

Request for Proposal
For
**Selection of Agency for Digitization of Settlement Records and
Operationalisation of Digitized Data through web portal
(Director Land Records & Survey, Odisha)**



RFP Ref No: OCAC-SEGP-SPD-0010-2020-20017

Date -01.06.2020

Odisha Computer Application Centre

(Technical Directorate of E&IT. Department, Govt. of Odisha)

N-1/7-D, Acharya Vihar

P.O. - RRL, Bhubaneswar - 751013

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A. Bid Overview

A1. Letter of Invitation

OCAC on-behalf of Director of Land Record & Settlement (DLR&S), who is the Purchaser, invites responses ("Tenders") to this Request for Proposals ("RFP") from Organizations ("Bidders") for Document Scanning, Indexing and Storage through DMS, operation and maintenance of digitized data as described in Term of Reference of this RFP, under "Scope of Work".

The "Request for Proposal" applies to all eligible IT/ITES Companies having a proven track record in the Field of application development, digitization and maintaining database to ensure action as per the scope of work at 5 settlement offices and 6 additional sub-collector offices on turnkey basis. The organisation should have adequate technical resources to deliver the requirement on time.

The duration of the project is for a period of 1 year to digitize the settlement records and maintenance of the Web based solution for a period of 2 years and it may be extended further as per the requirement of the DLR&S on yearly evaluation and performance assessment during /after the maintenance period.

Detailed information regarding the services required and other term and condition is given in the enclosed Request for Proposal (RFP). Your company is being requested to submit a detail proposal and 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.

We look forward to having your proposal.

Yours sincerely,

General Manager, Admin
Odisha Computer Application Centre

A2. Important Information for the Bidders

Particulars	Details
Bid Inviting Authority	Odisha Computer Application Center
Request for Proposal No:	RFP Ref No: OCAC-SEGP-SPD-0010-2020-20017
RFP publication date	01/06/2020
Non Refundable RFP Document fees	Rs 5,000 plus 12% GST
EMD	Rs 10,00,000
Last date & time of submission of written queries for Clarifications on RFP document. The format for submission of query is provided in Section-B2-1.6 Queries can also be sent to the e-mail ID- (gm_ocac@ocac.in) in the required format only.	6.06.2020 (5PM)
Contact Person	General Manager, Admin
Place of submission of bid documents	OCAC Building
Address for correspondence	General Manager (Admin) Odisha Computer Application Centre (Technical Directorate of I.T. Dep't, Govt. of Orissa) N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013
Date, time, venue for pre-bid conference (Only one representative from each bidder with necessary authorization letter)	8.06.2020, 3.30 PM, OCAC
Tentative Date, time for query response	10.06.2020, 5 PM
Last date and time for submission of proposal/bid	24.06.2020, 2 PM, OCAC
Date, time and venue for opening of Pre - Qualification bids	24.06.2020, 4 PM, OCAC

Date, time and venue for declaration of Pre Qualification result	26.06.2020, 4 PM, OCAC
Tentative Date, time and venue for Technical bid opening and presentation	02.07.2020, 11AM,OCAC
Tentative Date, time for declaration of technical bid result	4.07.2020, 3PM
Opening of Financial Bids of technically bidders	06.07.2020, 11.30 AM, OCAC

A3. Background

The Director Land Records and Surveys, Board of Revenue, Odisha under Revenue & Disaster Management Department, Government of Odisha invites agency through the tender process for scanning / digitization of approximately 10 crore pages of (05) five nos. of Major Settlement Offices of Odisha, located at Cuttack, Sambalpur, Behampur, Baripada and Dhenkanal , (06) nos. of Six Additional Sub-Collector Offices located at -Puri, Keonjhar, Balasore, Kalahandi, Jaypore and Phulbani coming under the five Major Settlement Offices.

The project scope has envisaged developing and deploying an efficient system for scanning the true copies of different types of records with approximately 5 Cr of pages with number of records as mentioned in the Annexure 1. The project therefore comprises of setting up of operating centre with necessary infrastructure at each 5 settlement offices and six units at additional collectorate office, Scanning the pages of records, meta data entry through DMS (Document Management System), Indexing, Archival, Co-ordination & supervision by defining appropriate workflows for the activities involved in order to maintain the system and smooth operation so that the project will be completed on time. The Agency has to co-ordinate with different stakeholders and also works as per orders from appropriate authority from time to time. After digitization of the records, the data will be managed for the citizens requirement on request and also for internal requirement, the detail of the scope is defined in the Term of reference.

A4. Objectives

The major objectives of the digitization project are:

- I. To preserve and protect the copies of settlement records in electronic form.
- II. Settlement information about a plot on citizen request can be given instantaneously
- III. Maintain all records in integrated digital form in a central repository.
- IV. To make documents and files accessible to multiple users simultaneously.
- V. To store and route documents electronically for verification and authentication.
- VI. To use Document Management System for easy storage, retrieval and sharing at settlement office and other location.
- VII. Providing online payment gateway to pay the service fees on digital mode and the request can be given from anywhere for any location through the web portal.

A5. Broad scope of work

The entire scope of work has been divided into two parts as:

1. Infrastructure setup, scanning of records and Meta Data digitization through deployment of Document Management Solution at 5 Settlement and 6 sub collector offices at the District.
2. Deployment of adequate data entry operator and Proof reader in 11 offices and development of web based solution.
3. After completion of the scanning and digitization work, the agency will withdraw their infrastructure.
4. Storage of Data in Central web server through the dedicated web portal with citizen interface to give online request with other features as per the scope.
5. Maintenance and Support of the web portal for 2 years after go live and completion of the data digitization.

B: Instruction to Bidders

B1: Eligibility Criteria

- i. The Bidder should be a company registered under the Companies Act, 1956/2013 and in operation in India for at least 5 years as on 31.05.2020 and should have their registered office in India.
- ii. The Bidder must possess a valid: -
 - a. Company Registration Certificate
 - b. GST Registration Certificate with up-to-date Clearance Certificate
 - c. PAN Number
- iii. The Bidder should deposit Earnest money of Rs 10, 00,000 and Tender fees of Rs 5,000 in DD/BG format from the scheduled and nationalised bank along with the pre-qualification bid. The bid received without the same will be summarily rejected.
- iv. The Bidder must be a profit making company and should have positive net worth on an average of last three Commercial years as on March 31, 2019.
- v. The Bidder should have average annual turnover of at least INR 10 Crores for the last three immediate past fiscal years as on March 31, 2019 and out of which annual average turnover of INR 5 Crores in last three financial years from the business of data digitization, scanning and software deployment and maintenance.

- vi. Bidder should have at least implemented 3 similar projects in India in Govt/PSU/Reputed Corporate Entity (Annual Turnover of 1000 crore or more) in the last 3 financial years. One of the projects should be a project value of 2.4 crores or two projects with value not less than 1.8 crore for each project or three projects with a value not less than 1.2 crore for each project. One of the projects should have the requirement of deploying with the setup of at least 5 operation sites with infrastructure support for scanning, metadata entry and integration of the data with central repository.
- vii. The Bidder should have scanned minimum cumulative number of pages of one Crore over the last 3 financial years (FY 2018-19, 2017-18, 2016-17) from the agencies of Govt /PSU in India.
- viii. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government Departments/ agencies/ ministries or PSU's and should not be blacklisted.
- ix. Duly Executed Power of Attorney in favour of Authorized signatory of the Bidder or copy of board resolution duly authorizing signatory for signing this bid.
- x. The bidder should have at least 50 data entry operators, 10 proof readers, 20 IT professionals with relevant experience on software development on its rolls as on the date of submission.
- xi. The bidder without their presence in Odisha can participate but have to submit undertaking to start operational unit with 15 days on getting the award.

B2: Bid Processing

B2-1: General Instruction to Bidders

B2-1.1 Completeness of Response

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 by 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 and forfeiture of the Bid Earnest Money Deposit (EMD)

B2-1.2 Right to reserve

DLR&S reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without any liability or any obligations for such acceptance, rejection and annulment, and without assigning any reasons thereof.

DLR&S department reserves the right to increase or decrease the quantum of documents to be scanned and digitized with Meta data of the applicants based on the performance of the service provider.

B2-1.3 Availability of Bid Documents

The Bid document can be downloaded from the official website of the OCAC www.ocac.in/www.odisha.gov.in/ <http://revenueodisha.gov.in/>

B2-1.4 Authentication of Bids

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the contract. The authorization shall be form of a written power of attorney accompanying the proposal or in any other form demonstrating that the Representative has been duly authorized to sign. All pages of the bid, except for un-amended printed Literature shall be initialled and stamped by the person or persons signing the bid.

B2-1.5 Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled and stamped by the person or Persons signing the bid.

B2-1.6 Pre-bid conference

A Pre-Bid Conference shall be scheduled by the Department as per the time and venue given in the data sheet at A2 , page no. 7.

In case of any change in date, time and venue of the conference, the same will be intimated to all bidders through e-mail/fax or notification on OCAC website. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed solution requirements in reference to this RFP. Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.

Request for clarifications shall be sent by the bidders through email as per the format given below:

Name of Bidder: Tender Ref No OCAC-SEGP-SPD-0010-2020-20017

S.No	RFP Clause No	Page No	Content requiring Clarification(s)	Points of clarification/request to amend

The queries shall be sent to:

1. General Manager, Admin : gm_ocac@ocac.in, bibhuti.ojha@ocac.in

All responses given by the committee will be distributed to all the bidders. No request for clarification from any bidder shall be entertained after date and time as mentioned in the data sheet.

A corrigendum may be issued, in case any changes to terms and conditions of the RFP are required to be altered.

B2-1.7 Bid Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process and all such activities related to the bid process.

B2-1.8 Venue and deadline of the submission

The venue and the deadline of the submission shall be as per the data sheet at A2, page no.7 DLR&S Dept/OCAC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum or by intimating all bidders who have been participated in pre-bid queries or submitted the bid, in writing or through e-mail. The same may also be published in the OCAC web site.

B2-1.9 late bids

Bids received after the due date and the specified time for any reason whatsoever, shall be rejected.

B2-1.10 Earnest Money Deposit

A Bid security of INR 10,00,000 (INR Ten Lakh Only) must be submitted with the Bid in the form of a bank draft/bank guarantee issued by any Nationalised / Scheduled Bank and shall be valid for 120 days beyond the validity of the Bid.

The bid security of all unsuccessful bidders would be refunded by OCAC within 30 days of the bidder being notified as being unsuccessful. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

No interest will be payable to the Bidder on the amount of the EMD. Bids submitted without bid security, mentioned above, will be liable for rejection without providing any opportunity to the bidder concerned.

The EMD may be forfeited:

- i. If a Bidder withdraws the bid or increases the quoted prices during the period of bid validity or its extended period, if any; or
- ii. In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
- iii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- iv. During the bid process on evaluation, if any information found wrong / manipulated / hidden in the bid.
- v. The decision of the Department regarding forfeiture of the Bid Security and rejection of bid shall be final & shall not be called upon question under any circumstances.

B2.1.11 Bid document fees

Rs 5,000 with GST of 12% in the form of DD will be paid along with bid document.

B2.1.12 Consortium or sub-letting of work

Consortium is not allowed and the contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity. The selected agency shall be responsible for the execution of the project.

B 2.2. Bid Submission instructions

Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. The Department will evaluate the bid based on its clarity and the correctness of its response to the requirements of the project as outlined in this RFP.

B2.2.1 Format of Submission

Submission for this RFP is going to be a three cover system;

- i. The Pre-qualification Bid, Technical Bid and Commercial Bid of the RFP should be placed in a separate sealed covers with the wordings "Pre-qualification Bid", "Technical Bid" and "Financial Bid" respectively super-scribed on them.
- ii. Please note that prices must not be indicated in the Pre-qualification Bid and Technical Bid and must only be indicated in the Commercial Bid.
- iii. The covers containing the Pre-qualification Bid, Technical Bid and the Commercial Bid must be put in another envelope (bid cover) along with the following documents;
 - a) RFP document fees
 - b) Bid security / EMD
- iv. The Bid Cover should be super-scribed with Project name, RFP Number, Due Date and the wordings "Do not open before (00/00) hours on <<date of submission>>" as given in datasheet.
- vi. The cover thus prepared should also indicate clearly the name, address and telephone number of the Bidder to enable the Bid to be returned unopened in case it is declared "Late".
- vi. The Pre-qualification Bid, Technical Bid and Commercial Bid should be complete documents and should be bound as a volume separately. The documents should be page numbered and appropriately flagged and contain the list of contents with page numbers. Bidders are required to submit all details as per the formats given in the RFP document only. Any deficiency in documentation may result in the rejection of the Bid.
- vii. As part of the bid, Bidder should also provide soft copies of the Pre-qualification Bid, and the Technical Bid (word format/pdf format), each in the form of a non-re-writeable CD/DVD (Compact Disc). The CD/DVD containing the copies of the Pre-qualification Bid, and the Technical Bid should be sealed with the Pre-qualification, and Technical bids respectively.
- viii. All CDs submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent Pen/Marker", should be super-scribed with "Pre-qualification Bid" "Technical Bid" (as the case may be) and should bear the name of the Bidder. Bidder must ensure that the information furnished by it

in respective CDs is identical to that submitted by it in the original paper bid document. In case of any discrepancy observed 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.

B2-2.2 Documents comprising the bid

Bid submitted by the bidder shall comprise the following:

- i. Pre-qualification Bid (eligibility criteria) in the format as specified at E.1.2
- ii. Technical Bid in the format as specified below and at E2.2
- iii. Financial Bid in the format as specified at E3
- iv. Earnest Money Deposit as specified in RFP.

B2-2.3 Validity of Bids

- i. All bids must be valid for 180 days from the last date of submission of bids. A bid valid for a shorter period may lead to disqualification of the bidder. The Department reserves the right to take appropriate action in this regard. On completion of the validity period, unless the bidder withdraws his bid in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his bid.
- ii. In exceptional circumstances, at its discretion, the Department may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

B2-2.4 Language of the bids

All the bids submitted shall be written in English Language.

B2-2.5 Non Conforming Bids

A bid may be construed as a non-conforming bid and ineligible for consideration:

- i. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements is a common cause for holding bids non-conforming.
- ii. If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements, and any such bidders may also be disqualified.

B2-2.6 Disqualification

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

- i. Bid not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming bid.

- ii. During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.
- iii. The bidder qualifies the bid with his own conditions.
- iv. Bid is received in incomplete form.
- v. Bid is received after due date and time.
- vi. Bid is not accompanied by all the requisite documents
- vii. If Bidder provides quotation only for a part of the project
- viii. Information submitted in technical 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.
- ix. Commercial bid is enclosed with the same envelope as technical bid.
- x. Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- xi. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
- xii. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by the Department.

B2-2.7 Modification and withdrawal of bids

No bid may be modified or withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the bidder on the bid form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

B2-3: Bid Opening and Evaluation

B2-3.1 Bid opening sessions

The bids will be opened, in three sessions, one each for Prequalification, Technical and Commercial/Financial, in the presence of bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address. In the event of the specified date of bid opening being declared a holiday for Government of Odisha, the Bids shall be opened at the same time and location on the next working day or the date with time shall be intimated to all the participated bidders.

During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

B2-3.2 Opening of Bid Document Process

The RFP document fees / EMD will be opened, by a Bid Opening Committee appointed by the Department, in the presence of bidders' representatives who choose to attend the session on the specified date, time and address. The envelopes of respective stages will be opened again in the presence of the representative.

B2-3.3: Evaluation Criteria

The bid process involves a Three-stage evaluation namely, Pre-qualification, followed by the Technical and Financial bid.

B2-3.3.1: Evaluation of Pre-qualification Bids

The bidders will be assessed on the prequalification criteria and a list of Pre-qualified bidders will be made by the Department on the advice of the Technical Evaluation Committee (TEC) appointed by the Department for evaluation.

B2-3.3.2: Evaluation of Technical Bids

The evaluation of the Technical bids will be carried out in the following manner:

- i. The Technical Bids of only the pre-qualified bidders will be opened for evaluation.
- ii. The bidders' technical bids proposed in the bid document will be evaluated by the TEC (Technical Evaluation Committee) as per the requirements specified in the RFP.
- iii. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification) as required for technical evaluation.
- iv. The bidders getting 70% score in the technical evaluation shall be eligible for Commercial evaluation.

B2-3.3.2.1 Technical Evaluation Criteria

SL No	Parameters	Basis for Evaluation	Max marks	Supporting documents
1	Company profile		25	
1.1	Average turnover - in last 3 financial years	INR 10 Cr -14 Cr Greater than INR 10 cr, For every 5 crore, 2 Mark till 25 crores of turnover.	20	Copy of the Audited Balance sheet with Profit & Loss; OR Certificate from the statutory auditor for three years
1.2	ISO 9001 CMMi3 or above	2 3	5	Copy of Certificate
2	RELEVANT EXPERIENCE		55	
2.1	Experience in Document Scanning & Digitization project within last 5 years in Central Government / State Government / PSU in India / Reputed Corporate entity from India with minimum Order value of INR 1 Crore. The work order should have been issued within the last 5 years.	For each project 5 Marks	15	Completion Certificates from the client; OR Work Order copy with 75% or more payment received
2.2	Similar project implemented in GOVT/PSU/Reputed Corporate entity from India in India in last 5 years with the scope of data synchronisation from multiple location: More than 10 operation unit @ 10 marks for each project. Note – one project can be counted only under	For each project 10 Marks	30	Work order with the details about scope and certificate of successful implementation of the project from deptt/psu in India

	2.1 or 2.2(not both)			
2.3	Web Portal and work flow based Application development with maintenance for two years with minimum order value of Rs 10 lakh from GOVT/PSU of India in the last 5 years	For each project 2 Marks	10	Project Completion Certificate from the organisation
3	Approach and Methodology		20	
3.1	Complete understanding of the setup with the suitable infrastructure, Security parameters, suitable storage solution , preventive measures for data theft, Exporting Data for state level integration	Evaluation on proposed Specifications, IT equipment type & Quantity	5	Qualitative assessment based on Demonstration of understanding of the requirement with presentation of similar project
3.2	Capability of deployment of required qualified Manpower resources and project completion on time	Key profile of the resource, number of resources available for deployment and their plan of deployment	5	Technical Proposal& Presentation
3.3	Approach and methodology for high degree of accuracy and quality checking initiatives.	Evaluation on proposed presented under- standing the requirement	5	Technical Proposal& Presentation
3.4	Approach & Methodology for data integration , Security and implementation of workflow based solution.	Evaluation on proposed presented under- standing the requirement	5	Technical Proposal& Presentation

B2-3.3.3 Evaluation of Financial Bids

The Financial Bids of only the technically qualified bidders will be opened for evaluation. The bidder with lowest Commercial bid (L1) will be awarded as per the format E3.3.

B2-4 Contract Finalization and Award

B2-4.1 Award Criteria

The Bidder quoting lowest finance bid would be declared as the Successful Bidder. In case of Bidders having the same quoted amount, the Bidder with the higher total Technical Evaluation Score would be declared as the Successful Bidder and will be awarded to execute the project for the "Scope of Work as laid out in this RFP". However the committee may decide to assess both Part A(E3.1.6) and Part B (E3.2.1)separately and to award the contract to L1 quoted price bidder from respective part. One bidder will be selected from Part A quoting L1 price but for Part B more than one bidder may be selected if agreed to work on the L1 quoted price.

B2-4.2 Notification of Award

Prior to the expiration of the period of bid validity, the Department will notify the successful Bidder by e-mail or by registered letter that its bid has been accepted.

The notification of award will bind the parties for the formation of the Contract.

Upon the successful Bidder furnishing the performance bank guarantee pursuant to Clause B2-4.4 the Department will promptly notify each unsuccessful Bidder and will discharge its bid security/EMD.

B2-4.3 Signing of Contract

At the same time as the OCAC notifies the successful Bidder that its bid has been accepted, and will send the Bidder the MOU, incorporating the clauses of tripartite agreements between the parties.

Within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by OCAC, the successful Bidder shall sign and date the Contract and return it to the OCAC.

In case the contract is not signed by stipulated date, the Buyer may forfeit EMD as per terms and conditions.

B2-4.4 Performance Bank Guarantee

At the time of the signing of the contract, the successful Bidder shall furnish the performance bank guarantee in accordance with the Conditions of Contract, in the Performance Guarantee Bond.

This Performance Bank Guarantee will be for an amount equal to 10% of the work order value. This performance bank guarantee shall be valid from date of acceptance of LOI, till 60 days after the completion of the project. Each year Performance bank guarantee will be renewed if the project execution period extends after completion of one year. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee may be discharged/ returned by OCAC upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the bidder being unable to service the contract for whatever reason, the OCAC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Department under the contract in the matter, the proceeds of the PBG shall be payable to the Department as compensation for any loss resulting from the bidder's failure to perform/ comply with its obligations under the contract. In such case, the Department shall notify the bidder in writing of the exercise of its right to encash the Bank Guarantee. The Department's decision in this respect will be final.

In case the project is delayed beyond the project schedule as mentioned in this RFP, the performance bank guarantee shall be accordingly extended by the service provider for six months.

The Performance Bank Guarantee may be forfeited if it is found at any time that representatives of the bidder were found engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract. Data theft will also lead to forfeiture of Performance Bank Guarantee.

B2-4.5 Tripartite SLA

Tripartite SLA will be signed between DLR&S, OCAC and the vendor(s) as per the terms and conditions in the RFP. A **non-disclosure clause** will also be a part of the SLA to agree not to disclose certain proprietary or confidential information explicitly outlined in the agreement before commencement of the project.

B2-4.5 Intellectual Property Rights

DLR&S shall retain exclusive intellectual property rights to all artefacts exclusively developed for this purpose and has sovereign rights or right to use on a formalized agreement with another party. If any open source software has been used in the application, DLR&S will have the right to use it and the same may not be used with its licence key by others.

C. Contractual Term

The Contract Agreement for this engagement would contain the following key clauses:-

C1. Term of Contract

The period of contract shall be of one year or the completion of the volume work as defined in the term of reference and if required may be extended further for addition of more volume of work on recommendation of committee. The extension will be approved on yearly basis.

C2. Termination

- i. Normal termination of the contract would happen at the end of the tenure.
- ii. Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

C3. Effects of Termination

- a) In the event of a pre-mature termination of this agreement by Nodal Agency, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.
- b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

C4. Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

C5. Fees and Payments

- a) The total fees payable to the bidder shall be inclusive of all taxes / levies and other out of pocket expenses. Rate of taxes will be applicable as the rate prevailing at the time of submission of Bill.
- b) Payments would be subject to tax withholding.
- c) In case of a *bona fide* dispute regarding any invoice, the OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

C6. Ownership and Audit

All records pertaining to this engagement shall be made available to the DLR&S Department / OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

C7. Co-operation by the Department

To enable the bidder carry out its obligations under this agreement, DLR&S Department shall provide timely and convenient access to data, electricity and other operational support, on time approval within an agreed timeframe, on all requests and queries submitted to by the bidder. The validation of the data needs to be done within the time line of 15 days of receiving it.

C8. Confidentiality

Bidder and its deployed resources shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to the data, wherever applicable.

C9. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

C10. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours.

On non settlement of the dispute, same shall be referred to the Secretary to Government, E&IT Department, and Government of Odisha or Chairman of OCAC for his decision and the same shall be binding on all parties.

C11. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Cuttack (High Court) having jurisdiction.

D. Terms of Reference

Scope of Work

The scope of work will cover digitization of records and use of the metadata with a central repository through a web based solution. The selected agency will place the resources at 11 locations to scan the records and to enter the metadata through the web portal .The data will be stored in a centralised repository and will be further utilised for internal and citizen's requirement.

D1.Infrastructure Setup

Deploy required own Infrastructure viz. – Scanners, Desktops/Laptops, Printers, Cameras along with connecting cables and power extension cords etc & manpower at all the identified Settlement offices and sub collector offices.

The space for setting up the infrastructure as well as the raw power connections, tables, chairs, racks and internet will be provided by respective offices where scanning would be done.

D.2 The web portal

The web portal will have the following modules through which the defined data entry operators, Proof readers, validator and approver will be provided with the access rights with the defined roles to scan and digitize the data through the defined web portal.

The web portal will have the following modules with the functionality:

D2.1 Document Management Solution (DMS):

A Document Management Solution (DMS) is required to scan and digitize the record of the concerned settlement offices in their premises. The solution will have the sub-modules as:

- i. Scanning and Document storage
- ii. Document capture and Meta Data Entry as per the format defined for the records
- iii. Indexing of the records

- iv. Access Control
- v. Task List, Assignment to operators and Monitoring the progress
- vi. Automated workflow from Data Entry , Validation to approval of the digitized record on bunch
- vii. Search Record
- viii. Dashboard to monitor the progress of digitized records.

The software should have the following features:

- i. Central administrator to create the administrator from every operation location unit and administrator from the settlement and sub-collector office will define their user with role and access rights.
- ii. The system should have the option also to export in "excel/XML/CSV compatible" if any offline data entry and digitization records to the central server.
- iii. Monitoring the scanning and digitized record progress. This shall Include the daily, weekly, monthly and overall progress (number of records scanned for particular type, completed months / years etc)
- iv. Designated officials from concerned settlement office will verify the metadata entered 100% through the software as an user with role and finally on approval by head of the settlement office, the same will be available for exporting to the central web server
- v. The application must have a support to view the scanned copy in one panel and enter the metadata in another panel as defined on selection of the records as per the mouza/village wise.
- vi. Any bespoke solution developed or enterprise edition proposed by agency may be utilized for this purpose. However, if any selected Bidder wishes to utilize a licensed tool then license should be bought by the agency in the name of the DRL&S.
- vii. The system should have the features to store the information in local environment even after exporting to the web server to meet the requirement on local request of the citizen.

- viii. The system should have the features to generate the report on query as per the request of the citizen on specific format at local settlement office with the approval through digital signature.

D2.2.Types of Records

Scanning and digitisation of the information out of the following records will be done as per the scope of work:

- i. Yadasta
- ii. Mistake
- iii. Rent Objection Case
- iv. Appeal Case
- v. Plot Index
- vi. Amin Report

Every record will have different metadata information and few are related to each other. Details of the meta data is enclosed at annexure 1.

D2.3. Pre-scanning preparation

Pre-processing of document would be the activities that are to be performed on the Documents collected before they can be scanned. It shall include (but is not restricted to).

- i. Collection of physical documents from the record room of the settlement office.
- ii. Removal of tags, pins, threads etc from the document.
- iii. Verifying the order of the pages in the documents, noting the number of pages and sorting if required to make in the correct order.
- iv. Special preparation of documents that may not be in a good physical condition for example torn pages, folded document to make straightening and if need be, notify concerned nodal officer of the settlement office for necessary action before their scanning. If required same can be typed and stored with approval from the concerned nodal officer.

- v. The agency would also have to make note of the document details in their log register while collecting these documents. The log register should contain at-least following details:
 - a. Type of record collected
 - b. Number of volume and number of total pages to scan per volume
 - c. Date of document receipt, Collected by (Name of the representative)
 - d. Expected Date of Return
 - e. Actual date of return, Returned to (Govt Official) – Name & Signature

D2.4. Scanning Activities

- i. The documents/pages shall be scanned on a min. 300 DPI resolution, black and white/Grey Scale with digitized file size not exceeding 75Kb for one side of the page. A committee of DLR&S and OCAC officials shall certify the scanner models before deployment.
- ii. In case the content of the documents are not visible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.
- iii. In case the documents are not legible, it will be the bidder's responsibility to scan the documents on high resolution i.e. 600 dpi or higher.
- iv. The scanned documents shall be converted into PDF files.
- v. Agency should ensure that quality of scanned images are enhanced up to the Optimum level and required image enhancement activities like De-skew (to make the images straight), contrast ratio setting etc. has been done on the documents.
- vi. The agency must be able to carry out cropping and cleaning of images like removing black noises around the text, and providing the equal margins all around the text.
- vii. No document shall be digitized more than once. The file numbering will be checked by the scanning agency and if there is any discrepancy in numbering, it should be sorted out with the departmental in charge before proceeding
- viii. No blank pages should be deleted if they are part of the file. The blank page in a file is a page that is entirely blank, or has only page number, or has only rubber stamp.

D2.5. Post Scanning Activities

- i. After scanning, the physical document would have to be pinned together/tagged in the same form as it was given for scanning by the settlement office.
- ii. Designated officials from concerned settlement office and district offices will verify the scanned records 5% randomly offline through the software developed by the vendor. In case scanning is found not proper, the same will be reverted for re-doing.
- iii. Each page shall be serially arranged and shall be counted while giving the documents back. Proper acknowledgement has to be obtained from designated Official at each settlement/other office for handing back the documents and the same updated in the Data entry module on a daily basis.
- iv. Each volume & File should be labelled with a printed barcode sticker. The barcode should contain the parameters <<Settlement Office code, Year, Volume Number/ File number, number of Documents/ Pages>>.
- v. At the time of handing back the documents to the designated official, if any discrepancy is noticed the same needs to be recorded in the Data entry module with proper remarks.

D2.6. Meta Data Entry

- i. Metadata entry fields will be as per Annexure 1
- ii. The DMS solution will have the option of displaying two panels. In One panel to browse the particular scanned page for the records and in the other panel the Meta data form will be filled up with the information for the records as displayed in other panel.
- iii. After data entry by the operator, Proof reading will be done by the proof reader or quality resources deployed by the agency to ensure reduction of error before forwarding to the validator deployed by the settlement office.

- iv. Approximate number of pages for each record type to be scanned and the number meta data information to be digitized are enclosed at Annexure II. The data entry operator will enter Meta data for 200 numbers per day.
- v. The daily target on data entry operator wise will be managed through the task management module of the software.

D2.7. Quality Check

- i. Ensure Quality Check during/after the scanning work and data digitization in the software by the proof reader/quality analyst deployed by the agency before finalisation of the data in web server for further validation by the concerned settlement office before finalisation for use as required.
- ii. Settlement office through its deployed verifier will perform Visual Quality Check on the scanned Images, Indexing and Data entry details using the QC tool provided by the agency which is a feature in the DMS system. The Meta data should be very accurate and the selected Agency has to give volume wise from the record type to department for Quality check. If there are errors in metadata entry (even if one field in a record has error data entry, the record will be treated as error entry) and scanning, penalty as applicable will be levied.
- iii. The local data digitized shall be retained by the Settlement and District offices by importing it from the web server.
- iv. 100% verification of digitized metadata will be done by the officer from the settlement & District Offices and 5% of the scanned document will be verified on random.

D2.9. User Management

The web portal will have central administrator who will create users from the Settlement and Sub Collector office with the access and role defined for data entry operator, prove reader, Verifier and Approver. Approver will get access to approve the bunch of records with digital signature.

The administrator can create user on request to access the records on some particular incidence.

The user will be created to access the dashboard to view the request given by the citizens and with the role to forward to take the action and update to the citizen.

The administrator can create the user to view the progress of the project.

More than one administrator can be created but at a time one user will work as administrator.

The system will maintain the user history as audit log for 15 days in the system.

D2.10 Client facing interface for the web portal

A content Management Solution to be provided which may be own developed or a CMS developed on open source methodology. The CMS should have the option to create menu, sub-menu till the 4 th level with the editor to bind and update the information.

The web portal will be featured with following scope for citizen

- i. Citizen request
 - a. Citizen can request online for the services and on submission will receive a request ID for status tracking. All requests can be monitored from the admin interface in a dashboard accessed through access rights and action taken can also be stored with escalation alert.
 - b. OTP based authentication on downloading digital certified document
 - c. SMS alert on registration and readiness of the document
 - d. The system should have a the features to update the offline request with filled up form with information given by any citizen in the settlement offices and to issue the request ID after successful offline registration.
- ii. Certificate and Report: On request of the citizen or for internal requirement, the system will generate the certificate or necessary document on giving the parameters as per the request and will be submitted as authenticated copy with digital signature. The certificate and reports, document copy shall be issued by respective settlement office.
- iii. Status Tracking: Citizen can track the status of the request with reference to the request ID.

- iv. Download Forms: Citizen can download the form if want to submit the request with specified format for a report by submitting in the counter of settlement office if is not able to give the request online
- v. Online Payment: Citizen can pay online the requisite fees through wallet/debit card and credit card as defined to get the service. Dashboard and report on successful payment with the history of date and mode of payment.
- vi. Grievance: Citizen can submit their grievance online for their resolution and suggestion for improvement of service. The grievance can be accessed from the admin interface and the actions taken by the settlement office shall also be stored in the system.
- vii. Statistical Information.-The web portal home page will display the statistical information about the records on district wise for the State after digitized data integration.
- viii. Links to other organisation which can be managed from admin interface.
- ix. Notification – Any notification regarding settlement shall be displayed in this section which will be managed from the admin interface.

D3. Rebinding of the books

- i. Each Book & File should be labelled with a printed barcode sticker. The barcode should contain the parameters <<SR code, Year, Book Number, File number, number of Documents/ Pages>>.
- ii. At the time of handing back the documents to the designated official, if any discrepancy is noticed the same needs to be recorded in the Data entry module with proper remarks.
- iii. The method of binding to be used is "Hardcover binding" method using good quality Rexine cloth cover, head band, spine, end paper, tail paper etc. The binding should be undertaken with quality material with a minimum lifespan of 30 years.
- iv. The binding activity has to be undertaken in-house at the concerned settlement offices / its 6 sub-unities premises only along with Scanning & Digitization work using skilled persons.

D4.Support and Maintenance

- i. Maintenance of the DLRS web porta to address the issues of compatibility
- ii. Support related to the functional /logical error received during implementation and post implementation
- iii. Submission of the Portal for cyber Audit safe to host certificate at least once in a year or on regular interval as to be required.
- iv. Data Backup , Restoration and Recovery
- v. Performance Tuning and Optimization
- vi. Debugging to the finding on cyber audit
- vii. Maintenance or supports in the hosting server for up-gradation in the OS or patches upload for any application installed to support the portal.
- viii. Version upgrades and maintenance
- ix. Service provider to provide technical support to the Data Center Team as and when required to keep the data-centre up & running 24X7 till end of project period if the server will be collocated in the data center.
- x. Change in minor look and feel and Compliance to the GIGW guidelines referred by GoI.
- xi. Identify and remove defects as a corrective measures

The support and maintenance will be provided by the selected agency.

D5 .Security Audit - Scope of work

- i. The SI is responsible for Security audit (Safe to host certificate) before Go Live.
- ii. Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third party Audit empanelled agency by Cert-in.
- iii. All observation provided by the agency need to be debugged within the time line mentioned.
- iv. The portal shall be audited by the agency once in a year or as and when there is a change in the code on the process of up-gradation or addition of new functionality in the web portal.
- v. The SI will select the agency for Cyber Audit after approval of OCAC/DLR&S Office.

D6. Duration of the Project:

The successful bidder should complete the work in whole as per the scope and to deliver the deliverables within 12 months of award of work. However, in extraordinary situation, the Director, Land Records and Surveys, Odisha may extend the time. After completion of the digitization work, the Agency will provide support on the application deployed at DLR&S office for archiving, storing, management of the

required reports from the system for two years The Agency will also give training and handholding support to the staff of DLR&S on implementation of the project and also as and when required during their post maintenance period.

D7. Hosting Environment and Storage Device

The Required Server Space shall be provided in State Data Center /National Data Center for data export to the central server and hosting of the web portal for citizen centric service.

D8. Security Measures at Implementation Site

Implement Strong Access Control Measures:

- i. Restrict the physical access to the allotted scanning & digitization area to the authorized personnel only who may be from department or approved members from the agency.
- ii. The Security measures to be installed at Department employees' systems to prevent data vandalism or theft. Identify and authenticate access to system components
- iii. To ensure that the data is secure, all output devices Including USB, Optical Drive, email and Internet to be disabled for operators of machine. For uploading data to the server the same shall be done over intranet.
- iv. To ensure that maximum-strength standards are enforced for user passwords, which are encrypted during transmission and storage.

D9. Roles & responsibility of Nodal Officer of the settlement office and Sub collector office:

- i. Allocation of suitable office space inside the Office premises for Setting up of the operational units. The office shall provide electricity connectivity and internet as per availability.
- ii. To ensure proper earthing system as per the required specification in his office for functioning of electronic and computer systems and other peripherals.
- iii. Assignment of an internal staff of the office to supply the records to the vendor year wise to be scanned on receipt of the same and who will maintain the log for issue and receipt of records.

- iv. To provide assistance to the vendors, with necessary guidance on various legal aspects of a true copy of a document and formats of indexing associated to the documents.
- v. After completion of scanning work batch wise, concerned Officer nominated as verifier shall verify the scanned records and metadata and on being satisfied regarding correctness of the data shall issue the completion certificate to the Vendor.
- vi. To upload the verified data to the central server after verifying the complete correctness of the data through own staff.

D10. Role, Responsibility of the Selected Agency and compliances to the standard procedures to execute the standard defined procedures

Deployment of required IT infrastructure & human resource at respective Registration Office location with the role and responsibility as follows:

- i. All tools & tackles necessary for the scanning and digitization work shall have to be deployed by the Vendor. Intelligent book scanner with minimum 300 DPI to be used for the scanning purpose by the vendor.
- ii. The equipment used by the service provider for a particular work must be appropriate for the type of work. The service provider shall maintain the equipment used in this work properly so that they are in good working condition. In no case shall the service provider use defective or imperfect equipment in the work.
- iii. The service provider shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the project site and the department shall not be responsible for any loss or damage to any of these equipment's during the course of the execution of the work.
- iv. Scanning & QC (Quality Check) operators cum Supervisor with knowledge and experience in scanning activities. At least one QC operator per location is mandatory.
- v. Human Resource Requirement: - The number of Data entry Operator, QC Operator may vary and the team size shall be increased keeping in view the

- project urgency in consideration and subject to considering the no's of documents available for scanning.
- vi. Dedicated resource to ensure the quantum and quality of output to meet the deadline/ time limit.
 - vii. Maintaining the confidentiality of the Registration Offices regarding these records as per the provisions of Information Technology Act., 2000.
 - viii. It is the responsibility of the agency to make arrangement for Standard internal electrical wiring with backup power to run data entry and scanning work uninterruptedly.
 - ix. Daily reporting of the status of the progress of work starting from the site preparation to the record handling and progress rate of digital structuring is to be devised for timely incorporation as part of the Project MIS.
 - xi. Liaisoning with respective Govt. official/ personnel at each location for arrangement of the suitable work space, input registration records inside the Office premises.
 - xii. Dedicated resource to receive and return the true Copy Volumes & Record books.
 - xiii. Dedicated resource to ensure the page count and proper handling of books without causing any physical damage to the records or its contained pages.
 - xiv. Handing over the Scanned copy (in duplicate) after the completion of work in respective registration office in the proper data recording media as specified.
 - xv. After receipt of the Records for scanning from the Settlement Office representative, the security and the safety of these records till the completion of works and return of the same in the original condition, shall be the sole responsibility of the agency and in case of any damage at the time of scanning, the Nodal officer can take appropriate action against the Scanning agency and penalty as may be deemed fit shall be imposed.
 - xvi. The Agency shall take back their assets involved in the scanning process upon completion of the work with due intimation to the Nodal officer and without causing any physical damage to the other electrical fixtures and fittings of the Office. The Agency shall be required to work in close collaboration with the Project

Owner's staff, act within its own authority and shall abide by directives issued by the Competent Authority.

- xvii. All logistic and accommodation requirement on execution of the project shall be borne by the agency.

D11.Deliverables

The complete project/assigned job as per order from Competent Authority has to be delivered/completed in all respect against location within one year or earlier from date of issue of the work order.

- i. Provide reports on details of the manpower deployed at each office defined at annexure 1.
- ii. Provide reports on completion of setup of operational units.
- iii. Daily Data entry and scanning report at each office mentioning the details of documents Copy of Raw Scanned Pages/Records and Formatted/ clean Page/Record data.
- iv. Data on uploading of scanned and digitized records to the Central web server through the defined path.
- v. Quality check reports with details about % of error from the batch. Required Corrections/Rework due to errors identified during random data checking.
- vi. Records with Barcode sticker fixed on handover of scanned and digitized files to the respective SRO office.
- vii. Rebinding of books
- viii. Deployment of the web portal, security audit certificate, UAT, Training and User Manual ,All technical documents and the source copy after deployment which are the IPR of the DLR&S.
- ix. Licensed copy of the application software and other COTS as may be developed by the Firm / Agencies or its employees for and during-execution of the work shall vest in favour of Director Land Records & Surveys, Board of Revenue, Cuttack or his Authorized Officer.

D12. Payment Terms

Payment shall depend on the completion of milestones defined which is to be certified by the authorised concerned nodal officer of the registration office and payment shall be done after getting the approval from the Director Land Records & Surveys , Cuttack after completion of the project. Payment shall be made as per schedule mentioned below:

SI No	Payment Criteria	Payment
1.	Scanning of the settlement records and Metadata entry on bundles of 2000 records/10 volumes of records at a time including fixation of barcode sticker to indicate completion of the scanning and digitization activities.	90% payment will be done in every two months on the basis of actual records scanned and digitized certified by the DLR&S. Rest 10% will be paid after completion and successful up-dation in the DLR&S System
2.	Book Binding	On completion of the data digitization phase
3.	Software Development	
4.	Approval of SRS and Project Documentation	20%
5.	After UAT approval and Cyber Audit Certification	30%
6.	On go Live and Training	10%
7.	After digitization	20%
8.	After Completion ready for citizen with certification of the performance in 3 months	20%
9.	Support and Maintenance	On Quarterly (After completion of the data digitization and ready for generating reports on request)
10.	Cyber Audit	After getting completion certificate

D13. Timelines

Implementation timelines for the completion of various phases are mentioned below:

SL No	Activity	Completion Schedule (in week)
1	Date of Issue of LOI.	T
2	Installation of the infrastructure	T+4 Weeks
3	Deployment of online web based DMS with the application metadata form, user workflow with access rights, customisation of reports	T+6 Weeks
4	Deployment of Resource at every location	T + 6 weeks
5	Digitization (Scanning and Metadata Entry)	T + 21
6	Readiness of the web portal for Citizen interaction and generation of report with implementation of all the features	T+25 weeks
7	Completion Project	T+30 weeks

D14. Service Level Agreement

The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

SL No	Service Level Agreement	Penalty for non-compliance
1	Delay in delivery because of Any reason attributable on milestone to the Service provider.	A penalty of Rs. 1000 (Rupees Thousand only) per day (excluding holidays) per office to be levied on the Service Provider.
2	Rejection due to Quality	Rejections upto 0.5% of the completed work on metadata entry (in chunks of 2000) - penalty of 0.5% of the billing amount (excluding taxes) to be deducted from the billing amount of meta data entry, DMS and

		<p>Scanning.</p> <p>Rejections more than .5% to 3% - penalty of 5% of the billing amount to be deducted from the billing amount of meta data entry, DMS and Scanning.</p> <p>Rejection more than 3% upto 5% - 10% penalty</p> <p>For scanning errors, the concerned records have to be rescanned.</p>
3	<p>If the vendor is found responsible for</p> <p>Any data theft, damage to the documents and provided equipments by the settlement office.</p>	<p>Immediate payment in actual for the damages to the supplied equipments or replacement of the equipment with same brand and specification.</p> <p>For any damage in the document, Department may impose penalty depending on the gravity of the damage as per the discretion rights of the DLR&S</p>

Note:

Penalties shall not be levied on the successful bidder in the following cases:

- i. Reasons beyond the control of the Vendor are intimated in writing to the department sufficiently in advance.
- ii. There is a Force Majeure event affecting the SLA which is beyond the control of the successful Vendor.
- iii. Any delay in decision making/approval from the Department's side which may have impacted the performance of the vendor and duly recorded.
- iv. DLR&S reserves the right to recover the penalty either from the performance bank guarantee or adjust the same from the payment of the bidder.

D.15 Conflict of Interest

The Service Provider shall disclose to DLR&S department/DLR&S in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Service Provider or its team) in the course of performing the Services as soon as it becomes aware of such a conflict. Service Provider shall hold DLR&S/DLR&S interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments.

D 16. Handover/Exit Clause

At the end of the specified tenure, DLR&S department/DLR&S may exercise its option to renew the project contract with the existing service provider or decide to undertake these activities on its own or to go for fresh open tender. During the transit period , the agency will hand over all the technical documents , knowhow to new agency or team as defined by DRL&S and OCAC.

D17.Scope up-gradation and Change Request Management

Any scope beyond defined in the RFP can be incorporated only after the change request given by the DLR&S to the implementing agency to provide technical assistance for addition of new functionality and enhancement of features to the software.

The implementing agency will submit the estimate with time line for the requested work to the DLR&S for observation and approval. The work will be started only after approval by the DLR&S.

To meet the cost of change request, the project will have a provision of 20 man months that will be quoted by the bidder which is Average resource cost, may be involved in execution of the change request.

Minor change request may be assigned to the deployed support and maintenance team subject to their availability.

D 18. Data Security and other features

- i. Data encryption to protect digital data confidentiality .All the features of authentication, integrity and data repudiation shall be considered.
- ii. Strong password and OTP based authentication even for citizen to download their certified document shall be provided.

- iii. SMS alert if any attempt more than 3 times on wrong credentials to be given to the user on their registered mobile.
- iv. SSL (Secure Sockets Layer) will be used to ensure securing of any information passed by a browser.

E - Format

E1 .Prequalification /Eligibility Evaluation

E1.1: Particulars of the bidder

S No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm	
3.	Year of Establishment	
4.	Date of registration and Registration Reference Number	
5.	Registered Office Address	
6.	Operational Setup Address (If more than one please add).Details of no of resources working in the unit.	
7.	Corporate URL	
8.	Resource Strength in India	
	Technical	
	Non Technical	
9.	Contact Person: Name Address eMail Phone Nos Mobile Number	
10.	Certification if any like of CMMi3/CMMi5	

E1.2: Pre-Qualification Bid Checklist

SI. No	Criteria	Documents Required
1.	The Bidder should be a company registered under the Companies Act, 1956/2013 and in operation in India for at least 5 years as on 31.05.2020 and should have their registered office in India.	Copy of Certificate of Registration and details of operation branch in Odisha
2.	The Bidder must possess a valid: - Company Registration Certificate GST Registration Certificate with up-to-date Clearance Certificate PAN Number	Copy of : GST Registration GST Payment clearance certificate and Pan number
3.	The Bidder should deposit Earnest money of Rs 10, 00,000 and Tender fees of Rs 5,000 in DD/BG format from the scheduled and nationalised bank along with the pre-qualification bid.	Earnest Money Deposit and document fees as per the details mentioned in the RFF to be submitted in separate envelop
4.	The Bidder must be a profit making company and should have positive net worth on an average of last three Financial years as on March 31, 2019	Auditors Certificate
5.	The Bidder should have average annual turnover of at least INR 10 Crores for the last three immediate past fiscal years as on March 31, 2019 and out of which average annual turnover of INR 5 Crores in last three financial years from the business of data digitization, scanning and software deployment and maintenance.	Auditor's Certificate for turnover along with the balance sheets and P&L Statements

6.	Bidder should have at least implemented 3 similar projects in India in Govt/PSU/Reputed Corporate Entity (Annual Turnover of 1000 crore or more) in the last 3 financial years. One of the projects should be a project value of 2.4 crores or two projects with value not less than 1.8 crore for each project or three projects with a value not less than 1.2 crore for each project. One of the projects should have the requirement of deploying with the setup of at least 5 operation sites with infrastructure support for scanning, metadata entry and integration of the data with central repository.	Work order and project completion certificate. If the project has completed 75% of deployment may be considered on certification.
7.	The Bidder should have scanned minimum cumulative number of pages of one Crore over the last 3 financial years (FY 2018-19, 2017-18, 2016-17) from the agencies of Govt /PSU in India.	Work order and the proof document of deployment from 10 operation sites
8.	The Bidder should have scanned minimum cumulative number of pages – one Crore over the last 3 financial years (FY 2018-19, 2017-18, 2016-17) executed in Govt/PSU in India/Corporate entity from India with an annual turnover of Rs 1000 cr.	Work order and execution certificate provided by the Client from Govt/PSU
9.	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government Departments/ agencies/ ministries or PSU's and should not be blacklisted.	Declaration from Authorised Signatory as mentioned in Annexure E1.3
10.	Duly Executed Power of Attorney in favour of Authorized signatory of the Bidder or copy of board resolution duly authorizing signatory for	Power of Attorney in favour of Authorised signatory of the bidder or

	signing this bid.	board resolution
11.	The bidder should have at least 50 data entry operators, 10 proof readers, 20 IT professionals with relevant experience on software development on its rolls as on the date of submission.	HR statement in the format at Annexure E 1.6
12.	The bidder without their presence in Odisha can participate but have to submit undertaking to start operational unit with 15 days on getting the award	Self Declaration by the Bidder in the format at annexure E1.1

E1.3: Self Declaration: Not Blacklisted

To,

General Manager (Admin)

Odisha Computer Application Centre
(Technical Directorate of I.T. Dep't, Govt. of Orissa)
N-1/7-D, Acharya Vihar P.O.- RRL,
Bhubaneswar - 751013

In response to the RFP Ref No - **OCAC-SEGP-SPD-0010-2020-20017**, dated 30/05/2020 for RFP titled "Digitization of Settlement Records and Operationalisation of Digitized Data through web portal", as an owner/ partner/ Director of, I/ We hereby declare that presently our Company is having unblemished record and is not declared 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,

Name of the Bidder:

Authorised Signatory:

Signature:

Seal:

Date:

E1.4: Bidder's Authorisation Certificate

(Company letter head)

To,

General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dep't, Govt. of Orissa)

N-1/7-D, Acharya Vihar P.O.- RRL,

Bhubaneswar - 751013

<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. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

E1.5: Format for Citations

General Information	
Name of Project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project (Completed/ in progress)	
Other Details	
Total project value	
Project Status :	
No of Operational Units	
No of Resource Deployed	
No of Records digitized	
No of Copy Scanned	
Duration of the project	No of Months Start Date Completion Date Current Status
Other Relevant Information	
Mandatory Supporting Documents: Work Order, Project Completion (100% or Statement from the department, if 75% of the project has been executed	

E2: Technical Bid Formats

E2.1: Technical Cover Letter

<Location, Date>

To

General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dep't, Govt. of Orissa)

N-1/7-D, Acharya Vihar P.O.- RRL,

Bhubaneswar - 751013

Subject: Submission of the Technical bid for "Digitization of Settlement Records and Operationalisation of Digitized Data through web portal"

Dear Sir/Madam,

We, the undersigned, offer to provide solution in response to the RFP for Selection of solution provider "Digitization of Settlement Records and operationalisation of Digitized Data through web portal".

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial 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.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm with Address _____

E2.2 Technical Bid Evaluation Check List

SL No	Parameters	Supporting documents
1	Company profile	
1.1	Average turnover - in last 3 financial years	Copy of the Audited Balance sheet with Profit & Loss; OR Certificate from the statutory auditor for three years
1.2	ISO 9001 CMMi3 or above	Copy of valid Certificate
2	Relevant Experience	
2.1	Experience in Document Scanning & Digitization project within last 5 years in Central Government / State Government / PSU in India / Corporate entity from India with an annual turnover of Rs 1000 cr with minimum Order value of INR 1 Crore. The work order should have been issued within the last 5 years.	Completion Certificates from the client; OR Work Order copy with 75% or more payment received
2.2	Similar project implemented in GOVT/PSU in India in last 5 years with the scope of data synchronisation from multiple location: More than 10 operation unit @ 10 marks for each project. Note – one project can be counted only under 2.1 or 2.2(not both)	Work order with the details about scope and certificate of successful implementation of the project from deptt/psu in India
2.3	Web Portal and workflow based Application development with maintenance for two years with minimum order value of Rs 10 lakh from GOVT/PSU of India in the last 5 years	Work order and certificate from the client .
3	Approach and Methodology	
3.1	Complete understanding of the setup with the suitable infrastructure, Security parameters, suitable storage solution , preventive measures for data theft, Exporting Data for state level integration	Qualitative assessment based on Demonstration of understanding of the

		requirement with presentation of similar project
3.2	Capability of deployment of required qualified Manpower resources and project completion on time	Technical Proposal& Presentation
3.3	Approach and methodology for high degree of accuracy and quality checking initiatives.	Technical Proposal& Presentation
3.4	Approach & Methodology for data integration, Security and implementation of workflow based solution.	Technical Proposal & Presentation

E 3. Finance Bid

E.3.1 Part A

E.3.1.1: Web Portal Design and Development Cost

Sl. No.	Name of Module/ Sub Module	Amount (A)	Tax Amount (B)	Total Amount (A+B)
1.	Design and Development of the web portal with DMF Solution and Citizen centric services including cyber audit for go live and Training			
Total				
In word :				

E3.1.2: Repeated Cyber Audit

Particulars	Rate per Cyber Audit (A)	Number of Cyber Audit (B)	Total (A*B) (C)	Taxes (% on C) (D)	Total (C+D=E)
Cyber Audit From Cert-in Certified organization		2			
Total					
In words :					

The payment will be as per actual number of cyber audit from CeRT-In certified organisation

E3.1.3 Operation and Maintenance Cost for 2 years

Sl. No	Year's	Amount (A)	Tax Amount (B)	Total Amount (C= A + B)
1	Year 1			
2	Year 2			
Total				
In Words:				

Support and Maintenance will be counted only after completion of Digitization work.

E3.1.4 Proprietary Cost proposed by implementing agency as a part of project cost

SL No	Details of System Software/Database/Others if any	Licensing Cost for 2 Years (Rs)
2	Database (Open Source Enterprise Edition Preferable)	
3	SSL	
4	E-Sign/Digital Signature Solution	
5	Any other 3 rd party software required for development and hosting	
6	CMS If any Licence cost to the project	
7	Other if any	
Total		
In Words :		

E.3.1.5 Provisional Cost for implementation of request for changes

Particulars	Quantity 20 man months (A)	Rate per man month (B)	Amount (A*B) C	Taxes (On C)	Total
Average Resource Cost	20				

- i. Average resource cost is not the cost of any specific resource rather the average of the cost of the team which may be involved in execution of the change request.
- ii. The provisional cost will be taken into consideration for bid price evaluation but will be paid on actual

E 3.1.6 Part A- Total quoted Value

Sl. No	Year's	Amount (A)	Tax Amount (B)	Total Amount (C= A + B)
1.	Web Portal Design and Development Cost			
2.	Repeated Cyber Audit Cost			
3.	Operation and Maintenance Cost for 2 years			
4.	Proprietary Cost proposed by Implementing Agency as a part of project cost			
5.	Provisional Cost for implementation of request for changes			
Total				
In Words:				

E3.2. Part B

E3.2.1: Scanning and Data Digitization

SL No	Description (A)	Rate per Unit (B)	Quantity (C)	Total (D) (B*C)	Taxes (E) On D	Total Bid Amount (F) (D+E)
1	Rate per page of scanning of documents at 300 DPI and storing them in PDF format including bar Code sticker.		3,20,00,000			
2	Meta Data Entry for per record					
	Yadasta		2,50,00,000			
	Mistake		80,00,000			
	Rent Objection Case		80,00,000			
	Appeal Case		80,00,000			
	Plot Index		2,50,00,000			
	Amin Report		80,00,000			
3	Rebinding ,Cover and Code reader		1,00,000			
Total						

E3.3: Total Quoted Cost

Sl. No	Year's	Amount (A)	Tax Amount (B)	Total Amount (C= A + B)
1	E3.1.6 - Part A (Web Portal Development and Maintenance)			
2	E 3.2 Part B (Scanning and Data Digitization)			
Total				
In Words:				

Note:

1. Payment will be done as per actual
2. LI bidder as per the price quoted in Part 3 will be awarded the project however, the decision of the committee is final and the assignment for Part B may be offered to more than one bidder if will be interested to take the assignment on the L1 quoted price from that category. The bid may also be evaluated on separately for Part A and Part B by taking the LI quoted price.
3. Taxes will be paid as applicable at the rate at the time of invoice submission but currently the rate will be imposed as applicable as on the date of bid submission.

Place:

(Name & Signature of Bidder)

Date:

Company Seal

Annexure 1

Plot Index

Every Mouza (Village) will have Number of plots. HAL Plots are new plot number after settlement .The plots before settlement are Sabik Plot.

Plot Index has been maintained Mouza wise and one volume will have multiple pages with 4 to 5 plot records which need to be scanned and digitized. All the plots meta data for that page will be bind with the scanned page.

Plot Index will have the following fields to add for the Mouza.

- i. Plot No (Hal & Sabik)
- ii. Name
- iii. Khata /Khatiyani No (Hal & Sabik)
- iv. Area
- v. Kisam

Page Size – A3

The information will be binding with the scanned plot index copy

Yadasta

- i. Every Mouza will have the Yadasta that is the record of history of a plot. Pages needs to be scanned which may be around 200 pages per village.
- ii. 80 lakh Number of Pages to be scanned
- iii. Number of Metdata to be entered on Plot wise which may be approximately around 4 cr.
- iv. The scanned pages will be stored with unique system generated code by taking the following metadata:
 - a. khata number (Both Sabik and Hal)
 - b. Plot No (Both Sabik and Hall)
 - c. Page No

Scanned Copy linking with Khata number

Page Size – A4

Mistake

Mistake from settlement, Legal heir, Purchase and the mistake case no shall be issued on request of citizen at the time of settlement operation.

The mistake report will be 100 pages to be bundled in one volume. The metadata to be entered out of the scanned mistake record are:

- i. Mistake no
- ii. Sabik/Hal Plot Number
- iii. Sabik/Hal Khata Number

The scanned document with reference to the mistake number shall be integrated with scanned mistake report.

Page Size –A4

Amina Report of Local Enquiry

This is the field visit enquiry report of Amina on Mistake Number on order. The Meta data will be entered with the following information:

- i. Mistake Case No and attachment of the scanned report.

Rent Objection Case

This record says about the citizen's request for settlement of records on his/her name during settlement operation.

The following Meta data information will be stored from the volume of Rent objection case:

- i. SL No
- ii. Case No
- iii. Khatian No (Both for Sabik and Hal)
- iv. Plot No (Hal and Sabik)
- v. Binding of the record which will be with the pages of 4-8 in numbers

Page Size – A4

Appeal Case

The following Meta data information will be stored from the volume of Rent objection case:

- i. Case No
- ii. Khata No (Sabik & Hal)
- iii. Plot No (Sabik & Both)
- iv. Attachment of the scanned record

Annexure II

Volume of Records

Settlement offices: (Cuttack, Dhenkanal, Baripada, Sambalpur, Berhampur)

Additional Sub-Collector offices (Puri, Keonjhar, Balasore, Jaypure, Kalandi, Kandhamal)

Type of Records	Number of volume	Number of copies to be scanned	Number of records meta data entered
Yadasta	40,000	80,00,000	2,50,00,000
Mistake	10,000	20,00,000	80,00,000
Rent Objection Case	10,000	20,00,000	80,00,000
Appeal Case	10,000	20,00,000	80,00,000
Plot Index	40,000	80,00,000	2,50,00,000
Amin Report	10,000	20,00,000	80,00,000

The above volumes are tentative and payment will be done as per actual.