

**REQUEST FOR PROPOSAL**  
**Volume - I**  
**Instructions on the Bid Process**

Selection of Implementation Agency  
for  
Development, Implementation and Maintenance of  
Social Protection Delivery Platform (SPDP) in Odisha

**(RFP Ref. No. OCAC-SEGP-SPD-0023-2020-21041)**



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# 1 Glossary of Terms

Acronym	Description
API	Application Programming Interface
ASA	Authentication Service Agency
ASHA	Accredited Social Health Activist
BDO	Block Development Officer
BI	Business Intelligence
CBS	Core Banking Services
CIDR	Central Identities Data Repository
CSC	Common Service Centre
CSP	Cloud Service Providers
CSS	Centrally Sponsored Scheme
DBT	Direct Benefit Transfer
DEO	Data Entry operator
DOB	Date of Birth
DSC	Digital Signature Certificate
ESB	Enterprise Service Bus
e-Sign	Electronic Signature
G2C	Government to Citizen
GP	Gram Panchayat
GST	Goods and Services Tax
HH	Household
HRMS	Human Resource Management System
IA	Implementation Agency
ICDS	Integrated Child Development Services
ICT	Information and Communications Technology
IDAM	Identity Access Management
IDM	Integrated Data Management
IEC	Information Education and Communication
iFMS	Integrated Finance Management System
IVRS	Interactive Voice Response System
JSY	Janani Suraksha Yojana
KALIA	Krushak Assistance for Livelihood and Income Augmentation
KPI	Key Performance Indicator
KYC	Know your Customer
MDO	Manual De-duplication Operator
MeitY	Ministry of Electronic and Information Technology
MGNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
MIS	Management Information System
MoU	Memorandum of Understanding
MBPY	Madhu Babu Pension Yojana
MSP	Managed Service Provider
NEFT	National Electronic Fund Transfer

Acronym	Description
NFSA	National Food Security Act
NGO	Non-Governmental Organization
NHM	National Health Mission
NPR	National Population Register
OEM	Original Equipment Manufacturer
PDS	Public Distribution System
PFMS	Public Financial Management System
PII	Personal Identifiable Information
PMU	Project Management Unit
POA	Proof of Address
POI	Proof of Identity
PoS	Point of Sale
RTGS	Real Time Gross Settlement
SAN	Storage Area Network
SC	Scheduled Caste
SDC	State Data Centre
SDG	Sustainable Development Goals
SDK	Software Development Kit
SEC	Socio-Economic Census
SHG	Self Help Group
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Messaging Service
SNP	Supplementary Nutrition Programme
SOP	Standard Operating Procedure
SPDP	Social Protection Delivery Platform
SPOC	Single Point of Contact
SSL	Secure Socket Layer
SSOT	Single Source of Truth
ST	Scheduled Tribe
ToR	Terms of Reference
UAT	User Acceptance Testing
UIDAI	Unique identification Authority of India
XML	Extensible Mark-up Language

## 2 Fact Sheet

S. #	Item	Description
1.	Project Title	Selection of Implementation Agency for design, development, implementation and maintenance of Social Protection Delivery Platform (SPDP) in Odisha.
2.	Name of Purchaser	Odisha Computer Application Centre (Technical Directorate of E & I.T. Department, Government of Odisha)
3.	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>
4.	RFP Document Fees	₹11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only)
5.	E-Nivida Registration Fees	₹2,500 plus Applicable GST
6.	Earnest Money Deposit	₹40,00,000 (Rupees Forty Lakhs only)
7.	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
8.	Last date for submission of queries by Bidders	7 <sup>th</sup> September 2021, by 5 PM
9.	Pre-bid Meeting	8 <sup>th</sup> September 2021, 11:30 AM
10.	Pre-bid clarifications by OCAC (if any)	13 <sup>th</sup> September 2021
11.	Last date and time for receipt of proposals from Bidders	23 <sup>rd</sup> September 2021, by 12 PM
12.	Date and time for opening of Technical Proposals	23 <sup>rd</sup> September 2021, 12:30 PM
13.	Date and time for Technical Presentation	To be notified later
14.	Date and time for opening of Commercial Bids	To be notified later
15.	Bid Validity Period	120 Days
16.	Project Term	68 Months

### **3 Introduction**

Bids are invited from interested bidders for the development, implementation and maintenance of Social Protection Delivery Platform (SPDP) in Odisha, as per scope of work which is detailed in Volume-II of the RFP document.

This RFP comprises of the following volumes:

#### **Volume-I: Instructions on the Bid Process**

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Payment Terms and Schedule
- e) Formats for Pre-Qualification, Technical and Financial Bid response

#### **Volume-II: Terms of Reference**

The contents of this volume broadly cover following areas:

- a) Introduction to the Social Protection Delivery Platform (SPDP) of Odisha
- b) Proposed architecture
- c) Approach to building the SPDP Registry
- d) Technical design considerations
- e) Scope of Work
- f) Deliverables and Timelines
- g) Proposed Team and Deployment Plan
- h) Adherence to Standards
- i) Exit Plan and Transition Management
- j) Service Levels and Penalty

#### **Volume-III: Master Service Agreement (MSA)**

The contents of this volume are for reference of bidders only. The agreement with selected bidder will be signed after getting the same vetted from competent Legal Authority.

The Bidders are expected to respond to the requirements as completely and in as much relevant details as possible and focus on demonstrating Bidder's suitability to become the Implementation Agency of OCAC for this project.

Please note that all three volumes of the RFP must be read in conjunction as there are cross references on sections in these volumes. The Bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents



## 4 Project Background

### 4.1 Journey of Odisha's DBT Program

Over the years, various DBT schemes have redefined the Government-to-Residents engagement model for public governance in Odisha. The implementation of such schemes has enabled the State to develop a focused and effective social security net, covering the under-served population segments. By successfully demonstrating an effective way to transfer Government subsidies and payments directly into beneficiary bank accounts, DBT has made the Government more accountable and instilled trust amongst the residents. The DBT schemes were not just limited to providing beneficiaries with money in beneficiary accounts, but also included in-kind benefits.

DBT has managed to plug leakages in the State's public service delivery system and strengthened financial inclusion by removing intermediaries and duplicate beneficiary identities. It also negated delays in delivery of benefits to an intended beneficiary. By successful implementations of various DBT schemes in the State, the Government has generated substantial savings in public governance programs.

A brief overview of Odisha's DBT experience is outlined below:

The Government had set up a *State DBT Advisory Committee*, with the D.C. cum A.C.S. as the "Chairman", and Director-Institutional Finance as "Member Convenor" of the Committee. A State DBT Cell was then set up in the State's Finance Department, with the Principal Secretary-Finance Department functioning as the "State DBT Coordinator". The State DBT Cell has been functioning under the overall guidance of State DBT Advisory Committee and supported by a panel of experts for operational needs (project management/technical experts & secretarial staff).

To aid the state of Odisha in achieving their DBT objectives, the World Bank Group (WBG) was brought in February 2017 as a partner to provide technical assistance and support to the Government. The following objectives were outlined as part of this technical assistance to Government of Odisha:

- Strengthen the DBT Cell within Department of Finance with project management and technical resources
- Develop Standard Operating Procedures (SOP) for onboarding of programs into DBT ecosystem
- Assess core DBT notified social sector schemes to determine their readiness
- Assist in making priority programs and schemes DBT-ready and incorporating them into the system, including trouble-shooting support
- Support in establishing State DBT portal for providing real-time MIS, and integrating the same with the DBT Bharat portal
- Propose approaches to improve last mile delivery; and
- Design and support evaluation/implementation of a pilot for improving last mile access and benefit delivery in four locations within select districts.

Prior to setting up the State DBT cell in Odisha, multiple schemes were conducting *partial* DBT processes (e.g. use of RTGS and NEFT modes for benefit transfers). None of the existing schemes were integrated with either PFMS or iFMS, nor were they using any standard MIS reporting system (as stipulated by the DBT Mission). After formation of the State DBT Cell, SOPs were designed to streamline DBT processes, 'State DBT portal' was launched and integrated with DBT Bharat portal to monitor the entire DBT ecosystem by providing real-time MIS, schemes were successfully integrated with PFMS/iFMS and workshops were organized with various departments to train/up-skill department personnel on new DBT processes. Cumulatively put, all these focused efforts from the State DBT cell have led to some major achievements towards strengthening DBT ecosystem in the State.

To develop the vision for a common service delivery platform in the State, the DBT Cell performed a detailed assessment of the State's existing DBT schemes. Key observations derived from landscape

assessment and analysis of some major 29 DBT schemes operational in the State have been discussed below:

### 1. Data Management

- All 29 scheme databases were seen to work “in- silos”. However, few schemes (like KALIA and NFSA) used multiple databases (like SECC, HRMS, NPR, PDS, Share Cropper’s database, Paddy Procurement) for beneficiary inclusion & exclusion purposes as well as harmonizing their own databases.
- The data structure across various schemes was found to be non-standardized.
- It was observed that all 29 schemes are not storing the supporting documents collected/ received during beneficiary registration/ enrolment, which can be archived against each beneficiary ID for future reference.
- It was observed that all 29 scheme systems have a “data update” functionality (either ‘online’ - e.g. KALIA, PDS, MGNREGA; or ‘offline’ - e.g. SNP, MAMATA). Schemes like NFSA & MNREGA have enabled a citizen interface for supporting beneficiary self-updates. Major access/touch points used for ‘data update’ functions in schemes were CSCs, public facilitation centres at ‘Tehsils’, etc.
- Absence of data privacy & security policy and data consent framework
- It was found that the degree of technical maturity of databases varied across different schemes (e.g. the ‘Pre-Matric Scholarship’ scheme was maintaining data in MS Excel, whereas the ‘Post-Matric Scholarship’ scheme was maintaining data in SQL)
- It was observed that except for the 3 matured schemes viz. MNREGA, NFSA and KALIA, no other scheme out of 29 has a data-driven scheme management platform and decision support system.

#### Stage I: Secondary Research

- Identify potential data sources and stakeholders
- Build questionnaires to support data collection efforts and analyse all the different perspectives of current systems and programs

#### Stage II: In-person Consultation Workshop

A group-discussion with stakeholders from 16 identified Departments, was conducted on 5-Nov-2019, chaired by the Director, Institutional Finance. Subsequently, the questionnaire was circulated to all the Departments, and in-person interviews/FGDs were conducted with designated stakeholders, to capture accurate inputs.

#### Stage III: Aggregation and Analysis of the findings from Stage I and Stage II activities

### 2. Beneficiary Management

- Online registration of beneficiaries was observed in 50% of the schemes.
- All 29 scheme systems have the provision for “addition” & “deletion” of beneficiaries.
- The ‘data update frequency’ varied from scheme to scheme. Few schemes (e.g. the ‘scholarship’ from the Department of Education) allowed it once a year. However, for schemes like PDS, the frequency is higher (usually every month).

### 3. Service Delivery

- It was observed that for all the 29 schemes, there was no end-to-end process automation for benefit disbursement - right from the ‘identification of beneficiaries’ to the ‘disbursement of benefits to the beneficiaries’ doorstep.
- Inconsistency exists in linkages to payment platforms.
- Scheme wise MIS fields are shared by the scheme owners which are not standardized leading to monitoring issue.
- 55% of the schemes assessed have been successfully onboarded on either the PFMS or iFMS platforms. This includes 10 central and 6 state schemes (Note: On-boarding onto

PFMS/iFMS is a pre-requisite to enable verification of bank account details and processing of payments in a DBT ecosystem).

- Approximately 66% of GPs in Odisha were unbanked as per SLBC Odisha, due to which last mile delivery of benefits remains a challenge.

#### 4. Unique Identifiers for Beneficiaries

It was observed that due to no common unique ID among the scheme databases, there is no data sharing amongst the schemes. The following unique identifiers are being used to identify beneficiaries across the assessed schemes:

Unique ID used	Schemes/Databases	Type of Unique ID (Individual ID /Family ID)
Farmer ID	Paddy Procurement, Seed Subsidy, ATMA, Jalanidhi and BKKY	Individual ID
Job Card No.	NREGA	Family ID
KALIA ID	KALIA	Individual ID
RCH ID	Janani Suraksha Yojana (JSY) scheme	Family ID
AWC Code	Supplementary Nutrition Program (SNP)	Individual ID
MCTS No.	MAMATA scheme	Individual ID
Beneficiary Code	National Urban Livelihood Mission (NULM)	Individual ID
HRMS ID	HRMS database	Individual ID
AHL TIN	SECC database	Individual ID
Aadhaar	Post-Matric Scholarship schemes	Individual ID

### Summary – “Attributes” stored across Schemes

Broadly the attributes captured across the 29 schemes are:

- personal information of the beneficiaries (name, father/mother/spouse’s name, age, caste/religion etc.)
- communication addresses (address, mobile number, email)
- bank account information (for disbursement of benefits)
- other information specific to the schemes (for e.g. 4 scholarship schemes capture annual income to assess eligibility of the applicants)

Some of the most common attributes captured and used across schemes (based on the analysis of 29 schemes) are as below

Beneficiary Name	29/29	Mobile No.	14/29
Account Holder Name	5/29	Gender	13/29
Aadhaar	17/29	DOB	12/29
Bank Account No.	29/29	Age	10/29

*Social registry attributes can be classified as either core attributes or auxiliary attributes. The objective of core attributes is to identify and validate the eligibility of potential beneficiaries to participate in any scheme, while auxiliary attributes can be used for specific cases (for e.g. marital status, educational qualification). The core attributes captured in any social protection system should be ‘minimal’. The attributes (both core and auxiliary) for Odisha’s social protection delivery platform, should be finalized in the design stage.*

## 5. Grievance Redressal

- Less than 20% of the 29 schemes used the ‘Sanjog Helpline/Portal’ services.
- Only 3 departments - *Food Supplies, Higher Education and School & Mass Education* - were seen to have their own departmental centralized grievance redressal system. This caters to only 3/29 schemes assessed i.e. Paddy Procurement (Food Supplies), Medhabruti (Higher Education) and Sarvva Shiksha Abhiyan (School & Mass Education).
- The departmental as well as the Sanjog grievance redressal platforms lack adequate tracking mechanisms and MIS reporting capabilities.
- There is no dedicated grievance redressal system for 26/29 individual schemes assessed, due to which turnaround time for redressal is quite high.

## 4.2 The need for a ‘Digital Service Delivery Platform’

The learnings from the landscape analysis of DBT systems in the State, highlighted the need for a common technology-based platform that can aid the State in creating a unique ‘socio-economic’ profile for every eligible and potential beneficiary; as well as harmonize and strengthen the benefit delivery process in Odisha. Several limitations in the current systems have inhibited the Government’s efforts to improve delivery of essential public services to targeted beneficiaries. One of the best ways to overcome these limitations and successfully accomplish streamlined benefit delivery is by implementing a **modular, open standards-based social protection platform – hereto referred to as ‘SPDP’** – in Odisha.

## **5 Instruction to the Bidders**

### **5.1 General**

While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.

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 OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.

This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

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

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 of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- i. Include all documentation specified in this RFP.
- ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
- iii. Comply with all requirements as set out within this RFP.

The response should be accompanied by an authorization in the name of signatory of the Bidder. The authorization shall be in the form of a written Power of Attorney or a Board resolution in favour of person signing the Proposal.

- i. All provisional conditions in the Power of Attorney should be adhered to by authorized signatory before signing of the bids. Any non-compliance to this effect will be the responsibility of Bidder and can lead to disqualification.
- ii. The authorised signatory representing the Bidder shall sign and stamp on forms and required documents as provided in this RFP document.

### **5.3 Disqualification**

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet bidding requirements as indicated in this RFP:

- i. Proposal is not submitted in accordance with the procedure and formats prescribed in this document i.e. a non-conforming proposal.
- ii. During validity of the Proposal, or its extended period, if any, Bidder increases its quoted prices.
- iii. Proposal is conditional and has deviations from the Terms & Conditions of RFP.
- iv. Proposal is received in incomplete form.
- v. Proposal is not accompanied by all the requisite documents.
- vi. Information submitted in pre-qualification or technical or commercial bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.

- vii. Bidder tries to influence the proposal evaluation process using unfair means at any point of time during the bid process.
- viii. Prices have indicated prices in the pre-qualification or technical proposal.

## 5.4 Consortium

The following are the requirements for a Consortium:

- i. The number of members in a consortium shall not be more than two (2), including the prime bidder.
- ii. The bid should contain details of all the members of consortium including their legal status and specify their roles and responsibilities in the project.
- iii. The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and same shall be submitted to OCAC with the proposal.
- iv. The prime bidder shall commit to hold an equity stake/interest of at least fifty-one (51%) in the Consortium during tenure of the project.
- v. Respective consortium members shall be responsible for all obligations within their respective roles and responsibilities, as defined in the MoU to be signed between members.

## 5.5 Pre-Bid Meeting and Clarifications

### 5.5.1 Pre-Bid Meeting

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

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on 08.09.2021 at 11:30 AM in VC Mode (through Microsoft Teams).
- b) Link will be provided to the interested bidders on request through email to [gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) (with a copy to [subrat.mohanty@ocac.in](mailto:subrat.mohanty@ocac.in)) by 07.09.2021 and 4 PM.
- c) The representatives of Bidders (restricted to three persons) may attend the Pre-bid meeting.
- d) The Bidders should submit their queries in writing in below specified format (**in MS-Excel only**) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting. OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.

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

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

- a) OCAC will endeavour to provide timely response to all queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.

- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on the OCAC Portal.
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

## **5.6 Earnest Money Deposit**

The Bidders shall submit, along with their bids an Earnest Money Deposit (EMD) of Rupees Forty Lakhs only (₹ 40,00,000) as bid security fee in a sealed envelope within the bid submission date and time. EMD should be in the form of a Demand Draft or Bank Guarantee issued by a scheduled commercial bank and payable at Bhubaneswar. EMD may also be paid through electronic mode to the following account:

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 must remain valid for the bid validity period (120 days) plus 45 (forty-five) days from the last date of bid submission date as mentioned in the RFP and the validity of EMD should be extended, in the event last date of submission of the Proposal is extended.

- i. In case EMD is submitted in the form of a Demand Draft or Bank Guarantee, original copy of EMD should be submitted in a sealed envelope to the address as mentioned in the Fact Sheet of Volume-I.
- ii. The EMD is required to protect OCAC against the risk of Bidder's conduct which may warrant forfeiture of EMD pursuant to the instances mentioned below.
- iii. The EMD of the unsuccessful Bidders will be returned by OCAC, without any accrued interest on it, within 60 days of the bidder being notified as being unsuccessful.
  - i. The EMD of the successful Bidder will be returned, without interest, upon submission of Performance Bank Guarantee.
  - ii. In case the EMD is not received within the stipulated time then OCAC reserves the right to forthwith and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.
- iii. The EMD may be forfeited:
  - If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
  - In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with Terms & Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms & Conditions (including timelines for furnishing Performance Bank Guarantee)
  - If a Bidder withdraws its bid during the period of bid validity.

- During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
- If a Bidder's proposal contains deviations, conditional offers and partial offers.

The decision of OCAC regarding forfeiture of the EMD shall be final and binding on the Bidders and shall not be called upon in question under any circumstances.

## **5.7 Submission of Proposals**

### **5.7.1 Instruction to Bidders for Online Bid Submission**

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

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

### **5.7.2 Guidelines for Registration**

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

### **5.7.3 Searching for Tender Documents**

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, then they can pay the Tender



fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

#### **5.7.4 Preparation of Bids**

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

#### **5.7.5 Submission of Bids**

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

### 5.7.6 Clarifications on using e-Nivida Portal

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

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

**Phone No.:** 011-49606060

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

### 5.7.7 RFP Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to ₹ 11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) in shape of DD in favour of Odisha Computer Application Centre (OCAC), drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected. The fee may also be paid through electronic mode to the following account:

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

Also, the fees may be paid online on e-Nivida portal through e-Payment Gateway.

### 5.7.8 Tender Validity

Proposals shall remain valid for a period of 120 Days from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

### **5.7.9 Submission and Opening of Proposals**

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
  - i) Response to Pre-Qualification Criterion
  - ii) Technical Proposal
  - iii) Commercial Proposal
- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to 23.09.2021 by 12 PM will be opened on 23.09.2021 at 12:30 PM by Proposal 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.

### **5.7.10 Late Bids**

- a) 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.
- b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

### **5.7.11 Proposal Preparation Costs**

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **5.7.12 Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

### **5.7.13 Acceptance and Rejection of Bids**

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder's capability and capacity. The decision of OCAC shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

## **5.8 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 in OCAC selecting the Bidder to engage towards execution of the contract.

## **5.9 Evaluation of bid**

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c) The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if Proposals are:
  - i) not submitted as specified in the RFP document
  - ii) received without the Letter of Authorization (Power of Attorney)
  - iii) found with suppression of details
  - iv) found with incomplete information, subjective, conditional offers and partial offers submitted
  - v) submitted without the documents requested in checklist
  - vi) submitted with lesser validity period
- h) All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of RFP. All eligible bids will be considered for further evaluation by a Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## **6 Criteria for Evaluation**

The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out the SPDP application, and providing associated capacity building, training and operations & maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below at Section 4.1 and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.

The technical score of all the bidders would be calculated as per the criteria mentioned below at Section 4.2. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

## 6.1 Pre-Qualification Criteria

S. No.	Requirement	Qualification Criteria	Documents/ Information to be provided in the Proposal
1	Legal Entity	<p>Responding Firm/ Company should be:</p> <p>Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008.</p> <p>Registered with Goods and Services Tax Network (GSTN).</p> <p>Have been operating for at least last five (5) financial years as on 31<sup>st</sup> March 2021.</p>	<p>Copy of Certificate of Incorporation/ Registration.</p> <p>Valid GSTIN and copy of GST Registration Certificate.</p> <p>Annual Reports for last five years i.e. FY 20-21, FY 19-20, FY 18-19, FY 17-18 &amp; FY 16-17</p>
2	System Integration Experience	<p>Responding Firm/ Company should be in the business as System Integrator for at least five (5) financial years as on 31<sup>st</sup> March 2021.</p>	<p>Work orders confirming year and area of activity along with certificate from Statutory Auditor to this effect.</p>
3	Technical Capability	<p>Responding Firm/ Company must have implemented/in process of implementing following application development and maintenance projects in domain of Public Service Delivery, for any State/UT/Federal Govt. in India during last five (5) financial years as on 31<sup>st</sup> March 2021:</p> <p>(i) 1 project of value <math>\geq</math> ₹ 15 Cr; or</p> <p>(ii) 2 projects of each value <math>\geq</math> ₹ 7.5 Cr; or</p> <p>(iii) 3 projects of each value <math>\geq</math> ₹ 5 Cr;</p>	<p>Certified copies of citations as per FORM PQ-4 along with work orders (including extensions, if any) and completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorised signatory.</p> <p>For ongoing projects, the software development component must have been completed with go-live at the time of bid submission.</p>
4	Net Worth	<p>The Net Worth of responding Firm/ Company must be positive in any three (3) of last five (5) financial year's as per audited Balance Sheet as on 31<sup>st</sup> March 2021 and should have been profitable for those three financial years.</p>	<p>Copy of Audited Balance Sheets and Profit &amp; Loss accounts OR Statutory Auditor's Certificate.</p>
5	Sales Turnover	<p>Responding Firm/ Company's average annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31<sup>st</sup> March 2021 must be minimum ₹ 60 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.</p>	<p>Extracts from the audited Balance Sheet and Profit &amp; Loss OR Certificate from Statutory Auditor.</p>
6	Certifications	<p>Responding Firm/ Company should have the following certifications with validity:</p> <ul style="list-style-type: none"> <li>○ CMMI DEV - Level 5 or above (from CMMi Institute)</li> <li>○ ISO/IEC 27001-2013</li> <li>○ ISO 9001:2015</li> <li>○ ISO/IEC 20000</li> </ul>	<p>Copies of the certifications issued from accreditation organizations need to be attached, which should be valid on the date of bid submission.</p>

7	Manpower Strength	Responding Firm/ Company must have in its roll a minimum number of 200 IT qualified personnel in the domain of systems integration with B.E/B.Tech/MCA with minimum 3 years relevant experience, as on 31 <sup>st</sup> March 2021.	Certificate from HR on letter head to this effect.
8	Blacklisting	Responding Firm/ Company shall not be under a declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted by any State Govt./ Central Govt., for any reason, at the time of bid submission.	Self-Declaration.
9	RFP Document Fees and EMD	Responding Firm/ Company should have: <ul style="list-style-type: none"> <li>Made a payment of ₹ 11,200, inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) for RFP Document Fees.</li> <li>Should have submitted an EMD of ₹ 40,00,000 (Rupees Forty Lakhs only).</li> </ul>	<ul style="list-style-type: none"> <li>RFP Document Fees: Demand Draft/Electronic Transfer Acknowledgement Slip / e-Nividha Transaction Slip</li> <li>EMD in shape of Demand Draft/ Bank Guarantee</li> <li>EMD exemption shall be allowed to local MSEs as per Odisha MSME Development Policy - 2016</li> </ul>
10	Local Presence	The bidder should have a local office in Odisha. If bidder does not have a local office at the time of bid submission, they have to furnish an undertaking to setup an office within 3 months from issuance of work order	<ul style="list-style-type: none"> <li>Leased agreement/ Trade licence/ Undertaking</li> </ul>
11	Consortium	Consortium with maximum two bidders (inclusive of prime bidder) is allowed.	Consortium agreement with roles and responsibility of the bidder.
12	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document.

## 6.2 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

S. No.	Evaluation Criteria	Max. Score
1.	Past experience of the responding firm/ company.	35
2.	Technical Presentation on Proposed Solution, A&M and Work Plan.	40
3.	Adequacy and quality of proposed Key Resources.	25
<b>Total Score</b>		<b>100</b>

S. No.	Description of Evaluation Criteria	Point System	Max. Score	Supporting Required
<b>1.</b>	<b>Past experience of the responding firm/ company:</b>			
i.	Experience in implementation of at least 1 project (preferably AI-based) on data unification and federated data source consolidation by using Data Mining/Big Data Analytics/Machine Learning/Deep Learning tool during last 5 years.  The bidder should submit the scope of work of the respective project.  (in case of multiple orders of above experience, highest value of the work order shall be considered)	<u>Single order value</u> <ul style="list-style-type: none"> <li>○ &gt; ₹1 Cr &amp; &lt;= ₹2 Cr: 5 marks</li> <li>○ &gt; ₹2 Cr &amp; &lt;= ₹3 Cr: 8 marks</li> <li>○ &gt; ₹3 Cr &amp; &lt;= ₹4 Cr: 10 marks</li> <li>○ &gt; ₹4 Cr: 15 marks</li> </ul>	15	Project experience details as per FORM PQ-4. The form should be completed in all respects  AND Copy of Work Order (including extensions if any) or Agreement or Contract
ii.	Experience in implementation of at least 1 platform-based project in last 5 years.  - Platform based projects refer to implementation of reusable components/ toolkits/ microservices etc.	<u>Single order value</u> <ul style="list-style-type: none"> <li>○ &gt; ₹1 Cr &amp; &lt;= ₹2 Cr: 2 marks</li> <li>○ &gt; ₹2 Cr &amp; &lt;= ₹3 Cr: 3 marks</li> <li>○ &gt; ₹3 Cr &amp; &lt;= ₹4 Cr: 4 marks</li> <li>○ &gt; ₹4 Cr: 6 marks</li> </ul>	6	AND Certificate of Completion of Project or of Transition Phase from client.
iii.	Experience in securing Personally Identifiable Information (PII) data in IT systems in last 5 years like Aadhaar Matching, Vault Creation, etc.  (Order value more than ₹1 Crore shall be considered)	<ul style="list-style-type: none"> <li>○ 1 Project – 2 marks</li> <li>○ 2 Projects – 4 marks</li> <li>○ &gt; 2 Projects – 6 marks</li> </ul>	6	Note: In case of the project under Non-Disclosure Agreement (NDA), Company Secretary of the bidder should provide necessary certificates in lieu of Work Order/ Contract and Certificate of Completion.
iv.	Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system.  (Order value more than ₹1 Crore shall be considered)	<ul style="list-style-type: none"> <li>○ 1 Project – 1 mark</li> <li>○ 2 Projects – 3 marks</li> <li>○ 3 Projects – 5 marks</li> <li>○ &gt;3 Projects – 8 marks</li> </ul>	8	
<b>2.</b>	<b>Technical Presentation on Proposed Solution, Approach &amp; Methodology and Work Plan:</b>			
i.	Proposed Solution will be evaluated on following parameters: <ul style="list-style-type: none"> <li>○ Technology Adopted</li> <li>○ Scalability</li> <li>○ Completeness</li> <li>○ Simplicity</li> <li>○ Interoperability</li> </ul>		10	Technical Presentation and details as per FORM TECH-1, FORM TECH-2, FORM TECH-3, FORM TECH-4, FORM TECH-5, FORM TECH-6.
ii.	Approach and Methodology for data unification and consolidation to build SPDP Registry.		5	
	Approach and Methodology for data standardization and localization with respect to LGD		5	
	Approach and Methodology for development of Microservices for SPDP using Platform and Toolkit Components.		5	
	Approach and Methodology for implementation and operations & maintenance of SPDP.		5	
iii.	Detailed Work Plan with Activities/Tasks, Duration, Sequencing, Interrelations, Milestones and Dependencies.		10	

3.	<b>Adequacy and quality of proposed key resources<sup>1</sup></b>				
i.	<p><b>Project Manager</b></p> <p><b>Base Qualification &amp; Experience:</b> B.E/B.Tech/MCA with MBA; 10 years' experience</p> <p><b>Project Experience:</b> 10 years' experience in large-scale software projects in Govt. as Project Manager</p> <p><b>Preference:</b> PMP/PRINCE2 certification; ITIL/ Relevant IT certification</p>	<ul style="list-style-type: none"> <li>○ Project Experience for 10 years – 0.5 mark</li> <li>○ Experience &gt; 10 years – 1 mark</li> <li>○ Preference – 2 mark</li> </ul>	3	FORM TECH-8	
ii.	<p><b>Business Analyst</b></p> <p><b>Base Qualification &amp; Experience:</b> B.E/B.Tech/MCA/MBA; 7 years' experience</p> <p><b>Project Experience:</b> At least 5 years' experience in large-scale software projects as a Business Analyst.</p> <p><b>Preference:</b> PMP/PRINCE2 certification</p> <p><b>(No. of resource to be proposed 2 (two))</b></p>	<ul style="list-style-type: none"> <li>○ Project Experience for 7 years – 0.5 mark</li> <li>○ Experience &gt; 7 years – 1 mark</li> <li>○ Preference - 2 mark</li> </ul> <p>(Each profile carries 3 marks)</p>	6		
iii.	<p><b>Solution Architect</b></p> <p><b>Base Qualification &amp; Experience:</b> B.E/B.Tech/MCA; 10 years' experience</p> <p><b>Project Experience:</b> At least 8 years' experience in large-scale software projects as a Solution Architect.</p> <p><b>Preference:</b> TOGAF Certification</p>	<ul style="list-style-type: none"> <li>○ Project Experience for 10 years – 0.5 mark</li> <li>○ Experience &gt; 10 years – 1 mark</li> <li>○ Preference – 2 mark</li> </ul>	3		
iv.	<p><b>DBA</b></p> <p><b>Base Qualification &amp; Experience:</b> B.E/B.Tech/MCA; 7 years' experience</p> <p><b>Project Experience:</b> At least 5 years' experience in large-scale software projects as a DBA.</p> <p><b>Preference:</b> DBA Certification from OEMs such as ORACLE, IBM for DB2 etc.</p> <p><b>(No. of resource to be proposed 2 (two))</b></p>	<ul style="list-style-type: none"> <li>○ Project Experience for 7 years – 1 mark</li> <li>○ Experience &gt; 7 years – 2 mark</li> <li>○ Preference - 3</li> </ul> <p>(Each profile carries 5 marks)</p>	10		
v.	<p><b>QA Lead</b></p> <p><b>Base Qualification &amp; Experience:</b> B.E/B.Tech/MCA; 7 years' experience</p> <p><b>Project Experience:</b> At least 5 years' experience in large-scale software projects as a QA Lead.</p> <p><b>Preference:</b> ITIL/Relevant IT certification</p>	<ul style="list-style-type: none"> <li>○ Project Experience for 7 years – 0.5 mark</li> <li>○ Experience &gt; 7 years – 1 mark</li> <li>○ Preference - 2</li> </ul>	3		

<sup>1</sup> Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live.



- i. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- ii. The bidder with highest technical bid (H1) will be awarded 100% score.
- iii. Technical Scores for other than H1 bidders will be evaluated using the following formula:  
$$T_n = \{(\text{Technical Bid score of the Bidder} / \text{Highest technical evaluation marks} * 100)\} \% \text{ (Adjusted to two decimal places)}$$
- iv. The commercial bids of only the technically qualified bidders will be opened for further processing.

### 6.3 Evaluation of Commercial Bids

- i. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- ii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- iv. Any conditional bid would be rejected.
- v. Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- vi. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- vii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- viii. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- ix. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula:  $F_n = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100\} \%$ .

### 6.4 Final Evaluation of Bids

- i. The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:
- ii.  $B_n = 70\% * T_n + 30\% * F_n$
- iii. The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

## 7 Appointment of Implementation Agency

### 7.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

## **7.2 Right to Accept Any Proposal and To Reject Any or 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 OCAC action.

## **7.3 Notification of Award**

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

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

## **7.4 Contract Finalization and Award**

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

## **7.5 Performance Guarantee**

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 10% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period, if any. The Performance Guarantee shall contain a claim period of three months from the last date of validity. 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 and Warranty period. In case the selected bidder fails to submit Performance Guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder without giving any notice. OCAC shall invoke the Performance Guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any loss due to bidder's negligence in carrying out the project implementation as per agreed terms and conditions.

## **7.6 Signing of Contract**

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder.

A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.

## **7.7 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.

## **8 Payment Terms and Schedule**

Component-wise payments shall be released to the selected IA as per following terms. Taxes will be paid extra as per the rate prevalent at time of billing. Legitimate payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

### **8.1 Application Development**

- a) 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated.
- b) 60% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes.
- c) The remaining 20% cost of application will be paid equally in 8 QGRs.

### **8.2 Training and Capacity Building**

Cost of training and capacity building will be paid on completion of training for participants from all the 30 batches as provided in RFP.

### **8.3 Post Implementation Support - Operations & Maintenance (O&M)**

Cost of Post Implementation Support (operation and management) will be paid equally in 20 QGRs (QGR start will be made from the date of Go-live with 24 phase 1 schemes).

### **8.4 Security Audit**

100% cost of the security audit will be released after submission of auditors' report and Safe-to-Host Certificate of respective audit.

### **8.5 Onsite Resource**

100% of the onsite resources will be paid on quarterly basis.

### **8.6 Third-party Software License**

100% cost of the third-party software license procured, if any, shall be paid after submission of license.

### **8.7 Change Request**

100% cost of Change Request shall be paid after 1 month from UAT of respective Change Request.

## 9 Formats for Response

### 9.1 Pre-Qualification Bid Formats

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

(To be submitted on the Letterhead of Bidder)

To

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

**Subject: RFP for Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha.**

Ref: RFP Reference No. OCAC-SEGP-SPD-0023-2020-21041.

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0023-2020-21041, dated 01.09.2021. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 120 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

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

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

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

Yours faithfully,

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

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

(To be submitted on the Letterhead of Bidder)

S. #	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

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

(To be submitted on the Letterhead of Bidder)

To

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

**Subject: RFP for Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha.**

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-SEGP-SPD-0023-2020-21041 regarding RFP for “Selection of Implementation Agency (IA) for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha”.

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

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

**9.1.4 FORM PQ-4: Project Citation Format**

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

## **9.2 Technical Bid Formats**

### **9.2.1 FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability**

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume II of RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- i. Functional Architecture
- ii. Technical Architecture
- iii. Network Architecture
- iv. Deployment Architecture
- v. Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.



## **9.2.2 FORM TECH-2: Description of Proposed Approach and Methodology for Data Unification and Consolidation to build SPDP Registry**

Bidder is free to propose any alternative approach (apart from the approach mentioned in the RFP) for creation of SPDP registry and fulfilling the project requirements while facilitating faster implementation, which is subject to approval of competent authority during the project execution phase.

**9.2.3 FORM TECH-3: Description of Proposed Approach and Methodology for Data Standardization and Localization with respect to LGD**

**9.2.4 FORM TECH-4: Description of Proposed Approach and Methodology for development of Microservices for SPDP using Platform and Toolkit Components**

**9.2.5 FORM TECH-5: Description of Proposed Approach and Methodology for Implementation and Operations & Maintenance of SPDP**

**9.2.6 FORM TECH-6: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies.**

S. #	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									

\* Indicate all major activities of the assignment, including delivery of reports (e.g.: Interim and Final reports), and other benchmarks such as Purchaser approvals.

## 9.2.7 FORM TECH-7: Team Composition, Assignment and Experts' Inputs

No.	Name	Expert's Input (in person/month) per Deliverable (listed in TECH-5)								Total Time-input (in Months)		
		Position	Home/ Field	D-1	D-2	D-3	D-4	...	D-n	Home	Field	Total
<b>KEY EXPERTS</b>												
K-1		Project Manager	Home									
			Field									
K-2		Business Analyst 1	Home									
			Field									
K-3		Business Analyst 2	Home									
			Field									
K-4		Solution Architect	Home									
			Field									
K-5		Applications Lead	Home									
			Field									
K-6		QA Lead	Home									
			Field									
K-7		DBA 1	Home									
			Field									
K-8		DBA 2	Home									
			Field									
<b>NON-KEY EXPERTS (Bidder to determine no. of Non-Key Experts as per its proposed work plan)</b>												
N-1			Home									
			Field									
N-2			Home									
			Field									
N-n			Home									
			Field									
			Field									
<b>Sub-Total</b>												

**9.2.8 FORM TECH-8: Curriculum Vitae (CV)**

Details		Response
1	Proposed Position & Skill Set	
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations/ Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Employment Record (Starting with present position- List in reverse order every employment held by staff member since graduation, giving for each employment as per format provided)	From [Year]: _____ To [Year]: _____  Employer:  Positions held:
11	Highlights of assignments handled and significant accomplishments.	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:
12	Project experience as mentioned at Section 4.2 (Technical evaluation scoring matrix) in different category of resources).	
13	Additional qualification/ certification/ experience as mentioned at "Preference" Clause no in Section 4.2 (Technical evaluation scoring matrix).	

**Authorized Signatory with Date and Seal:**

Name:

Title:

## 9.3 Financial Bid

### 9.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

**Subject: RFP for Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha.**

Ref: RFP Reference No. OCAC-SEGP-SPD-0023-2020-21041.

Madam,

I /We, the undersigned, offer to provide the service for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha as per RFP No.: OCAC-SEGP-SPD-0023-2020-21041 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> inclusive of all applicable taxes and duties.

#### 1) BID PRICE

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

#### 2) PERFORMANCE BANK GUARANTEE

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

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

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

Yours faithfully,

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**



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

S. #	Description	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount * (inclusive of all taxes)
1	Application Development			
2	Training and Capacity Building			
3	Post Implementation Support - Operations & Maintenance (O&M) for 5 years			
4	Security Audit			
5	Onsite Resource			
6	Third-party Software License			
<b>Total Project Cost</b>				
<b>In Words:</b>				

\* Total Amount will be considered for commercial evaluation

**Authorized Signatory with Date and Seal:**

**Name:**

**Title:**

**Address of Bidder:**

**9.3.3 FORM FIN-3: Application Development Related Costs (in Indian Rupees)**

S. #	Description	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Requirement Gathering and System Specification			
2	Solution Design			
3	Solution Architecture			
4	Platform Components Development			
5	Toolkit Components Development			
6	Integration of Scheme Management Systems using data unification strategies and API development (for 24 schemes)			
7	Integration of SPDP with Odisha SDG Framework and Odisha One Framework			
8	User Acceptance Testing			
9	SSL Certification			
<b>Total Cost</b>				
<b>In Words:</b>				

### 9.3.4 FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees)

S. #	Description	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Data Standardization and Localization with respect to LGD (mapping of LGD) using AI based tool			
<b>Total Cost</b>				
<b>In Words:</b>				

### 9.3.5 FORM FIN-5: Training and Capacity Building Costs (in Indian Rupees)

S. #	Description	No. of Batches	Unit Price	Total Amount (exclusive of all Taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Training and Capacity Building	30				
<b>Total Cost</b>						
<b>In Words:</b>						

### 9.3.6 FORM FIN-6: Operation & Maintenance (O&M) Costs for 5 years (in Indian Rupees)

S. #	Description	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Application Support and Maintenance			
2	Master Data Maintenance			
3	Change and Version Control			
4	System/ Infra Support			
5	User Profile and Account Management			
6	SLA Monitoring			
<b>Total Cost</b>				
<b>In Words:</b>				

**9.3.7 FORM FIN-7: Security Audit Costs (in Indian Rupees)**

S. #	Description	Total Amount (exclusive of all Taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Security Audit of Framework			
2	Security Audit of Application 11 times – Once before go-live and once in every 6 months during O&M phase, till obtaining 'Safe to Host' Certificate			
<b>Total Cost</b>				
<b>In Words:</b>				

**9.3.8 FORM FIN-8: Onsite Resource Costs (in Indian Rupees)**

S. #	Proposed Resource	Man-Month Rate (exclusive of all Taxes)	No. of Months	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Project Manager					
2	Business Analyst 1					
3	Business Analyst 2					
4	Solution Architect					
5	IT Application Lead					
6	DBA 1					
7	DBA 2					
8	QA Lead					
9	Other resources proposed, if any					
<b>Total Cost</b>						
<b>In Words:</b>						

### 9.3.9 FORM FIN-9: Third-party Software License Costs, other than Database and Deduplication (in Indian Rupees)

S. #	Description of License	Total Amount (exclusive of all Taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1				
2				
n				
<b>Total Cost</b>				
<b>In Words:</b>				

### 9.3.10 FORM FIN-10: Cost Discovery Component for Onboarding of Schemes in SPDP (in Indian Rupees)

S. #	Description	Tentative No. of Schemes	Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Unit cost for onboarding scheme with beneficiary nos. <= 10 Lakhs	10			
2	Unit cost for onboarding scheme with beneficiary nos. > 10 Lakhs and <=50 Lakhs	10			
3	Unit cost for onboarding scheme with beneficiary nos. > 50 Lakhs	10			
<b>Total Cost</b>					
<b>In Words:</b>					

N.B: Final amount will be calculated based on the actual no. of schemes in each category.

**9.3.11 FORM FIN-11: Cost Discovery Component for additional man-months, if applicable (in Indian Rupees)**

S. #	Description	Man-Month Rate (exclusive of all Taxes)	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Cost for 300 Man-Months during Development phase				
2	Cost for 40 Support Resources <sup>2</sup> during entire project duration				
<b>Total Cost</b>					
<b>In Words:</b>					

N.B: Final amount will be calculated based on the actual no. of additional man-months during development phase and support resources during entire project duration.

<sup>2</sup> Support resources to be proposed are expected to possess PGDCA/ B.Sc (IT)/ equivalent with minimum 2 years<sup>1</sup> of experience