

# **RFP for Automation of the Odisha Building & Other Construction Workers Welfare Board.**

**RFP Ref No: OCAC-SEGP-SPD-0040-2020- 21019**



**ODISHA COMPUTER APPLICATION CENTRE**

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

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

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

## Table of Contents

**Contents**

1	Tender Reference .....	10
2	Tender Schedule .....	11
3	Fact Sheet .....	12
4	Background Information .....	15
4.1	Basic Information .....	15
4.2	Project Background .....	15
4.2.1	About the Board .....	16
4.2.2	Project Profile .....	16
5	Instructions to the Bidders .....	18
5.1	General .....	18
5.2	Compliant Proposals/ Completeness of Response .....	18
5.3	Pre-Bid Meeting & Clarifications .....	19
5.3.1	Pre-bid Conference .....	19
5.3.2	Responses to Pre-Bid Queries and Issue of Corrigendum .....	19
5.4	Key Requirements of the Bid .....	20
5.4.1	Right to Terminate the Process .....	20
5.4.2	RFP Document Fees .....	20
5.4.3	Earnest Money Deposit (EMD) .....	20
5.4.4	Submission of Proposals .....	21
5.5	Preparation and Submission of Proposal .....	22
5.5.1	Proposal Preparation Costs .....	22
5.5.2	Language .....	23
5.5.3	Venue & Deadline for Submission of Proposals .....	23
5.5.4	Late Bids .....	23

5.6	Evaluation Process.....	24
5.6.1	Tender Opening.....	24
5.6.2	Tender Validity.....	24
5.6.3	Deviations.....	24
5.6.4	Tender Evaluation.....	25
6	Criteria for Evaluation .....	26
6.1	Prequalification Criteria (General Bid) .....	27
6.2	Technical Evaluation Criteria .....	29
	▪ Distribution of Marks: .....	29
6.2.1	FinancialS & Resource Strength: .....	29
6.2.2	Project experience & expertise .....	30
6.2.3	Approach & Methodology.....	31
6.3	Financial bid Evaluation Criteria.....	32
6.4	Combined Evaluation of Technical & Financial Bids.....	32
7	Appointment of System Integrator or Service Provider .....	34
7.1	Award Criteria .....	34
7.2	Right to Accept Any Proposal & Reject Any / All Proposal(s) .....	34
7.3	Purchaser’s Procurement Rights .....	34
7.4	Notification of Award .....	34
7.5	Contract Finalization and Award .....	35
7.6	Performance Guarantee .....	35
7.7	Signing of Contract.....	35
7.8	Failure to Agree with the Terms and Conditions of the RFP .....	35
8	Terms of Reference.....	36
8.1	The Scope of Work: .....	36
8.2	Objectives of COMPUTERIZATION OF OB&OCWWBoard .....	36

8.3	Overview .....	37
8.4	Requirement Study .....	37
8.5	Design.....	37
8.6	Development.....	37
8.7	Integration.....	38
8.8	Testing .....	38
8.9	Third Party Audit .....	38
8.10	SSL Certification .....	38
8.11	Training.....	39
8.12	Online Help.....	39
8.13	Deployment & Configuration .....	39
8.14	Operation & Maintenance .....	40
8.14.1	Application Support: .....	40
8.14.2	Software Maintenance:.....	40
8.15	Technical Support Unit (TSU): .....	41
8.16	Adherence to Standards.....	41
8.17	Security, Integrity & Confidentiality .....	42
8.18	Change Request Management .....	43
8.19	Intellectual Property Rights.....	43
8.20	Exit Plan.....	44
9	Business Function Requirements .....	45
9.1	Functional Architecture:.....	46
9.2	Phase I .....	46
9.2.1	Registration .....	46
9.2.2	Subscription Management.....	46
9.2.3	Scheme / Benefit Management /application processing and DISPOSAL: .....	47

9.2.4	Appeal .....	47
9.2.5	Dashboard & MIS Reports.....	48
9.2.6	Administration Module – Common for Both Phases .....	48
9.2.7	MOBILE APPLICATION: .....	49
9.2.8	Integration.....	49
9.2.9	integration for convergence programs.....	50
9.3	Phase II .....	50
9.3.1	Cess Collection .....	50
9.3.2	Fund Management:.....	50
9.3.3	Bank RECONCILIATION: .....	51
9.4	Technical Requirement:.....	51
10	Role and Responsibility of different stakeholders:.....	52
10.1	Responsibility of the B&OCWW Board, Odisha: .....	52
10.2	Responsibilities of OCAC: .....	52
10.3	System Integrator .....	53
11	Adherence to Standards, Policies and Guidelines:.....	55
11.1	Technology Standards: .....	55
11.2	Snapshot of e-Governance Standards and Guidelines:.....	56
12	Project Management Requirements .....	57
12.1	Project Management: .....	57
12.2	An indicative list of document required is provided below .....	57
12.3	Project Team Structure.....	58
12.4	Operations and Maintenance Phase.....	59
13	Software Development, TEsting, Quality Assurance and Acceptance Requirements.....	60
13.1	Software Development, Testing & Quality Assurance Criteria:.....	60
13.2	Acceptance Criteria:.....	60

13.3	Functional Requirements Review:.....	61
13.3.1	Security Review .....	62
13.3.2	Performance.....	62
13.3.3	Availability .....	62
13.3.4	Manageability Review .....	62
13.3.5	Data Quality.....	63
13.3.6	Operations and Maintenance Phase Requirements: .....	63
13.3.7	Overview of Post Implementation Support .....	63
13.3.8	System Administration and Trouble Shooting .....	63
13.3.9	Database Administration and Trouble Shooting .....	64
13.4	Security Management.....	64
13.5	Change Request.....	64
13.6	Security Audit.....	65
14	Project Timeline .....	66
14.1	PHASE I .....	66
14.2	PHASE II .....	66
15	DELIVERABLES .....	67
16	Project Documentation .....	68
17	Payment Terms.....	69
18	Contents of Technical Bid .....	71
19	Performance Requirements – Service Levels (SLAs) .....	72
19.1.1	Penalties:.....	73
19.1.2	Reporting Procedures.....	74
19.1.3	Service Level Change Controls .....	74
20	Financial Bid: To be submitted on Company letter head. ....	75
20.1	Format- 20(A) Design, Development, Deployment & Implementation of all the Modules .....	75

20.2	Format- 20 (B) Operations & Maintenance for Both Phases.....	76
20.3	Format- 20 (C) Security Audit cost: .....	76
20.4	Format- 20 (D) E sign & SSL cost: .....	76
20.5	FORMAT- 20 (E) System Software.....	76
20.6	Format- 20 (F) Man Month Rates for Technical Resources for Change Request.....	77
20.7	Format- 20 (G) Data Digitization Cost: .....	77
20.8	Format- 20 (H) Integration with Other Application cost: .....	78
20.9	FORMAT- 20 (I) Technical Support UNIT (TSU) (3Resource) .....	78
20.10	Grand total COST FOR Automation system for Odisha Building & Other Construction Workers' Welfare Board .....	79
21	Formats for Submission of Proposal .....	80
21.1	Self-Declaration: Not Blacklisted .....	80
21.2	Bidder's Authorisation Certificate.....	81
21.3	Acceptance of Terms & Conditions .....	82
21.4	Technical Bid Cover Letter .....	83
21.4.1	Project Citation Format .....	84
21.4.2	Proposed Solution .....	85
21.4.3	Proposed Work plan.....	86
21.4.4	Team Composition.....	87
21.4.5	Curriculum Vitae (CV) of Key Personnel Proposed.....	88
21.5	Undertaking on Pricing of Items of Technical Response .....	90
21.6	Format for Bank Guarantee for Earnest Money Deposit .....	91
21.7	Financial Bid Letter.....	92
21.8	Performance Security.....	94
21.9	Statement of Deviation .....	95

Glossary of Acronyms	
CMMI	Capability Maturity Model Integration
CMS	Content Management System
CV	Curriculum Vitae
DFD	Data Flow Diagrams
DMS	Data Management System
EMD	Earnest Money Deposit
ER	Entity Relationship
FRS	Functional Requirement Specifications
G2B	Government to Business
G2C	Government to Citizens
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
MIS	Management Information System
API	Application Program Interface
CERT-In	Computer Emergency Response Team
CM	Change Management
CMMI	Capability Maturity Model Integration
CPU	Central Processing Unit
DB	Database
DC	Data Centre
DMS	Document Management System



DPR	Detailed Project Report
DSC	Digital Signature Certificate
FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
Goi	Government of India
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information & Communication Technology
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
OB&CWFB	Odisha Building & other Construction Workers Welfare Board
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RFP	Request For Proposal
SeMT	State e-Mission Team
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Message Service

SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
TAT	Turn Around Time
UID	Unique Identity
XML	Extensible Markup Language

**1 TENDER REFERENCE**

<b>Date</b>	<b>11.06.2021</b>
<b>Tender Reference Number</b>	<b>OCAC-SEGP-SPD-0040-2020- 21019</b>
<b>Title</b>	<b>Selection of Implementing Agency (IA) for implementation of Automation system for Odisha Building &amp; Other Construction Workers' Welfare Board</b>

**2 TENDER SCHEDULE**

<b>Sl. No.</b>	<b>Events</b>	<b>Date, Time</b>
1	Date of Publication	11.06.2021
2	Last Date of submission of Pre-bid queries	18.06.2021 (4:00 PM)
3	Pre-Bid Conference	22.06.2021 (4:00 PM)
4	Issue of Corrigendum, if any	28.06.2021
5	Last date and time for Submission of Bid	15.07.2021 (2 PM)
6	Opening of Pre-Qualification Bid & Technical Bid	15.07.2021(4 PM)
8	Technical Presentation	Will be communicated later
9	Opening of Financial Bids of technically qualified bidders	Will be communicated later

### 3 FACT SHEET

This **Fact Sheet** comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section2.3	<p>A Pre-Bid meeting will be held on <b>22.06.2021 at 4:00 PM</b> in virtual mode using MS Teams Platform.</p> <p>All the queries should be received on or before <b>18.06.2021 up to 4:00 PM</b>, through email (<a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>) to General Manager (Admin) with a copy to <a href="mailto:bibhuti.ojha@ocac.in">bibhuti.ojha@ocac.in</a> &amp; <a href="mailto:avijit.puhan@semt.gov.in">avijit.puhan@semt.gov.in</a></p>
Section2.4.2	<p>RFP can be Downloaded from <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> or <a href="http://www.ocac.in">www.ocac.in</a> . The bidders are required to submit the document Fee of Rs. 16,800/- in shape of Demand Draft in favor of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid).</p>
Section2.4.3	<p>The bidder is required to submit Earnest Money Deposit amounting to Rs. 30,00,000/- in shape of Bank Draft/ Bank Guarantee in favor of Odisha Computer Application Centre ,Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP.</p>
Section2.4.4	<p>Bidders must submit a soft copy of the Pre-qualification &amp; Technical Proposal in a non-editable CD along with original copy .However, One original copy of the Financial proposal (only hard copy) is to be submitted.</p>
Section2.5.2	<p>The Proposal should be filled in by the Bidder in English language only.</p>
Section3.3	<p>The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate &amp; applicable would be paid at the prevalent rates.</p>

Section2..5.3	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 Email: gm_ocac@ocac.in Proposals must be submitted on or before 15.07.2021 by 02:00 PM
Section3	Bidders will be selected through <b>Quality &amp; Cost Based Selection (QCBS 70:30)</b> method. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope. Technical bid of those bidders who qualify in General Bid shall be opened. <b>Financial bid of those bidders who qualify in Technical Bid by scoring 70% or above shall be opened. Consortium not allowed.</b>
Section2.6.2	Proposals/Bids must remain valid 180 days from the date of opening of Financial bid.
Section 6	Total project period is <b>5 year and 6 months. Software</b> firm must complete development of the application (phase I & II) within 6 months from receiving the work order. Post implementation application support, operation & maintenance etc. Must be provided for a period of 60 months from the date of Go-Live.

### Request for Proposal (RFP)

The purpose of this RFP is to solicit proposals from the bidders for Selection of System Integrator (SI) for implementation of Automation system for the Odisha Building & Other Construction Workers' Welfare Board through a competitive bidding process. The System Integrator will be responsible for the design, implementation and operations and maintenance of the project. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

This RFP document is for "Selection of Implementing Agency (IA) for implementation of Automation system for the Odisha Building & Other Construction Workers' Welfare Board".

### Structure of the RFP

Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:

- General instructions for bidding process
- Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the system integrator

- Financial bid and other formats
- Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
  - About the project and its objectives
  - Scope of work
  - Functional and Technical Requirements
  - Project Schedule
  - Service levels for the implementation partner
  - 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 developer & Implementation partner of OCAC for this project.

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 INFORMATION**

### **4.1 BASIC INFORMATION**

OCAC on behalf of the Odisha Building & Other Construction Workers Welfare Board, invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development/System Integration firms (“Bidders”) for Selection of Software Firm for Development and Implementation of Automation system for Odisha Building & Other Construction Workers Welfare Board.

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**

With the objective to regulate the employment and conditions of service and to provide safety, health and welfare measures for the building and other construction workers, which is most vulnerable segment of the second largest unorganized labour sector in India after agriculture, the central Govt. has enacted the legislations, namely- “The Building and Other Construction Workers’ (Regulation of Employment and Conditions of Service) Act, 1996”. Under section 18 of above stated Act, the State Government constituted the Board, namely, “Odisha Building and Other Construction Workers Welfare Board”.

Odisha Building & Other Construction Workers’ Welfare Board has been constituted to extend different types of social security and other welfare benefits under Nirman Shramik Kalyana Yojana (NSKY). Cess @ 1% of the cost of construction incurred by an employer/ builder is being collected with effect from 15.12.2008 and being deposited in the fund of Odisha Building & Other Construction Workers’ Welfare Board for welfare of the building workers.

Registrations of eligible BoC workers is carried out throughout the State by the district labour offices functioning under the Labour Directorate. The District Labour Officers, Assistant Labour Officers and Rural Labour Inspectors have been declared as Registering Officer for registration of BoC workers under the Odisha Building and Other Construction Workers Welfare Board. Similarly, the District Labour Officers have been notified as Registering Officer for Registration of Establishments.



#### 4.2.1 ABOUT THE BOARD

- Labour and ESI Department is the Administrative Department for implementation of the Building and Other Construction Workers' (RE&CS) Act, 1996 and the Building and Other Construction Workers' Welfare Cess Act, 1996 in the state of Odisha. The Building and Other Construction Workers' (RE&CS) Act has been enacted to regulate employment and conditions of service of Building and Other Construction Workers and to provide for their safety, health and welfare measures and for other matters connected there with or incidental there to. The Odisha Building and Other Construction Workers' Welfare Board was constituted on 03.01.2004 u/S.18 of the Building and Other Construction Workers (RE&CS) Act, 1996. The Labour Commissioner, Odisha is the Member Secretary the OB&OCWW Board.

#### 4.2.2 PROJECT PROFILE

With the strategic objective to implement Mo-Sarkar programme, 5T charter of Government of Odisha in the State, the Board envisions adopting IT-enabled Government process for delivering services to different stakeholders.

This is to provide services to both internal and external stakeholders of the ecosystem in timely, cost effective and transparent manner.

A list of objectives is narrated below:

- Simplify Processes – To introduce systems that simplify and offer the G2B and G2C services in a convenient and cost-effective manner as a part of Mo-Sarkar programme, 5T charter of Government of Odisha.
- Enhanced End-to-end service delivery- Provide online and technology based services to stakeholders with enhanced transparency and responsiveness.
- Speedy Processing – Efficient technology automation of processes – application verification, approval, issue and support functions.
- Automated Work Flow – Create a central, secure electronic repository of all records and enable an integrated work flow across different functions.
- To establish Interface among all stakeholders which are easy to access and interoperable

- Single Data Entry/Retrieval source –The presence of a central repository will ensure that there is a single point of entry for data, once data is created it will be a single view for various touch points trying to access that data
- Effective Tracking & Monitoring – Automatic generation of meaningful Management Information System (MIS) Reports: The statistics and the data which is so critical to the board for their internal process improvements would be available through automated periodical reports containing the required information in a structured way.

## **5 INSTRUCTIONS TO THE BIDDERS**

### **5.1 GENERAL**

- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- 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.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.
- This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

### **5.2 COMPLIANT PROPOSALS/ COMPLETENESS OF RESPONSE**

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

### 5.3 PRE-BID MEETING & CLARIFICATIONS

#### 5.3.1 PRE-BID CONFERENCE

OCAC shall hold a pre- bid meeting with the prospective bidders on 22.06.2021 at 4 PM in virtual mode using MS Teams Platform.

All the queries should be received on or before **18.06.2021 up to 4:00 PM**, through email ([gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in)) to General Manager (Admin) with a copy to [bibhuti.ojha@ocac.in](mailto:bibhuti.ojha@ocac.in) & [avijit.puhan@semt.gov.in](mailto:avijit.puhan@semt.gov.in) The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

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

- 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.

#### 5.3.2 RESPONSES TO PRE-BID QUERIES AND ISSUE OF CORRIGENDUM

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

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.

The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on **[www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in)**

Any such corrigendum shall be deemed to be incorporated into this RFP.

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.

## 5.4 KEY REQUIREMENTS OF THE BID

### 5.4.1 RIGHT TO TERMINATE THE PROCESS

- 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.
- 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.

### 5.4.2 RFP DOCUMENT FEES

RFP document can be downloaded from **www.ocac.in** or **www.odisha.gov.in**. The bidders are required to submit the document Fee of Rs. 16,800/- in shape of **Bank Draft in favor of Odisha Computer Application Centre and payable at Bhubaneswar** from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

The document fee may also have paid through electronic mode to the following financial

**Bank A/c No. : 149311100000195**

**Payee Name : Odisha Computer Application Center**

**Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar**

**Account Type : Savings**

**IFSC : UBIN0814938**

### 5.4.3 EARNEST MONEY DEPOSIT (EMD)

- Bidders shall submit, along with their Bids, EMD of Rs. 30,00,000/-, in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- The EMD may also paid through electronic mode to the following financial

**Bank A/c No. : 149311100000195**

**Payee Name : Odisha Computer Application Center**

**Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar**

**Account Type : Savings**

**IFSC : UBIN0814938**

- EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- The EMD may be forfeited:
  - If a bidder withdraws its bid during the period of bid validity.
  - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
  - If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
  - The Bidder being 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
  - A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

#### **5.4.4 SUBMISSION OF PROPOSALS**

The bidders should submit their responses as per the format given in this RFP in the following manner

- Response to Pre-Qualification Criterion: (1 Original in hard copy+ 1 CD) in first envelope
- Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
- Financial proposal - (1 Original in hard copy) in third envelope
- The Response to Pre-Qualification criterion, Technical Proposal and Financial proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscripting "Pre-Qualification Proposal", "Technical Proposal" and "Financial proposal" respectively.

- 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.

The three envelopes containing Pre- Qualification Proposal, Technical Proposal and Financial proposal should be put in another single sealed envelope clearly marked as “**Response to RFP for Selection of Software firm for Development, Implementation and support services for 5 years for Automation system for Building & Other Construction Workers Welfare Board, Odisha**”.

RFP Ref No OCAC-SEGP-SPD-0040-2020- 21019 with the wordings “DO NOT OPEN BEFORE 15.07.2021, 04:00 PM”.

- The outer envelope thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- In case of any discrepancy observed by OCAC in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by OCAC in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

## **5.5 PREPARATION AND SUBMISSION OF PROPOSAL**

### **5.5.1 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.

### 5.5.2 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.

### 5.5.3 VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to OCAC at the address specified below:

Addressed To	General Manager(Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar Square, PO: RRL Bhubaneswar – 751013 Odisha, India
Telephone	0674-2567280/ 2567064/ 2567295
Fax Nos	0674-2567842
Email id	<a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>
Last Date & Time of Submission	15.07.2021, 02:00 PM

### 5.5.4 LATE BIDS

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- The bids submitted by telex/ telegram/ fax/ e-mail etc. Shall not be considered. No correspondence will be entertained on this matter.
- OCAC shall not be responsible for any postal delay or non-receipt/ non delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.
- OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis- à-vis urgent commitments.



## **5.6 EVALUATION PROCESS**

- OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- 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.
- 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.
- The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **5.6.1 TENDER OPENING**

The Proposals submitted up to 15.07.2021 by 02:00 PM will be opened on 15.07.2021 at 04:00 PM by Tender Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

### **5.6.2 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 (except hardware & system software) will be Five Year and ten months (5.10) from the date of agreement.

### **5.6.3 DEVIATIONS**

The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP.

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.

The Bidders would be informed in writing 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 at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

#### **5.6.4 TENDER EVALUATION**

- Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
  - are not submitted as specified in the RFP document
  - received without the Letter of Authorization (Power of Attorney)
  - are found with suppression of details
  - with incomplete information, subjective, conditional offers and partial offers submitted
  - submitted without the documents requested in the checklist
  - with lesser validity period
  - 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

Bidders will be selected **through Quality cum Cost Based Selection (QCBS 70:30) method**. All bids will primarily be evaluated on the basis of 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. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

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

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. 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 PREQUALIFICATION CRITERIA (GENERAL BID)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

S.No	Basic Requirement	Specific Qualification Criteria	Document/Information to be submitted
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation of S/W development and implementation for a period of at least 5 (Five) years as of March 31, 2021	Certificate of Incorporation and work order.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Sales Turnover of Implementing Agency	Average Annual Turnover generated only from IT/ITES during the last three financial years ending on 31.03.2020 should be at least ₹60 Crores.(Revenue generated only from H/W sales and services & Call Centre will not be considered.)	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover only from IT/ITES (Revenue generated only from H/W sales and services & Call Centre will not be considered.)
3	Net Worth	The firm should have been profitable for all these three financial years and must have positive net worth.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate
4	Certification	The bidder must have valid CMMI Level 3 or above & ISO Certificate as on date of submission of this RFP.	Copy of Valid Certificates. The certificate must be published on CMMI Institute /SEI website.
5	Manpower Strength	The Bidder should have at least 150 technically qualified professionals having minimum qualification of B.E / B. Tech / MCA or equivalent or higher on its payroll.	Certificate from Director / HR Head with Latest EPF Challan

6	Technical Capability	The bidder must have developed and implemented or in process of implementation of at least one e-Governance G2B or G2C project in India with minimum order value of 8 Cr or two projects with minimum order value of 6 Cr each or three projects with minimum order value of 4 Cr each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Completion Certificates from the client  OR  Work Order + Phase Completion Certificate from the client
7	Consortium	Consortium bidding/ sub-contracting is not allowed.	Self-Declaration
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration
9	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self Declaration
10	EMD & Document Fee	The bidder must submit Tender document fee amounting to Rs. 16,800/- in shape of DD and EMD amounting to Rs. 30,00,000/- in shape of DD or Bank Guarantee from a scheduled bank. The EMD & Document fee may also have paid through electronic mode to the following financial Bank A/c No. : 149311100000195 Payee Name : Odisha Computer Application Center Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar Account Type : Savings IFSC : UBIN0814938	a) Tender Fees Bank Draft/ Account Transfer only and EMD in shape of Bank Draft / Bank Guarantee/Account Transfer.  b) EMD exemption shall be allowed as per Odisha MSME Development Policy - 2016, Odisha Start-up Policy – 2016 and Odisha Finance Department Office Memorandum 27928 dated 16.10.2020

## 6.2 TECHNICAL EVALUATION CRITERIA

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

### ▪ DISTRIBUTION OF MARKS:

Financial , Resource Strength	25 Marks
Project experience and expertise	45 Marks
Approach & Methodology	30 Marks
<b>70 is the cut-off marks to open the financial bid</b>	

### 6.2.1 FINANCIALS & RESOURCE STRENGTH:

S.No	Criteria	Documentary Evidence	Marks	Max Mks
1	Average Annual Turnover generated only from IT/ITES during the last three financial years ending on 31.03.2020. (Revenue generated only from H/W sales and services & Call Centre will not be considered.)	Audited Balance Sheet and Statutory Auditor's Certificate	>= 60 Cr: 7marks 1 Mark each for additional 5Cr maximum up to 10 Marks	10
2	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR. The bidder needs to produce the latest EPF return challan.	Minimum 150 : 3 Marks Beyond 150 professionals,1 mark for each 50 professionals maximum up to 5 marks	05
3	Quality Certification	Relevant copy of certificate highlighting validity. The certificate must be published on CMMI Institute/SEI website.	The bidder must have valid CMMi Level 5 or above & ISO Certificates as on date of submission of this RFP. CMMi Level 5: 5 Marks CMMi Level 3: 3 Marks  ISO 20000: 2 Marks ISO 27001: 2Mark ISO 9001: 1 Mark	10

**6.2.2 PROJECT EXPERIENCE & EXPERTISE**

<b>S.No</b>	<b>Criteria</b>	<b>Documentary Evidence</b>	<b>Marks</b>	<b>Max Mks</b>
1	The firm/ company should have developed and implemented workflow management based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India during the last 10 years minimum order value of 2 cr.	Work Order + Completion Certificates/Phase Completion Certificate from the client	5 marks for each project having project cost more than 5 cr. 3 marks for each project having project cost more than 3cr. 2 marks for each project having project cost more than 2 cr. Subject to maximum 15 marks.	15
2	The firm/ company should have developed and implemented projects on statutory collection /Cess Collection/ DBT for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10 years having minimum order value of 2 cr.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2 marks for each project subject to maximum 6 marks.	06
3	The firm/ company should have developed and implemented DMS/CMS application for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10 years having minimum order value of ₹ 50 lakhs.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2 marks for each project subject to maximum 06 marks.	06
4	The firm/ company should have developed and implemented Citizen centric (G2C) e-Gov applications for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2marks for each project subject to maximum 06 marks.	06

	years having minimum order value of 2 cr.			
5	The firm/ company should have developed and implemented project having PMU/TSU as a component for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10 years having minimum order value of 2 cr .	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2marks for each project subject to maximum 06 marks.	06
6	The firm/ company should have developed and implemented API based mobile application for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10 years having minimum order value of ₹ 10 lakhs .	Completion Certificates/Phase completion certificate from the client+ Show the presence on the Google play store/APP store	2 marks for each project subject to maximum 06 marks.	06

### 6.2.3 APPROACH & METHODOLOGY

S.No	Criteria	Documentary Evidence	Marks	Max Mks
1	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance G2B or G2C application.	Technical Presentation and Demonstration	10 Marks	10
2	Work Plan, Approach & Methodology for completing the Work. Technologies used, Data Digitization and Migration Plan. Training Methodology and Plan. Operation and Maintenance Road Map. Clear and unambiguous narration of Exit Management activities of the Bidder.	Technical Presentation	20 Marks	20



	Post Implementation plan and methodology. Risks likely to be encountered Client references:			
--	---	--	--	--

### 6.3 FINANCIAL BID EVALUATION CRITERIA

- The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- The bidder with lowest financial bid (L1) will be awarded 100% score.
- Financial Scores for other than L1 bidders will be evaluated using the following formula:
- Financial Score of a Bidder =  $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\} \%$   
(Adjusted to two decimal places)

Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

The bid price will be excluding of all taxes and levies and shall be in Indian Rupees.

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".

### 6.4 COMBINED EVALUATION OF TECHNICAL & FINANCIAL BIDS

- The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- 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

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)

## **7 APPOINTMENT OF SYSTEM INTEGRATOR OR 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:

- Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- Change any of the scheduled dates stated in this tender.
- Reject proposals that fail to meet the tender requirements.
- Exclude any of the module(s)
- Remove any of the items at the time of placement of order.
- Increase or decrease no. of resources supplied under this project.
- 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.
- Make typographical correction or correct computational errors to proposals
- 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**

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

#### **7.6 PERFORMANCE GUARANTEE**

The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 3% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 5 years (60 months). The Performance Guarantee shall be kept valid till completion of the project period. 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 project period.

In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider 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.

#### **7.7 SIGNING OF CONTRACT**

After the 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

#### **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 or the EMD as the case may be, of the most responsive bidder.

## **8 TERMS OF REFERENCE**

### **8.1 THE SCOPE OF WORK:**

The scope of this project includes:

- System Study, System Design, Development, Testing, Deployment, Training and Go live of Application Software. The application should be web based and mobile responsive.
- Data Digitization, Scanning, data migration and porting to the application.
- Operation, Maintenance with User support service and capacity building.

### **8.2 OBJECTIVES OF COMPUTERIZATION OF OB&OCWWBOARD**

The OB&CWWB would like to address the following as an outcome of successful Computerization Work.

- Improve service delivery for obligatory and non-obligatory services
- Satisfaction of beneficiaries through freely available information
- Improve work efficiency & efficacy
- Better Accountability
- Better coordination within various Boards
- Improving internal operations with quick service delivery & accuracy,
- Achieve better information management and transparency,
- To enhance citizen interface, Centralized governing and monitoring system for the Board

The broad scope of the project includes development and implementation of below major modules:

- Cess Collection
- Fund Management
- Registration of Construction Workers
- Subscription Management
- Resumption of membership
- Scheme / Benefit Management & Request Processing
- Appeal
- Mobile App
- Dashboard & MIS Reports
- Administration Module

### **8.3 OVERVIEW**

The scope of work for the SI includes Requirements Study, Solution Design, Solution Development, Testing, Implementation and Maintenance of the solution.

The SI shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The SI shall be responsible for design, development, and implementation of the proposed solution.

The following outlines the scope of work to be performed by the SI in this track:

### **8.4 REQUIREMENT STUDY**

The SI shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, SI shall develop & finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with Building & Other Construction Workers' Welfare Board, Odisha/ OCAC.

While doing so, SI at least is expected to do following:

- The SI or shall liaise with Building & Other Construction Workers' Welfare Board, Odisha.
- The SI shall translate all the requirements mentioned in the document into System Requirements
- The SI shall follow standardized template for requirements capturing
- The SI must maintain traceability matrix from SRS stage for the entire implementation

### **8.5 DESIGN**

The SI shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The SI shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including sizing of the required hardware.

### **8.6 DEVELOPMENT**

The SI shall identify, design and develop components / functionalities that are required to address the board's requirements mentioned in this document. The SI shall supply the following documents along with the developed components:

- User Manual
- Operational Manual
- Sample reports

- Frequently asked question (FAQ) guides
- Any other documentation required for usage of implemented solution

### **8.7 INTEGRATION**

The SI 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 SI will have to co-ordinate with the designated nodal agencies for integration and Building & Other Construction Workers' Welfare Board, Odisha/ OCAC will facilitate this process.

### **8.8 TESTING**

The SI shall design the testing strategy including test cases and conduct testing of various components of the solution configured/ customized. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).

### **8.9 THIRD PARTY AUDIT**

- The SI needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- The SI shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
- The third-party agency shall conduct audit on minimum below mentioned parameters. The cost of audit & rectification of non-compliances shall be borne by the SI.
- Coordination with the CERT-In empaneled firm for security audit and obtain the.
- Carryout security audit before go-live of application and obtain the safe-to-host certification
- Carryout the periodic audit & certification as and when it is required as per the OSDC policy.

### **8.10 SSL CERTIFICATION**

The SI shall carry out SSL certification.

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

### **8.11 TRAINING**

- The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.
- The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with and Building & Other Construction Workers' Welfare Board, Odisha

### **8.12 ONLINE HELP**

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.

### **8.13 DEPLOYMENT & CONFIGURATION**

- SI shall deploy the new application/portal over the hardware infrastructure provided by the board.
- The SI shall be responsible for the end-to-end management of hosting and deployment of the application.
- The SI will be responsible for configuration, installation and hosting of the application
- UAT & Go-Live

After completion of the development work for application, Odisha Building & Other Construction Workers' Welfare Board/OCAC will conduct the reviews of development work performed by the SI as UAT. The SI shall be responsible for:

- Preparation and submission of test strategy, test cases and test results
- Demonstration of module-wise functionalities/ features before the, Odisha Building & Other Construction Workers' Welfare Board/OCAC in staging environment
- Support, Odisha Building & Other Construction Workers' Welfare Board/OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
- Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested (if any) during the UAT without any additional cost.
- The solution is proposed to be hosted in OSDC.



- Post award of contract, the SI shall detail hardware sizing. Based on sizing of the hardware by the SI, the hardware will be provided by OSDC.
- The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware for development, quality and production environment.
- The SI shall develop the solution in their own test environment.

## **8.14 OPERATION & MAINTENANCE**

### **8.14.1 APPLICATION SUPPORT:**

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

- Enhancement of MIS report as per the requirement
- Database query report management on emergency
- Optimization of the already developed reports
- Tuning of transactions
- User & access management

### **8.14.2 SOFTWARE MAINTENANCE:**

- The SI shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required as per the service window defined in the document.
- The SI shall address all the errors/bugs/gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
- Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event

of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI.

- Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the SD&TE.

### **8.15 TECHNICAL SUPPORT UNIT (TSU):**

This unit will comprise of a Project Manager, Business Analyst, Technical executive. This unit will have created right at the commencement of the project and will provide help in System Study, preparation of all Technical documents, provide training to the group of people identified by the Board for training (Both Administrative and Functional). Train the trainer's method would be adopted i.e. the core group identified by the Board would be trained and they would further provide training for others. This will assist in making the user community familiar with the envisaged system. These should be fully conversant with all the functional features and business processes in the envisaged system.

This unit will be in operation for the entire duration of the project i.e. 60 months. This unit will also provide help for doing any study for changes if recommended by the board and would also do the Application and Software maintenance and will be coordinating with the offsite Technical Team. This team will assist the Board al person on any kind of report generation as well as help for capacity building for smooth handover mechanism.

The team would comprise of 3 members. Project Manager- 1 No, Business Analyst – 1No, Technical Executive – 1 Nos.

This unit would be stationed at Board's Head Quarters in Bhubaneswar.

#### **Process of selection:**

***The selected SI will submit set of resumes for the candidates for the above TSU and they will only be deployed after successfully interviewed by the panel selected by OCAC and department.***

### **8.16 ADHERENCE TO STANDARDS**

The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and

connected to other sources (websites, contents, portals, systems of other user Board s etc.) as well as there may be loose/tight integration with backend system of other Board s depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of the board.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

Sl#	Component	Standards
a)	Information Access / Transfer Protocols	HTTP/HTTPS
b)	Interoperability	Web Services, Open Standards
c)	Portal Development	W3C Specifications
d)	Information Security	ISO 27001 certified System
e)	Operation	ISO 9001 Certified
f)	Service Management	ISO 20000 specifications or latest
g)	Project Documentation	IEEE/ISO Specifications for documentation
h)	Data Standards	All-important data entities should be in line with standards published by DeITY.

### 8.17 SECURITY, INTEGRITY & CONFIDENTIALITY

- Web Services Security: System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner.
- Data Integrity and Confidentiality: Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- Transactions and Communications: With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- Non Repudiation Security: The application shall have the Non-repudiation security services to protect a party to a transaction against false denial of the occurrence of that transaction by

another party. End-to-End Integrity and Confidentiality of Messages The integrity and confidentiality of messages must be ensured even in the presence of intermediaries.

- Database Controls: The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

### **8.18 CHANGE REQUEST MANAGEMENT**

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this document. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document.

- The activities that will be treated as enhancement services is mentioned below:
- Functional changes in the application
- Development of new module/sub-module/Form/Report in the developed system
- Changes in the workflow or core application framework
- Integration with any new system
- Additional onsite resources in the project
- The procedure for executing the change request is as follows:
- Analysis: SI will analyses the changes suggested and submit an effort estimation including timeline to OCAC
- Approval: OCAC shall do the due diligence and provide approval on the effort and timeline suggested
- Incorporation: After receiving the approval from OCAC SI will incorporate the changes in the application.
- On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by OCAC.

### **8.19 INTELLECTUAL PROPERTY RIGHTS**

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 SI will not have any right to share, use or disclose above mentioned components/artifacts.

**The IPR and Source code generated as a part of the project will be submitted to the Department/OCAC in DVDs before System Go-live.**

#### **8.20 EXIT PLAN**

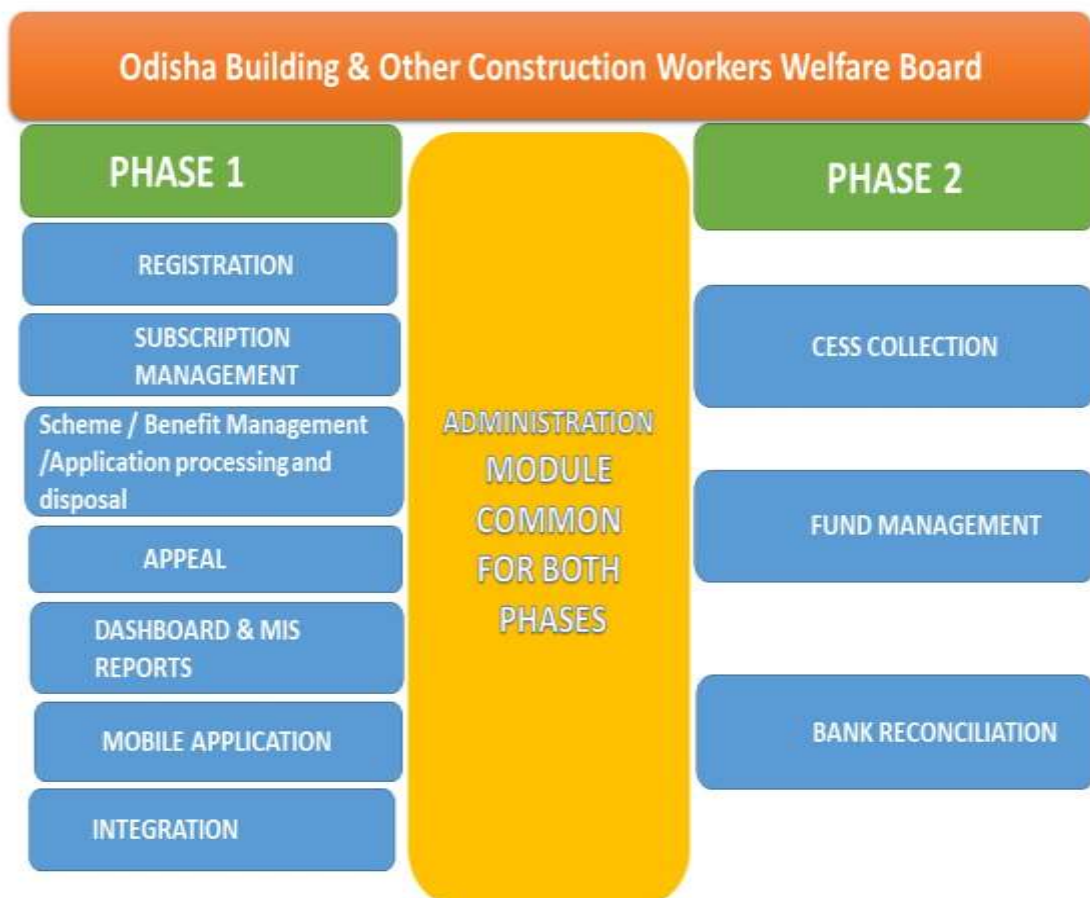
The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to the Odisha Building & Other Construction Workers' Welfare Board's technical team at least 6 months before project closure. IT resource persons of the board will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of the board on maintenance of software and infrastructure.

## 9 BUSINESS FUNCTION REQUIREMENTS

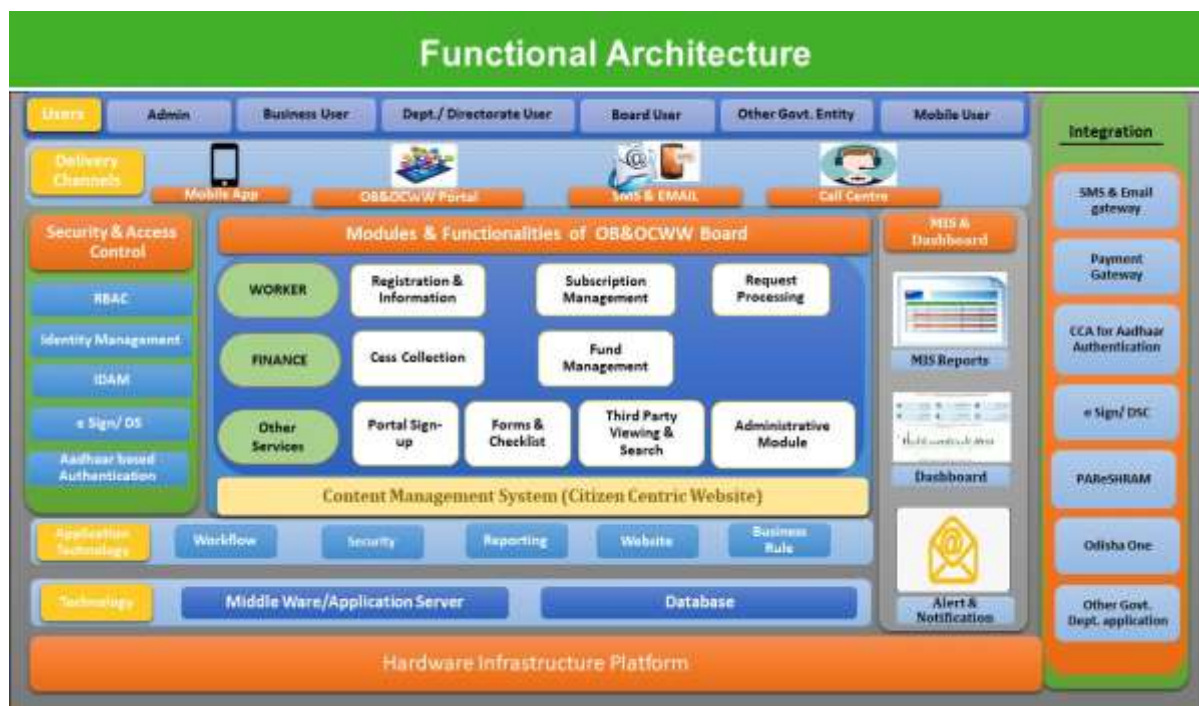
It is envisaged to have an integrated and centralized digital platform that covers the key operational areas of the Board. A phased approach can be taken for project implementation.

Phase I shall cover the modules pertaining to Registration, Subscription Management, Application processing and disbursement through DBT, Appeal, Dashboard & MIS reports, Mobile application, integration and Phase II shall cover other modules. Phase wise modules are as follows;

**The Following Functional Modules are proposed**



## 9.1 FUNCTIONAL ARCHITECTURE:



## 9.2 PHASE I

### 9.2.1 REGISTRATION

- Registration of construction workers.
- Provision for Password recovery.
- Approval/Rejection of Registration by the Board
- Issue Unique registration number on approval
- Issue of ID Card on registration(Optional)
- Collection of Registration fee with Facility to Integrate with Mobile Payment Apps like BHIM/Paytm, Payment gateway
- SMS alert on change of status

### 9.2.2 SUBSCRIPTION MANAGEMENT

- Membership Contribution (Subscription Fee) can be collected online
- Subscription model (eg: Yearly, Monthly etc.) can be set up.
- Facility to Integrate with Mobile Payment Apps like BHIM/ Paytm

- Payment Reminders shall be sent to members in advance based on their subscription model
- Blocking initiation of new requests if any defaults in subscription
- Ceasing of membership (on non-payment of subscription during the time period allowed)
- Resumption of membership

### **9.2.3 SCHEME / BENEFIT MANAGEMENT /APPLICATION PROCESSING AND DISPOSAL:**

- Construction workers/nominees can request for various benefits being provided by the Board.
- Benefits includes Cash Award, Maternity Benefit, General Pension, Advance for Purchase or construction of house, Disability Pension, Loan for the Purchase of Tools, Medical Assistance, Educational Assistance, Marriage Assistance, Health check-up, Death benefit, Funeral Assistance etc.
- Forms constituted by the Board will be used for initiating requests.
- Validate the Requests
- Benefit eligibility assessment
- Requests processing by the concerned officers based on their pre-assigned privileges.
- Remarks/Suggestions can be added by the officers on the received applications
- Forwarding of applications among the concerned officers
- Officers can view the complete history of requests made by the construction worker
- SMS/email alerts on progress and status of the received applications
- Approval Letters are digitally signed and made available to the beneficiaries.

### **9.2.4 APPEAL**

- Applicant has the facility to submit Appeal against the following reasons;
- Rejected request for Registration.
- Rejected request for various benefits being provided by the Board.
- Penalty for non-payment of CESS.
- Forms constituted by the Board will be used for initiating request.
- The provision for the applicant to provide the justification for appeal/ Memorandum of Appeal.
- Applicant has the feature to upload the Rejection/ Cancellation order.



- Facility to make payment online.
- Facility to generate the hearing date and hearing details.
- Facility to notify regarding payment, hearing date and hearing details.
- Application progress status shall be tracked.
- SMS/email alerts on progress and status of the received applications.
- The provision for the officers to verify and validate the appeal request.
- Remarks/Suggestions can be added by the officers on the received applications.
- Forwarding of application among the concerned officers.
- Officers can view the complete history of requests made by the applicant.
- Provision to generate the digitally signed Judgement Order form the Appellate Officer.

### **9.2.5 DASHBOARD & MIS REPORTS**

- Facility to generate valuable and timely MIS Reports that facilitate better control of the Board affairs and enhance the efficiency of day-to-day operations.
- The design of MIS is to implement procedures, processes, and routines that provide suitably detailed reports in an accurate, consistent, and timely manner.
- Various reports will be provided such as Beneficiary Master, Schemes, Fund Status, Subscription received, Benefits Given, Defaulters List etc.

### **9.2.6 ADMINISTRATION MODULE – COMMON FOR BOTH PHASES**

- Facility to setup organizational hierarchy for offices, with in Board s or groups
- Facility to add/update offices, Board s, groups, seats etc.,
- Facility to assign roles and privileges to every user
- Facility to remove/deactivate the user
- Facility to add/remove access to users for various modules
- Facility to view organizational structure in the Hierarchical tree pattern
- Facility to reset user passwords.
- Facility to configure Benefits/ Scheme wise workflow management.

### 9.2.7 MOBILE APPLICATION:

- The mobile app will be developed for the services as Registration, Subscription Management, Request Processing/ Benefits for the construction workers. This App will be provided in both Android and iOS platforms. Open technologies will be used for development, and by using web services the app will communicate with other services of Board.
- Design Consideration:
- Mobile application should be compatible and accessible on major mobile device OS such as Android and iOS.
- Application should be built with open standards and open APIs.
- Should provide bilingual support and user interface should be available in Odia and English.
- Mobile should have functionalities like:
- Able to access Phone Camera, Phonebook, GPS etc.
- Auto read OTP.
- App should be of responsive design that will automatically expand / compress itself as per the screen resolution.
- The App should work in both offline / online modes.

### 9.2.8 INTEGRATION

The unified platform of the Board shall interface with third party applications of State Labor Board, Government of India Portal etc. REST based API shall be used for all such integrations.

The list of third-party applications that needs to be integrated are as follows:

- Odishaone
- SMS Gateways
- E- Mail gateway
- All Payment gateways
- IFMS
- PARESHRAM
- Aadhaar
- e- sign

### **9.2.9 INTEGRATION FOR CONVERGENCE PROGRAMS**

- SSEPD-Nirman Sramik Pension Yojana (NSPY) (Pension Management)
- DTET -Nirman Kusum (Education Assistance)
- Biju Pucca Ghar Yojana (BPGY)
- PR&DWD-Nirman Sramik Pucca Ghar Yojana (NSPGY)
- State Scholarship Portal
- Unorganized worker's welfare Board

### **9.3 PHASE II**

#### **9.3.1 CESS COLLECTION**

- Registration for Principal Employer
- Registration for Local Bodies
- Registration for PSUs/Other Govt. dept.
- Provision for cess collection from registered as well as non-registered establishments.
- Provision for assessment of cess amount for any organization on the basis on amount spent on the particular work.
- Calculation of due cess amount for the particular organization.
- Online Cess Collection from principal employers
- Adjustment of cess collections
- Linkage with online/offline building plan approval bodies

#### **9.3.2 FUND MANAGEMENT:**

- Management of In-flow and out-flow of the fund
- Capturing of details regarding the investment of fund in various accounts, Banks FDs etc. (invested date, Institution, Maturity Date, Maturity Amount, Interest Rate etc.,)
- Keeps track of the interest received from fund investments
- Keeps track of the revenue and expenditure of the Board on a real time basis

### 9.3.3 BANK RECONCILIATION:

In this module Reconciling to be done for the CESS received from PSUs, Local Authorities, Principal Employers, with the Bank statement.

### 9.4 TECHNICAL REQUIREMENT:

The Technical Architecture of the System would be multi layered. The architecture is scalable both vertically and horizontally with security features.

The salient features of the layers are as follows:

**Presentation Layer:** The user shall interact and transact business with this layer. The layer shall provide the following features to users such as personalization, enterprise search, social collaboration, group spaces, analytics etc.

**Web Experience and Content Management Layer:** This layer of the system provides for content targeting, content authoring, Web Content Personalization, Multi-Channel Delivery, Information Rights Management etc.

**Process and Service Integration Layer:** This layer facilitates integration of multiple business processes with the help of defined business rules. It also facilitates real time dashboard and data exchange.

**Application Layer:** This layer of the System would have the various software applications which serve the business functionalities of the Board. Additional services shall be added, modified at this layer. The layer on top of this integrates the various business processes.

**Infrastructure and Data Layer:** This layer contains the host of hardware, software, Network, used for storing data, exchanging data, system software, business software etc.

**Security Confidentiality and Control Services:** This runs vertically across the entire architecture providing security services to the various services. The architecture provides security services such as Authorization and Privacy (DSC/ eSign), Secure Communications, Identity Management, Role Management etc.

**External Interface:** This layer facilitates in providing access to external stakeholders in pushing and pulling data with the Systems.

## **10 ROLE AND RESPONSIBILITY OF DIFFERENT STAKEHOLDERS:**

### **10.1 RESPONSIBILITY OF THE B&OCWW BOARD, ODISHA:**

The board shall play an important role in the fruition of the envisioned system.

The following are the roles and responsibilities.

- Provide information on Business Process / Domain related issues to the SI.
- Provide data /documents that need to be digitized and brought to the system.
- Provide and validate all users' requirement documents.
- Review the deliverable (interim and final) submitted by the SI.
- Identify Officers for different training needs.
- Approve the SRS, FRS in accordance with OCAC.

### **10.2 RESPONSIBILITIES OF OCAC:**

- OCAC will supervise and monitor project implementation, and coordinate with to facilitate smooth implementation of the project, and, for meeting the administrative requirements pertaining to the project.
- Co-ordinate with board, other stakeholders and SI for all the activities needed for successful rollout of the project
- Approving Project Management Plan and Project Inception Report submitted by the SI to implement the project within a defined timeline.
- Approving the project reporting formats submitted by the SI to monitor and analyze the progress of the project.
- Monitor the Project Implementation in terms of managing the project timelines, quality of deliverables by close coordination with SI.
- Conducting Weekly / Monthly project review with the SI in regards to the progress of the project
- Monitoring key metrics and SLA compliance by SI as per RFP terms
- Reviewing and approving/organizing approvals for all the deliverables such as SRS, SDD, Design Documents etc. submitted by the SI within a defined timeline throughout the implementation phase in consultation with Board .
- Project tracking and monitoring for ensuring to timeline.

- Establishing appropriate processes for notifying the SI of any deviations from the norms, standards or guidelines at the earliest instance after noticing the same to enable them to take corrective action
- Reviewing the UAT readiness & overseeing the UAT and the results thereof
- Overseeing the progress of user training and coordinate signoff activities
- Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution.
- Direct and supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live.
- Coordinating and overseeing procedures for undertaking quality audits of the system on a periodic basis
- Timely risk analyses.
- Review and provide recommendations on the change requests identified by the SI and assist Board in approving/modifying/rejecting such requests

### **10.3 SYSTEM INTEGRATOR**

- Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the project. The IPMP shall comprise of the all the components of deliverables prepared for Inception
- Prepare the project reporting formats to report the progress of the project to OCAC for approval
- Participate in Weekly / Monthly project review in regards to the progress of the project
- Identify and escalate issues/risks OCAC and provide the mitigation plan
- Adhere to the directions of OCAC as and when provided.
- Prepare and deliver for approval all the deliverables such as SRS, SDD, and Design Documents etc. within a defined timeline, to the satisfaction of OCAC / board, throughout the implementation phase.
- Install/configure/deploy all the components of system and get approval from OCAC.
- Provide detailed training plan to OCAC and train the personnel identified by the board and report the results.

- Ensure UAT readiness & conduct the UAT and report the results thereof to OCAC and obtain acceptance thereof. The UAT report should also include the feedback of the UAT participants.
- Ensure completeness of the solution with respect to requirements and performance, acceptance expectations from the solution and get signoff from appropriate authority through OCAC.
- Coordinate with System Integrators of other relevant system for ensuring that system seamlessly exchanges data with them.
- Prepare SLA report based in the SLA parameters given in RFP on a continuous basis and deliver it to OCAC for review and necessary action.

**11 ADHERENCE TO STANDARDS, POLICIES AND GUIDELINES:****11.1 TECHNOLOGY STANDARDS:**

<b>Sl#</b>	<b>Technology Standards</b>
<b>i.</b>	<b>Architecture-</b> The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services
<b>ii.</b>	<b>Interoperability</b> - SI shall propose the solution and technology platform that is based on the open standards, provide interoperability with other operating systems and application servers, guarantee portability of data and content and that the best meets the functional, non-functional and technical specifications provided in the RFP.
<b>iii.</b>	<b>Integration with Existing IT Applications:</b> SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
<b>iv.</b>	<b>Web Services-</b> SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles
<b>v.</b>	<b>Multilingual interface</b> - The system should provide multi lingual interface/labels in languages of English, Hindi and Odia.
<b>vi.</b>	<b>Compatibility</b> -The system should run on multiple browsers (IE 6.0 and above, Firefox 2.0v and above, Safari and Google Chrome).
<b>vii.</b>	The solution architecture should be platform, database and vendor independent.
<b>viii.</b>	The solution is required to provide modularity (business function and process) that should support addition / removal of one more modules as and when required.
<b>ix.</b>	The solution should ensure data safety and integrity in the event of communication channels operation failures, software and hardware operability failures
<b>x.</b>	The solution should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.
<b>xi.</b>	The system should be developed to be deployed in n-tier data center Architecture.
<b>xii.</b>	System should support secure transmission of data over the network and support Secured Socket Layer (SSL).
<b>xiii.</b>	Any access to the solution database shall only be via application after appropriate authentication
<b>xiv.</b>	System should support requirement of OTP and digital certificates for authentication and non-repudiation.
<b>xv.</b>	As part of their Technical Bid Response, the SI shall provide the detailed architecture and comprehensive Bill of Materials for all components of the proposed solution.



**11.2 SNAPSHOT OF E-GOVERNANCE STANDARDS AND GUIDELINES:**

The solution shall be compliant with Industry Standards (the latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation and testing. The list below is just for reference and is not to be treated as exhaustive.

Technology	Compliance With
Portal development	MeitY guidelines available on <a href="http://web.guidelines.gov.in">http://web.guidelines.gov.in</a>
Database	<p>The database should be Open Standard /Open Source Enterprise class Database with 24x7 Expertise Technical Support &amp; SLA should be available upfront . Upgrades for monitoring DBA activities for future enhancements.</p> <p>Databases should be platform independent and function in multiple operating systems like Linux/Unix/ Windows environment with 64-bit support.</p> <p>No Vendor Lock In. Should support major Cloud platforms</p> <p><b>5 years comprehensive warranty from OEM (Proof of proposed warranty from OEM must be enclosed)</b></p>
Information Security	ISO 27001
IT Infrastructure management	ITIL / EITM
Service Management	ISO 20000
Project Documentation	IEEE/ISO/CMMi
e-Governance Application Standards	MeitY guidelines available on <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a>
MeitY Guidelines on Open Standards	<a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a>

## 12 PROJECT MANAGEMENT REQUIREMENTS

### 12.1 PROJECT MANAGEMENT:

The envisioned project requires effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also include the resource, task and time plan for the entire duration of the project.

The SI must employ best practices in project management methodology to ensure that the envisioned project components are developed and implemented within the defined time period. A copy of the project management Plan (both soft and hard copy) shall be handed over to keep track of the progress of the project. SI would be required to deploy a full time Project Manager for the entire duration of project and a dedicated project team to deliver the project. The project manager shall act as the single point of contact for the board. The SI is required to propose a project team for Implementation phase.

Important: The SI is expected to propose the names of those only lead members who would work in this project. Only those proposed lead members should be present during the Technical Presentation. The SI would be required to provide periodic reports on the project progress. The formats of the reports would be finalized after commencement of the project. SI would provide adhoc report as per need basis. The Project Manager would also be responsible for escalating all issues in a timely manner.

### 12.2 AN INDICATIVE LIST OF DOCUMENT REQUIRED IS PROVIDED BELOW

Plan	Frequency
Project Management <ul style="list-style-type: none"> <li>· Project Organization and Management Plan</li> <li>· System Development Plan with milestones and timelines</li> <li>· Testing Plan and Methodology</li> <li>· Training Plan, Methodology and Training Details</li> <li>· Training Plan</li> <li>· Data Digitization Strategy</li> <li>· Data Migration Plan</li> <li>· Project Roll Out Plan (Dry Run and Parallel Run)</li> <li>· Any other relevant items related to the project</li> </ul>	
Project Monitoring Update on progress – This report should provide the following details: <ul style="list-style-type: none"> <li>· Tasks completed during the week</li> </ul>	<ul style="list-style-type: none"> <li>● Weekly/ Monthly status report</li> </ul>

<ul style="list-style-type: none"> <li>· Project progress vis-à-vis planned</li> <li>· Cumulative deviations to date from schedule of progress on milestones as specified in the agreed and finalized Project Plan</li> <li>· Pending actions items from previous reporting period</li> <li>· Forecast for the next reporting period</li> <li>· Risk Reporting and Mitigation steps</li> <li>· Corrective actions to be taken to return to planned schedule of progress, if any</li> <li>· Proposed revisions to planned schedule</li> <li>· Interventions which the SI expects to be made by the DPIT</li> <li>· Other issues and outstanding problems, and actions proposed to be taken</li> <li>· Test results of training</li> <li>· Any other report requested by Board</li> </ul>	<ul style="list-style-type: none"> <li>● As per need basis</li> </ul> <p>The SI provide all the reports requested by Board to assist in Project Monitoring</p>
---	--

### 12.3 PROJECT TEAM STRUCTURE

The Project would require the SI to deploy resources having specialized skills, education and relevant experience for successfully implementing the project within time meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of deployed resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the SI is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

The SI shall deploy the key technical support unit members at project location during the entire project period of 60 months.

The following points are stated in objective manner:

Sl. No	Proposed Resource	Qualification	Experience
1	Project Manager	BE/B. Tech/MCA or equivalent	<ul style="list-style-type: none"> <li>● Minimum 3 application implementation experience as Project Manager</li> <li>● More than 8 years of IT experience</li> </ul>
2	Business Analyst	BE/B. Tech/MCA or equivalent	<ul style="list-style-type: none"> <li>● Relevant application implementation experience</li> <li>● 5 years of experience in relevant business function</li> </ul>

3	Technical Executive	BE/B. Tech/MCA or equivalent	<ul style="list-style-type: none"> <li>● Experience in application implementation (Web/Mobile)</li> <li>● Min 3 years of IT experience</li> </ul>
---	---------------------	------------------------------	---

#### 12.4 OPERATIONS AND MAINTENANCE PHASE

- The SI would deploy project team in the Board Premises and a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Board.
- The SI would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of SI to inform the Board in advance and propose a replacement member who shall be equally qualified having similar experience. The SI shall deploy the replacement resource only on the approval given by the board.
- In case, Board requests for replacement of any particular team member then the SI shall mandatorily replace with another team member having appropriate education and experience. The replacement team member proposed by the SI shall be deployed only on the approval of the Board

## **13 SOFTWARE DEVELOPMENT, TESTING, QUALITY ASSURANCE AND ACCEPTANCE REQUIREMENTS**

### **13.1 SOFTWARE DEVELOPMENT, TESTING & QUALITY ASSURANCE CRITERIA:**

Selected bidder is required to adopt industry standard approach while developing the web application. Selected bidder is also required to develop and implement quality assurance processes and procedures to ensure that the system development and operations are performed to meet the quality standards that are relevant to each area in all project phases.

Selected bidder is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.

In order to ensure that such a QA mechanism is effective and acceptance of system, the following tests are required for acceptance:

- Unit Testing: Basic validation of developed components
- Functional / Internal Integration Testing: Validation of developed components against functional requirement and design specifications.
- System Testing: Validation of both functional and technical requirements for the entire system. This could include external integration if required or it can be separated into testing phases.
- UAT: User Acceptance Testing (UAT) validation of the entire solution and assurance that it meets both functional and technical requirements
- Security Testing: Security testing to ensure that the system is secured from external and internal threat

### **13.2 ACCEPTANCE CRITERIA:**

The primary goal of Acceptance Testing, Audit & Certification is to ensure that the system meets requirements, standards, and specifications as set out in this RFP and as needed to achieve the desired outcomes. The basic approach for this will be ensuring that the following are associated with clear and quantifiable metrics for accountability

1. Functional requirements
2. Availability of the Services in the defined locations
3. Performance

4. Security
5. Manageability
6. SLA Reporting System
7. Project Documentation
8. Data Quality Review

The Board will establish appropriate processes for notifying the SI of any deviations from defined requirements at the earliest instance after noticing the same to enable the SI to take corrective action. Such an involvement of the Acceptance Testing & Certification by the Board, will not, however, absolve the operator of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services in perfect conformity with the SLAs. Following are the acceptance criteria to be adopted

### **13.3 FUNCTIONAL REQUIREMENTS REVIEW:**

The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between OB&CWCB and SI. Any gaps, identified as severe or critical in nature, shall be addressed by SI immediately prior to Go-live (Phase 1 and Phase 2) of the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the SI for the system. Apart from Traceability Matrix, SI may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by the SI as well as Board for User Acceptance Testing.

### **13.3.1 SECURITY REVIEW**

The software developed for the Project shall be audited by the SI from a security & controls perspective. Following are the broad activities to be performed by the SI as part of Security Review. The security review shall be including amongst others the following activities:

- I. Audit of Application security mechanisms
- II. Assessment of authentication mechanism provided in the application components/modules
- III. Assessment of data encryption mechanisms implemented for the solution
- IV. Assessment of data access privileges, retention periods and archival mechanisms
- V. Application security features incorporated etc.

### **13.3.2 PERFORMANCE**

Performance is another key requirement for the system and SI shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between the board and the SI. Such parameters include request- response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

### **13.3.3 AVAILABILITY**

The system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The SI shall perform various tests including server, and security tests to verify the availability of the services in case of component/location failures. The SI shall also verify the availability of services to all the users in the defined locations.

### **13.3.4 MANAGEABILITY REVIEW**

The SI shall verify the manageability of the system and its supporting infrastructure deployed. The manageability requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc. shall have to be tested out.

### **13.3.5 DATA QUALITY**

The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by SI before moving the data into production environment.

### **13.3.6 OPERATIONS AND MAINTENANCE PHASE REQUIREMENTS:**

The selected Bidder is responsible for the day to day maintenance of the system for the entire period of Contract. The selected Bidder will be responsible for Operations and Maintenance Services for the period of 60 months of support from the date of Go-Live date of the phase I of the project covering the following:

- I. Annual Technical Support (ATS) for all the licensed / subscription based software provided by the selected Bidder Providing Help desk support with Escalation matrix for registration of complaints related to the ICT components, software and application procured/developed through this RFP at the Centralized Helpdesk designated premises.

The SI shall be provided a Single Remote Login Credential for the administration of the Application, System and Database etc. The SI shall deploy three key Resources as part of Technical Support Unit for the Operations and Management of the project at Odisha Building & Other Construction Workers' Welfare Board, Bhubaneswar for the entire engagement period.

### **13.3.7 OVERVIEW OF POST IMPLEMENTATION SUPPORT**

An indicative list of activities and nature of support to be provided are mentioned below:

- a. Overall monitoring and management of envisaged modules
- b. Performance Tuning of the envisaged modules in order to meet the SLAs.
- c. Applying upgrades and patches to improve the performance of modules & MIS reports to meet the SLAs.

### **13.3.8 SYSTEM ADMINISTRATION AND TROUBLE SHOOTING**

- a. Overall monitoring and management of all ICT components deployed by the selected Bidder for the Project including mobile application, system software, application,



database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met.

- b. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- c. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.
- d. Maintenance of envisioned system developed by the Selected Bidder
- e. Management of envisioned application and up-gradation as when required along with troubleshooting

### **13.3.9 DATABASE ADMINISTRATION AND TROUBLE SHOOTING**

Undertake end-to-end management of System and database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

#### **Back Up Management**

- a. SI should evolve a backup and archival strategy
- b. Regular backups of project related data
- c. Handling service requests on backup and restoration
- d. Generation of monthly report on the backup/restoration performance

### **13.4 SECURITY MANAGEMENT**

- a. Reporting and resolution of security incidents
- b. Vendor management
- c. Escalation and co-ordination with other vendors for problem resolution

### **13.5 CHANGE REQUEST**

The Board may want to add new services or add new functionalities in the envisaged project.

The selected bidder shall also perform change request in the envisaged application.

The following may constitute a valid Change Request

- a. Development and rollout of a new service
- b. Deletion of an existing service
- c. Addition of any substantially new functionality, which is not included in the original project scope

### 13.6 SECURITY AUDIT

It is to be noted that the following is to be carried out for the web application

- b) The bidder has to make security audit of entire application and provide Safe to Host Certification from any third party cert-in empaneled firm.
- c) Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third Party Audit empaneled agency by Cert-in.
- d) The pre-requisite for the software to be accepted is that it should have ZERO Severity Level defects and should be audited and certified by the Security Audit Organization empaneled under Cert-in.
- e) Bidder should carryout security audit before Go-live of application and after Go- live at least two times a year. However, if there is any modification in application, the bidder has to conduct security audit of add-on/change portion. Hence, bidders are requested to quote the cost of security audit accordingly.

## 14 PROJECT TIMELINE

Based on the scope identified for the project, the following section will provide the delivery schedule and deliverables.

The present project shall be for a period of 66 months. 4 months for Phase 1 and 2 Months for Phase -2 and O&M will be for a period of 60 months from the date of Go-Live.

### 14.1 PHASE I

Sl. No.	Activity	Timeline*
1	Date of Signing of Contract	T
2	SRS Submission	T+ 3weeks
3	SRS Approval	T+4weeks
5	Delivery of Beta Version of Software	T+12weeks
4	User Acceptance Testing	T+ 14weeks
5	Security Audit	T+15weeks
6	Go Live	T + 16weeks=T1
6	Operations & Maintenance (Application Support & Software Maintenance)	T1 + 60 Months

### 14.2 PHASE II

Sl. No.	Activity	Timeline
1	Date of Signing of Contract	T
2	SRS Submission	T+ 18weeks
3	SRS Approval	T+ 19weeks
4	Delivery of Beta Version of Software	T+20 weeks
5	User Acceptance Testing	T+ 22weeks
6	Security Audit	T + 23weeks
7	Go Live	T+24Weeks=T2
6	Operations & Maintenance (Application Support & Software Maintenance, Helpdesk Support)	T2 + 60 Months

\* T = Date of Letter of Intent /Work Order

## **15 DELIVERABLES**

The deliverables for the project are,

- Software Requirement Specifications (SRS)
- Beta Version of Software
- Final Version of Software along with Source Code in Soft Copy
- User Manual (2 copies in CD media), installation and administration manual, training material
- One-time installation and initial user configuration on the central server
- One-time installation and configuration on the disaster recovery (DR) server
- Obtaining security audit for the solution from CERT-IN empaneled agency
- End user training
- Enterprise Class Database
- Digitization of Existing Records
- On-site Operational Support (Technical Support Unit)

## **16 PROJECT DOCUMENTATION**

The SI will share below list of documents to Building & Other Construction Workers' Welfare Board/ OCAC during the project contract period.

- Latest version of Source Code
- System Requirement Study Documents
- High Level Design (HLD) / Low Level Design (LLD) documents including
- Application architecture documents
- ER diagrams and other data modeling documents
- Database design Document
- Application component design including component deployment views, control flows, etc.
- Application flows and logic
- Test Plans, Test cases and Reports
- Issue Logs
- User Manual
- Application Installation & Configuration Manual
- Report of Security Audit & Safe-to-Host Certificate
- Any other documents defined under Timeline & Tentative Deliverables
- All the above documentation should be done as per IEEE/ISO/CMM Standard

**17 PAYMENT TERMS**

A. Payment for Design, Development, Deployment & Implementation of all the services with Support for Five (5) Years

Payment will be released module wise in a staggered manner as described below:

- i. 20% of development cost will be released on submission of Design document and System Requirement Specification (SRS) phase wise approval thereof.
- ii. 30% of development cost will be released after development and UAT of the respective phases.
- iii. 30% of development cost will be released after Security Audit and Go-Live of the respective phases.
- iv. Balance 20% of development cost will be released after one year of successful go live.
- v. Payment for technical support unit would be paid after deployment of resources on monthly basis
- vi. The O & M cost shall be released in Quarterly basis (within post implementation support period of both the phases)

B. Payment for Integration with other application:

Payment shall be released after successful integration with external application.

C. Payment for Data Digitization & Scanning:

The Data Digitization & Scanning cost shall be paid to the Selected Bidder as per the page digitization (scanning & Data entry) value quoted in the financial bid. The number of pages digitized shall be finalized after review and approval of the Board. The payment shall be released after correct digitization of data of the respective group of services of the respective module and certificate thereof from the Board.

D. Payment for System Software:

First year subscription cost of System Software shall be paid after successful Go- Live of all phases. The subscription cost of System Software shall be paid annually to the Selected Bidder as per the quoted value of its financial bid.

E. Payment for change Request:

The payment shall be made only after change request activities are complete in all respect and certification by the Board thereof. The SI has to furnish the man months used for the change request; the same has to be vetted by OCAC.

F. Payment for Security Audit:

Payment shall be made to the SI after submission of safe to host certificate from Cert- IN empaneled agency that carried out the security Audit. The payment shall be made after each security audit.

Note: All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that OCAC will pay in accordance with the Payment Terms and can also calculate a financial sum and debit the same against the terms of payment as Levels.

## **18 CONTENTS OF TECHNICAL BID**

The bidder should give details of the project methodology to be followed, Technology architecture, project plan, resource plan, Exit Management Plan, Application support, Operation management plan with team structure, Operation plans with resources etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

***Also bidder need to submit 5 years' comprehensive warranty from OEM (Letter for Proof of proposed warranty from OEM for database.)***



**19 PERFORMANCE REQUIREMENTS – SERVICE LEVELS (SLAS)**

S No	Activity	Required Service Level	Penalty and Breach of contract
Service Availability and Performance			
1	Availability of Services	99.00%	<p>a) Greater than equal to 99 %: No penalty.</p> <p>b) Less than 99% to 95% : 1% of O&amp;M cost for that qtr. for each percentage of availability of service drop for that particular service</p> <p>c) Less than 99% to 90% : 5% of O&amp;M cost for that qtr. for each percentage of availability of service drop for that particular service</p> <p>d) Less than 85% : Unsatisfactory performance and Breach of contract</p>
2	Average Loading time for Transaction Pages	95% within the limit of : Bandwidth of 2MBPS : 5 Sec	<p>e) <math>\geq 95\%</math>: No penalty.</p> <p>f) Between <math>&lt;95</math> to <math>&gt;85</math>: 1% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>g) Between <math>&lt;85</math> to <math>&gt;75</math>: 5% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>h) <math>&lt;75</math> :Unsatisfactory performance and Breach of contract</p>
3	Average Loading time for Report	95% within the limit of : Bandwidth of 2MBPS : 20 Sec or As mutually	<p>i) <math>\geq 95\%</math>: No penalty.</p> <p>j) Between <math>&lt;95</math> to <math>&gt;85</math>: 1% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p>

		agreed between Dept. and SI.	k) Between <85 to > 75: 5% of O&M cost for that qtr. for each percentage of drop for that particular service l) <75 :Unsatisfactory performance and Breach of contract
	Resolution Time: (Minor Enhancement and bug fixing)	Resolution Time: Should be resolved with 12 hrs of reporting or mutually agreed timeline between Dept. and SI	Time: Penalty of 0.01% of O&M cost for that qtr. per day for that particular service Beyond 2days: Penalty of 0.1% of O&M cost for that Qtr. per day for that particular service
	Business transaction response time involving uploading / downloading of documents ( average size of 500 KB)	95% of business transactions with in the limit of : : Bandwidth of 2MBPS : 20 Sec	Less than 95% but more than 93% : Penalty of 0.5% of EQI Less than 93% : Penalty of 5 % of EQI
* Service time excludes time taken by external systems like payment gateway, or any other third party applications are beyond the control of SI			
**Business time ( 8 am to 8 pm)			

Onsite Resource ( TSU)			
S No	Activity	Required Service Level	Penalty
1	Absence of Onsite Resource of TSU	Onsite Resource of TSU absent for more than 3 consecutive days without any prior approval or replacement.	Rs.5000 penalty per day

### 19.1.1 PENALTIES:

#### 19.1.1.1 Module Development:

For each two weeks of delay in Service Go-Live of individual module, penalty of 0.5 % of the development cost of respective Module shall be applied.

In case there is a delay of 150 percent of the allotted timeline for the respective phases with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc.).

**Penalty will not be applicable if the delay is not attributable to the bidder.**

Maximum penalty capping is 10% of the respective item.

19.1.1.2 O&M Phase:

Penalty shall be applicable as mentioned in the SLA

Penalty Cap: Service Development: 10% of service development cost of individual service. O&M Phase: 10% of quarterly O&M cost.

If penalty reaches above 10%, it may be treated as unsatisfactory performance by SI. Board may review and cancel the engagement with SI.

**Note: An overall delay of more than 12 weeks on go-live of all modules is unacceptable and leads towards breach of contract. In this case OCAC may terminate the contract and award the job to the 2<sup>nd</sup> bidder after negotiation to execute the work in L1 price.**

### **19.1.2 REPORTING PROCEDURES**

The bidder's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each quarter. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.

### **19.1.3 SERVICE LEVEL CHANGE CONTROLS**

- General
  - i)** It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
  - ii)** A process for negotiating changes to the Service Levels
  - iii)** An issue management process for documenting and resolving particularly difficult issues.
- Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.

**20 FINANCIAL BID: TO BE SUBMITTED ON COMPANY LETTER HEAD.**

\* All Rates should be quoted exclusive of taxes

**20.1 FORMAT- 20(A) DESIGN, DEVELOPMENT, DEPLOYMENT & IMPLEMENTATION OF ALL THE MODULES**

<b>Phases</b>	<b>Module Names</b>	<b>Design, Development &amp; Deployment cost</b>
<b>Phase- I</b>	Web portal & Registration	
	Subscription (Renewal and Resumption of members) Management	
	Scheme / Benefit Management /application processing and disposal	
	Appeal	
	Administration (Common for both Phases)	
	Mobile App	
	Dashboard and MIS report	
<b>Phase- II</b>	Web portal & Cess Collection	
	Fund Management	
	Bank Reconciliation	
<b>Total Cost</b>		

**20.2 FORMAT- 20 (B) OPERATIONS & MAINTENANCE FOR BOTH PHASES**

SI No	Items	Total Cost
1	Operation & Maintenance (60 Months) for both phases	

**20.3 FORMAT- 20 (C) SECURITY AUDIT COST:**

SI No	Items	Unit Price [X]	Qty. [Y] (Numbers)	Total Cost ([X]X[Y])
1	Security Audit <i>Third Party Security Audit(Both phases put together)-6 Audits per phase</i>		12 Times	
<b>Total Cost</b>				

**20.4 FORMAT- 20 (D) E SIGN & SSL COST:**

SI No	Items	Unit Price [X]	Qty. [Y] (Numbers)	Total Cost ([X]X[Y])
1	E sign with Utility software		100 users	
2	SSL with 5 year Subscription		1	
<b>Total Cost</b>				

**20.5 FORMAT- 20 (E) SYSTEM SOFTWARE**

SI No	Items	Unit Price [X]	Qty. [Y] (Numbers)	Total Cost ([X]X[Y])
1	Enterprise Data base ( 5yrs license cost) Compulsory		5	
<b>Total Cost</b>				

**20.6 FORMAT- 20 (F) MAN MONTH RATES FOR TECHNICAL RESOURCES FOR CHANGE REQUEST**

Technical Resource	Average Unit Rate per Month (X)	Number of Months (Y)	Total T1= X*Y
Blended Technical Resource		20	
<b>Total Cost</b>			

**20.7 FORMAT- 20 (G) DATA DIGITIZATION COST:**

S.No.	Item	Volume (X)	Unit Rate ( Y)	Sub Total = (X*Y)
1	Data digitization/Migration <i>Rate per 100 characters</i>	1,00,000 approx		
2	Data Scanning	1,50,000 approx		
<b>Total Cost</b>				
Data entry cost for each 50-character block or part thereof (This will not be evaluated in the financial bid). This is required for additional data entry work, if required.				

**20.8 FORMAT- 20 (H) INTEGRATION WITH OTHER APPLICATION COST:**

SI No	Items	Unit Price [X]	Qty. [Y]	Total Cost ([X]X[Y])
1	Integration with any External applications		10	
<b>Total Cost</b>				

**20.9 FORMAT- 20 (I) TECHNICAL SUPPORT UNIT (TSU) (3RESOURCE)**

SI No	Items	Unit Price [X]	Qty. [Y]	Total Cost ([X]X[Y])
1	Project Manager-60 Mths		60	
2	Business Analyst-60 Mths		60	
3	Technical Executive 60 Mths		60	
<b>Total Cost</b>				

**20.10 GRAND TOTAL COST FOR AUTOMATION SYSTEM FOR ODISHA BUILDING  
& OTHER CONSTRUCTION WORKERS' WELFARE BOARD**

<b>S. No</b>	<b>Particulars</b>	<b>Total Cost</b>
1	Design, Development, Deployment & Implementation of all the Modules [From - Format 20 (A)]	
2	Operations & maintenance for both phase for 5 years [From - Format 20 (B)]	
3	Security Audit [From - Format 20 (C)]	
4	E sign & SSL [From - Format 20 (D)]	
5	System Software Subscription [From - Format 20 (E)]	
6	Man Month Rates for Technical Resources for Change Request [From - Format 20 (F)]	
7	Data Digitization [From - Format 20 (G)]	
8	Integration with Other Application cost [From - Format 20 (H)]	
9	Technical Support UNIT (TSU) [From - Format 20 (I)]	
<b>GRAND TOTAL COST (Excluding of TAX)</b> <b>[A+B+C+D+E+F+G+H+I]</b>		
<b>TAX</b>		
<b>GRAND TOTAL COST (Including of TAX)</b>		

**(L1 will be based on the lowest quote excluding tax on Grand Total)**



## 21 FORMATS FOR SUBMISSION OF PROPOSAL

### 21.1 SELF-DECLARATION: NOT BLACKLISTED

**(Company letter head)**

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: Development & Implementation of Automation system for Odisha Building & Other  
Construction Workers' Welfare Board with Support for Five (5) Years – *Self Declaration for not  
Blacklisted*

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0040-2020- 21019 for RFP titled "Selection of Software firm for Development and Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board.", as an owner/ partner/ Director of (organization 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  
(Autho rised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**21.2 BIDDER'S AUTHORISATION CERTIFICATE**

**(Company letter head)**

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: Development & Implementation of Automation system for Odisha Building & Other  
Construction Workers' Welfare Board with Support for Five (5) Years – *Bidder's Authorization  
Certificate*

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0040-2020- 21019 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  
(Authorised Signatory)

Verified Signature by  
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

### 21.3 ACCEPTANCE OF TERMS & CONDITIONS

(Company letter head)

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: Development & Implementation of Automation system for Odisha Building & Other  
Construction Workers' Welfare Board with Support for Five (5) Years –*Acceptance of Terms &  
Conditions*

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document vide RFP No.: OCAC-SEGP-SPD-0040-2020- 21019 regarding “Selection of Software firm for Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board” with Support for five (5) Years

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

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 21.4 TECHNICAL BID COVER LETTER

### (Company letter head)

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: Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board with Support for Five (5) Years – *Technical Bid Submission*  
Sir,

We, the undersigned, offer to provide solution to OCAC, for Development & Implementation of Automation system for system for Odisha Building & Other Construction Workers' Welfare Board" with Support for five (5) Years in response to the RFP No.: OCAC-SEGP-SPD-0040-2020- 21019. We are hereby submitting our Proposal, which includes the Pre- Qualification Bid, Technical bid and the Financial bid sealed in a separate envelope.

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

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**21.4.1 PROJECT CITATION FORMAT**

<b>Relevant IT / e-Gov Project Experience</b>	
<b>General Information</b>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
<b>Other relevant Information</b>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

### **21.4.2 PROPOSED SOLUTION**

Technical approach, methodology and work plan are key components of the Technical Proposal.

It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

21.4.3 PROPOSED WORK PLAN

Sl#	Activity	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.





**21.4.5 CURRICULUM VITAE (CV) OF KEY PERSONNEL PROPOSED**

<b>General Information</b>	
Name of the person	
Current Designation/Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
<b>Academic Qualifications</b>	
Degree	
Academic institution graduated from	
Year of graduation	
Specialization(if any)	
Key achievements and other relevant information (if any)	
Professional Certifications(if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional/Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
<b>Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).</b>	
<b>Prior Professional Experience</b>	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
<b>Prior Project Experience</b>	
Project name	
Client	
Key project features in brief Location of the project	
Designation	
Role	
Responsibilities and activities	
Duration of the project	
Please provide only relevant projects.	
<b>Proficient in languages</b>	
Against each language listed indicate if speak/read/write	

▪ DEPLOYMENT OF PERSONNEL

SI#	Name of the Staff	Staff input in Months (in the form of a bar chart)							Total staff man- months proposed
		1	2	3	4	5	6	n	Total
Total									

- 1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
- 2. Months are counted from the start of the assignment.

Full time input
  Part time input

**21.5 UNDERTAKING ON PRICING OF ITEMS OF TECHNICAL RESPONSE**

**(Company letter head)**

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: Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board with Support for Five (5) Years – *Undertaking on Pricing of Items of Technical Response*

Sir,

I/We do hereby undertake that Financial proposal submitted by us (against RFP No.: OCAC-SEGP-SPD-0040-2020- 21019 is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Financial proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Financial proposal submitted by us.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 21.6 FORMAT FOR BANK GUARANTEE FOR 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 No.: OCAC-SEGP-SPD-0040-2020- 21019

Whereas <<Name of the bidder>> (hereinafter Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board" with Support for Five (5) Years (hereinafter called "the Bid") to OCAC

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

The conditions of this obligation are:

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

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

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

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

- i) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii) This Bank Guarantee shall be valid upto <<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:

**(Company letter head)**

**21.7 FINANCIAL BID LETTER**

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: Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board with Support for Five (5) Years – *Financial Bid Submission*  
Sir,

We, the undersigned, offer to provide the service for Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board" with Support for Five (5) Years as per RFP No.: OCAC-SEGP-SPD-0040-2020- 21019 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>exclusive of taxes and duties.

**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 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.

**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.

**TENDER PRICING**

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

**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.

**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 Financial bid attached with our Tender as part of the Tender.

**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 6.6 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:

## 21.8 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: RFP No.: OCAC-SEGP-SPD-0040-2020- 21019

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 for Selection of Software firm for Development & Implementation of Automation system for Odisha Building & Other Construction Workers’ Welfare Board” with Support for Five (5) Years (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:

**21.9 STATEMENT OF DEVIATION****(Company letter head)**

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: Development & Implementation of Automation system for Odisha Building & Other Construction Workers' Welfare Board with Support for Five (5) Years –*STATEMENT OF DEVIATION*

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



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  
(Authorized Signatory)  
Seal:  
Date:  
Place:  
Name of the Bidder: