2025-26021* regarding RFP for “RFP for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal”.

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,

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

9.1.4 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: | |

9.1.5 FORM PQ-5: Bank Guarantee Template

To

The General Manager (Admin)
Odisha Computer Application Centre
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-0083-2025-26021 for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal (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 OCAC (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

9.1.6 FORM PQ-6: 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-0083-2025-26021, <<23.03.2026>>

Madam/Sir,

In response to the RFP titled "Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal (bid reference no. OCAC-SEGP-SPD-0083-2025-26021" as an owner/ partner/ Director of (organisation name)_____, I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

9.1.7 FORM PQ-6: Format for Bidder’s Authorization Certificate

(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: RFP for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal,

Sir,

With reference to the RFP No: OCAC-SEGP-SPD-0083-2025-26021, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature Verified Signature by
(Authorised Signatory)
Director/CEO

Seal:

Date: Place: Name of the Bidder:

9.2 Technical Bid Formats

9.2.1 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 technology, scalability, completeness, simplicity and interoperability.

9.3 Financial Bid

9.3.1 FORM FIN-1: Financial Bid Covering 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: RFP for Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal

Ref: RFP Reference No. OCAC-SEGP-SPD-0083-2025-26021

Sir,

I /We, the undersigned, offer to provide the service for ***Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal in Odisha as per RFP No. OCAC-SEGP-SPD-0083-2025-26021 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. & Seal

9.3.2 Commercial Bid Format:

| SI# | Item | Unit | Rate | Qty | Cost |
|--------------------------------------|---|-----------|------|-----|------|
| a) | Takeover and Application Maintenance Support of the existing Jana Sunani Application | Months | | 3 | |
| b) | Study, design, development and implementation of the enhanced version of Jana Sunani Web Application (Jana Sunani 2.0) | Lumpsum | | 1 | |
| c) | Study, design, development and implementation of the enhanced version of Jana Sunani Mobile Application (Android & iOS) | Lumpsum | | 1 | |
| d) | Integration with Third-Party Applications | Nos. | | 5 | |
| e) | Server with OS with 3 years support | Nos. | | 6 | |
| f) | GPU Server with OS with 3 years Support | Nos. | | 2 | |
| g) | Database License (Enterprise) | Year | | 3 | |
| h) | Application Maintenance Support of Jana Sunani 2.0 (Web & Mobile) | Year | | 3 | |
| i) | Cyber Security Audit of the Web Application by any CERT-IN Empanelled auditor | Nos. | | 6 | |
| j) | Cyber Security Audit of the Mobile Application(Android & iOS) by any CERT-IN Empanelled auditor | Nos. | | 6 | |
| k) | Operational Support Unit (Total of Clause 9.3.3) | Months | | 39 | |
| l) | Other Third-Party Tools – Bidder to Specify (if any) | Year | | 3 | |
| m) | Change Request management | Man month | | 30 | |
| Total (Excl. Taxes) | | | | | |
| GST @18% | | | | | |
| Grand Total (including Taxes) | | | | | |

Note:

- a) The hosting of the portal shall be done at OSDC where the Infra details shall be provided by the SI.
- b) The bidder may include any 3rd Party Tool cost in their financial proposal. However, the license or tools shall be procured in the name of OCAC only.

9.3.3 Operational Support Unit (OSU):

| Sl# | Resource | Unit | Rate | Qty | Cost |
|----------------------------|--|-----------|------|-----|------|
| a) | Team Lead (1 No.) | Man-Month | | 1 | |
| b) | Consultant- Technology Management (8 Nos.) | Man-Month | | 8 | |
| c) | Domain Consultant (4 Nos.) | Man-Month | | 4 | |
| d) | Support Associate | Man-month | | 2 | |
| Total (Excl. Taxes) | | | | | |

9.3.4 Cost for 4th Year - Janasunani 2.0

| Sl# | Item | Unit | Rate | Qty | Cost |
|----------------------------|--|-----------|------|-----|------|
| a) | Application Maintenance Support (Web & Mobile) | Year | | 1 | |
| b) | Cyber Security Audit of the Web Application by any CERT-IN Empanelled auditor | Nos. | | 2 | |
| c) | Cyber Security Audit of the Mobile Application by any CERT-IN Empanelled auditor | Nos. | | 2 | |
| d) | Operational Support Unit- Team Lead | Man-month | | 12 | |
| e) | Operational Support Unit- Consultant- Technology Management | Man-month | | 96 | |
| f) | Operational Support Unit- Domain Consultant | Man-month | | 48 | |
| g) | Operational Support Unit- Support Associate | Man-month | | 24 | |
| h) | AMC Database License (Enterprise) | Yearly | | 1 | |
| i) | AMC Server with OS (6 nos) | Yearly | | 1 | |
| j) | AMC of GPU Server with OS (2 nos.) | Yearly | | 1 | |
| Total (Excl. Taxes) | | | | | |
| GST @18% | | | | | |
| Grand Total | | | | | |

9.3.5 Cost for 5th Year – Janasunani 2.0

| Sl# | Item | Unit | Rate | Qty | Cost |
|----------------------------|--|-----------|------|-----|------|
| a) | Application Maintenance Support of Jana Sunani 2.0(Web & Mobile) | Year | | 1 | |
| b) | Cyber Security Audit of the Web Application by any CERT-IN Empanelled auditor | Nos. | | 2 | |
| c) | Cyber Security Audit of the Mobile Application by any CERT-IN Empanelled auditor | Nos. | | 2 | |
| d) | Operational Support Unit- Team Lead | Man-month | | 12 | |
| e) | Operational Support Unit- Consultant- Technology Management | Man-month | | 96 | |
| f) | Operational Support Unit- Domain Consultant | Man-month | | 48 | |
| g) | Operational Support Unit- Support Associate | Man-month | | 24 | |
| h) | AMC Database License (Enterprise) | Yearly | | 1 | |
| i) | AMC Server with OS (6 nos) | Yearly | | 1 | |
| j) | AMC of GPU Server with OS (2 nos.) | Yearly | | 1 | |
| Total (Excl. Taxes) | | | | | |
| GST @18% | | | | | |
| Grand Total | | | | | |