

# **Request for Proposal (RFP)**

for

**Empanelment of Enterprise / Frontier AI Model Developers,  
Platform Providers and Authorised Enterprise Implementation  
Partners for Development & Implementation of Artificial  
Intelligence (AI) Solutions for Government of Odisha**

***RFP Ref No.: OCAC-IFITP-PROP-0009-2026-26040***

(RFP RESPONSE TO BE SUBMITTED IN e-TENDER MODE ONLY THROUGH PORTAL)

## **ODISHA COMPUTER APPLICATION CENTRE**

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

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# DISCLAIMER

OCAC will empanel Enterprise / Frontier AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of Artificial Intelligence (AI) Solutions for the Government of Odisha. OCAC is the Tender inviting authority for this tender.

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of OCAC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OCAC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for OCAC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. OCAC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

# Contents

## 1 Fact Sheet

Sl. #	Item	Description
1	Project Title	Empanelment of Enterprise / Frontier AI Model Developers, AI Platform Providers and Authorised Enterprise Implementation Partners for Development and Implementation of AI Solutions for Government of Odisha
2	Name of Purchaser	OCAC
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@odisha.gov.in
4	Date of Publication	23 June
5	Selection Method	<p>The tenders shall be evaluated through the Quality-Based Selection (QBS) method. Bidders securing 70 marks or above shall be considered technically qualified for empanelment, subject to OCAC's right to determine the final number of firms to be empaneled.</p> <p>The technical evaluation shall carry a total of 100 marks, comprising:</p> <p>70 marks for documentary technical evaluation; and 30 marks for technical presentation/demonstration.</p> <p>There shall be no financial evaluation or financial scoring at the empanelment stage. User Departments may seek use-case-specific commercial proposals from the empaneled firms at the time of project allocation, as per their respective requirements.</p>
6	Last date for submission of queries by Bidders	29 June 4:00 PM

7	Pre-bid Meeting	30 June 4:00 PM
8	Last date and time for receipt of proposals from Bidders	13 July by 3:00 PM
9	Opening of Pre-qualification & Technical Proposals	13 July by 5:00 PM
10	Technical Presentation	14 July by 5:00 PM; online – meeting link to be shared later
11	Bid Validity Period	180 Days
12	Total empanelment period	3 years
13	Empanelment Guarantee	<b>Empanelment Guarantee:</b> ₹10,00,000 to be submitted only by successful empaneled agencies after issuance of empanelment letter.
14	Bid Participation	<p>Empanelment is invited under three eligible bidder categories:</p> <p><b>Category A:</b> AI Model Developer / OEM / model or platform owner participating directly;</p> <p><b>Category B:</b> Indian registered subsidiary / registered affiliate / authorised enterprise channel of an AI Model Developer / OEM / platform owner;</p> <p><b>Category C:</b> OEM-nominated Authorised Implementation Partner of an AI Model Developer / OEM / model or platform owner.</p> <p>Bidders under Categories B and C must submit valid authorisation from the concerned OEM / model / platform owner. Category C bidders must be specifically nominated by the concerned OEM / model / platform owner for this empanelment. A maximum of three Category C partners shall be considered per OEM / model / platform owner. OCAC shall not be responsible for selecting or recommending partners on behalf of the OEM / model / platform owner.</p>
16	Acceptance Letter	The bidder must submit a declaration on acceptance of the terms & conditions of the RFP.

## 2 About Empanelment

Artificial Intelligence (AI) can significantly improve governance by strengthening decision-making, citizen outreach, service delivery and operational efficiency. Departments of the Government of Odisha are identifying practical, high-impact challenges where AI-enabled solutions can create measurable value for citizens and administrators.

To accelerate implementation, OCAC proposes to empanel a select pool of Enterprise / Frontier AI Model Developers, AI Platform Providers and Authorised Enterprise Implementation Partners capable of providing, tailoring, deploying and supporting frontier / foundation AI capabilities for Government use cases.

This empanelment is intended to provide Government departments access to enterprise-grade AI / LLM / foundation model capabilities for use cases such as conversational AI, voice AI, Odia translation, document AI, computer vision, multimodal AI and retrieval over Government knowledge repositories.

Empanelment creates a pre-qualified pool of eligible firms. It does not create any obligation for the Government of Odisha or its line departments to award work, modules or any minimum order value to empanelled firms.

For any specialized services beyond the scope of this RFP, in case to be availed by any Department, the empanelled firms will be requested for separate price quotations directly to the department or through OCAC.

## 3 Request for Proposal

1. Sealed proposals are invited through e-Tender mode from Technology Companies (“Bidders”) for the empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for the design, development, training/fine-tuning, customisation, implementation, support and maintenance of AI solutions for the Government of Odisha.

**2. Eligible Bidder Categories:** For this empanelment, eligible bidders shall be classified as follows:

**Category A — Direct OEM / Model Developer / Platform Provider:** A technology company that owns, develops, operates, or provides enterprise-grade access to proprietary AI / LLM / foundation / multimodal / speech / translation / computer vision models or AI platforms.

**Category B — Indian Affiliate / Enterprise Channel:** An Indian registered subsidiary, affiliate, authorised reseller, authorised enterprise partner, or authorised channel of a Category A entity,

formally authorised to offer, support and contract for the proposed AI model / platform capability for Government customers in India.

**Category C — OEM-Nominated Authorised Enterprise Implementation Partner:** An implementation partner formally authorised by a Category A entity to offer, implement, support and contract for the proposed AI model/platform capability for Government customers in India.

Bidders under Categories B and C must clearly identify the underlying OEM / model / platform owner and submit valid authorisation specifying the scope of authorisation, territory, validity, Government eligibility, support arrangement and responsibility of the OEM / model / platform owner. Category C bidders shall not be eligible merely by virtue of being system integrators, software vendors. A Category C bidder must be specifically nominated / authorised by the OEM / model / platform owner for this empanelment. For this empanelment, OCAC may restrict the number of authorised Category C implementation partners considered per OEM / model / platform owner to a maximum of three. The responsibility for identifying and authorising such partners shall rest with the concerned OEM / model / platform owner. OCAC shall not be responsible for determining or recommending partner preference on behalf of the OEM / model / platform owner. Pure system integrators, wrappers, software agencies, or entities merely using public / commercial API access without formal OEM / model / platform authorisation shall not be eligible to bid independently

Bidders under Categories B and C must clearly identify the underlying OEM/model/platform owner and submit valid authorisation. Pure system integrators, wrappers, software agencies, chatbot vendors, or entities merely integrating third-party AI APIs without OEM/model/platform authorisation shall not be eligible to bid independently.

For this empanelment, OCAC may restrict the number of authorised partners considered per OEM/model/platform provider to a maximum of three.

For example, if Model X is a qualifying enterprise AI / LLM / foundation model:

The owner or developer of Model X may apply directly as a Category A bidder.

If Model X is made available through Platform B, and Platform B is authorised to provide enterprise access, deployment, support and contracting for Model X, then Platform B may apply as a Category B bidder.

If Implementation Partner C is formally authorised by the owner/operator of Model X or Platform B to offer, implement, support and contract for Model X then Implementation Partner C may apply as a Category C bidder.

A vendor merely using public API access to Model X, without formal authorisation from the model owner, platform provider or authorised enterprise channel, shall not be eligible to bid independently.

For this empanelment, OCAC may restrict the number of authorised partners considered for the same Model X to a maximum of three.

4. Detailed scope of work is at Section 7 of this RFP document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in Section 6.1 of this RFP document.

## **4 Structure of the RFP**

This RFP document for the project comprises of the following:

1. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
  - a. General instructions for bidding process.
  - b. Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Financial Evaluation for determining the bidder's suitability as the AI solution development & AI / LLM model, platform and solution provider
2. The contents of the document broadly cover the following areas:
  - a. Objectives
  - b. Scope of work (AI solution archetypes, sector-wise use cases and cross-cutting platform opportunities)
  - c. Functional requirements
  - d. Service levels

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating the bidder's suitability to become the AI Solution Development & Implementation partner of respective department.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

## **5 Instructions to the Bidders**

### **5.1 General**

1. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
2. 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.
3. 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 the 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 the OCAC.
4. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

## **5.2 Compliant Proposals / Completeness of Response**

1. 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.
2. Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - a. Include all documentation specified in this RFP;
  - b. Follow the format of this RFP and respond to each element in the order as set out in this RFP;
  - c. Comply with all requirements as set out within this RFP.

## **5.3 Code of Integrity**

No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

1. Prohibition of:
  - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
  - b. any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided;
  - c. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process;
  - d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain;

- e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly;
  - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process;
  - g. obstruction of any investigation or auditing of a procurement process;
  - h. making false declaration or providing false information for participation in a tender process or to secure a contract.
2. Disclosure of conflict of interest.
  3. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

## **5.4 Consortium / Joint Venture / Technology Partnership**

1. Consortium / Joint Venture / Sub-contracting is not allowed for this bid, except as provided below.
2. A bidder may participate directly as an eligible model developer, AI platform provider or managed AI/API provider, or as an authorised enterprise implementation partner of such provider.
3. An OEM / model / platform owner may nominate and authorise a maximum of three Category C implementation partners for participation under this empanelment. Where more than three implementation partners claim authorisation from the same OEM / model / platform owner, OCAC may require the concerned OEM / model / platform owner to confirm its three authorised partners for this empanelment. OCAC shall not be responsible for selecting, recommending or prioritising such partners on behalf of the OEM / model / platform owner. Any bidder not included in the OEM's confirmed list of authorised partners may be treated as non-responsive for the relevant OEM / model / platform.

Where the bidder is not the owner, developer or operator of the proposed AI model/platform, it must submit formal authorisation from the relevant model developer, OEM, cloud AI platform provider or managed API provider.

The authorisation must permit the bidder to offer, implement, support and contract for the proposed AI capability for Government customers in India.

3. An OEM/model/platform provider may authorise a maximum of three implementation partners for participation under this empanelment. Where more than three authorised partners are proposed for the same OEM/model/platform provider, OEM may consider a maximum of three eligible partners and confirm its preferred authorized partners for this empanelment.

## 5.5 Pre-Bid Meeting & Clarifications

### 5.5.1 Pre-bid Conference

1. OCAC shall hold a pre-bid meeting with the prospective bidders on **30 June** at the Conference Hall of OCAC.
2. The Bidders will have to ensure that their queries for the pre-bid meeting reach the General Manager (Admin) only by email to [gm.ocac@odisha.gov.in](mailto:gm.ocac@odisha.gov.in) (with a copy to [aiteam.ocac@odisha.gov.in](mailto:aiteam.ocac@odisha.gov.in) and [jyotiprakash.sethy@odisha.gov.in](mailto:jyotiprakash.sethy@odisha.gov.in) .) on or before **29 June**
3. The queries should necessarily be submitted in the following format (soft copy in MS Word or MS Excel file to be attached): SI# | RFP Document Reference(s) (Section & Page Number(s)) | Content of RFP requiring Clarification(s) | Points of clarification.
4. OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

### 5.5.2 Responses to Pre-Bid Queries and Issue of Corrigendum

1. The Nodal Officer notified by OCAC will endeavour 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.
2. 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 a corrigendum.
3. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on [www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in).
4. Any such corrigendum shall be deemed to be incorporated into this RFP.
5. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

## 5.6 Key Requirements of the Bid

### **5.6.1 Right to Terminate the Process**

1. OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. 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.

### **5.6.2 Empanelment Guarantee**

1. Successful bidders selected for empanelment shall submit an Empanelment Guarantee of ₹10,00,000 within 15 days of issuance of the empanelment letter. The Empanelment Guarantee shall remain valid for the duration of the empanelment period and may be forfeited in case of withdrawal after empanelment, material misrepresentation, unauthorised substitution of declared OEM/model/platform, persistent non-performance, or violation of RFP terms.

Failure to submit the Empanelment Guarantee within the prescribed timeline may result in cancellation of empanelment.

2. No Empanelment Guarantee shall be payable at the bid submission stage. The Empanelment Guarantee shall be payable only by successful bidders after issuance of the empanelment letter
3. The fee shall be paid in the below mentioned account: Bank A/c No: 149311100000195; Payee Name: Odisha Computer Application Centre; Bank Name & Branch: Union Bank of India, Acharya Vihar; Account Type: Savings; IFSC: UBIN0814938. Also, this can be submitted through Bank Guarantee

### **5.6.3 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/discussions/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.

### **5.6.4 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 the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

## **5.6.5 Submission of Proposals**

### **General Instruction to Bidders:**

1. The bidders should submit their responses as follows: (a) Response to Pre-Qualification Criterion; (b) Technical Proposal;
2. The Response to Pre-Qualification criterion & Technical Proposal should be submitted through online mode in the e-Nivida Portal (<https://enivida.odisha.gov.in>).
3. The proposal/bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
4. In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder for resubmission of such documents.

Instructions for Online Bid Submission, Registration, Searching for Tender Documents, Preparation and Submission of Bids on the e-Nivida portal shall be as per the standard instructions of the e-Nivida platform (<https://enivida.odisha.gov.in>), including: enrolment with Registration Fees of ₹2,950/- inclusive of applicable GST; registration of valid Class III Digital Signature Certificate (signing + encryption) issued by a CCA-recognised Certifying Authority; upload of scanned copies of all original documents in PDF format; payment of tender fee and processing fee (non-refundable); and reliance on the e-Nivida server time as the standard time for all deadlines. For any queries related to e-tendering, bidders may contact the e-Nivida Helpdesk (Phone: 011-49606060; Mail: [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)).

## **5.7 Late Bids**

1. Bidders need to submit the bids in electronic mode only; hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidders need to plan well in advance to submit the bids in due time.
2. The bids submitted physically or by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
3. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the portal. It is the responsibility of the bidder to ensure submission of the bid much prior to the deadline and report issues (if any) to the help desk for resolution, so as to avoid last minute rush.
4. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

## **5.8 Evaluation Process**

1. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.

2. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence may lead to rejection of the bid.
3. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
4. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
5. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
6. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **5.8.1 Tender Opening**

The Proposals submitted up to **13 July 3:00 PM** will be opened on **13 July 5:00 PM** by the Proposal Evaluation Committee. The representatives of the bidders, who wish to be present at the time of opening, shall submit their email request to [gm.ocac@odisha.gov.in](mailto:gm.ocac@odisha.gov.in) before the notified time.

### **5.8.2 Tender Validity**

The offer submitted by the bidders should be valid for a minimum period of 180 days from the date of submission of the Tender. No financial bid shall be submitted or evaluated at the empanelment stage. Use-case-specific commercial proposals, wherever sought later by OCAC / user departments, shall remain valid for the period specified in the relevant project-specific request.

### **5.8.3 Tender Evaluation**

1. Initial Bid scrutiny will be held and bids will be treated as non-responsive if Proposals:  
(a) are not submitted as specified in the RFP document; (b) are found with suppression of details; (c) contain incomplete information, subjective, conditional offers or partial offers; (d) are submitted without the documents requested in the checklist; (e) have lesser validity period.
2. All responsive Bids will be considered for further processing. OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. 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.

## 6 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with the Quality Based Selection (QBS) method. The overall evaluation will carry 100 percent weight for technical criteria.

All bids will primarily be evaluated based on the Pre-qualification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals of only those bidders who qualify all Pre-qualification criteria, to determine whether the technical aspects are in accordance with the requirements set forth in the RFP documents. To reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals based on the information provided by the bidder, considering the following factors:

1. Overall completeness and compliance with the requirement;
2. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in the RFP documents;
3. Any other relevant factors, if any, listed in the RFP document or which OCAC deems necessary or prudent to take into consideration.

### 6.1 Pre-qualification Criteria (General Bid)

Only competent firms meeting the pre-qualification requirements stated hereunder shall be pre-qualified for the empanelment. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Items	Requirements	Compliances (supporting documents)
1	Legal Status	The bidder must be registered in India under the Companies Act, 1956/2013 or the LLP Act, 2008. A DPIIT-recognised startup may also apply. Foreign AI model developers, cloud AI platform providers or managed AI/API providers may participate through their Indian registered subsidiary, affiliate, authorised reseller, authorised enterprise partner or authorised implementation partner, subject to valid authorisation for Government customers in India	Certificate of Incorporation / Registration; PAN; GSTIN; DPIIT Startup Recognition Certificate, if applicable; authorisation letter / OEM certificate / enterprise partnership letter, if applicable
2	Eligible Bidder Category	The bidder must fall under one of the following categories:  <b>Category A:</b> Owner / developer / operator of proprietary AI / LLM / foundation /	Self-declaration of bidder category; OEM / model / platform documentation; authorisation letter, if applicable; for Category C bidders, OEM nomination letter confirming that the bidder is one of the

		<p>multimodal / speech / translation / computer vision models or enterprise AI platform;</p> <p><b>Category B:</b> Indian registered subsidiary / affiliate / authorised enterprise channel of a Category A entity;</p> <p><b>Category C:</b> OEM-nominated Authorised Implementation Partner of a Category A entity. Bidders under Categories B and C must identify the underlying OEM / model / platform proposed and submit authorisation covering access, implementation, support, contracting rights, territory and validity.</p> <p>Category C bidders must additionally submit confirmation that they have been nominated by the concerned OEM / model / platform owner for this empanelment. Pure service providers, wrappers, generic SIs, chatbot / application vendors or entities without formal OEM / model / platform authorisation shall not be eligible independently.</p>	<p>maximum three implementation partners nominated by the OEM / model / platform owner for this empanelment. If the entity falls under Category B or Category C, authorisation letter is mandatory.</p>
3	Qualifying Model / Platform Capability	<p>The bidder must demonstrate access to, ownership of, operation of, or formal authorisation to provide an enterprise-grade LLM / foundation model / multimodal AI platform / speech AI platform / AI platform suitable for large-scale Government use cases. The proposed model/platform must support broad, multi-use-case capability and must not be limited to a standalone small language model or narrow task-specific model</p>	<p>Model card / platform documentation; technical note; benchmark reports; capability documentation; architecture note; public or commercial model documentation</p>
4	Odia / Indic Language Capability	<p>The bidder must demonstrate existing or configurable capability for Odia and/or Indic language use cases, including text generation, summarisation, English-Odia / Odia-English translation, speech-to-text, text-to-speech, document understanding, conversational AI, or RAG-based Government knowledge systems.</p>	<p>Technical note on Odia/Indic capability; sample outputs; benchmark results where available;</p>

		<p>For voicebot use cases, Odia speech capability shall be evaluated during the technical presentation / demonstration.</p> <p>Where full Odia capability does not currently exist, the bidder must submit a credible roadmap for developing or improving Odia capability using Government-approved datasets, documents, audio samples, prompts or domain vocabulary. The roadmap shall specify data requirements, proposed methodology, timelines, quality benchmarks and validation approach</p>	
5	Secure Enterprise Inference and Deployment	The bidder may provide AI capability through self-hosted deployment, Government cloud, private cloud, cloud AI platform, managed API, enterprise AI service or hybrid deployment. If inference is performed through a managed API or cloud AI platform, the bidder must disclose inference architecture, hosting region/data residency options, encryption, access controls, logging, retention, auditability, uptime commitments and enterprise support arrangements	Deployment architecture; data-flow diagram; security documentation; SLA note; cloud/API documentation; data residency and retention policy
6	Government Data Protection and Non-Training Undertaking	Government data, prompts, responses, documents, audio, video, images, metadata, logs and outputs shall not be used to train, fine-tune or improve models or services for any third party without explicit written approval of OCAC / concerned department. The bidder must comply with applicable Indian data protection and cybersecurity requirements	Self-declaration; data protection undertaking; privacy/security policy; incident response and deletion policy
7	Relevant AI Experience	The bidder must have implemented, operated or provided at least three enterprise-grade AI / LLM / foundation model / speech AI / translation / multimodal / computer vision / document AI / AI platform deployments during the last three financial years as on bid submission date. Generic IT projects, manpower supply, consulting assignments or chatbot/application	Work Orders / Purchase Orders / Completion Certificates / Go-Live Certificates / client certificates / enterprise deployment references / project citations.

		development using third-party AI APIs without model/platform ownership, operation or formal authorisation shall not be counted	
8	Government-owned Entities	Government-owned enterprises or institutions in India may apply only if they establish that they are legally and financially autonomous, operate under commercial law, and are not dependent agencies of the E&IT Department.	Documentary evidence of legal and financial autonomy.
9	Blacklisting	The bidder must not be blacklisted or debarred by the Government of India, the Government of Odisha, any other State Government in India, or any undertaking or entity owned by these governments, at the time of bid submission.	Self-Declaration (Format 8.4).
10	Empanelment Guarantee	Successful bidders selected for empanelment shall submit an Empanelment Guarantee of ₹10,00,000 within 15 days of issuance of the empanelment letter, as per Clause 5.6.2 of this RFP. No Empanelment Guarantee / EMD is required at the bid submission stage	Undertaking to submit Empanelment Guarantee within prescribed timeline if selected for empanelment.
11	Power of Attorney for Authorized Signatory	The bidder shall submit a 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.
12	Integrity Pact	The bidder must furnish an Integrity Pact.	Integrity Pact in the prescribed form (Format 8.9).
13	Acceptance of Terms & Conditions	The bidder must submit a declaration on Acceptance of RFP Terms & Conditions.	Declaration in the prescribed format (Format 8.6).

## 6.2 Technical Evaluation Criteria

The technical assessment will first be scored out of 100 marks: 70 marks for documentary technical evaluation and 30 marks for the technical presentation. The resulting technical score

will be normalised to 100 marks. The Final Composite Score will be: Technical Evaluation (normalised out of 100)

During evaluation of proposals, OCAC may, at its discretion, ask the bidders for clarification of their Technical Proposals.

### 6.2.1 Documentary Technical Evaluation – 70 Marks

The documentary technical evaluation will cover company credentials and the experience of nominated key resources.

#### A. Documentary Technical Evaluation – 70 Marks

S N	Criterion	Max Marks	Scoring
1	Status as Category A/B/C bidder and strength of OEM/model/platform authorisation	15	Full marks for model/platform owner or operator. Proportionate marks for authorised enterprise implementation partner based on strength of authorisation, scope of support, territory, Government eligibility and OEM/platform backing
2	Strength of Model / Platform Capability	15	<p>Breadth and maturity of model / platform capability across text generation, summarisation, translation, RAG, speech, document AI, multimodal AI, computer vision, workflow / tool use and enterprise API / platform features. Parameter count may be considered where disclosed, but shall not be the sole basis of evaluation.</p> <p>Assessment of disclosed parameter count, active parameter count for MoE where available, architecture type, model card, context length, benchmark performance, enterprise references and alternate evidence for closed/proprietary models.</p>

3	Odia / Indic Language and Speech Capability	10	<p>Demonstrated capability in Odia/Indic text generation, summarisation, translation, speech-to-speech, speech-to-text, text-to-speech, text-to-text, document understanding, dialect handling and conversational use cases. Evaluation may include sample tests or live demonstration.</p>
4	Enterprise Deployment, Security and Governance	10	<p><b>10 marks</b> for inference and data residency in India; compliance with applicable Indian data protection requirements, including DPDP Act; encryption at rest and in transit; secure API / MeitY-enabled cloud deployment; and undertaking that Government data shall not be used for unauthorised model training.</p> <p><b>7 marks</b> where data residency in India and strong security controls are available, but inference may be through an enterprise cloud / API route with limited India-specific inference assurance; includes encryption, access control, logging, monitoring, retention / deletion policy and non-use of Government data for unauthorised training.</p> <p><b>5 marks</b> where basic enterprise security controls are available, including encryption, access control, logging and non-use of Government data for unauthorised training, but India residency, auditability, admin controls, incident response or retention / deletion arrangements are limited or not fully demonstrated.</p> <p><b>0–4 marks</b> where security, residency, compliance, auditability, retention / deletion or Government</p>

			data protection arrangements are inadequate or unclear
5	Projects successfully completed for State Government, Central Government or PSUs	10	2 mark for each relevant completed project, subject to a maximum of 10 marks. Relevant deployments may include enterprise, Government, PSU, regulated sector or large-scale citizen-facing environments. Projects must involve enterprise AI / foundation model / platform capability, not generic IT implementation
6	Responsible AI, Evaluation and Quality Assurance	10	Model evaluation methodology, hallucination mitigation, guardrails, human-in-the-loop design, safety filters, bias testing, explainability, auditability and periodic performance review.

## 6.2.2 Technical Presentation – 30 Marks

Qualified bidders will be invited to make a technical presentation. The presentation shall include demonstration of the bidder's existing model/platform capability, completed AI projects, implementation approach, and relevance to Government use cases.

SN	Presentation Parameter	Marks
1	Demonstration of conversational AI capability, including chatbot / voicebot use cases, RAG-based knowledge assistants, citizen-facing or officer-facing assistants	5
2	Demonstration of Odia / Indic language capability, including text generation, translation, summarisation, speech-to-text and/or text-to-speech	5
3	Demonstration of Document AI / OCR capability, including extraction, classification, summarisation and processing of documents in English and/or Indic languages	5
4	Breadth of demonstrated AI deployments across domains such as governance, citizen services, agriculture, health, education, welfare, infrastructure, grievance redressal or enterprise workflows	5

5	Delivery approach, deployment architecture, security safeguards, implementation timelines, support model and scalability for Government use cases	5
6	Demonstrate a solution for a hypothetical government dept applicable AI use case (could be computer vision, OCR, conversational feedback etc.)	5

### 6.3 Final Selection and Empanelment

1. Each bid shall be evaluated out of 100 marks, comprising 70 marks for documentary technical evaluation and 30 marks for technical presentation / demonstration. Bidders securing 70 marks or above shall be considered technically qualified for empanelment, subject to OCAC's right to determine the final number of firms to be empanelled.
2. No financial bid shall be evaluated at the empanelment stage. For any specific use case or project, user departments / OCAC may invite commercial proposals, quotations or project-specific bids from empaneled firms as per the scope, deployment model and requirements of that assignment.
3. Mere empanelment shall not guarantee allocation of work, minimum order value, or exclusive right to participate in future departmental procurements.

### 6.4 Definitions

In this Contract, the following terms shall be interpreted as indicated:

1. The "Contract" means the agreement entered into between the Government of Odisha and the selected empanelled agency(s) including all the attachments and appendices thereto and all documents incorporated by reference therein;
2. "The Purchaser" means the OCAC/Government of Odisha.
3. The "Selected Agency" means the Agency which is empanelled through the RFP process i.e. empanelled agency.
4. AI Model Developer / OEM / Platform Provider means a technology company that owns, develops, operates, or provides enterprise-grade access to AI / LLM / foundation / multimodal / speech / translation / computer vision models or AI platforms.

5. Authorised Enterprise Implementation Partner means an Indian registered entity formally authorised by an AI Model Developer / OEM / Platform owner to offer, implement, support and contract for the proposed AI capability for Government customers in India.
6. Authorisation means documentary confirmation from the OEM/model/platform owner specifying the scope of rights, validity, territory, Government eligibility, support responsibilities and proposed model/platform.
7. "Day" means a Govt. of Odisha working day.
8. "Intellectual Property Rights" means any patents, copyrights, trademarks, trade names, industrial design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, software, AI models, model weights, training datasets and artefacts, know-how, or other form of intellectual property rights, title, benefits or interest, whether arising before or after execution of the Contract.

## **6.5 Performance Guarantee**

After allotment of work by user departments, the bidder shall furnish a Performance Bank Guarantee (PBG) as per the provisions of OGFR within 15 days of issue of Work Order/Lol. The PBG must be from a nationalized bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the entire contractual obligation. Failure of submission of PBG within the specified time period may lead to cancellation of the Work Order.

## **6.6 Award Criteria**

The bidders have to sign an agreement with OCAC for empanelment. The Contract would be signed taking into account the relevant clauses of the RFP, Pre-bid clarifications, Corrigendum, the proposal of the bidder in addition to other agreed clauses. A Master Service Agreement (MSA) would be signed for the entire period. Mere empanelment with OCAC/Govt. of Odisha does not guarantee allocation of work.

## **6.7 Purchaser's Procurement Rights**

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

1. Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
2. Change any of the scheduled dates stated in this tender.
3. Reject proposals that fail to meet the tender requirements.
4. Exclude any of the module(s) or use case(s).
5. Remove any of the items at the time of placement of order.

6. Increase or decrease the number of resources or the number of firms to be empanelled under this RFP.
7. 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.
8. Make typographical corrections or correct computational errors to proposals.
9. Request bidders to clarify their proposal.
10. OCAC / E&IT Department reserves the right to revise, expand, reduce, suspend, or refresh the empanelled list at any time during the empanelment period based on administrative requirements, technology evolution, performance of empanelled firms, availability of new frontier AI/model/platform capabilities, departmental demand, Government directives, or any other reason considered necessary in public interest. Such revision may include addition of eligible firms, removal of underperforming firms, suspension of firms, or invitation of fresh proposals.

## **6.8 Commencement of Work**

1. Within 4 weeks from the date of signing the Contract between the Empanelled Agency and the Purchaser, the Empanelled Agency shall be ready to work as a service provider to the state government. The Empanelled Agency shall be ready to deploy its personnel preferably within 1 week from award of any contract by any state government department based on this empanelment. However, if required, time for deployment of personnel may be finalised/extended by the department in consultation with the respective empanelled agency. Penalty, if any, for the delay in execution shall be calculated accordingly.
2. The Empanelled Agency should deploy personnel with requisite skills and experience required for the job as specified under the Contract and as per the requirement released by the Purchaser. The Purchaser will have the right to ask for replacement of any person/persons who do not have and/or exhibit sufficient expertise and experience in the required field for the intended job. The replacement has to be to the satisfaction of the Purchaser.
3. Failure on the part of the Empanelled Agency to find a suitable replacement shall amount to a breach of the terms hereof and the Purchaser, in addition to all other rights, shall have the right to claim damages and recover from the Empanelled Agency all losses or other damages that may have resulted from such failure.
4. All the staff proposed to be deployed under this contract shall be engaged on a full-time basis only.
5. After empanelment of the firms, OCAC may constitute a State Level Project Steering Committee (SLPSC). The role of the SLPSC is to: (a) review the implementation strategy/project artefacts and identify bottlenecks and suggest improvements for the complete roll-out of the project based on pilot; (b) assess/recommend the time period and manpower efforts for project assignment to the empanelled bidders; (c) act as an

interface between the bidder and OCAC/user department, if any; (d) supervise the project progress until its full implementation.

## **6.9 Termination of Contract**

1. The Purchaser may terminate this Contract by giving the Selected Agency 1 (one) month prior written notice indicating its intention to terminate the Contract if the term of the Contract expires.
2. The Purchaser may terminate this Contract by giving the Selected Agency a 15 (fifteen) days prior written notice indicating its intention to terminate the Contract under the following circumstances: (a) the Purchaser is of the opinion that there has been such event of default on the part of the Selected Agency which would make it proper and necessary to terminate this Contract, including failure to respect any of its commitments under this Contract; (b) the Selected Agency has failed to commence the provision of Services, or has without any lawful excuse suspended the work for 30 consecutive days; (c) where it comes to the Purchaser's attention that the Selected Agency is in a position of actual conflict of interest with the interests of the Purchaser or has without authority committed breach of the Terms of the Contract in the best judgment of the Purchaser; (d) the quality of personnel and/or services as per the Scope of Work is not found acceptable by the Purchaser; (e) the performance of the Selected Agency is not satisfactory; (f) the Selected Agency has neglected or failed to observe and perform all or any of the terms, acts, matters or things under this Contract; (g) the Selected Agency has acted in any manner detrimental to the interest, reputation, dignity, name or prestige of the Purchaser; (h) the Selected Agency has been declared insolvent/bankrupt.
3. Consequences of Termination: (a) the Purchaser shall have the right to carry out the unexecuted portion of work either by itself or through any other Empanelled Agency; (b) the Purchaser shall be entitled to impose such obligations and conditions and issue such clarifications as may be necessary to ensure an efficient transition and effective business continuity, which the Selected Agency shall be obliged to comply with; (c) where termination is due to expiry of term, a decision not to extend, or default by the Selected Agency, the Selected Agency shall provide all such assistance to the successor or any other person as may be required by the Purchaser; the Purchaser shall pay the Selected Agency for that part of the Services authorized and satisfactorily performed up to the date of termination, and may retain amounts required to offset losses caused by acts/omissions of the Selected Agency; (d) the Purchaser may take possession of the works and all deliverables and use or employ the same for completion of the work or employ any other agency; in the event of termination consequent to expiry of term or termination initiated by the Selected Agency, the Selected Agency is obliged to transfer the legal ownership of such deliverables to the Purchaser for a total consideration of Re. 1/- (Rupee One only). This shall not apply to

the bidder's or OEM's pre-existing intellectual property, proprietary base models, model weights, APIs, SDKs, cloud platforms, reusable tools or foundation models, unless expressly agreed in the relevant project-specific work order (e) the Selected Agency shall not have any right to claim compensation on account of such termination.

## **6.10 Use of Contract Documents and Information**

1. The Selected Agency shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, report, findings, data or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Selected Agency in performance of the services under the Contract.
2. The Selected Agency shall not, without the Purchaser's prior written consent, disclose any documents (soft and hard copies), plan, report, findings, data, plans, specifications, process definitions/details and copies thereof furnished by the Purchaser, as well as all deliverables (hard and soft copies) including but not limited to methodologies, frameworks, models, AI model weights and artefacts, plans, process documentation, program specifications etc. to any person other than a person employed by the Selected Agency in performance of the services under the Contract.
3. For avoidance of doubt, proprietary base models, model weights, APIs, SDKs, cloud platforms, reusable tools and foundation models shall not be treated as project deliverables unless expressly agreed in the relevant project-specific work order. Treatment of intellectual property shall be governed by Section 6.17.

## **6.11 RFP Prices and Taxes**

1. The Selected Agency will have full and exclusive liability for the payment of all taxes and other statutory payments payable under any or all of the statutes/laws/acts etc. now or hereafter imposed. Payment will be made to the Selected Agency after deduction of any applicable Tax/Taxes at source. GST as applicable will be borne by the department.
2. Any official travel to be undertaken for project work as directed by the Purchaser will be borne by the Purchaser.
3. It is the clear understanding of the Selected Agency that the complete scope as defined or as may be required for the intended objective is included in the quoted rates. No extra payment apart from the quoted rates will be made in order to achieve the intended objectives. Reasons such as the Selected Agency having not envisaged/considered a particular activity or element of cost required for achieving the intended objective, or some activity not specifically mentioned in the Contract but required to achieve the intended objective, will not form a basis for considering extra payments.
4. No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.

## 6.12 Indemnity

1. The Selected Agency shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: (a) any negligence or wrongful act or omission by the Selected Agency or any third party associated with the Selected Agency in connection with or incidental to this Contract; (b) any breach of any of the terms of this Contract by the Selected Agency, the Selected Agency's Team or any third party; (c) any infringement of patent, trademark/copyright arising from the use of the supplied goods, AI models, training data and related services or any part thereof.
2. The Selected Agency shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in the service provided, including any Intellectual Property Rights and licenses (including claims relating to training data and AI model outputs).
3. The Bidder shall specify the Branch/Location from which they will raise the bill and in whose favour payment will be released.

## 6.13 Limitation of Liability towards the Purchaser

Except in cases of gross negligence or wilful misconduct:

1. 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; and
2. Maximum liability of the Selected Agency for any assignment will be limited to the total value of the contract excluding taxes and will not include any indirect or consequential loss or damage, loss of profit, data or revenue.
3. The Selected Agency shall not be liable or responsible for any delay or failure to perform, or failure of the services or the Deliverables under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Purchaser or its employees or agents to perform any of its duties and obligations as set out in this Agreement. In such event, the Selected Agency shall be allowed an additional period of time equal to the period of delay caused by the Purchaser, and shall be entitled to invoice the Purchaser for incremental costs incurred as a result of such failure or delay on the part of the Purchaser.
4. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. "Wilful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known, if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party, but shall not include any error of judgment or mistake made in good faith.
5. This limitation of liability shall not affect the Selected Agency's liability, if any, for direct damage by the Selected Agency to a Third Party's real property, tangible personal

property or bodily injury or death caused by the Selected Agency or any person acting on behalf of the Selected Agency in executing the work or in carrying out the Services.

## **6.14 Changes of Orders**

1. The Purchaser may at any time, by written order given to the Selected Agency, make changes within the general scope of the Contract.
2. If any such change causes an increase or decrease in the cost of, or the time required for, the Selected Agency's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Value or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Selected Agency for adjustment under this Clause must be asserted within fifteen (15) days from the date of the Selected Agency's receipt of the Purchaser's Change Order.
3. Procedure of Change Orders: (a) upon receiving any revised requirement/advice in writing from the Purchaser, the Selected Agency would discuss the matter with the Purchaser; (b) in case such requirement arises from the side of the Selected Agency, it would communicate the matter in writing to the Purchaser, giving reasons thereof; (c) both parties will discuss the revised requirement to mutually decide whether it constitutes a Change Order; (d) if mutually agreed, the Selected Agency will study the revised requirement and assess the schedule and cost effect, if any; (e) if the Purchaser accepts the implementation of the Change Order in writing, the Selected Agency shall proceed with its enforcement; (f) in case mutual agreement is not reached, the Selected Agency shall, in the interest of the works, continue providing Services as defined under the Contract, with time and cost effects mutually verified and recorded; should it be established that the work constitutes a Change Order, the same shall be compensated taking into account the records kept; (g) the Selected Agency shall submit necessary back-up documents showing the break-up of the various elements constituting the Change Order for the Purchaser's review. If no agreement is reached within 30 days after the Purchaser's written instruction, either party may refer the dispute to the Management Committee comprising senior officials of the GoO.

## **6.15 Force Majeure Condition**

If the execution of the Contract is delayed beyond the period stipulated as a result of outbreak of hostilities, declaration of an embargo or blockade, fire, flood, acts of God, then the Purchaser may allow such additional time by extending the time frame as considered justified by the circumstances of the case, and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

## **6.16 Modifications & Withdrawal**

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of the Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

## **6.17 Patent Rights and Intellectual Property**

1. The vendor shall indemnify the Purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copyright protected either in the country of origin or in India by use of any equipment, software or AI model supplied by the vendor. Claims, if made on the Purchaser, shall be notified to the vendor and the vendor shall at his own expense either settle such dispute or conduct any litigation that may arise therefrom.
2. Nothing in this RFP shall require transfer of ownership of the bidder's or OEM's pre-existing intellectual property, proprietary base models, model weights, APIs, SDKs, cloud platforms, reusable tools, or foundation models, unless expressly agreed in a project-specific work order. Government shall own or receive rights to project-specific deliverables, configurations, prompts, workflows, integration artefacts, reports, and documentation as specified in the relevant work order.

## **6.18 Jurisdiction of High Court of Odisha**

Suits, if any, arising out of the Contract shall be filed by either party in a court of law to which the jurisdiction of the High Court of Odisha extends.

## **6.19 Confidentiality and Data Protection**

1. The Bidder shall not, without the Purchaser's prior written consent, disclose the Contract or any provision thereof, or any specification, plan, data or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
2. The Bidder shall not, without the Purchaser's prior written consent, make use of any document or information except for performance of the Contract.
3. Any document, other than the Contract itself, shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the Contract if so required by the Purchaser.
4. The Purchaser shall not be liable for or in respect of any damages or compensation payable to any personnel provided on temporary staffing to the Purchaser by the Selected Agency.

5. The Bidder shall ensure that Government data, prompts, responses, documents, audio, video, images, metadata, logs, outputs and derived artefacts are not used for model training, fine-tuning, benchmarking, analytics, service improvement, product improvement or any third-party purpose without explicit written approval of OCAC / concerned department
6. The Bidder shall comply with applicable Indian data protection and cybersecurity requirements, including the Digital Personal Data Protection Act, 2023, rules 2025, and subsequent notifications issued thereunder, as amended from time to time. The Bidder shall follow principles of data minimisation, purpose limitation, restricted access, secure processing, retention limitation and deletion upon completion or termination of the relevant assignment, unless retention is expressly approved by OCAC / concerned department.
7. The Bidder shall disclose sub-processors, hosting locations, data flow, cross-border transfer arrangements, if any, and retention / deletion timelines wherever applicable. For citizen, welfare, health, children, grievance, tribal-language or other sensitive Government datasets, the Bidder shall follow additional safeguards as may be prescribed by OCAC / concerned department. Upon request, the Bidder shall provide a deletion certificate and evidence of compliance with approved data handling requirements

## 6.20 Cybersecurity, Audit and Deployment Security

1. The Bidder shall submit, wherever applicable, security architecture, data-flow diagram, threat model, access control framework, encryption details, logging mechanism, incident response process, vulnerability management process and deployment security plan. The Bidder shall comply with applicable CERT-In directions, MeitY guidelines, Government of India / Government of Odisha cybersecurity requirements and any department-specific security requirements

2. For production deployments, OCAC / concerned department may require VAPT, Safe-to-Host certification, audit logs, role-based access control, MFA, privileged access management, retention / deletion policy, incident reporting matrix and periodic security review. The final security requirements shall be specified in the relevant project-specific work order.

## 6.21 Term and Extension of the Period

1. The term under this Contract will be for a period of **36 months** , which shall start from the day of notification of empanelment.
2. If required by the Purchaser, an extension of the term can be granted to the Selected Agency. The final decision will be taken by the Purchaser.

3. The Purchaser shall reserve the sole right to grant any extension to the term above mentioned and shall notify the Selected Agency in writing, at least 1 month before the expiration of the term, whether it will grant the Selected Agency an extension of the term. The decision to grant or refuse the extension shall be at the Purchaser's discretion.
4. Where the Purchaser is of the view that no further extension of the term be granted, the Purchaser shall notify the Selected Agency of its decision at least 1 (one) month prior to the expiry of the Term. Upon receipt of such notice, the Selected Agency shall continue to perform all its obligations hereunder until such reasonable time beyond the term of the Contract with the Purchaser.

## **6.22 Obligation to Carry out Purchaser's Instructions**

The Bidder shall also satisfy the Purchaser or its inspector that adequate provision has been made to carry out its instructions fully and with prompt attitude.

## **6.23 Resolution of Disputes between the Purchaser and Selected Agency**

1. The Purchaser and the Selected Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Selected Agency have been unable to resolve amicably a Contract dispute, the dispute should be referred to the secretary of the concerned department
3. If, after thirty (30) days from the commencement of such reference, the secretary of concerned department has been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred to the Chairman, OCAC.
4. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of the Contract or the validity or breach thereof, which cannot be resolved through the process specified above, shall be referred to a sole Arbitrator to be appointed by mutual consent of both parties. In the event the parties cannot agree to a sole arbitrator, such arbitrator shall be appointed in accordance with the Indian Arbitration and Conciliation Act, 1996.

# **7 Terms of Reference**

## **7.1 Overview**

*The use cases listed in this RFP are illustrative and for reference only. They are intended to indicate the type of AI capabilities that may be required by Government departments. They shall not be treated as binding commitments, exhaustive scope, or mandatory work allocation by OCAC or any line department. Departments may define, modify, expand, defer or withdraw use cases based on their own administrative, technical and budgetary requirements.*

The broad scope of the empanelment exercise is the design, development, training/fine-tuning, customisation, testing, deployment, management and maintenance of Artificial Intelligence (AI) solutions — including conversational chatbots and voicebots, multimedia translation, computer vision and document AI systems — for line departments of the Government of Odisha, directly linked to departmental problem statements. All the deliverables of the Project should conform to IEEE Standards or other equivalent MeitY, Government of India standards, and to applicable Government of India and Government of Odisha guidelines on AI and data governance.

The empanelled firms will deploy resources, on their rolls, at various levels within the concerned departments. Such teams would handle the assigned project and work under the overall guidance of the respective department nodal / project heads.

The empanelment is sought for AI-enabled ICT projects and related activities, including but not limited to:

1. Development, training/fine-tuning and deployment of AI models (conversational AI – text and voice; translation; computer vision; document AI; analytics).
2. Integration of AI solutions with existing departmental applications, databases and service-delivery channels.
3. Operation, maintenance and continuous improvement of deployed AI solutions.
4. Cross-cutting AI platform development (welfare data analytics, citizen copilots, clean-energy analytics) as described in Section 7.7.

## **7.2 Empanelment and Engagement Model**

Model Developers may participate directly or in partnership with another technology company. For this empanelment, a Model Developer refers to a technology company that builds and trains proprietary AI models capable of analysing complex data, recognising patterns and supporting intelligent decisions for real-life problem solving.

Empanelment creates a pre-qualified pool of eligible firms. It does not create any obligation for the Government of Odisha or its line departments to award work, modules or any minimum order value to empanelled firms.

## **7.3 Post-empanelment Work Allocation**

1. When a user department / OCAC identifies an AI use case, it may invite proposals, quotations or project-specific bids from all empanelled firms or from such empanelled firms whose model / platform capability is relevant to the use case

2. The project-specific request may include the problem statement, scope of work, expected deliverables, deployment model, data requirements, security requirements, evaluation method, timelines, service levels and commercial format
2. Each empanelled firm will submit a proposal covering the technical approach, estimated effort, delivery timeline, cost and any other information required for the assignment or module.
3. A committee constituted by the concerned line department will validate the submissions and select the firm based on task-specific parameters. These may include cost competitiveness, delivery timelines, technical suitability, proposed team strength, prior experience and any additional criteria prescribed for the assignment.
4. Final allocation of work will remain at the sole discretion of the relevant line department.
5. The department will take a Performance Bank Guarantee (PBG) from the selected Agency as per Clause 6.6, which shall be returned after successful completion of the work awarded.
6. The Department may, wherever required, invite limited bids from the empanelled firms for specific assignments and select the most suitable bidder for work allocation based on the prescribed evaluation criteria.
7. The AI Cell, OCAC shall be kept informed / consulted by the department at the time of identification, scoping, evaluation and allocation of AI use cases under this empanelment

## 7.4 Representative AI Solution Archetypes

The following solution archetypes are indicative and non-exhaustive. Departments may define additional use cases based on sectoral priorities and problem statements.

Solution Area	Indicative Application
Conversational Chatbots	Text-based AI assistants can serve as 24x7 digital helpdesks for citizens and as internal knowledge bases for officers. They can support scheme discovery, application guidance, policy search and access to technical information. Example: a chatbot for career counselling and job-search support for students in government universities.
Conversational Voicebots	Voicebots can handle inbound helpline queries, conduct outbound alerts and collect citizen feedback through phone calls. Local Odia dialect support will be important for rural outreach and for users with limited digital literacy. Examples include health-service navigation and feedback collection for CM-KISAN implementation.

Multimedia Translation	AI can translate official videos, training materials, advisories and government datasets between English and Odia to improve access for citizens and field officers. Example: translation and analysis of feedback on fund utilisation by SUBHADRA beneficiaries.
Computer Vision	Computer vision can analyse camera feeds, satellite imagery and drone footage to monitor infrastructure, public safety and environmental conditions. Examples include crop-damage assessment, forest-cover monitoring, pothole detection, traffic optimisation and infrastructure-gap identification through cameras mounted on public transport vehicles.
Document AI	Document AI can read, extract, verify and classify scanned forms, certificates and applications. It can reduce manual data entry, flag errors or suspected fraud and shorten approval timelines. Example: automated processing of student scholarship applications using income-certificate extraction and eligibility checks.

## 7.5 Sector-wise Illustrative Use Cases

The use cases below are illustrative. They may be converted into specific RFPs or Scopes of Work by concerned departments based on readiness, data availability, urgency and expected citizen impact.

### 7.5.1 Agriculture

- Voice-based seasonal crop advisory and pest-management support in Odia, grounded in state agronomy guidelines and local weather.
- Market intelligence through daily mandi price updates and price-trend forecasts delivered through outbound calls and IVR.
- Scheme navigation and grievance support for subsidies, crop insurance, credit schemes, input quality concerns and delayed payments.
- Farmer segmentation and policy feedback using anonymised call transcripts to identify recurring issues and planning insights.

### 7.5.2 Women and Child Development

- Outbound Odia calls to understand fund utilisation, capture impact stories and summarise themes for planners.
- Maternal and child health reminders for antenatal visits, immunisation schedules and nutrition counselling, with two-way Q&A.
- Confidential grievance and safety channels where AI supports triage and routing, while sensitive cases are handled by human counsellors.
- Scenario-based financial literacy and livelihood guidance for self-help groups, grounded in local scheme information.

### **7.5.3 School and Higher Education**

- Odia conversational tutors that explain textbook concepts, generate practice questions and conduct oral quizzes through mobile or school kiosks.
- Teacher planning copilots that prepare lesson plans, worksheets and formative assessments in Odia and English, aligned with the state curriculum.
- Exam and evaluation support for drafting question papers, summarising long answers and providing rubric-based feedback for lower grades.
- Administrative helpdesks for parents and students on admissions, scholarships and attendance policies.

### **7.5.4 Disaster Management and Climate Resilience**

- Early-warning explanations through outbound Odia calls and WhatsApp voice notes, with village-specific preparation steps and shelter locations.
- Two-way impact reporting from citizens and local volunteers on flooding, infrastructure damage and urgent needs, with AI-based hotspot clustering.
- Relief coordination helplines that handle routine queries on relief camps, entitlements and documentation while escalating distress calls to humans.
- Long-term advisories on heatwave preparedness, water conservation and crop diversification through agriculture and community channels.

### **7.5.5 Health and Family Welfare**

- Symptom-triage and health-navigation assistants in Odia, with strict guardrails, disclaimers and escalation rules.
- Digitisation and analysis of past health records to support continuity of care and administrative planning.
- Maternal and child health companions for pregnant women and caregivers, integrated with registries and ASHA worker schedule tracking.
- Public-health analytics using aggregated and anonymised conversational data to detect emerging concerns and misinformation patterns.

### **7.5.6 Tourism**

- Multilingual virtual guides for heritage sites and Odia cultural content using Indic text and speech capabilities.
- AI-supported visitor information, itinerary guidance and cultural storytelling for key destinations and festivals.

### **7.5.7 Home Department**

- Non-emergency citizen reporting bots for lost documents, minor complaints and service guidance.

- Odia FAQs on legal rights and procedures, supported by strict safety design and escalation rules.

### **7.5.8 Skill Development and Technical Education**

- Odia-English copilots for job readiness, interview practice and vocational course discovery.
- Guided learning and counselling support for trainees seeking employment or upskilling pathways.

### **7.5.9 ST and SC Development**

- Tribal-language extensions on top of Odia, where feasible, for scheme awareness, assisted access and grievance redressal in tribal areas.
- Localised information services for education, welfare entitlements, emergency support and community outreach.

### **7.5.10 Transport**

- Route optimisation using origin-destination pair analysis, occupancy data and market trends.
- Identification of new bus and airport routes based on demand patterns, travel behaviour and service gaps.

### **7.5.11 Urban Development**

- AI-powered drainage planning and monitoring for urban flood prevention.
- AI-enabled water-quality monitoring across urban water systems.
- Digital twin cities to support planning, asset management, resilience and service optimisation.

### **7.5.12 Mining**

- Automated stockyard access control with single-entry and single-exit systems, AI-based camera surveillance, edge processing and real-time video streaming.
- Integrated monitoring of mineral production, grade analysis, storage, transportation and dispatch using online bulk analysers, weighbridges, RFID and AI-enabled cameras.
- Mineral-zone prediction using geological records, satellite imagery and survey data to reduce wrong-location drilling.
- Predictive maintenance for haul trucks, crushers and conveyors; real-time process optimisation for recovery rates, energy use, reagent consumption and throughput stability.

- Safety and environmental compliance through computer vision, wearables, drones, tailings monitoring, emissions tracking, water-quality analytics and remote or autonomous equipment.

### **7.5.13 Industry**

- District-level industrial growth heatmaps, emerging-cluster early-warning systems and export-opportunity intelligence dashboards.
- An open Manufacturing Data Grid using standard APIs for data exchange among OEMs, suppliers, startups and other stakeholders.
- Industrial parks equipped with cloud servers and edge GPU infrastructure to run quality checks, digital twins and predictive-maintenance systems near production assets.
- Reusable digital-twin model libraries or marketplaces for sectors such as semiconductor fabrication, battery-cell lines, precision auto-parts machining and aerospace composites.

### **7.5.14 General Administration and Citizen Engagement**

- Government-to-citizen engagement platforms for scheme discovery, assisted access, service updates and grievance redressal.
- A productivity suite for administrators, including workflow support, knowledge search, drafting assistance and decision-support dashboards.

### **7.5.15 Education and Upskilling**

Odisha aims to make children and learners more AI-ready while advancing the broader Viksit Bharat 2047 priorities of prosperity, health, education, regional equity and job creation. Priority areas include teacher training on AI tools in local languages, adaptive and hands-on learning methods, possible Chromebook integration across schools, professional training through the World Skills Centre and targeted outreach to the last child, especially in tribal communities.

The State may also explore digitisation of tribal languages, including identified languages such as Senthili and Kui, to improve access to maps, emergency resources and local-language information services.

### **7.5.16 AI Policy and Disaster Preparedness**

Odisha has drafted an AI mission/policy and may seek expert feedback to strengthen it. The State can also deepen collaboration on disaster prediction, preparedness and response, building on its existing capabilities and its Centre of Excellence in disaster management.

### **7.5.17 Tourism, Culture and Arts**

Potential collaboration areas include digitising museums, heritage sites and ancient manuscripts, including through initiatives aligned with the Gyaan Bharatam Mission. AI-enabled content and discovery tools may also help promote Rath Yatra itineraries, state destinations, hotels and transit routes.

## 7.6 Duration of the Empanelment

1. The empanelment of AI Model Developers will be for a period of **three (3) years**. However, the authority reserves the right to extend the empanelment period by another 2 years with mutually agreed rates and other terms. During this period the firms will be required to provide all necessary assistance to ensure the successful implementation of various projects within the Departments.
2. In case the performance of the empanelled agency is found to be poor or it is involved in unethical practices, OCAC reserves the right to delist the firm from its empanelment list at any time within the contract period.
3. E&IT Department/OCAC reserves the right to de-empanel a firm in case any empanelled firm is blacklisted by any Government/PSU in India at any point of time during the period of empanelment.
4. In case the firm is found to be outsourcing part or all of the AI solution development process (beyond its declared Technology Partner), during the period of empanelment, E&IT Department/OCAC reserves the right to de-empanel the firm.

## 7.7 Process of Selection and Empanelment Guarantee

The process of empanelment of firms is as follows:

1. Evaluation of bidders under QBS as per Section 6 and ranking by Final Composite Score.
2. OCAC will ask the selected bidders (minimum two, maximum six) to furnish an Empanelment Guarantee.
3. Subsequently, OCAC will request the E&IT Department to issue a notification on empanelment.
4. After notification, OCAC will ask all the empanelled firms to sign the agreement.
5. The empanelled list shall be communicated to all the Departments.

**Empanelment Guarantee (EG):** Within 15 days of the selected firms being intimated about their empanelment, they are to submit an Empanelment Guarantee of ₹ 10,00,000. The EG shall be paid into: Bank A/c No: 149311100000195; Payee Name: Odisha Computer Application Centre; Bank: Union Bank of India, Acharya Vihar; Account Type: Savings; IFSC: UBIN0814938. The EG will be returned after completion of the empanelment period (or applicable extension). No interest will be paid towards the EG.

## 7.8 Payment Terms

1. The department has the right to choose any of the following methodologies for release of payment to the agency after finalisation of the cost of the assignment: (a) release of payment on the basis of deliverables; (b) release of payment on a quarterly basis on man-month rates.
2. Release of payment on the basis of deliverables shall be in the following manner: (i) After User Acceptance Testing (UAT) – 40% of the total cost of the assignment, on submission of the approved SRS/FRS (including AI model design and evaluation report), letter from the user department on successful UAT, and User Manual; (ii) project-specific source code, configurations, prompts, workflows, integration artefacts, dashboards, reports, documentation, test reports and project-specific artefacts, as applicable under the relevant work order; (iii) After 12 months from the date of Go-live, or on submission of a Performance Bank Guarantee of equivalent amount – 10%.
3. Release of payment on a quarterly basis on man-month rates: the payment will be released on a quarterly basis by the concerned departments on the basis of the man-month rates as per the resources engaged. If the duration of engagement of resources is less than three months, payment will be made after completion of work and/or on a pro-rata basis.
4. In addition to the methodologies mentioned above, the payment terms can also be fixed for a project with the mutual consent of both the purchaser and the empanelled firm during issuance of the PO for a new project.
5. Payment will be made within 30 days of submission of the invoice along with all required supporting documents.
6. All payments will be made subject to TDS (Tax Deduction at Source) as per the Income Tax Act.
7. Any payment related issues shall be resolved by the Secretaries of the concerned department.
8. The Selected Agency shall submit the requisite deliverables and satisfactorily perform work as specified under the Contract. The requisite payment will be released by the Purchaser upon acceptance of the deliverables and satisfaction with the work performed. If the deliverables submitted / work performed are not acceptable to the Purchaser, payment shall not be released until resubmission and acceptance, without prejudice to the Purchaser's right to levy penalties based on agreed service levels.

## 7.9 Penalty for Delays

1. Project assignments to the empanelled firms will be on the basis of time/resource estimates defined by respective Departments. Each project, therefore, will have a definite date of project completion.

2. The Department and the empanelled agency may enter into a Non-Disclosure Agreement with appropriate Service Level Management with penalty terms at the time of awarding of work; however, generally, for any time slippages, the firms can induct more resources at their cost to meet the time schedules.
3. Project delays on account of the firms will attract a penalty of 0.5% (point five percent) per week of the total project value for up to 30 days, beyond which the Department will be free to get the job done from any one of the remaining empanelled firms. However, the maximum ceiling limit of the penalty would be 10% of the contract value (excluding taxes) of the respective assignment/project.
4. In addition to the methodology mentioned above, the SLA can also be fixed for a project with the mutual consent of both the purchaser and the empanelled firm during issuance of the PO for a new project. However, the maximum ceiling limit of the penalty would be 10% of the contract value (excluding taxes) of the respective assignment/project.

## 7.10 Project Location

The AI solution development resource team may be required to work in the respective Departments throughout the duration of the project. Since many of the projects are to be implemented across the state, the resource team may be required to visit various places throughout Odisha. In such cases, the cost of travel and accommodation will be borne by the bidder.

# 8 Formats for Submission of Proposal

All the “formats for submission of proposal” shall clearly mention that the bid is for the Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners, and where applicable, the name of the Technology Partner.

## 8.1 Compliance Sheet for Pre-Qualification Proposal

SL#	Requirement (Reference & Page # to be furnished)
A.	Legal Status: Certificate of Incorporation / LLP Registration / DPIIT Startup Recognition, PAN, GSTIN
B.	Self-declaration of bidder category; OEM/model/platform documentation; authorisation letter (Category B or C) mandatory; declaration that not more than three partners are being authorised by the same OEM for this empanelment, or confirmation of OEM-preferred partner status.
C.	Model / Platform Ownership, Operation, Access or Authorisation

D.	Qualifying Model / Platform Capability
E.	Parameter / Model Scale Declaration, Architecture and Benchmark Evidence,
F.	Odia / Indic Language Capability
G.	Secure Enterprise Inference and Deployment Architecture
H.	Government Data Protection and Non-Training Undertaking
I.	Relevant AI Experience: Work Orders / Completion Certificates / Go-Live Certificates / Enterprise Deployment References
J.	Financial Capacity: Audited Financial Statements and CA / Statutory Auditor Certificate
K.	Team Strength: PF Challan / HR Head Certificate
L.	Government-owned Entity Autonomy Documentation, if applicable
M.	Undertaking to submit Empanelment Guarantee within prescribed timeline if selected for empanelment
N.	Blacklisting / Debarment Self-Declaration
O.	Power of Attorney for Authorised Signatory
P.	Integrity Pact
Q.	Acceptance of RFP Terms and Conditions

## 8.2 Particulars of the Bidder

SL#	Information / Details
A.	Name and address of the bidding Company (Model Developer)
B.	Name and address of the Technology Partner (if any) and its role
C.	Incorporation status: Public Ltd / Pvt. Ltd / LLP / DPIIT Startup etc.

D.	Year of Establishment / Date of registration
E.	Name, Address, Email & Mobile# of Contact Person

### 8.3 Compliance Sheet for Technical Proposal

SL#	Requirement (Reference & Page # to be furnished)
A.	Bidder category: Enterprise / Frontier AI Model Developer, AI Platform Provider or Authorised Enterprise Implementation Partner
B.	Model / platform capability note, including supported AI use cases
C.	Parameter scale, architecture and benchmark evidence
D.	Odia / Indic language and speech capability
E.	Enterprise deployment, security, data residency and governance details
F.	Projects completed for State Government / Central Government / PSUs
G.	Responsible AI and Model Governance Framework covering intended use, prohibited use, guardrails, hallucination mitigation, bias testing, human-in-the-loop design, explainability, auditability, model version control, performance monitoring, citizen-facing disclaimers, escalation mechanism and rollback plan.
H.	Technical presentation and demonstration readiness

### 8.4 Self-Declaration: Not Blacklisted

To (Company letter head)

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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners) for Development & Implementation of AI Solutions for Government of Odisha

Sir,

In response to the RFP Ref No.: OCAC-[●] for the RFP titled “Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners”, as an owner/partner/Director of (organisation name) \_\_\_\_\_ I/We hereby declare that presently our Company/firm is not under declaration of ineligibility for corrupt & fraudulent practices, is not blacklisted or debarred either indefinitely or for a particular period of time, and has not had work withdrawn, by the Government of India, the Government of Odisha, any other State Government in India, or any undertaking or entity owned by these governments.

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.

Thanking you,

Signature (Authorised Signatory)

Seal: Date: Place: Name of the Bidder:

## 8.5 Bidder's Authorization Certificate

To (Company letter head)

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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of AI Solutions for Government of Odisha

Sir,

With reference to the RFP No.: OCAC-[●], 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. 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 (Authorised Signatory)

Seal: Date: Place: Name of the Bidder:

## 8.6 Acceptance of Terms & Conditions

To (Company letter head)

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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of AI Solutions for Government of Odisha

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with the scope of work contained in the RFP Document [No. OCAC-[●]] regarding “AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners”.

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

Thanking you,

Signature (Authorised Signatory)

Seal:   Date:    Place:           Name of the Bidder:

## 8.7 Technical Bid Cover Letter

To (Company letter head)

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

**Sub:** Empanelment of Technology Companies (AI Model Developers) for Development & Implementation of AI Solutions for Government of Odisha

Sir,

We, the undersigned, offer to provide solutions to OCAC for the “AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners” in response to RFP No.: OCAC-[●]. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical Bid and the Commercial Bid (submitted separately online).

We hereby declare that all the information and statements made in this Technical Bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

Thanking you,

Signature (Authorised Signatory)

Seal:    Date:    Place:    Name of the Bidder:

### 8.7.1 Project Citation Format

Relevant AI / e-Gov Project Experience (to be furnished for each AI use case / project claimed):

Item	Details
Name of the project / AI use case	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Description of the project (AI problem statement)	
Scope of services and AI techniques used (NLP/speech/vision/document AI/analytics)	
Model details: base model, training/fine-tuning approach, deployment environment	
Service levels offered / Quality of Service (QoS)	
Technologies used	
Outcomes of the project	
Total cost of the project / cost of services provided by the respondent	
Duration (no. of months, start date, completion date, current status)	

Letter from the client indicating successful completion; copy of Work Order	
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## 8.8 Performance Security (Bank Guarantee Format)

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated <Date> to provide services under “AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners”;

And whereas it has been stipulated in the agreement that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the agreement;

And whereas we, <Name of Bank>, a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its offices at <Address of Local Office>, have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of <<Cost of Service>> (in words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in words) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the agreement or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<insert date>>. Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e. OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN: (i) our liability under this bank guarantee shall not exceed <<amount>> (amount in words); (ii) this bank guarantee shall be valid up to <<insert date>>; (iii) it is a 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.

(Authorized Signatory of the Bank) Seal: Date:

## 8.9 Integrity Pact

To (Company letter head)  
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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of AI Solutions for Government of Odisha

Sir,

It is hereby declared that **\*\*Bidder Organization\*\*** is committed to follow the principles of transparency, equity and competitiveness in public procurement.

The subject RFP ref no. OCAC-[●] is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of the tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the **\*\*Bidder Organization\*\***.

Thanking you,

Signature (Authorised Signatory)

Seal:    Date:    Place:    Name of the Bidder:

## **8.10 Declaration of Model / Platform Rights, Parameter Scale, Odia Capability, Secure Inference and Authorisation**

To (Company letter head)  
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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of AI Solutions for Government of Odisha

Sir,

We hereby declare that the proposed AI model / platform is offered by us either as the owner / developer / operator or as an authorised enterprise partner of the relevant OEM / model / platform provider.

We have submitted available documentation on model / platform rights, authorisation, parameter scale or alternate capability evidence, Odia / Indic capability, deployment approach and enterprise references, wherever applicable and commercially disclosable.

We confirm that the proposed AI capability may be provided through self-hosted deployment, Government cloud, private cloud, India-region cloud, cloud AI platform, managed API, enterprise AI service or hybrid deployment, subject to the deployment model approved under the relevant work order.

We undertake to disclose the applicable inference architecture, hosting region / data residency options, encryption, access controls, logging, auditability, retention / deletion policy, uptime commitments and support arrangements.

We confirm that Government data shall not be used to train, fine-tune or improve models or services for any third party without explicit written approval of OCAC / concerned department. We understand that any misrepresentation in this declaration may lead to disqualification, de-panels and forfeiture of applicable guarantee, without prejudice to any other action that may be taken.

Thanking you,

Signature (Authorised Signatory)

Seal:    Date:    Place:    Name of the Bidder:

## **8.11 Responsible AI and Model Governance Declaration**

To (Company letter head)

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

**Sub:** Empanelment of AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners for Development & Implementation of AI Solutions for Government of Odisha

Sir,

We hereby submit our Responsible AI and Model Governance Framework for the proposed AI model / platform. The framework covers intended use, prohibited use, guardrails, hallucination mitigation, bias testing, human-in-the-loop design, explainability, auditability, model version

control, performance monitoring, citizen-facing disclaimers, escalation mechanism and rollback plan.

We undertake to apply additional safeguards for high-risk use cases including health, legal guidance, grievance redressal, welfare-beneficiary analysis, surveillance, education of children, tribal-language applications and any other sensitive use case identified by OCAC / concerned department.

Thanking you,

Signature (Authorised Signatory)

Seal:    Date:    Place:    Name of the Bidder:

## 9. Annexures

### Annexure 1: OEM/Model/Platform Authorisation Format

To,

The General Manager (Admin)

Odisha Computer Application Centre

Bhubaneswar, Odisha

**Subject:** Authorisation for participation under RFP for Empanelment of Enterprise / Frontier AI Model Developers, Platform Providers and Authorised Enterprise Implementation Partners

We, [Name of OEM / Model Developer / Platform Provider], having our registered office at [Address], hereby confirm that [Name of Bidder], having its registered office at [Address], is authorised to participate in the above-mentioned RFP as our authorised enterprise implementation partner / authorised enterprise channel / authorised reseller / affiliate / subsidiary for the proposed AI model / platform.

We confirm that [Name of Bidder] is one of the maximum three Category C implementation partners nominated and authorised by us for participation under this empanelment. We further confirm that OCAC / Government of Odisha shall not be required to determine, recommend or prioritise partner preference on our behalf, and the responsibility for nominating authorised partners shall rest solely with us.

We confirm that the proposed bidder is authorised to implement, integrate, support and contract for the proposed AI model / platform capability for Government customers in India. We further confirm that OEM / model / platform-level support and escalation shall be available for assignments undertaken under this empanelment, subject to the terms of the relevant project-specific work order.

SN	Name of the Model/ Platform	Nature of Authorisation	Validity Period	Territory

## Annexure 2: Data Protection and Non-Training Undertaking

To,

The General Manager (Admin)

Odisha Computer Application Centre

Bhubaneswar, Odisha

**Subject:** Data Protection and Non-Training Undertaking

We, [Name of Bidder], hereby undertake that all Government data accessed, processed, stored, transmitted or generated during any assignment under this empanelment shall be used strictly for the purpose authorised by OCAC / concerned department.

For the purpose of this undertaking, Government data shall include, but not be limited to, prompts, responses, documents, audio, video, images, metadata, logs, outputs, derived artefacts, reports, citizen data, departmental data and any other data shared or generated during the assignment.

We undertake that Government data shall not be used for:

- Training any AI model.
- Fine-tuning any AI model.
- Benchmarking, analytics or service improvement.
- Product improvement for any third-party or commercial purpose.
- Creating or improving datasets for use outside the approved assignment.

Any purpose not expressly approved in writing by OCAC / concerned department.

We further undertake that:

Government data shall not be disclosed to any third party without prior written approval of OCAC / concerned department.

Government data shall be processed only for the approved purpose and only for the approved duration.

Access to Government data shall be restricted to authorised personnel on a need-to-know basis.

Appropriate encryption, access controls, logging and monitoring shall be maintained.

Data shall be retained only for the period approved by OCAC / concerned department.

Upon completion, termination or expiry of the assignment, data shall be deleted or returned as directed by OCAC / concerned department.

We shall comply with applicable Indian data protection and cybersecurity requirements, including the Digital Personal Data Protection Act, 2023, rules and subsequent notifications issued thereunder, as amended from time to time, and any other directions issued by the Government of India / Government of Odisha / OCAC.

We understand that breach of this undertaking may lead to termination of assignment, de-empowerment, forfeiture of applicable guarantee, damages, blacklisting and/or any other legal or administrative action.

Authorised Signatory:

Name:

Designation:

Company:

Date:

Company Seal:

## **Annexure 3 Responsible AI and Model Governance Declaration**

To,

The General Manager (Admin)

Odisha Computer Application Centre

Bhubaneswar, Odisha

Subject: Responsible AI and Model Governance Declaration

We, [Name of Bidder], hereby submit our Responsible AI and Model Governance Framework for the proposed AI model / platform / solution.

The framework covers the following:

- Intended use of the proposed AI model / platform.
- Prohibited or restricted use cases.
- Human-in-the-loop review and escalation mechanisms.
- Hallucination mitigation approach.
- Guardrails and safety filters.
- Bias testing and fairness checks.
- Explainability and auditability mechanisms, wherever applicable.
- Model evaluation methodology.
- Model version control and change management.
- Performance monitoring and periodic review.
- Citizen-facing disclaimers, wherever applicable.
- Error reporting and correction process.
- Rollback plan in case of material model failure or unsafe behaviour.
- Handling of high-risk or sensitive use cases.

We undertake to apply additional safeguards for high-risk use cases, including but not limited to health triage, legal guidance, grievance redressal, welfare-beneficiary analysis, surveillance, education of children, tribal-language applications and any other sensitive use case identified by OCAC / concerned department.

We further confirm that final deployment of any AI solution shall be subject to testing, validation, acceptance and approval by OCAC / concerned department. We shall not represent AI-generated outputs as final administrative decisions unless expressly approved under the concerned use case.

Authorised Signatory:

Name:

Designation:

Company:

Date:

Company Seal: