

Request for Proposal



SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT, OPERATION & MAINTENANCE OF FARMERS' ADVISORY PORTAL

RFP Reference No. OCAC-SEGP-SPD-0028-2022/22046



Odisha Computer Application Centre

(Technical Directorate of E & I.T. Department. Government of Odisha) N-1/7-D.

DISCLAIMER

OCAC on behalf of Department of Agriculture & Farmer's Empowerment, Government of Odisha, is procuring services related to Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal. 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.

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1. Fact Sheet

S. #	Item	Description
1.	Project Title	Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal.
2.	Name of Purchaser	Department of Agriculture & Farmers' Empowerment (DAFE) Government of Odisha
3.	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 gm_ocac@ocac.in
4.	Date of Publication	16.07.2022 (www.enivida.odisha.gov.in , www.ocac.in & www.odisha.gov.in)
5.	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation) Consortium not allowed
6.	Last date for submission of queries by Bidders	22.07.2022
7.	Pre-bid Meeting	25.07.2022 12 Noon
8.	Pre-bid clarifications/ Corrigendum by OCAC (if any)	27.07.2022
9.	Last date and time for receipt of proposals from Bidders	08.08.2022, 3 PM in e-Nivida Portal (www.enivida.odisha.gov.in)
10.	Opening of Prequalification & Technical Proposals	08.08.2022, 4 PM
11.	Technical Presentation	10.08.2022, 12 Noon onwards
12.	Opening of Commercial Bids	To be notified later
13.	Bid Validity Period	180 Days
14.	Project Term	60 Months after Go-Live
15.	RFP Document Fees	₹ 11,200 including GST 12%
16.	EMD	Bid Security Declaration Form (as per Clause 11.4).

2. Request for Proposal

Sealed proposals are invited from eligible & qualified firms for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal as detailed out in the scope of work under Section 8 of this RFP document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in Section 6 of this RFP document.

3. Structure of the RFP

This RFP document for selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal, comprises of the following:

- a. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i. General instructions for bidding process.
 - ii. Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the system integrator.
- b. Functional Requirements of the project. The contents of the document broadly cover the following areas:
 - i. About the project and its objectives
 - ii. Scope of work
 - iii. Functional Requirements
 - iv. Project Schedule
 - v. Service levels for the implementation partner
 - vi. Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the Software Development & Implementation partner of OCAC for this project.

- c. Master Service Agreement (MSA) and Service Level Agreement (SLA)

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.

4. Background

4.1. Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha on behalf of Department of Agriculture & Farmer's Empowerment, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from reputed firms / Service Providers ("Bidders") for design, development, operation and maintenance of Advisory Portal for Farmers as described in this RFP, "Terms of Reference".

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

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

4.2. Project background

Agricultural development is the backbone of our economy and the agriculturists/farmers need to be equipped with the right information to tackle the challenges of this development. The Department of Agriculture and Farmer Empowerment has taken several steps for agricultural development and farmers' welfare. The Department intends to implement a Farmers' Advisory Portal to provide a one-stop solution for farmers to consult when they seek views/suggestions on various farm related activities, agricultural & allied sector practices, farm produces/crop information, weather forecasts etc. and to be a ready access to the information related to farmers' specific needs

The portal will be a knowledge base for Farmers, Extension Workers, Department officials, Suppliers, Dealers, Manufacturers & Entrepreneurs and will be beneficial for the Farmers of the state to get the real time information about agriculture.

4.3. Objective

Farmer Advisory portal shall be developed to create a farmer related knowledge base and farming information. Objectives are :

- Improved farmer productivity
- Enhanced satisfaction level
- 24/7 support

5. Instruction to the Bidders

5.1. General

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

5.2. Compliant Proposals and Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

5.3. Code of Integrity

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

- a. Prohibition of
 - i. 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.
 - ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - iii. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
 - iv. 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.

- v. 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.
 - vi. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii. obstruction of any investigation or auditing of a procurement process.
 - viii. making false declaration or providing false information for participation in a tender process or to secure a contract;
- b. Disclosure of conflict of interest.
- c. 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

Consortium/ Joint Venture is not allowed for this bid.

5.5. Pre-Bid Meeting and Clarifications

5.5.1. Pre-Bid Meeting

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope of work, Service levels, Specifications, and Schedules of this RFP. If the Bidder has any doubt as to the meaning of any part of these conditions or of the specifications, the Bidder shall submit the queries in given format and participate in the pre-bid meeting as per the schedule specified in this RFP. The purpose of the meeting is to provide Bidders with any clarifications regarding the RFP. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP.

- a. OCAC shall hold a pre-bid meeting with the prospective bidders on 25.07.2022 at 12 Noon in VC Mode (through Microsoft Teams).
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in (with a copy to kalpana.biswal@odisha.gov.in and kumar.pritam@odisha.gov.in) on or before 22.07.2022.
- c. Bidder may request for VC link to the above mail ids for attending the pre-bid meeting.
- d. The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

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

- 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.

5.5.2. 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, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. 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

- a. 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.
- b. This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

5.6.2. RFP Document Fees

- a. RFP document can be downloaded from www.ocac.in or www.odisha.gov.in or <https://www.enivida.odisha.gov.in> or www.ocac.in . The bidders are required to pay the document Fee of ₹11,200/- (including GST 12%) electronically through e-Nivida portal.
- b. Proposals received without or with inadequate RFP Document fees shall be rejected.
- c. The fee can also be paid through electronic mode to the following:

Bank A/c No: 149311100000195
Payee Name: Odisha Computer Application Centre
Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
Account Type: Savings
IFSC: UBIN0814938

5.6.3. Earnest Money Deposit (EMD)

The Bidders are exempted from paying EMD. It is mandatory for all Bidders to fill up and submit the Bid Security Declaration Form (**Clause no. 11.4**). The form shall be effective and in force until the bid validity period, or, until the selection of the Selected Bidder (whichever is earlier). In case a Selected Bidder is announced, the forms of all unsuccessful Bidders shall be deemed ineffective, while the form of the Selected Bidder shall continue to be effective until the Selected Bidder furnishes the performance Bank Guarantee (as per the provisions of the RFP). The clauses of Bid Security Declaration Form shall be exercised on account of the following reasons:

- i. If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
- ii. In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with Terms & Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms & Conditions (including timelines for furnishing Performance Bank Guarantee)
- iii. If a Bidder withdraws its bid during the period of bid validity.
- iv. During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- v. If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
- vi. If a Bidder's proposal contains deviations, conditional offers and partial offers.

5.6.4. 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.

5.6.5. 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.

5.6.6. Submission of Proposals

5.6.6.1. General Instruction to Bidders

- a. The bidders should submit their responses as follows:
 - i. Response to Pre-Qualification Criterion
 - ii. Technical Proposal
 - iii. Financial Proposal
- b. The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
- c. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
- d. 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.
- e. 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.

5.6.6.2. Instruction to Bidders for Online Bid Submission

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

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

5.6.6.3. Guidelines for Registration

- a. 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 ₹5,600/- inclusive of Applicable GST.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- d. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ nCode/ eMudhra etc.), with their profile.
- e. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

- g. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

5.6.6.4. Searching for Tender Documents

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

5.6.6.5. Preparation of Bids

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- d. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
- e. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

5.6.6.6. Submission of Bids

- a. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

- d. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- i. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

5.6.6.7. Clarifications on using e-Novida Portal

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

Phone No.: 011-49606060

Mail id: odishaenovida@gmail.com

5.7. Late Bids

- a. Bidder needs 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-Novida portal. Bidder need to plan well in advance to submit the bids in due time.
- b. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

- c. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- d. 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

- a. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c. The decision of 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.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

5.8.1. Tender Opening

The Proposals submitted up to **08.08.2022 by 03:00 PM** will be opened on **08.08.2022 at 04:00 PM electronically** by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in & kumar.pritam@odisha.gov.in enclosing the identity card or a letter of authority from the tendering firms.

5.8.2. Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be for entire contract period as mentioned in the RFP and the extension period, if any.

5.8.3. Deviations

- a. The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP (Clause 11.7).
- b. The Proposal evaluation committee would evaluate and classify them as “material deviation” or “non-material deviation “. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

- c. The Bidders would be informed on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser.
- d. In case of non-material deviations, the deviations would form a part of the proposal & subsequent agreement.
- e. OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

5.8.4. Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
 - i. are not submitted as specified in the RFP document.
 - ii. are found with suppression of details.
 - iii. with incomplete information, subjective, conditional offers and partial offers submitted.
 - iv. submitted without the documents requested in the checklist.
 - v. with lesser validity period.

- b. All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of 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 **QCBS - Quality & Cost Based Selection (70:30)** i.e. the bidder who will secure highest Composite Score will be awarded the work. All bids will primarily be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, only those who qualify all Prequalification criteria, in order 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 information provided by the bidder, taking into account the following factors:

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

To facilitate the technical proposal evaluation, the Pre-qualification criteria and Technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

6.1. Pre-Qualification Criteria

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. **Consortium / Joint Venture is not allowed.** Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI#	Items	Requirements	Compliances
1.	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation/ Registration. – Valid GSTIN and PAN, copy of GST Registration Certificate.

Sl#	Items	Requirements	Compliances
2.	Business Experience	Bidder should be in the software development and implementation business for at least Five (5) financial years as on 31 st March 2021	Work orders confirming year and area of activity to this effect.
3.	Sales Turnover	Responding Firm/ Company's average annual sales turnover during the last Three (3) financial years as on 31 st March 2021 must be minimum ₹20 Crore. This turnover should be on account of IT Software development and implementation only (excluding COTS).	Extracts from the audited Profit & Loss OR Certificate from Statutory Auditor
4.	Net Worth	The Net Worth of responding Firm/ Company must be positive during last Three (3) financial years ending on 31.03.2021.	Extracts from the audited Balance Sheets OR Statutory Auditor's Certificate
5.	Technical Capability	The bidder must have successfully developed and implemented at least the following numbers of e-Governance application/online services for any Government Department / Government Agency / PSU in India during last 5 years as on 31 st March 2021 of value specified herein: <ul style="list-style-type: none"> ● One project not less than the amount ₹4 Crore; OR ● Two projects not less than the amount ₹3 Crore ; OR ● Three projects not less than the amount ₹2 Crore 	Work Order + Completion or Go-Live Certificate Project citation (in the prescribed format) along with copy of work orders (including extensions, if any) and completion certificate. <u>For the projects which are in process of implementation, the software development component must be completed with go-live at the time of bid submission</u>
6.	Certifications	Bidder must have CMMi Institute (erstwhile SEI) recognized and published CMMi DEV/3 or above certificate with validity The bidder must have ISO series of Certificates:	Copy of valid certificate issued by accredited organizations

Sl#	Items	Requirements	Compliances
7.	Manpower Strength	Responding Firm/ Company must have at least 100 full time technical resources in its payroll in the domain of software development with qualification B.E/B.Tech /MCA, as on date.	Certificate from HR Head on the company letter head to this effect
8.	Blacklisting	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
9.	RFP Document Fees	The bidder must furnish Tender Document Fee of 11,200/- including GST of 12%) & Bid processing fee of Rs. 5,900/- (Including GST of 18%)	Transferred electronically through e-Nivida Portal
10.	Local Presence	The bidder should have a local office/Centre in Odisha. If bidder does not have a local office at the time of bid submission, they must furnish an undertaking to setup an office within 30 days from issuance of work order.	Leased agreement / Trade license / Undertaking
11.	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	Power of Attorney document
12.	Integrity pact	The bidder must furnish Integrity Pact	Integrity pact in the prescribed form
13.	EMD		Bid Security Declaration Firm
14.	Acceptance of Terms & Conditions	The bidder must submit the declaration	Declaration in the prescribed format

6.2. Contents of the Technical bid

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

6.3. Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation. Only those proposals meeting the above Pre-qualification criteria will be evaluated as per the criteria mentioned below:

Financial & Resource Strength	20 Marks
General e-Governance Experience	10 Marks
Quality & Presence in Odisha	10 Marks
Presentation and Demonstration	60 Marks

Sl#	Requirements	Score (Max)	Compliances
a)	Financial & Resource Strength	20 Marks	
i)	The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid. <ul style="list-style-type: none"> ▪ = 100 Resources – 5 Marks ▪ Thereafter 2 mark for additional 10 resources Subject to maximum 10 marks	10	Copy of the latest EPF deposit challan & Declaration from HR
ii)	Average Annual Turnover in last Three (5) years ending with March 2021 from Software development services. <ul style="list-style-type: none"> ▪ ₹20 Cr. – 5 Marks ▪ Thereafter 1 mark for additional ₹2 Cr. Subject to max 10 mark.	10	Extracts from the audited Profit & Loss OR Certificate from Statutory Auditor Provisional extract also acceptable for last FY.

Sl#	Requirements	Score (Max)	Compliances
b)	General e-Governance Project Experience	10 Marks	
i)	Experience on application development and maintenance projects for any Central / State Govt. / PSU in India during last Five (5) years as on 31 st March 2021. <ul style="list-style-type: none"> For each project with minimum value of ₹2 Cr: - 1 Mark Subject to Maximum 5 Marks 	5	Work Orders + Ongoing or completion certificate [Only Go-live projects will be considered for evaluation]
ii)	The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K. <ul style="list-style-type: none"> 1 project: 3 mark 1 mark for each additional similar project 	5	Work order along with documentary evidence confirming downloads
c)	Quality & Presence in Odisha	10 Marks	
i)	Bidder having: <ul style="list-style-type: none"> CMMI-5 : 2 Mark CMMI-3 : 1 Mark ISO/IEC 27001-2013 : 1 Mark ISO/IEC 20000 : 1 Mark ISO 9001 : 1 Mark Maximum Marks : 5	5	Copy of certificates
ii)	Presence of bidder in Odisha: <ul style="list-style-type: none"> Only Operation Centre: 1 Marks Development Centre: 5 Marks (Maximum Marks :5)	5	Documentary Proof like lease agreement/ trade license/ Company incorporation Certificate etc.
d)	Presentation and Demonstration	60 Marks	
i)	Proposed Solution	15	Technical Proposal & Presentation
ii)	Approach and Methodology	5	

Sl#	Requirements	Score (Max)	Compliances
iii)	Detailed Work Plan with Activities / Tasks, Duration, Milestones & Staff Engagement	5	
iv)	Demo covering the following modules: [Content Management, content consumption using API integration, mobile app with external embedded interfaces, recommendation engine for personalization, Dashboard & Reports, Tools and technology etc]	35	Application / Prototype Demonstration

Formula

- a. All the bidders who secure a Technical Score more than **70%** will be declared as technically qualified
- b. The bidder with highest technical bid (H1) will be awarded 100% score
- c. Technical scores of other than H1 bidders will be evaluated using the following formula

Technical Score of a Bidder =

$\{(\text{Technical Bid Score of the Bidder} / \text{Technical Bid Score of H1}) \times 100\} \%$

(Adjusted up to two decimal places)

- d. The Commercial bids of only the technically qualified Bidders will be opened for further processing.

6.4. Evaluation of Commercial Bids

- a. The Financial Bids of the technically qualified bidders (those have secured more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives.
- b. Authority reserves right to reject financial Bids that are less than 50% of the average bid price (Average bid price is the total amount of all the technical qualified bidders price divided by the number of qualified bidders after omitting H1 and L1 bid).**
- c. Then, the bid with lowest Financial (i.e. "lowest price quoted") will be awarded 100% Score and is the qualified L1 Bidder.
- d. Financial Scores for other than L1 Bidders will be evaluated using the following formula

Financial Score of a Bidder= $\{(\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) \times 100\} \%$ (Adjusted up to two decimal Places)

- e. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- f. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- g. Any conditional bid would be rejected.
- h. Though cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual.**
- i. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

6.5. Combined evaluation of Technical and Financial Bids

- a. The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.

The technical and financial scores secured by each bidder will be added using weightage of 70% (Technical) and 30% (Financial) respectively to compute a Composite Bid Score.

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where

B_n = overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
A	B	C	D	E	F

- b. The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.
- c. In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the project.

7. Appointment of Service Provider

7.1. Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

7.2. Right to Accept Any Proposal & Reject Any / All Proposal(s)

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

7.3. Purchaser's Procurement Rights

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

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

7.4. Notification of Award

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

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

7.5. Contract Finalization and Award

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

7.6. Signing of Contract

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

7.7. Performance Guarantee

- a. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- b. PBG would be 3% of the work order value (excluding taxes) and should be valid for for the stipulated period of the project plus 90 days.
- c. The Performance Guarantee shall be kept valid till completion of the particular work order period.
- d. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- e. In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.
- f. OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.8. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action as per Bid security declaration.

8. Terms of Reference

8.1. Scope of Work

The broad scope of the project is the development of an Advisory Portal for Farmers along with both Android and iOS-based mobile applications to be used by the Department of Agriculture & Farmers' Empowerment (DAFE) for providing personalized and relevant agronomic advisory to farmers in Odisha. The indicative scope of work of the bidder will be as follows:

- a. Requirement Analysis, System Requirement Specification for the proposed application
- b. Design and development of the solution
- c. Testing of the developed application
- d. Configuration, installation, and hosting of the developed application in High Availability mode at Odisha State Data Centre/Cloud service
- e. SSL Certification as per requirement & Cyber Security Audit of the application
- f. UAT & Go-Live of Portal
- g. Training for Department users
- h. Integration with existing 3rd party Applications and to meet future needs as per new scope additions
- i. Post Implementation Support such as Application Maintenance, Application Support, System Support, and Operation Support for the Portal for a period of 5 years.

The Service Provider shall be entirely responsible for proposing the solution which satisfies all features, functions, and performance as described in the document. The solution should be available Commercially Off-The-Shelf (COTS). The software/application should be readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by any other authorized competent agency (minimum 5 agencies/partners/companies in India) authorized by manufacturer / OEM. Authorized agency shall be other than the manufacturer/ OEM or agency which has developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents and source code of customization.

8.2. Requirement Study

The Service Provider shall perform an assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, the Service Provider shall develop & finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with DAFE and OCAC. While doing so, Service Provider is at least expected to do the following:

- a. The Service Provider shall liaise with DAFE and other specified officials from Govt. of Odisha.
- b. The Service Provider shall follow a standardized template for requirements capturing

- c. The Service Provider must maintain a traceability matrix from the SRS stage for the entire implementation

8.3. Design

- a. The service Provider shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The Service Provider shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including suggestions on the sizing of the required hardware.
- b. The service provider shall be responsible for the preparation of the System Requirement Specification (SRS) document covering all modules & features planned to be covered as specified based on the outcome of the detailed System Study and refined/ improvised FRS.
- c. The Service Provider shall demonstrate the FRS/SRS including screen templates, reporting requirements, process flow, and new features suggested for review, and shall incorporate all the suggestions/ modifications for approval by OCAC/Department.
- d. The service provider is required to update the SRS documents as and when any enhancement/ modification is made to the module/ system till the duration of the contract.

8.4. Development

The Service Provider shall identify, design, and develop the Advisory Portal & Application with components/ functionalities to address the requirements of DAFE, Govt. of Odisha including but not limited to the approved SRS/FRS, Solution Architecture & Standards as specified in this RFP document. The Service Provider shall supply the following documents along with the developed components:

- i. Business process guides
- ii. Data model descriptions
- iii. Sample reports
- iv. Frequently asked question (FAQ) guides
- v. Any other documentation required for usage of the implemented solution

8.5. Integration

The Service Provider shall enable integration with different applications (specified in this document). The system should support both push and pull of data from systems proposed to be integrated. The Service Provider will have to coordinate with the designated nodal agencies for integration and DAFE/OCAC will facilitate this process.

8.6. Testing

- a. The Service Provider shall design the testing strategy including test cases and conduct testing of various components of the solution developed. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).
- b. The Service Provider shall perform the testing of the solution based on the test plan, document the results, fix the bugs found during the testing, and take remedial action based on the outcome of the tests.
- c. The Service Provider shall ensure that each module & feature developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards and shall comply with GIGW guidelines
- d. Service Providers must ensure the deployment of necessary resources, tools, and related logistics during the testing phases.

8.7. Security Audit

- a. The Service Provider needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b. The Service Provider shall appoint a CERT-In impaneled auditor who shall be responsible for performing the Security Audit of the solution.
- c. The Service Provider shall bear the cost of audit & rectification of non-compliance.
- d. Carry out a security audit before go-live with the application and obtain the safe-to-host certification
- e. Carry out the periodic audit & certification as and when required as per the OSDC policy.
- f. The audit shall be performed at least on the below-mentioned aspects.
 - i. Functional Testing
 - ii. Accessibility Testing
 - iii. Application Security Audit
 - iv. Vulnerability Testing

8.8. SSL Certification

The Service Provider shall carry out SSL certification, as per requirement.

- a. A secure connection between Client and Server through Secure protocol HTTPS
- b. Encryption of data during transmission from server to browser and vice versa
- c. Encryption key assigned to it by Certification Authority (CA) in form of a Certificate
- d. SSL Security in the application server

8.9. Deployment & Configuration

- a. The solution is proposed to be hosted in OSDC/ any Government Cloud Service.
- b. The service Provider shall deploy the new application/portal over the hardware infrastructure provided by the OSDC/ Cloud Service provider.
- c. The Service Provider shall be responsible for the end-to-end management of the hosting and deployment of the application.
- d. The Service Provider will be responsible for the configuration, installation, and hosting of the application in High Availability mode at OSDC/Cloud and as per the policy of OSDC.
- e. Post-award of contract, the Service Provider will be expected to furnish detailed hardware & software sizing including server, storage, security devices, and related system software required for operationalization of the solution. Based on the sizing submitted by the Service Provider, the required hardware & software will be provided by OSDC
- f. Enterprise grade database should be provisioned for the proposed application, The service provider needs to consider the aforementioned database license with High Availability Mode while provisioning for both DC and DR site.
- g. The Service provider shall procure all necessary License which includes, necessary middleware, Integration tool, Data encryption & security and other required licenses required for this project in name of DAFE/OCAC for a period of 60 months from the date of Go-Live.
- h. The Service Provider shall carry out the necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.
- i. The Service Provider will be required to develop the solution in their own test environment.

8.10. UAT and Go Live

- a. After completion of the development work for the application, DAFE/OCAC will conduct the reviews of the development work performed by the Service Provider as UAT. OCAC / Department may constitute a UAT committee for this purpose.
- b. The Service Provider shall be responsible for:
 - i. Preparation and submission of test strategy, test cases, and test results
 - ii. Demonstration of module-wise functionalities/ features before the DAFE/OCAC in a staging environment
 - iii. Support DAFE and OCAC and its designated authority for conducting the testing and provide access to the systems as required by them.
 - iv. Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements/ upgradations suggested Departments (if any) during the UAT without any additional cost.
 - v. It would be Service Provider's responsibility to ensure that all issues raised during UAT are closed and signed off by the respective authority

- c. After incorporation of the suggestions made during the UAT phase, the Service Provider shall host the application in the production environment and Go-live of the system will be declared.
- d. After the Go-live, the application will be rolled out for Operation and Maintenance.

8.11. Training & Handholding Support

- a. The Service Provider is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.
- b. The schedule/training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with DAFE. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer/download it for their own personal reference as and when needed
- c. The Service Provider shall also provide hand-holding support to Department users as and when required during the contract period.

8.12. Technology Components

The development of the application should be done preferably using an open-source platform. The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, an adequate license must be procured in the name of DAFE, Govt. of Odisha, and the cost towards the same will be borne by the bidder. However, the bidder shall use only the Enterprise version of the Database software and procure the same in the name of DAFE, Government of Odisha as per its quoted price.

8.13. Operation and Maintenance

8.13.1. Application support

Application support includes, but is not limited to, production monitoring, troubleshooting and addressing the functionality, availability, and performance issues, implementing the system change requests, etc. The Service Provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by the DAFE team. Key activities to be performed by Service Provider in the application support phase are as follows:

- a. Enhancement of MIS report as per the requirement
- b. Database query report management on emergency
- c. Optimization of the already developed reports
- d. Database & System Administration
- e. Tuning of transactions
- f. User & access management

- g. The Service Provider shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by the Service Provider ensuring the SLA requirements are met at no additional cost.

8.13.2. Software Maintenance

- a. The Service Provider shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation visits as required.
- b. The Service Provider shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Service Provider (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
- c. Any changes/upgrades to the software performed during the support phase shall be subject to comprehensive and integrated testing by the Service Provider to ensure that the changes implemented in the system meet the specified requirements and don't impact any other function of the system.
- d. Tuning of products/ applications, databases, third-party software, and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network/ software failures or replacement, shall be the responsibility of the Service Provider.
- e. Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the Service Provider and periodically submitted to the Department.

8.13.3. Project Team Structure

The Service Provider shall allocate resources having specialized skills, education, and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of these resources in both phases shall play a key role in meeting the project objectives. In the above context, the Service Provider is instructed to propose a Team for the Implementation Phase and Operations and Maintenance phase

- a. The Service Provider shall form a team for his project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the User Department during the Implementation Phase and Operation & Maintenance phase as and when required.
- b. The Service Provider would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of the Service Provider to inform the User Department/OCAC in advance and propose a replacement member who shall be equally qualified to have a similar experience.
- c. The escalation process and matrix will be finalized during the approval of the Project inception report and communication strategy. The Service Provider will adhere to this escalation process during the Operation support.




























9. Functional Specification

The advisory portal and mobile application have the following broad functionalities in place:

- a. A content management system that allows department officials to tag (in English, Odia, and Hindi) content
- b. A content delivery network to host and deliver content to users
- c. A maker checker mechanism to approve and make the content live
- d. Display of content to users based on search terms, categories, and sub-categories
- e. Integrations with government systems including Krushak Odisha, GO SUGAM, Credit Portal, automatic weather stations etc
- f. Integrations with ecosystem players' applications to enable access to advisory content and value-added services
- g. Enabling content engagement (ratings, comments, sharing on social media/URL) for users
- h. A recommendation engine to drive personalised content suggestions
- i. Recording of user engagement with content and system - telemetry
- j. Referral feature in the mobile application
- k. Rewarding users with points for engagement and referrals
- l. Redemption of points for rewards by users
- m. User-aware (customised chat support depending on user profile) chatbot to provide support, resolve queries, and solve grievances
- n. Point and boundary mapping of farm plots
- o. Uploading best practices by the users(text, videos, and images)
- p. Schedule and conduct video calls with a set of users
- q. In system notifications

The system is expected to be used by 7.5lakh farmers on a daily basis at the end-state. The number of concurrent users is expected to be ~2.5lakh

These functionalities will be selectively available to users through the web portal, the mobile application, or both.

 Categorized content	 	 GO-SUGAM linkage	
 Rewards for usage	 	 Customized workplans	 
 Recommendation engine	 	 Uploading best practices	 
 ChatBot support	 	 Krushak Odisha integration	
 GIS tagging of farm plots		 Weather service & updates	 
 Ecosystem-driven content	 	 Escalation of queries to calls	
 Referrals of mobile app		 Grievance redressal	 

Indicative list of farmer-facing functionalities for mobile application and web portal respectively

9.1. Content Management System: Web Portal Only

Content on the advisory system will be uploaded through diverse sources (government department (DAFE), farmers, and ecosystem players). Department officials should have the ability to upload content, verify content (maker checker mechanism) and assign tags to content. Tags will be assigned to content in English, Odia, and Hindi. Content will be of diverse formats: Audio, Video, Images, and Text.

For Assistance: Helpline No. XXXXXXXX | English | [A] | Login

Farmer Advisory Portal
Government of Odisha | Welcome, Department User

Title A

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View Image/Video

Add Tags

Reject

For Assistance: Helpline No. XXXXXXXX | English | [A] | Login

Farmer Advisory Portal
Government of Odisha | Welcome, Department User

Category

Best Practice Counted

	English	Odia
Tag 1		
Tag 2		
Tag 3		

Submit

9.2. Content Delivery Network: Web Portal Only

A content delivery network with geographically distributed servers and data centres will be enabled as a layer to host content and deliver content to users. Mini.io, an object storage system API compatible with Amazon S3 cloud storage service will be leveraged to enable the same. The hardware agnostic, minimal and scaleable MinIO Server will be bundled with the application stack. The principles for the CDN are as follows:

- a. Bucket-level granularity, synchronous and near-synchronous replication, consistent replication
- b. Identity & access management compatibility, which allows administrators to offload identity management to the SSO solution
- c. Object Storage Encryption
- d. Object Immutability to prevent deletion of data via object locking and object retention
- e. Bucket and Object Versioning to enable object Locking, Immutability, Tiering and Life Cycle management.
- f. Data Lifecycle Management and Tiering: Object Expiration and Policy Based Object Tiering
- g. Automated Data Management Interfaces: Graphical User Interfaces (GUI), Command Line Interfaces (CLI) and application programming interfaces
- h. Object Storage Monitoring, Alerting, and Observability: Visibility into clusters with detailed storage performance monitoring, metrics, and pre-operation logging
- i. Scalable Object Storage through server pools
- j. AWS S3 Compatibility

9.3. Content Viewing and Engagement: Web Portal and Mobile Application

Farmers should be able to view the content in both the web portal and the mobile application. This content should be viewed by navigating 'categories' and 'subcategories' on the system, or by searching for keywords. Users should be able to comment on content and rate it (by awarding stars on a scale of one to five). Sharing of content on social media sites (such as Facebook, Whatsapp, and Twitter), and via URLs should also be enabled.

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Farmer Advisory Portal Government of Odisha Login

Back Topic Name Download

Video

Text

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Audio

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Farmer Advisory Portal Government of Odisha Login

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Rate the content

Share



Content Provider



Share your thoughts here

Comment

Previous comments

Ram Kishor | 3 days ago

Very helpful video

Mohan Lal | 5 days ago

Nice

9.4. Telemetry (user engagement tracking): Web Portal and Mobile Application

User engagement on the advisory portal should be tracked automatically. Officials should be able to track user engagement in terms of content viewing, rating, and comments in real-time. This is important to enable a wide variety of functionalities including rewarding users with points and driving content recommendations. User engagement should be tracked at the micro (personal) and macro (cumulative uptake, engagement, and so on). The following aspects of user engagement should be tracked

- i. Views on content pieces
- ii. Time spent by each user on each page
- iii. Time spent on each video
- iv. Recurring views on content pieces
- v. Rating quality for each content piece
- vi. Rating quantity for each content piece
- vii. Ratings received by each user: both aggregate and average
- viii. Average content rating of user-uploaded content
- ix. Incoming comments for each user
- x. Outgoing comments by each user.
- xi. Shares for each content
- xii. Shares by each user
- xiii. Referrals done by each user
- xiv. Total uptake through referrals
- xv. # Content pieces uploaded by each user
- xvi. User reward history
- xvii. User reward redemption history

This information should be available and accessible to department officials through dashboards, which should allow access to user engagement information at the most granular level.

9.5. Integrations: Web Portal and Mobile Application

The Advisory System is envisioned to be a gateway to integrations to diverse systems running within and beyond the government's ecosystem. These can be divided into two parts:

9.5.1. Government System Linkage: Mobile Application

The mobile application should facilitate linkages to other farmer-facing systems and applications. This should be facilitated by APIs and should allow farmers to seamlessly navigate between different systems.

9.5.1.1. Krushak Odisha: Mobile application

Krushak Odisha is a comprehensive farmer database which has registered farmer's data across 90+ fields surrounding their demographic details, agronomic practices, and beyond. Farmers can regularly update their fields on the KO Database regularly and these entries are validated by extension workers on the ground. Krushak Odisha webview should be available on the mobile application, which allows farmers to update their information.

9.5.1.2. GO SUGAM: Mobile application

The GO SUGAM portal allows farmers to apply to and track their progress for diverse DAFE schemes. The webview of this portal should be accessible on the Krushak Odisha mobile application



9.5.1.3. Misc. Systems

The Advisory System should allow linkages to diverse government portals and systems including but not limited to the Credit Portal, the Seed DBT Portal, and others.

9.5.1.4. Automatic Weather Stations: Mobile Application and Web Portal

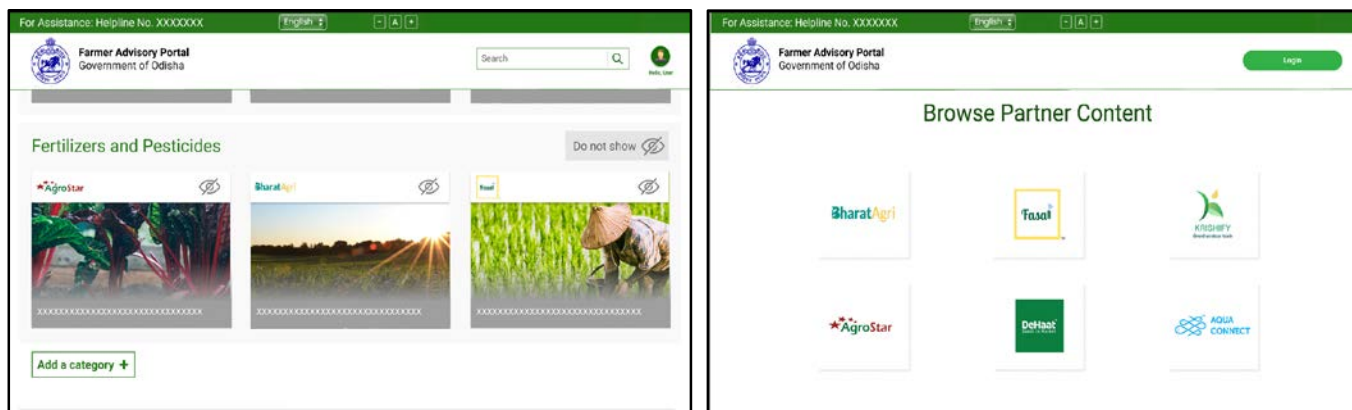
Farmers will be provided regular updates in accordance with their farm coordinates. The advisory system should be linked with Automatic Weather Stations through APIs to enable the same. Farmers should be able to receive notifications on their application and portal about expected weather changes and updates that might affect their practices.

9.5.2. Private Players Linkage: Mobile Application and Web Portal

The Advisory portal should be linked with private systems to enable integration with content and enable private companies to provide their value addition and linkage services via this system (input supply, procurement, machinery access) and so on. APIs can be used to enable linkages for both contents. Two different integrations need to be facilitated:

9.5.2.1. Content Linkage: Mobile Application and Web Portal

Integrations should be enabled with private companies that offer advisory services to farmers in order to facilitate linkages to content developed by them. Content from private applications should be ingested into the Advisory System and there should be a provision of redirecting users to private companies' applications. This content can be displayed to farmers via search or can be disseminated through the ChatBot and Workplan mechanisms.



9.5.2.2. Ecosystem Services Linkage: Mobile Application and Web Portal

Private companies offer diverse value addition and ecosystem linkage services to farmers. These include but are not limited to access to inputs (seeds, fertilisers, pesticides), logistics (storage & transportation), markets (procurement), energy, and equipment. Farmers should be able to access these services offered by private companies through the Advisory system. Data from private applications should be ingested into the Advisory System and there should be a provision of redirecting users to private companies' applications. Broadly, integrations will be enabled through two mechanisms:

- a. **Embedded Interface:** Through this, users should be able to access the content and functionalities of private companies' applications on the advisory app and web portal. For example: Users should be able to view content pages and access workplans from other applications on the advisory app and web portal. Similar integrations will be made for e-commerce transactions including but not limited to requesting for quality certifications and placing sale requests.
- b. **Redirection to other applications:** The advisory app and web portal should have the capacity to transfer users to other applications and web pages. In case those apps are not already downloaded, users should be redirected to webpages on the browser or the app link on the play store. Users should be able to seamlessly navigate between applications and webpages through links that redirect them to required destinations.

9.6. Communication: Web Portal and Mobile Application

A communication layer will allow communication over the following channels amongst department officials and citizens:

- i. Email
- ii. Short message service (SMS)
- iii. In-system notifications

iv. ChatBot

The communication layer will consist of a communication engine which will trigger notifications to the users of the system based on a pre-defined trigger in the workflow. Certain key features of the communication engine will be:

- i. Notification rule creator
- ii. Notification content formatter - May include text, images, audio and video
- iii. Notification medium
- iv. Notification scheduling
- v. Notification delivery tracker

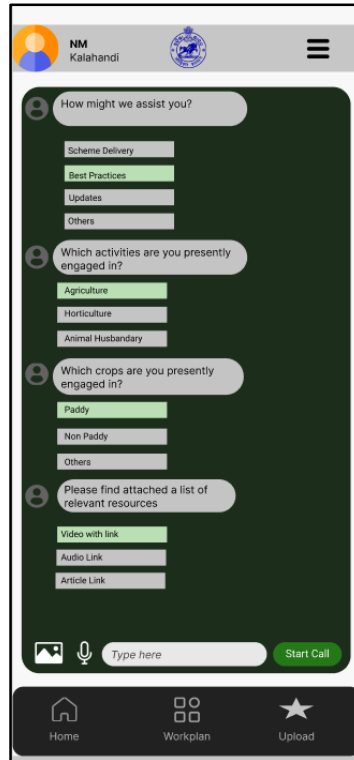
The selected vendor will need to develop the communication engine and assist the department and other stakeholders in defining rules for both these components.

9.6.1. User Aware Chatbot: Web Portal and Mobile Application

Users should be able to access direct chat support. This will allow users to resolve their queries and grievances related to a wide range of topics but not related to agronomics issues, schemes, and grievances. It should have the following functionalities:

- a. The responses of ChatBot should be linked with the farmer information present on Krushak Odisha database. This database should be leveraged by the ChatBot system to prompt more relevant questions, provide accurate responses, and enable streamlined query resolution.
- b. The system should be able to escalate queries on the Chatbot to video calls and audio calls with agronomists to allow users access to the most relevant and verifiable advisory.
- c. The ChatBot should also be linked with the content management system so that existing pieces of content can be pushed to farmers if they are identified as accurate solutions to queries.
- d. The ChatBot System should also keep a record of all historic interactions of each user with the system to improve the quality of query resolution provided to them.
- e. The ChatBot system should also record overall queries asked. These should then be mapped to categories and recorded. Content development and recommendations can be guided by topics which receive maximum queries.

Sunbird's Unified Communications Interface (<https://uci.sunbird.org/>) will be used and modified to enable the ChatBot functionality in the Advisory System. This is configurable open-source platform that enables personalised communication and micro experiences across channels, including chatbot. This system empowers the government to customise communication with farmers and allows for simple and complex communication across different platforms, including chatbot. This system should allow for dynamic modification of channels of communication (SMS, email, messaging services such as WhatsApp, Telegram etc, and more) and customisation of engagement with individual users. UCI can enable user-awareness and real-time updating of user information and preferences.



9.6.2. Push Notifications: Mobile Application

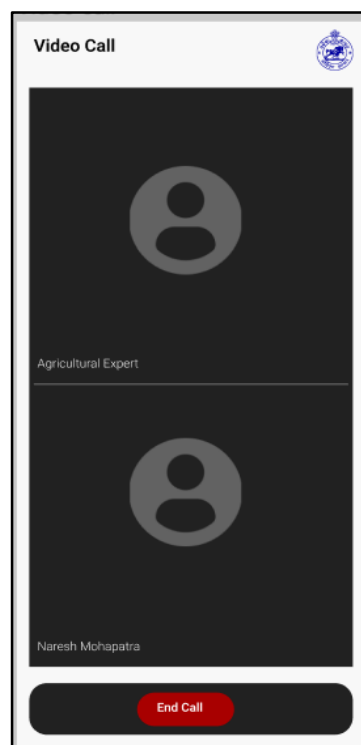
The mobile application should be equipped to send push notifications to the farmers. This will be done to alert farmers about weather changes and supplement other functionalities including the ChatBot and workplan.

9.6.3. Support for technical challenges: Mobile Application and Web Portal

The portal will have a section addressing frequently faced challenges to report any technical issues faced by the user.

9.6.4. Video and Audio Calls: Mobile Application and Web Portal

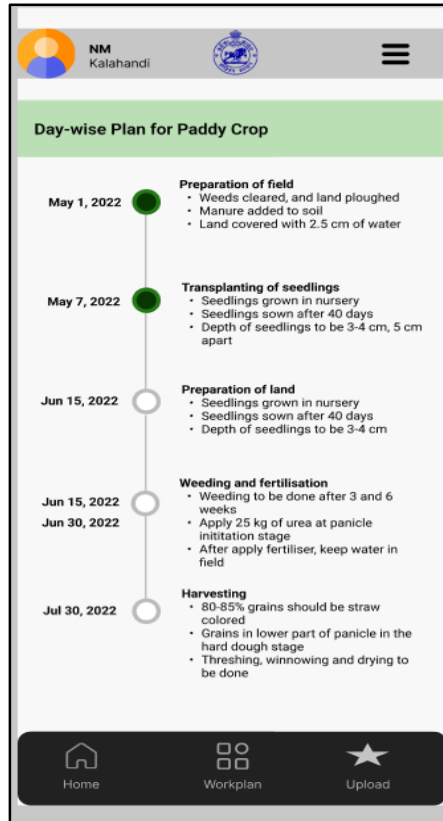
Farmers should be able to avail services and expertise of agronomists and other specialists in real-time through the Advisory System. This will be enabled through audio and video calls with experts. Certain queries, which cannot be satisfactorily answered via the automated ChatBot will be routed to experts through calls. These functionalities should be allowed in the mobile application.



9.7. User Awareness Workplan: Web Portal and Mobile Application

A work plan should be enabled with the following functionalities.

- a. The Work plan should be driven through the Krushak Odisha database, which has verified data of farmers across several fields. The system should be aware of this data to enable personalisation.
- b. The system should then ask farmers 3-4 preliminary questions including but not limited to the date of sowing, crop name and so on. The responses to these questions will be combined with the KO data to create customised work plans
- c. The Work plan System will provide farmers with reminders to finish tasks including applying fertilisers, pesticides, weather updates and so on. These alerts will be rooted in the farmer's information recorded in the system and would be personalised to the farmer's needs and timelines.
- d. Farmers can also modify the work plan according to their completion of activities. If an activity is completed on a date different than what was scheduled, farmers should be able to notify the system and work plans should automatically update for a newer and more accurate timeline. Push notifications will also be modified accordingly.
- e. API linkages to ecosystem players' applications should also be enabled through the Work plan system which would allow farmers direct and easy access to input support, procurement support, and value-added support.
- f. The work plan should also be able to estimate the expected outcome for each farmer. This data should be tracked at the individual and aggregate levels. At the end of the harvesting season, the farmer should be able to enter the actual realised output, the data for which should also be available to government officials.



9.8. GIS Tagging: Mobile Application

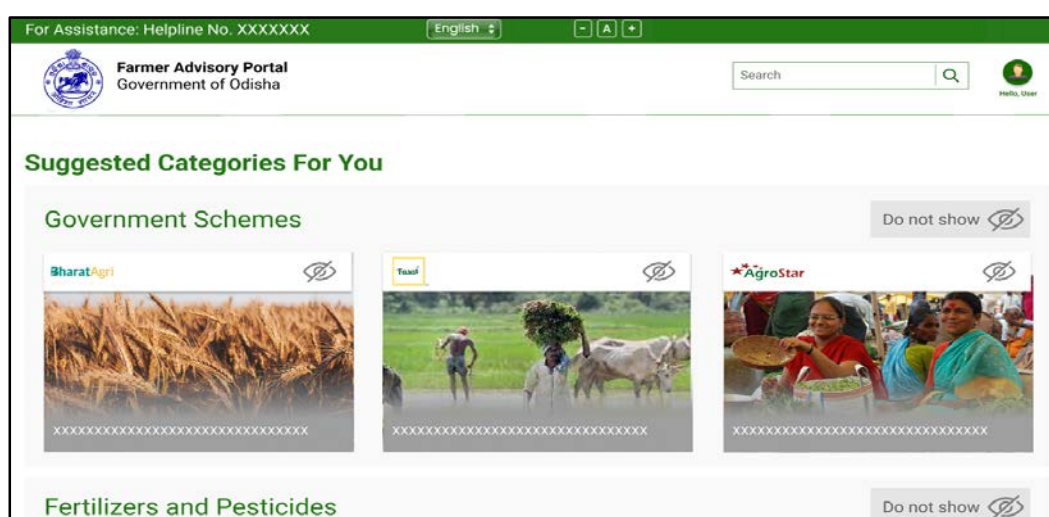
Farmers should be able to plot the locations of their farms with GIS coordinates. Point and polygon mapping should be allowed. These coordinates should then be updated on the Krushak Odisha database.



9.9. Recommendation Engine: Web Portal and Mobile Application

A recommendation engine should be enabled that pushes personalised advisory content to farmers. User features, which are driven from farmer data in the Krushak Odisha Database will be key in driving personalised recommendations for farmers. The recommendation system should be aware of both farmer data points in the KO database and user engagement with different functionalities of the Advisory system. Recommendations are provided based on many metrics, some of which are

- a. Pushing content to farmers based on their historic choices and searches: Suggestions to users based on commonality in content 'tags' and 'categories' with those that have been consumed by that user before
- b. Content recommendations based on content tags that link to farmer features registered on Krushak Odisha (for example: If KO has a record of a farmer growing paddy, content related to paddy should be recommended)
- c. Suggestions based on collective search history of farmers who have similar user features on Krushak Odisha (for example: If a farmer has many common features in KO with other farmers- such as land size, crop etc., then the farmer should get content recommendations based on user engagement of other users with common features)
- d. Recommendations for the most popular/ most viewed content on the system.
- e. Recommendations based on 'commonly viewed' together content, driven from collective search histories (content with similar tags, categories and so on)
- f. Recommendations based on farm-plot location (coordinates). Coordinates can be used to push recommendations at the district/region level.
- g. Recommendations based on district and agro-climatic zone (driven from farmer data recorded in Krushak Odisha)
- h. Recommendations based on data entered by the farmers into their workplans
- i. Recommendations based on farmer interactions with the ChatBot System.
- j. Other pushes for a defined group of farmers as prescribed by DAFE (pushing pest management content due to a pest outbreak to farmers of a particular region/ growing a particular crop and so on)

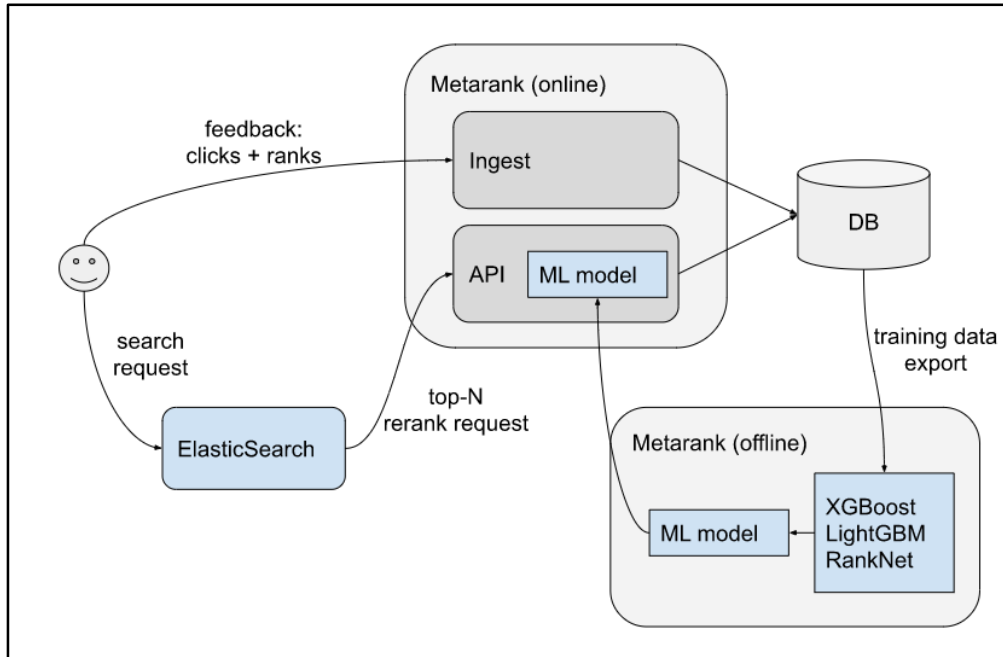


There are two approaches for developing the same:

- a. **Amazon Web Services (AWS) Personalize:** This is a fully managed machine learning system that drives personalisation based on certain 'recommenders' (explained below). The AWS system processes data identifies features amongst users and content, and trains, hosts, and analyses models. Results will be linked to the Advisory system via APIs. Users are segmented based on their individual search histories (which would define their affinity to specific features and attributes). Recommendations can be provided in real-time or in batches. Three recommendation approaches are used by AWS
 - i. **Use Case Optimised Recommenders:** Recommendations are provided based on content feature similarity with previous content viewed, and on the most popular and most viewed content in the system.
 - ii. **User Segmentation:** Users are segmented according to commonality in user features and commonality in affinity to content attributes and features. Recommendations are driven by collective user engagement data based on these commonalities and content is pushed to the user.
 - iii. **Custom Recommendation Solutions:** Recommendations here can be served in real-time to users due to depending on user intent and changing user features. Highly specific and personalised product recommendations and product re-ranking can be enabled.






- b. **Metarank:** Metarank is an open-source personalised recommendation engine that allows us to show users content that is most relevant based on their history, features and the content viewed by similar users. Metarank uses two ranking systems to personalise recommendations:
 - i. **Offline model:** A classic offline recommender based on an ML model (currently XGBoost) training on user history and extracted features of the content and user. This offline model is trained offline at any pre-decided cadence (e.g. daily) and it bases the recommendation on the entire history of all users till the previous cadence.
 - ii. **Online model:** A 'secondary re-ranking' API that constantly shuffles or re-ranks the order of content shown finally to a user based on their click history in that session. The online model allows 'personalisation' of the results for a session for that user, weighting the precedence of the content also on the clicks for the session.

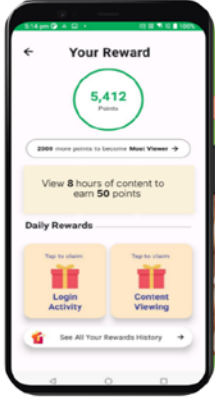
Metarnak allows us to include multiple types of feedback (clicks, ratings, purchase events etc). These can be weighted according to the importance that needs to be given to them for the final ratings. Click information is consumed using a cascade model where clicks on lower-ranked items shown later in the queue to consumers) are rated higher compared to clicks on higher-ranked items.



9.10. Rewarding users: Web Portal and Mobile Application

Improving user uptake will be an important part of developing the advisory system. In order to achieve uptake, users will be awarded points based on various criteria and activities that they perform on the application. These points will be visible to the user, and they will understand which activity to complete at what frequency to earn additional points. Department officials should be allowed to dynamically change and update the points allocated to different activities.

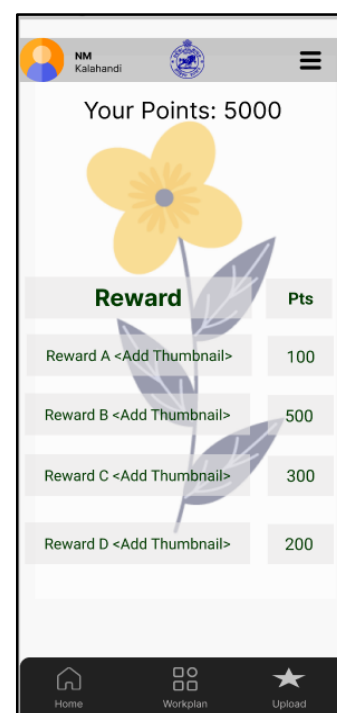
	Krushak Odisha – Data Update <i>Each updation of farmer data in Krushak Odisha</i>	10 points
	Usage of the app <i># hours for which the application has been used</i>	10 points
	Referral for app downloads <i># of app downloads through referral codes</i>	100 points
	Uploading best practices <i>Practices to increase production/productivity</i>	50 points
	GIS tagging of farm plots <i>Point & boundary mapping of farms against farmers</i>	50 points



Indicative point allocation for different activities

9.11. Redemption of points: Web Portal and Mobile Application

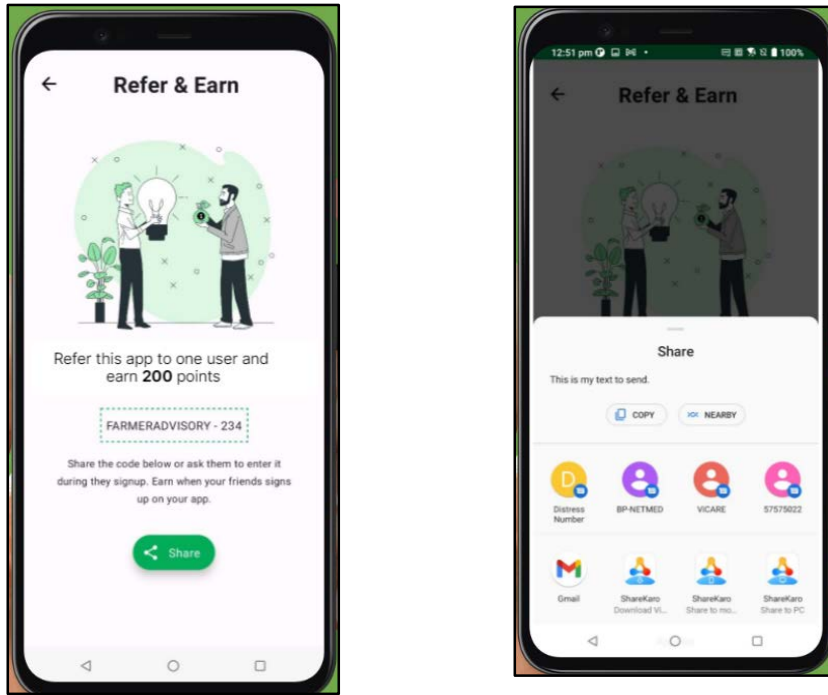
Users should be able to redeem their rewards against rewards on the application. Users, at any point in time, will be given a limited list of rewards that they can redeem their points against. Each reward will have a particular 'point cost'. Government officials should be able to modify the rewards available to a user or a group of users depending on previous awards availed/ other reasons. The rewards availed by each user should be recorded and tracked by government officials. These rewards will be facilitated by both the government (UPI transfers, subsidy, national visits etc), or private players (discount coupons, phone recharge etc).



9.12. Referrals of application: Mobile Application

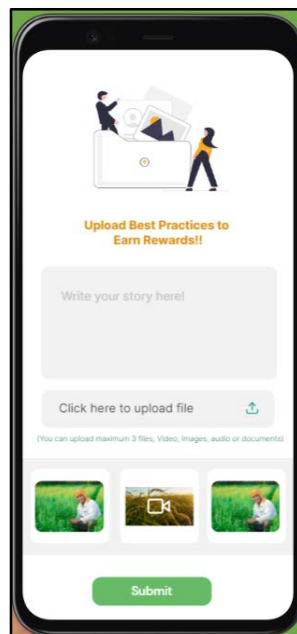
Users should be able to refer the application to other users. This can be enabled via two methods:

- a. A referral link should be generated by users which can be sent to other potential users. That link should take the user to a unique 'download' page'. If the app is downloaded by the second user and they create an account, both the user who has sent the code and the user who has received it will be awarded points.
- b. Users can share unique referral codes with other potential users. If the unique code is entered by a user at the time of registration, then both the user who has sent the code and the user who has received it will be awarded points.
- c. Referrals should also be tracked at the micro (user) and macro (general) levels. This implies that the referrals provided by each user should be tracked and total uptake due to referrals should be tracked.



9.13. Uploading Best Practices: Web Portal and Mobile Application

Farmers should be able to upload their best agronomic practices on the web portal and mobile application. Uploads can be made in the form of text, videos, and images. These pieces of content would surround best practices implemented by farmers that can be shared and scaled with other farmers. Content uploaded by farmers will be verified as best practices and tagged by government officials through the CMS.



9.14. Data Visualisation: Web Portal

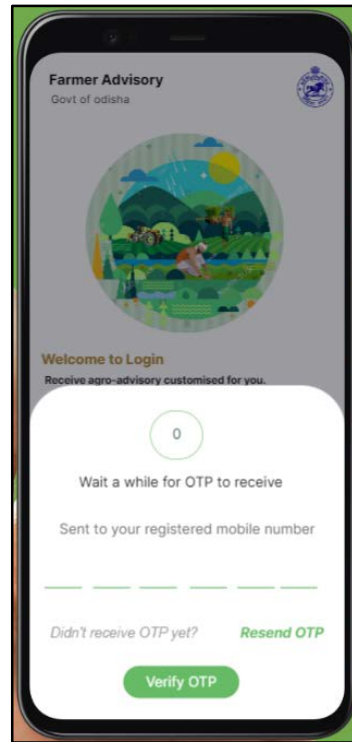
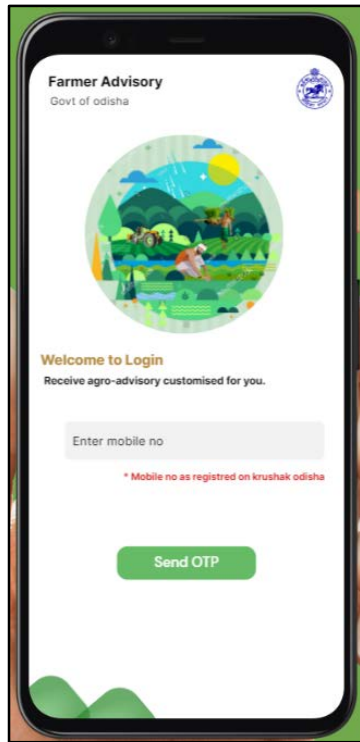
The visualisation module of the system will consist of the following components –

- a. Configurable reports and dashboards: This module will need to be used to create all the reports and dashboards for the farmer and official-facing facing system. The interface to configure dashboards should have the feature of adding tables, charts, links, and photographs in the dashboards, and also download the reports and dashboards as Excel and PDF
- b. Custom reports: For specific use cases, custom reports might be required. They will have to be developed on the system.

9.15. User Management (Access Control Layer): Web Portal and Mobile Application

Authentication and authorisation of users will be controlled through a centralised Access Control Layer (ACL) managed on the front-end through the Advisory Portal. The Access Control Layer comprises the following components –

- i. Users
 - ii. Roles
 - iii. Permissions
- a. The application workflow steps will be assigned to specific roles defined on the portal. Each user is mapped to a role, and each role is given access to a set of permissions. Each user has access to sections and data that is only relevant to that user.
 - b. The portal will have the functionality to add, delete and update users, their hierarchy, and roles, and also assign roles to the users.
 - c. The Login to these systems will be facilitated by an SSO (single sign-on) for farmers. Farmers should be able to log in to the application and web portal through the mobile number registered on Krushak Odisha and by entering an OTP that will be sent on their number upon request. The same phone number (registered against the farmer's name in the Krushak Odisha database) will be used to log in to other applications and portals including but not limited to GO SUGAM and the Credit Portal. This method should be used for logging in to both- the farmer-facing web portal and the mobile application.



9.16. User Interface

System shall provide a User interface with the following features:

- a. Unified, easy, flexible and user-friendly interface
- b. Homogenous screen layout, menu operations and access methods across all modules
- c. GUI suitable for non-technical users and IT experts
- d. Validation Check pop up messages and user alerts
- e. Confirmation/warning windows for delete, changes etc.
- f. Consistent screen layouts and access methods across all modules for same look and behaviour

9.17. Other features: Web Portal and Mobile Application

- a. Audit Trail Management: To enhance transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail.
- b. Security: Support for SSL, User Authorisation, Automatic timeout for users Configurable password policies, permissible log-in attempts, Data Updation/deletion/creation only through the application layer etc.
- c. Trilingual interface: The system should provide trilingual interface/labels in languages of English, Odia, and Hindi
- d. Compatibility: The system should run on all latest browsers and web responsive & viewable from the Mobile compliant browsers.
- e. Help Section: For Tutorial Videos, Instructional Manual and other training material
- f. The solution architecture should be a platform, and be vendor-independent

10. General

10.1. Intellectual Property Rights (IPR)

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC/DAFE after Go-live of the application.

10.2. Change Request Management

Change requests from the stakeholders of Farmers' Advisory Portal shall be collected on regular basis. Change requests collected shall be discussed with the stakeholders, considered for implementation on priority basis and assigned to the service provider to work upon. The selected vendor should adapt following procedure to implement assigned change requests into Farmers' Advisory Portal:

- a. To understand change requests and to analyze impact of desired change on existing modules.
- b. To prepare effort estimate on the basis of overall-person-days to bring desired changes in Farmers' Advisory Portal. The estimate of effort to implement the change requests must be approved by the departmental officials before the vendor takes it up for implementation. Maximum up to 500 person-days effort can be consumed in a year for implementing change requests.
- c. To revise requirement specifications, design document prepared earlier including traceability matrices, test plan, test cases and other related technical artifacts to incorporate desired change.
- d. To revise the existing source code in related modules according to the revised design document, conduct test with test cases and recording of test results.
- e. To revise all related manuals and preparing release notes.
- f. To redeploy upgraded version of Farmers' Advisory Portal onto the staging, training and production environment.
- g. To close change-request-ticket after receiving note of satisfaction from the department officials.

10.3. Exit Plan

- a. The selected firm shall provide systematic exit plan and conduct proper knowledge transfer process to handover operations to DAFE technical team within 15 days from the receipt of notice of termination or at least three months before project closure.
- b. IT resource persons of DAFE will work closely with resource persons of Service Provider at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The Service Provider will ensure capacity building of the IT resource persons of DAFE on maintenance of software and infrastructure.
- c. All information (including but not limited to documents, records and agreements) related to the services including source code of the Farmers' Advisory Portal, reasonably

necessary to enable DAFE or its replacing Service Provider to carry out due diligence in order to transition the provision of services shall be shared with DAFE/OCAC or its replacing Service Provider (as the case may be).

10.4. Timeline and Deliverables

SI #	Activity	Tentative Deliverables	Timeline
a)	System Study & Prototype Design	<ul style="list-style-type: none"> - Detailed Team Structure with team members - Point of Contact - FRS/SRS Document - Screen prototypes 	T+2 Weeks
b)	Design, Development & Implementation	<ul style="list-style-type: none"> - Source Code - Test Plans & Test Cases - Operation Manual - FAQs - Load Testing report - Hosting in staging environment 	T+ 20 Weeks (Phased Manner)
c)	UAT, Training & Go live	<ul style="list-style-type: none"> - Preparation Test Cases - UAT certificate - Training users and providing training completion reports. - Movement of application from Staging to the Production environment - Safe to host certificate issued by Cert-in empanelled firm 	T+ 24 Weeks
d)	Operation & Maintenance	<ul style="list-style-type: none"> - Issue Logs - Quarterly Activities report - Enabling functionality 	Five years from the date of Go live

		extensions	
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10.5. Payment Terms

SI#	Category	Payment Terms	
a)	Design, Development & Implementation	<ul style="list-style-type: none"> - 20% payment on SRS Approval - 30% payment in acceptance of UAT - 30% payment on completion of development & hosting in the staging server - Balance 20% will be paid after successful Go-Live of the application 	
b)	Operation & Maintenance	Application Support Software Maintenance System/Infra Support	100% cost of this item equally divided into 20 quarters
c)	Security Audit cost	100% payment on submission of Safe-To-Host Certificate	
d)	SSL certificate	100% payment on submission of configuration report	
e)	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	
f)	Any 3 rd party OEM license	100% Payment After submission of license	

10.6. Performance Requirements – Service Levels (SLAs) & Penalty

S No.	Activity	Required Service Level	Penalty and breach of contract
a.	Availability of Services (web portal and mobile application)	98%	a) Greater than equal to 98 %: No penalty. b) Less than 98% to 95% : 1% of O&M cost for that qtr. for each percentage of availability of service drop for that particular service c) Less than 95% to 90%: 5% of O&M cost for that qtr. for each percentage of availability of service drop for that particular service d) Less than 85% : Unsatisfactory performance and Breach of contract

b.	Average Loading time for pages	95% within the limit of : Bandwidth of 2MBPS : 5 Sec	a) >= 95 %: No penalty. b) Between <95 to > =85: 1% of O&M cost for that qtr. for each percentage of drop for that particular service c) Between <85 to > 75: 5% of O&M cost for that qtr. for each percentage of drop for that particular service d) <75 :Unsatisfactory performance and Breach of contract
c.	Response time for bug fixing: Time taken (after the request has been informed) to fix the problem	Within 24 hours from the time the bug is reported.	Time: Penalty of 0.01% of O&M cost for that qtr. per day for that particular service Beyond 2 days: Penalty of 0.1% of O&M cost for that Qtr. per day for that particular service

10.7. Project Documentation

The Service Provider shall maintain & update System documentation and share below list of documents to DAFE/OCAC during the project contract period.

- a. Latest version of Source Code
- b. System Requirement Study Documents
- c. High Level Design (HLD) / Low Level Design (LLD) documents including Application architecture documents, ER diagrams and other data modelling documents, Application component design including component deployment views, control flows, etc.
- d. User Manual
- e. Application Configuration Manual
- f. Report of Security Audit & Safe-to-Host Certificate
- g. Training User Manual, FAQ Documents, Video tutorials
- h. All the above documentation should be done as per IEEE/ISO Standard

11. Formats for Response

11.1. Pre-Qualification Bid Formats

FORM 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: Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal

Ref: RFP Reference No OCAC-SEGP-SPD-0028-2022/22046

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0028-2022/22046, dated 16.07.2022 We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

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

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

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

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

FORM 2: Compliance Sheet for Pre-Qualification Proposal

SL#	Requirement	Reference & Page #
a.	Legal Entity	
b.	Business Experience	
c.	Sales Turnover: Certificate	
d.	Net Worth: Certificate	
e.	Technical Capability: Copy of Work Order + Project Completion Certificate	
f.	Certifications	
g.	Manpower Strength	
h.	Debarment / Blacklisting Declaration	
i.	Tender Fee	
j.	Local Presence	
k.	Bidder's Authorization Certificate	
l.	Integrity Pact	
m.	EMD Declaration Form	
n.	Acceptance of Terms & Conditions	

FORM 3: Particulars of the Bidder

SL#	Information	Details
a.	Name and address of the bidding Company	
b.	Incorporation status: Public Ltd / Pvt. Ltd, etc.	
c.	Year of Establishment	
d.	Date of registration	
e.	Name, Address, Email & Mobile# of Contact Person	

FORM 4: Compliance Sheet for Technical Proposal

SL#	Requirement	Reference & Page #
a.	Financial & Resource Strength	
b.	General e-Governance Experience	
c.	Quality & Presence in Odisha	
d.	Presentation and Demonstration	

FORM 5: 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: Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-SEGP-SPD-0028-2022/22046 regarding "RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal".

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

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

FORM 6: Project Citation Format

1.	Project Name:	
2.	Value of Contract/ Work Order (In INR):	
3.	Name of the Client:	
4.	Project Location:	
5.	Contact person of the client with address, phone and e-mail:	
6.	Project Duration:	
7.	Start Date (month/year): Completion Date (month/year):	
8.	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
9.	Narrative description of the project with scope:	
10.	List of Services provided by your firm/company:	

11.2. 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: RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal – *Self Declaration for not Blacklisted*

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0028-2022/22046 for RFP titled "Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal", as an owner/ partner/ Director of (organisation name) _____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.3. 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: RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0028-2022/22046, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature

Verified Signature by

(Authorised Signatory)

Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

11.4. Self-Declaration against Earnest Money Deposit

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E&IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal.

Ref : RFP No.: OCAC-SEGP-SPD-0028-2022/22046

Madam,

I/We understand that, as per clause no. 5.6.3 above referenced RFP, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit, (reference Finance Department, Government of Odisha, Office Memorandum No. 8484/F, dated 05.04.2022). I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of **three years** from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

- 1) I am /We are in a breach of any of the obligations under the bid conditions,
- 2) I/We have withdrawn or unilaterally modified/amended/revise, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- 3) On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

11.5. Financial Bid

FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Subject: RFP for Design, development, Operation and maintenance of Farmer Advisory Portal

Ref: RFP Reference No. OCAC-SEGP-SPD-0028-2022/22046

Madam,

I /We, the undersigned, offer to provide the service as Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal in Odisha as per RFP No.: OCAC-SEGP-SPD-0028-2022/22046 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties.

a. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years 6 months from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

b. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

c. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

d. QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

e. BID PRICE

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

f. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 7.7 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

FORM FIN-2: Summary of Financial Bid (in Indian Rupees)

Sl.#	Category	Module/Item	Unit	Rate	Qty	Cost
1.	[Study, Design, Development, Testing, Implementation, Training etc.]	Content Management System including rewarding users, redemption of points, user awareness work plan etc.	Lump-sum		1	
		Content delivery Network	Lump-sum		1	
		Telemetry	Lump-sum		1	
		MobileApp (android and ios)	Lump-sum		1	
		GIS Tagging	Lump-sum		1	
		Chatbot, Audio call, Video Call	Lump-sum		1	
2.	Security Audit	Third Party Security Audit	Lump-sum		10	
3.	SSL Certificate	As per requirement	Year		5	
4.	Enterprise database license	with OEM support	Year		5	
5.	Any 3 rd party OEM license		Year		5	
6.	3rd Party Integration		Nos		6	
7.	Operation & Maintenance		Year		5	
8.	Change Request		Man-Month		50	
9.	Any other cost Bidder may specify					
Total						
Tax (18%)						
Grand Total						

FORM FIN-3: Details of the 3rd party OEM license cost

SL#	OEM License Details	Unit	Unit rate	Qty	Cost
1.					
2.					
3.					
4.					
5.					

Total	
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11.6. Performance Security

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E&IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal.

Ref: RFP No.: OCAC-SEGP-SPD-0028-2022/22046

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 design, development, operation and maintenance of Farmers' Advisory Portal, Government of Odisha (hereinafter called "the beneficiary").

And whereas it has been stipulated by 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 office 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 to be performed there under 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>> (Amt. in words).
- ii) This bank guarantee shall be valid up to <<insert date>>.
- iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

11.7. Statement of Deviation

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: RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal – Statement of Deviation

Ref : RFP No. OCAC-SEGP-SPD-0028-2022/22046

Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A. On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Sl#	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
1)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

Sl#	<i>Deviation</i>	<i>Material</i>	<i>Non-Material</i>	<i>Impacted Deliverable(s)</i>	<i>Impacted Timeline(s)</i>	<i>Financial Impact</i>
3)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

B. Any other areas

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.8. Integrity Pact

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E&IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar – 751013

Sub: RFP for Selection of Service Provider for Design, Development, Operation & Maintenance of Farmers' Advisory Portal

Ref : RFP ref no. OCAC-SEGP-SPD-0028-2022/22046.

Sir,

It is here by declared that ****Bidder Organization**** is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject RFP ref no. OCAC-SEGP-SPD-0028-2022/22046 is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of 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:

