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## **EXPRESSION OF INTEREST**

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Selection of Agency for Supply, Configuration and  
Implementation Support of Deduplication and Master Data  
Management (MDM) Tool

for

Social Protection Delivery Platform (SPDP) in Odisha



**EOI Ref No. OCAC-SEGP-SPD-0023-2020-21048**



**ODISHA COMPUTER APPLICATION CENTRE**

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

OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

**W:** [www.ocac.in](http://www.ocac.in) | **T:** 0674-2567295/2567283 | **F:** 0674-2567842

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## **1. Invitation for EOI / First stage of Two-stage Bidding**

OCAC invites EOIs from prospective bidders ('Bidders') for supply, configuration and implementation support of "Deduplication and Master Data Management (MDM) tool" for the development, implementation and maintenance of Social Protection Delivery Platform (SPDP)" in Odisha that has been initiated. The successful Bidder will carry out the scope of work in accordance with the specifications to be provided in a detailed Request for Proposal (RFP) document which will be brought out by OCAC, subsequently. Bidders who meet the pre-qualification and technical evaluation criteria specified in this document will be short-listed for the issuance of a detailed RFP.

## **2. Schedule of Events**

<b>S. #</b>	<b>Event</b>	<b>Schedule</b>
1	Last date for submission of queries by Bidders	19 <sup>th</sup> November 2021, by 5 PM
2	Pre-bid Meeting	20 <sup>th</sup> November 2021, 4 PM
3	Last date and time for receipt of EOI response from Bidders	4 <sup>th</sup> December 2021, by 12 Noon
4	Date and time for opening of EOI responses	4 <sup>th</sup> December 2021, 12:30 PM
5	Date and time for Technical Presentation	To be notified later
6	Date and time for Online Demonstration of Tool	To be notified later

### **3. Objective of the EOI**

The purpose of this exercise is to seek proposals for shortlisting of agencies to supply, configure and support “Deduplication and Master Data Management (MDM) Tool” for the development, implementation and maintenance of Social Protection Delivery Platform (SPDP)” in Odisha. Based on the proposals received, OCAC will analyse usefulness of various tools proposed and shortlist agencies for the purpose of hosting a limited tender among shortlisted agencies to implement the solution to be selected by OCAC.

### **4. Introduction to the project**

#### **4.1 Vision**

SPDP is envisioned to be a one-stop platform for beneficiary registration and update processes across the social protection schemes and will be an integrated social registry that would serve as a critical foundation for various program operations by facilitating seamless data sharing.

A successful implementation of SPDP will enable various State departments to streamline their scheme management processes, facilitate data-driven policymaking and better expenditure planning for the Government, as well as simplify the benefit delivery experience for beneficiaries. The benefits that various stakeholders stand to gain from SPDP are outlined below:

- Government authorities [State/National] and various Departments
  - It will help in managing inclusion, exclusion and duplication errors in beneficiary records in Odisha
  - It will facilitate the creation of a single source of truth registry on ‘socio-economic’ attributes for Odisha’s residents
  - It will aid Government efforts at scheme consolidation at-a-State level to give a view of all the schemes and their targeted beneficiaries. This will ensure appropriate fund allocations and in better expenditure tracking of the State’s various DBT programs
  - It will facilitate better co-ordination across multiple Departments (via a ‘common integration layer’) to support interchange of information among the different scheme databases
  - It will aid Department efforts to improve the efficiency of current scheme operations; as well as bring in greater transparency and accountability in delivery of services
  - It will improve the outcome and impact evaluation of the State’s various social protection programs
  - It will aid Government efforts in beneficiary fraud detection and resolution
  - It will provide more accurate beneficiary trends (e.g. linkages to social protection programs) for policymakers
  - It will help the State in better on-ground resource planning and thus, leverage HR capacities available at all levels (e.g. districts, blocks, villages) for streamlining the benefit delivery processes.
  - SPDP will help the Government to effectively address many UN Sustainable Development Goals and achieve measurable success, owing to its ability to streamline the population targeting process in public service delivery.
- Beneficiaries (Individuals & Families)

- It will provide a common avenue for availing scheme-related information (across schemes) and thereby aid their decision-making process
- It will simplify the service-delivery experience, by establishing ‘common touch points’ for managing their socio-economic data across the State (e.g. to add/edit their demographic attributes in “one” place, rather than individually update through various linked schemes)
- It will ensure transparency via strong consent rules effective technical measures to safeguard an individual’s PII.

## 4.2 Functional Scope

The key needs of the SPDP platform is to simplify various functions in the benefit delivery lifecycle, build a verifiable source-of-truth registry to support benefit disbursement processes of schemes, and strengthen inter-Department collaboration efforts. The design of the SPDP platform must address the various existing challenges in scheme operations faced by Departments and beneficiaries, as well as leverage global best practices used for similar social protection delivery platforms. The table below outlines the functional goals of the SPDP platform:

### 1. The platform should function as a ‘Single Source of Truth (SSoT)’ for beneficiaries in Odisha

To enable a single-source-of-truth vision, SPDP will provide a centralized beneficiary registry that will manage the socio-economic profiles of the State’s beneficiaries. For this purpose, SPDP needs to support master data management in its platform design. It should also support managing ‘dynamic data updates’ across the partner ecosystem. This is to ensure that the beneficiary data in SPDP is always up-to-date and negate data inconsistencies across the participating schemes in the ecosystem.

### 2. The platform should provide common services that can be used across participating schemes in the ecosystem

SPDP will facilitates seamless data sharing with the connected schemes, after the explicit consent from the beneficiary; as well as provide common services [e.g. beneficiary search, alert/notification capabilities]. There can be provisions made to support standards-based data exchanges with certain external systems as well. This common interoperability layer of SPDP, will help the Government negate the need to build individual point-to-point data interfaces; thereby reducing costs and simplifying operations.

### 3. The platform should support the service delivery autonomy of the participating Departments

The platform should not interfere with the operational and implementation aspects of the various DBT schemes in the State. Instead, the platform can function as a ‘common avenue’

for Departments to support specific scheme operations (e.g. registration and data updates of beneficiaries), which in turn can aid in their decision-making process. The platform will have a service catalogue which provides a collection of services for different components enabling the scheme owners to *aid* their service delivery, but at the same *retain* control over their functioning.

#### 4. The platform should enable stakeholders and policy makers in 'Data driven decision making'

By being the most-trusted source of a beneficiary's socio-economic data in the State, the platform can help policymakers to make informed policy decisions, by providing rich data analytics and trends forecasting around key operational metrics. I.e. specific insights can be drawn from this platform, which could then be used to develop tailored strategies in the benefit delivery processes

#### 5. The platform should be user-centric and simplify the processes

SPDP must prioritize beneficiary-centricity in its operating model and technology architecture, and thereby aid the simplification of administrative processes in a Department's benefit delivery lifecycle

#### 6. The platform should adhere to Government regulations on beneficiary PII and Consent

Platform should be designed to adhere to Governmental regulations around 'data privacy and security' protocols and 'consent rules for individuals'. The platform will adhere to the following regulations but not limited to:

- Information Technology Act, 2000
- Personal Data Protection Bill 2018
- The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, Aadhaar (Data Security) Regulations, 2016, Aadhaar (Sharing of Information) Regulations, 2016
- Electronic Consent Framework
- Data Sharing and Accessibility Policies
- National Data Sharing and Accessibility Policy (NDSAP)
- Odisha State Data Policy, 2015
- RTI Act
- Policy on Open Application Programming Interface (API) for Government of India
- Policy on Open Standards for e-Governance

## **5. Indicative Scope of Work**

OCAC is looking for the supply, configuration and implementation support of data deduplication and MDM tool, for building and maintaining a Beneficiary Data Platform which will be the heart of proposed SPDP project. Licenses shall be used only for the intended purpose of SPDP and not for any other project/ application.

An indicative scope of work is provided below:

- At a high level, the solution encompasses building of Social Protection Delivery Platform (SPDP) that facilitates maintain the demographic information of all beneficiaries across all schemes/ departments, build a Golden record of the Beneficiary and enable different systems/LOBs access the Golden Record of the Beneficiary.
- The SPDP would provision for assigning a UBIC (Unique Beneficiary Identification Code) for each Beneficiary.
- There would be provision for generating a Golden Record for each Beneficiary. A Golden record is Single Source of Truth (SSoT) derived from multiple sources/ data sets within the SPDP ecosystem
- SPDP should also allow for uploading data obtained from an external source.
- While uploading the data, SPDP provides for the functionalities like
  - Ability to load the data available in any form and format.
  - Given that there would not be a uniformity in respect of beneficiary demographic attributes across different depts/ schemes, SPDP IA shall propose such data model to accommodate any kind of data structure. The data model should support for all demographic attributes, multiple values of each attribute.
  - Should provide an API for sharing of records on real time.
  - While processing the data, SPDP need to validate the data for patterns and build a golden record or Master Record of the Beneficiary
- Data deduplication & Matching: SPDP see this capability as a critical feature for an efficient linking of records and arriving at an enriched golden record of the beneficiary.
- The UBIC assignment shall be a batch process at the end of the day (eod) and will be through following series of steps
- For assigning the UBIC for all the existing beneficiaries, a one-time process of deduplication of current beneficiary base will be carried out. The matches will be classified as the perfect matches and probable matches. For the perfect matches, the UBIC will be automatically assigned. All the probable matches are directed to a eye balling and then UBIC will be assigned.
- A decisioning system shall be available for the eyeballing of matches with a Maker Checker policy.
- Golden Record Creation: A Golden Record of a Beneficiary is a single, well defined view of a beneficiary derived from multiple systems of the SPDP and other trusted sources of external information obtained by the SPDP. It is a Single Version of Truth based on Survivorship Rules. The Golden record would help trace the Beneficiary & improve the contactability. A Golden record is created for each UBIC. The following are the requirements in this regard.
  - The BDP enables create a Golden Record for all the SPDP 's Beneficiaries.
  - The Golden record would be based on survivorship rules. The Survivorship Rules/Merging Rules will determine the composition of a Golden Record and

- they run in an automatic setup to generate the Golden Record. Survivorship rules are rules that specify the surviving attribute.
- Relationship Discovery & Networking: The system should be capable of identifying & linking the records of related persons and associates of the Beneficiary.
  - SPDP will make complete base available for real time query.
  - The following GUI should be available
    - For defining the matching rules, setting the tolerances of match etc
    - For uploading a file for matching and downloading the matches
    - For defining the Survivorship rules that governs the Golden records
    - For decisioning of the matches for assigning the UBIC with Maker Checker policy
    - For decisioning the probable matches obtained during the real time query.
  - The demographic deduplication and entity resolution is a critical component of the solution and the match engine will be assessed for its efficiency. The following are the key aspects of the entity resolution match engine.
    - Response Time & Throughput: The Response time of the search engine should be very low and throughput high.
    - Accuracy of record retrieval: The Precision and Recall of the search engine should be very high.
    - Configurable: A flexible match rule definition should be available with provision to define rules, define the tolerance of match of attributes.
    - Match Classification & Bucketing: There should be provision for branding a match as Perfect match/probable match with provision to define rules for such tagging. There should be provision to assign weights to various matching attributes, report total match score.
    - Ranking: The results should be able to be ranked with the best match assigned the lowest rank.
    - Handle data as is available: Since the data is derived from disparate sources, uniformity cannot be assured in respect of availability of attributes or quality of available data. The engine should be able to provide the best matches considering the data quality issues.
    - Bulk data processing: The engine should be capable of deduplicating millions of records within the defined timelines.

The technical requirements of proposed tool are provided below:

- Environments: Production, staging
- Scalable (Horizontal & Vertical) to handle any data volumes: The solution must support Horizontal and vertical scalability to take care of ever-growing demands of the SPDP.
- High Availability (HA): All the components of the solution must provide adequate redundancy to ensure high availability. The solution shall have built in redundancy so that service is not impacted and is available 24x7.
- Security: Adequate security aspects should be built into the application
- Reliability: The solution needs to be reliable to maintain data integrity and support business continuity.
- Browser compatibility: The solution should be browser independent and should support all leading web browsers.
- Database: The solution should support the database of SPDP.



- Application Server, Web server, Operating System, Messaging Queue: The solution should align with SPDP s choice on these aspects.
- Latest technology adoption: The solution should advise and adopt latest technology stack.

## **6. Instructions to Bidders**

### **6.1 Completeness of response**

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI documents with full understanding of its implications.
- b. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of its proposal.

### **6.2 EOI proposal preparation costs and related issues**

- a. The Bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations/demonstrations, preparation of proposal, in providing any additional information required by the Purchaser to facilitate the evaluation process, unless explicitly specified to the contrary.
- b. Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- c. This EOI does not commit Purchaser to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI, unless explicitly specified to the contrary.
- d. All materials submitted by the Bidders will become the property of Purchaser and may be returned completely at its sole discretion.

### **6.3 Pre-bid Meeting**

- a. OCAC shall hold a pre-bid meeting with the prospective bidders on **20<sup>th</sup> November at 4 PM** at Odisha Computer Application Centre in VC Mode (through Microsoft Team)

- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email ([gm.ocac@odisha.gov.in](mailto:gm.ocac@odisha.gov.in) ) with a copy to [subrat.mohanty@odisha.gov.in](mailto:subrat.mohanty@odisha.gov.in) on or before **19<sup>th</sup> November by 5 PM.**
- c. If any bidder wants to participate the pre-bid meeting, they should submit a request (by mentioning the firm name, contact person name, WhatsApp number and e-Mail id) by email to [subrat.mohanty@odisha.gov.in](mailto:subrat.mohanty@odisha.gov.in) on or before **19<sup>th</sup> November by 5 PM.** The link for participation will be shared to the authorised representative from bidders before pre-bid meeting.
- d. The queries should necessarily be submitted in the following forma (Soft copy in .doc or .xls file to be attached):

<i>Sl#</i>	<i>EOI Document Reference(s) (Section &amp; Page Number(s))</i>	<i>Content of EOI requiring Clarification(s)</i>	<i>Points of clarification</i>

- e. 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.

#### **6.4 Responses to pre-bid queries and issue of corrigendum**

- a. The Nodal Officer notified by the OCAC will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
- b. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI document by issuing a corrigendum.
- c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the [www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in)
- d. Any such corrigendum shall be deemed to be incorporated into this EOI.
- e. In order to afford prospective bidders reasonable time in which to take the corrigendum into account in preparation of their bids, Purchaser may, at its discretion, extend the last date for the receipt of EOI Bids.

## **6.5 Right to terminate the EOI process**

- a. Purchaser may terminate the EOI process at any time without assigning any reason. Purchaser makes no commitments, expression or implied that this process will result in a business transaction with anyone.
- b. This EOI does not constitute an offer by the Purchaser. The Bidder's participation in this process may result in Purchaser short listing the Bidder to submit a complete technical and financial response at a later date.

## **6.6 Submission of responses**

### **6.6.1 Instruction to Bidders for Online Submission through e-Nivida**

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

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

### **6.6.2 Guidelines for Registration**

1. Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “**Bidder Enrolment**” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com), for activation of the account.

### **6.6.3 Searching for EOI Documents**

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

### **6.6.4 Clarifications on using e-Nivida Portal**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering:

**Phone No.:** 011-49606060

**Mail id:** [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)

### **6.6.5 Submission of EOI Responses**

1. Bidder should log into the website well in advance for the submission of the response so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the EOI document fee as applicable and enter details of the instrument.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of responses by the bidders, opening of responses, etc. The bidders should follow this time during bid submission.
5. The uploaded bid documents become readable only after tender opening by the authorized bid openers.
6. Upon the successful and timely submission of bid click "Complete" (i.e. after clicking "Submit" in the portal), the portal will give a successful submission acknowledgement and a bid summary will be displayed with the unique id and date & time of submission of the response with all other relevant details.

The tender summary has to be printed and kept as an acknowledgement of the submission of the tender.

**7. Evaluation Criteria**

**7.1 Pre-Qualification Evaluation Criteria**

S. #	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
a)	Sales Turnover in System Integration	Average Annual Turnover generated from IT services or solutions during the last three financial years ending on 31.03.2021 (as per the last published Balance sheets), should be at least ₹5 Crores.	Extracts from audited Balance Sheet and P&L Account OR Certificate from Statutory Auditor
b)	Certification	The bidder must possess SEI CMMi Level 3 OR ISO 9001:2015 certification.	Copy of certification issued from accreditation organizations need to be attached, which should be valid on the date of bid submission.
c)	Technical Capability	Bidder must be an owner or an authorized channel partner for Enterprise level data deduplication MDM products and the quoted product tool should have been implemented in at least one application at Central/ State/UT Govt. department/ PSU/ BFSI/ Telecom in India.	In case bidder owns the product, details may be filed as per FORM PQ-4.  In case bidder is an authorized channel partner, along with product details, Manufacturer's Authorization Form specific to this tender should be submitted with undertaking from OEM. <sup>1</sup>  Certified copies of citations as per FORM PQ-5 along with work orders (including extensions, if any) and

<sup>1</sup> In case OEM participate directly in the EOI process and their product gets shortlisted, they may associate their channel partner in subsequent RFP process, after submitting Manufacturer's Authorization Form specific to this RFP along with undertaking from OEM.

S. #	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
			completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorised signatory. For ongoing projects, the implementation component must have been completed with go-live at time of bid submission.
d)	Blacklist	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted by any State Govt. Central Govt., for any reason, at the time of bid submission.	Self-Declaration on Bidder's letterhead
e)	Consortium	Consortium bidding / sub-contracting is not allowed.	Not applicable
f)	Eoi Document Fee	The bidder must submit Eoi document fee amounting to ₹ 5600/- (inclusive of 12% GST).	Eoi document fee: Demand Draft/ Electronic Transfer Acknowledgement Slip / e-Nividha Transaction Slip
g)	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney/ Board Resolution, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney/ Board Resolution document

**OCAC reserves the right to accept or reject any or all responses without assigning any reason.**

## 7.2 Technical Shortlisting Criteria

S.#	Criteria	Documentary Evidence	Max. Marks
a)	Bidder must have supplied, installed deduplication products and implemented Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: <b>Bulk matching &amp; Creation of MasterID, EOD/ Incremental Processing.</b>	Certified copies of citations as per FORM TECH-1 along with work orders (including extensions, if any) and completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorised signatory. For ongoing projects, the implementation component must have been completed with go-live at time of bid submission.	20  (Each implementation carries 5 marks. Maximum 4 implementations)
b)	Number of implementation of Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: <b>Real time Query and 360 View of Customer.</b>	Certified copies of citations as per FORM TECH-2 along with work orders (including extensions, if any) and completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorised signatory. For ongoing projects, the implementation component must have been completed with go-live at time of bid submission.	20  (Each implementation carries 5 marks. Maximum 4 implementations)
c)	Number of implementation of Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: <b>Relationship Discovery, Householding.</b>	Certified copies of citations as per FORM TECH-3 along with work orders (including extensions, if any) and completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorised signatory. For ongoing projects, the implementation component must have been completed with go-live at time of bid submission.	10  (Each implementation carries 5 marks. Maximum 2 implementations)
d)	Ability of the tool to create a <b>Golden Record from cluster of records</b> of the entity, based on defined Survivorship rules.	Bidder has to furnish writeup in FORM TECH-4 on methodology adopted by the tool to create a Golden Record from cluster of records of the entity, based on defined Survivorship rules.	15
e)	Ability of the tool to import records from multiple Heterogeneous data sets having structured data in multiple formats, via ETL process.	Bidder has to furnish writeup in FORM TECH-5 on methodology adopted by the tool to import	10

S.#	Criteria	Documentary Evidence	Max. Marks
		records from multiple Heterogeneous data sets having structured data in multiple formats, via ETL process.	
f)	<p><b>Technical presentation</b> on the proposed tool and solution, highlighting following aspects:</p> <ul style="list-style-type: none"> <li>• Conceptual Architecture</li> <li>• Core technology of Deduplication, Real time Search and Relationship Discovery</li> <li>• Demonstrate the ability of the tool to configures matching rules</li> <li>• Demo of the deduplication tool</li> <li>• Deduplication approach, deployment model, scalability, completeness, security, availability and flexibility of the proposed tool and solution</li> <li>• The understanding and expertise indicating the major activities, interface requirements and deliverables.</li> <li>• Project Plan</li> <li>• Brief explanation of projects of similar kind</li> <li>• Recommendations, if any, to improve the overall efficiency of the service</li> </ul>	Online presentation and documentation	25

**Bidder must score minimum 70% marks will be invited for an online demonstration.**

**Note: The bidder must submit licensing policy, as part of its Proposal.**

**7.3 Online Demonstration**

Those bidders who meet the technical evaluation criteria (obtain 70% or more) are required to do a online demonstration on large test data to evaluate the efficiency of the tool, which is believed to be vital for the success of the project. OCAC would like to see the demonstration within 3 days of opening of EOI.

Following key performance metrics will be used for evaluation of the effectiveness of proposed tool:

- a. Precision
- b. Recall
- c. Response time for real time queries
- d. Throughput for real time queries
- d. Process time for Bulk deduplication/matching
- e. Formation of Golden Record
- f. Ability to trace relations of the entity

The above metrics are to be measured to deal with variations in Name, DOB, Address.



The solution shall handle all likely variations that could arise in different entity attributes like Name, DOB, Address etc on account of situations like spelling mistake, sequence variation, abbreviation and missing part etc. The tool shall be tested to handle all these variations.

The following are the terms of the online demonstration:

1. Bidder should consider records from at least 5 number of data sets/sources which should be in at least 3 different database platforms.
2. Each data set should have minimum 10 number of attributes with minimum 1 lakh records.
3. The online demonstration will be done from bidder's premises.
4. The hardware and connectivity for conducting online demonstration shall have to be arranged by the bidder.
5. The applications/ tools/ software required for conducting online demonstration shall have to be arranged by the bidder.
6. The maximum score for online demonstration is 100.

Only such vendors who score 70% or above in the online demonstration will qualify for next steps.

## **8. Evaluation Process and Way Forward**

- a. This EOI is an endeavour to generate competition and receive an expression of interest from interested vendors by following an openly advertised competitive shortlisting process, thereby giving equal opportunity to all interested vendors to be considered for shortlisting. The interested vendors will be shortlisted based on the evaluation criteria given in this document.
- b. In the second stage, a Request for Proposals (RFP) containing Technical and Financial Bids will be invited from such shortlisted bidders.
- c. OCAC will constitute an Evaluation Committee to evaluate the proposal of the firms. The committee may seek additional documents as it deems necessary.
- d. The decision of the Evaluation Committee in the evaluation of proposals to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- e. Those bidders who secure 70% mark in technical evaluation shall be shortlisted. After evaluation of expression of interest, an RFP containing scope of work along with technology to be adopted (Technical bid) as well as financial bid shall be prepared and invited from such shortlisted vendors in order to select the successful vendor.
- f. The shortlisted eligible vendors will be required to demonstrate technology and its use before they can be allowed to participate in subsequent stages of bidding process.
- g. The Evaluation Committee reserves the right to reject any or all proposals.

## **Appendix: Bid Submission Forms**

### **9.1 Pre-Qualification Bid Formats**

#### **9.1.1 FORM PQ-1: Cover Letter**

(To be submitted on the Letterhead of Bidder)

To

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

**Subject: EOI for selection of Agency for the supply, configuration and implementation support of Deduplication and Master Data Management (MDM) Tool, for Social Protection Delivery Platform (SPDP) in Odisha.**

**Ref: EOI Reference No. OCAC-SEGP-SPD-0023-2020-2104817.**

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your EOI Reference No. **OCAC-SEGP-SPD-0023-2020-2104817**, dated 12<sup>th</sup> November 2021. We hereby submit our response which includes the pre-qualification and technical proposal. Our proposal will be valid for acceptance up to 120 days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal.

I have examined all the information as provided in your Expression of Interest (EOI) and offer to undertake the service described in accordance with conditions and requirements of the shortlisting process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal. In case, any provisions of this EOI including our response are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

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

Yours faithfully,

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

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

(To be submitted on the Letterhead of Bidder)

S. #	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI	
5.	Mobile no. of contact person:	
6.	E-mail address of contact person:	
7.	GST Number of the Firm	
8.	PAN No. of the firm	
9.	Turnover: i. FY 2018-19 ii. FY 2019-20 iii. FY 2020-21	

**Authorized Signatory with Date and Seal:****Name:****Title:****Address of Bidder:**

### **9.1.3 FORM PQ-3: Acceptance of Terms and Conditions**

(To be submitted on the Letterhead of Bidder)

To

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

**Subject: EOI for selection of Agency for the supply, configuration and implementation support of Deduplication and Master Data Management (MDM) Tool, for Social Protection Delivery Platform (SPDP) in Odisha.**

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the EOI No. OCAC-SEGP-SPD-0023-2020-2104819 regarding "Selection of Agency for the supply, configuration and implementation support of Deduplication and Master Data Management (MDM) Tool, for Social Protection Delivery Platform (SPDP) in Odisha".

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

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

**9.1.4 FORM PQ-4: Product Details**

Name of Product	IP developed in India/ outside India	No. of Installations in India	Total volume of records handled from Golden Record/ EOD/ 360-degree view, etc.

9.1.5 FORM PQ-5: Technical Capability Citation Format

1	<b>Project Name:</b>	
3	<b>Name of the Client:</b>	
4	<b>Project Location:</b>	
5	<b>Contact person of the client with address, phone and e-mail:</b>	
6	<b>Project Duration:</b>	
7	<b>Start Date (month/year):</b> <b>Completion Date (month/year):</b>	
8	<b>Status of assignment: Completed / Ongoing</b> <b>(if it is on-going, level of completion)</b>	
9	<b>Narrative description of the project with scope:</b>	
10	<b>Solution Details:</b> <ul style="list-style-type: none"> <li>i. Platform &amp; Technology details</li> <li>ii. Software &amp; Tools details</li> <li>iii. Any other (specify in details)</li> </ul>	

## 9.2 Technical Bid Formats

**9.2.1 FORM TECH-1: Experience in supplying, installing deduplication products and implementing Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: Bulk matching & Creation of MasterID, EOD/ Incremental Processing**

Name of Organization	Record Count (In Million)	Name & brief description of product/ solution	Contact person of client with address, phone and e-mail

**9.2.2 FORM TECH-2: Experience in implementing Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: Real time Query and 360 View of Customer**

Name of Organization	Record Count (In Million)	Name & brief description of product/ solution	Contact person of client with address, phone and e-mail

**9.2.3 FORM TECH-3: Experience in implementing Enterprise-level Deduplication solution (with record count exceeding 50 million records) in Central/ State/ UT Govt. department/ PSU/ BFSI/ Telecom in India for: Relationship Discovery, Householding**

Name of Organization	Record Count (In Million)	Name & brief description of product/ solution	Contact person of client with address, phone and e-mail

**9.2.4 FORM TECH-4: Methodology adopted by the tool to create a Golden Record from cluster of records of the entity, based on defined Survivorship rules**



**9.2.5 FORM TECH-5: Methodology adopted by the tool to import records from multiple Heterogeneous data sets having structured data in multiple formats, via ETL process**