



Enquiry No.: OCAC-SEGP-INFRA-SPD-0002-2019/19037

Request for Proposal

**Customization, Development, Implementation and
Operational Maintenance Support for e-Pass System in
Odisha Secretariat, Rajiv Bhawan & Kharavela Bhawan**

Odisha Computer Application Center

(Technical Directorate of I.T. Deptt, Govt. of Orissa)

N-1/7-D, Acharya Vihar, P.O.- RRL, Bhubaneswar - 751013

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Abbreviations

ATS	Annual Technical Support
CPU	Central Processing Unit
CV	Curriculum Vitae
DIC	District Industries Center
DO	Demissal Order
DRDA	District Rural Development Agencies
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
HLD	High Level Design
HR	Human Resource
ICT	Information Communication Technology
ISO	International Organization for Standardization
IT	Information Technology
KB	Kilobytes
LLD	Low Level Design
LOI	Letter of Intent
MIS	Management Information System
Nos	Numbers
O&M	Operation and Maintenance
OCAC	Odisha Computer Application Center
OSDC	Odisha State Data Centre
OSIC	Orissa small Industries Corporation Ltd.
OSU	Operational Support Unit
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
QR Code	Quick Response Code

RFP	Request for Proposal
ROC	Registrar of Companies
RTI	Right to Information
SDLC	Software Development Life Cycle
SI	System Integrator
SLA	Service Level Agreement
SPOC	Single Point of Contact
SRS	Software Requirement Specification
TAT	Turnaround Time
TOR	Terms of Reference
UAT	User Acceptance Test

Tender Reference

Date	28/09/2019
Reference Number	OCAC-SEGP-SPD-0002-2019/19037
Title	Customization, Development, Implementation and Operational Maintenance Support for e-Pass System
Issuing Department	Odisha Computer Application Centre, Bhubaneswar
Contact Person Details	General Manager (Admin) Odisha Computer Application Centre (Technical Directorate of I.T. Department, Govt. of Odisha) N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/2567064/2567295/2588283 Email: gm_ocac@ocac.in Website: www.ocac.in
Availability of RFP Document	www.ocac.in & www.odisha.gov.in
Brief Description of Tender	Customization, Development, Implementation and Operational Maintenance Support of e-Pass System (Version 2.0) for Odisha Secretariat, Rajiv Bhawan and Kharavela Bhavan for daily footfall of about 1000+ visitors, ranging from different location of the state starting from villagers to top Industrialists. Depending on the requirement and for smooth entry of visitors state secretariat issues different types of passes like daily, weekly, monthly, half yearly vehicle Pass for Secretariat & Permanent pass for Odisha Secretariat Officials. The selection agency will also do the operation & maintenance of IT & Non-IT equipments of existing e-Pass System.

Tender Schedule& Cost

Event	Date & Time	Venue
Date of Publication	28/09/2019	www.ocac.in, www.odisha.gov.in & www.tenders.gov.in
Last Date of submission of Pre-bid queries	03/10/2019, 16:00 Hrs	contact@ocac.in gm_ocac@ocac.in
Schedule for Pre-bid meeting	04/10/2019, 16:00 Hrs	OSWAN VC Room at OCAC
Last date for submission of bid documents	19/10/2019, 14:00 Hrs	OCAC Office
Opening of General Bid	19/10/2019, 16:00 Hrs	OSWAN VC Room at OCAC
Opening of Technical Bid & Presentation	21/10/2019, 16:00 Hrs	OSWAN VC Room at OCAC
Opening of Financial Bids of technically qualified bidders	23/10/2019, 16:00 Hrs	OSWAN VC Room at OCAC

Tender Cost

Type	Amount (INR)	Mode of Payment
Tenders Fees (Non Refundable)	1,000/-	Payable along with the bid document submission in shape of Bank Draft (Only) form any nationalized/commercial bank, in favour of "Odisha Computer Application Center" payable at Bhubaneswar.
Ernest Money Deposit (Refundable)	1,00,000/-	Payable along with the bid document submission in shape of Bank Draft or Bank Guarantee form any nationalized/commercial bank, (valid for a period of 180 days) in favour of "Odisha Computer Application Centre" payable at Bhubaneswar.

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1 Project Background

State Secretariat of Odisha is one of the most important buildings of the state where all the significant decisions regarding the state are taken. It witnesses a daily step of about 1000+ visitors, ranging from different location of the state starting from villagers to top Industrialists. Depending on the requirement and for smooth entry of visitors state secretariat issues different types of passes which are listed below:-

- Daily Pass
- Weekly Pass
- Half Yearly Pass
- Vehicle Pass for Secretariat Staff
- Half Yearly Pass for Hired Vehicles
- Permanent Pass for Secretariat Staff

Existing application is being used by the department for issuance of entry pass to the visitors. However, considering the present requirement the department desires to enhance the existing application.

2 Instructions to Bidders

2.1 Eligibility Criteria

At the time of submission of bid response, the Bidder should conform to and/or be able to demonstrate the following:-

Sl#	Basic Requirement	Specific Requirements	Documents Required
1)	Legal Entity	The bidder should be a Company registered under the Companies Act, 1956 since last 5 years. Also the company should be registered with the GST & operating for the last five years in Odisha.	Certificates of incorporation & other registration certificates.
2)	Manpower Capability	The bidder should have at least 50 Technical Qualified (Minimum B.E. / B.Tech / MCA) manpower on Company's Payroll.	Documentary evidence of declaration from HR with latest EPF return certificate.
3)	Quality Certification	The bidder should have certification for CMMi Level 3 or above and ISO 9001 valid on the date of submission of bid.	Copy of the valid certificates.
4)	Bidder Sales Turnover in Software Sales & Maintenance services	a) Average Annual Turnover in last three consecutive financial years (as per the latest published Balance sheets), should have a minimum of Rs. 10 Crore. b) The company must be profit making & positive net worth since last three financial years ending at 31/03/2019.	Extracts from the audited Balance Sheet and Profit & Loss OR Certificate from the statutory auditor.

Sl#	Basic Requirement	Specific Requirements	Documents Required
5)	Technical Capability	Bidder must have successfully developed and implemented the Web based solution for any government departments or state government in India with a minimum two project value of Rs. 50 lakh each.	Work order along with Completion Certificate. OR a self-certified letter by bidders appointed auditor
6)	Blacklisting	A self-certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as of date of Bid Submission.	A Self Certified letter by an authorized signatory
7)	Tender Fees (non-refundable)	The bidder should furnish the tender fees of Rs. 1,000 in form of a Bank Draft issued in favour of Odisha Computer Application Center payable at Bhubaneswar.	Bank Draft
8)	EMD	The bidder should furnish, as part of its proposal, an EMD of Rs. 1, 00,000. The EMD should be in the form of a Bank Draft or Bank Guarantee issued by any Nationalized / Scheduled Bank, in favour of Odisha Computer Application Center payable at Bhubaneswar.	Bank Draft/ Bank Guarantee.

Important Points

- In absence of any one of the above, the offer will be treated as non-responsive and summarily rejected.
- Relevant documents in support of the above criteria must be enclosed along with Pre-Qualification Bid documents, failing which the bid will liable to be rejected.
- The Technical Bids of the bidders, unsuccessful in Pre-Qualification Bid shall not be considered for evaluation.
- Consortium or sublets is not allowed in any case for the entire assignment.

2.2 Bid Processing

2.2.1 General Information

- a) The bid process involves a three-stage evaluation namely Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
- b) The bidder shall submit only one proposal.
- c) Proposal should be in the format prescribed in this RFP. Any other format shall not be acceptable.
- d) Proposals should be in English Language only.
- e) The bidder is not permitted to modify, substitute or withdraw their proposal after submission.

- f) Bid should be valid for a period of 180 days from the date of submission.
- g) The original proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- h) An authorized representative of the bidder should sign on all the pages of the Proposal. The representative's authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
- i) Bidders should specify the price of their services in Indian Rupee (INR) only.
- j) Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- k) All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

2.2.2 Proposal Submission

- a) Two (2) copies of all the bid documents sealed in separate envelopes will need to be submitted.
- b) Each envelope should be super scribed on the left hand side top corner as "Original Copy" and "Duplicate Copy" along with the name of the project.
- c) Both copies of the bids (Original and Duplicate) must consist of the following documents:
 - i) Pre-Qualification (Bid) Proposal
 - ii) Technical (Bid) Proposal
 - iii) Financial (Bid) Proposal
 - iv) EMD & Tender Fees in a separate envelope to be submitted with the Pre-Qualification (Bid) Proposal "Original Copy"
- d) All the proposals should be sealed separately super scribed as "General Bid", "Technical bid" and "Financial Bid" on the respective envelope along with the name of project and RFP reference number.
- e) Electronic copies of Technical Proposal should be submitted in CD-ROM and all documents should be in PDF Format.
- f) Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.

2.2.3 Bid Opening

- a) The bids those have been received within the specified deadline would be opened at the specified date and time as indicated.
- b) Bidder's representatives are free to be present at the time of bid opening.
- c) The bidders names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- d) Bids that do not contain necessary security amount or which has substantive material deficiencies shall be rejected upon opening.
- e) Bids received after the deadline (i.e. late bids) shall be returned unopened to the respective bidder.

2.2.4 Earnest Money Deposit

- a) The proposal must be accompanied by earnest money deposit of Rs. 1, 00,000/- in the form of Bank Draft or Bank Guarantee from any nationalized bank in favour of Odisha Computer Application Centre payable at Bhubaneswar without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of EMD.
- b) The EMD will be refunded or returned (along with necessary endorsement for payment) to the bidders whose offers are not accepted by the Odisha Computer Application Centre within one months of the placing of final order to the successful bidder. However, for the successful bidder, the EMD so submitted will be refunded on submission of Bank Guarantee against Security Deposit or as per the decision by the tendering authority. EMD of bidders disqualified on pre-bid qualification will be returned within 30 days of bid opening.
- c) Non-acceptance of an award or submission of misleading information that materially affect the bidding process shall result in forfeiture of the EMD.

2.2.5 Award of Contract

- a) The contract will be awarded to the bidder on the basis of least cost method.
- b) The tendering authority will issue LOI to the successful bidder within 15 days from the finalization of successful bidder.
- c) The successful bidder shall furnish Performance Bank Guarantee (PBG) i.e. 10% of the final project cost (excluding Tax component) with 7 days from the receipt of LOI.
- d) After receiving the PBG a formal contract will be signed as per the tender terms & conditions and return the EMD to the unsuccessful bidders.
- e) Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR willful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event the tendering authority may choose to award the work to the next highest scoring bidder or call for fresh bids.

2.2.6 Bid Evaluation

Bidder will be selected through **Least Cost Based Selection (L1)** Process with a weightage of 70% to the Technical Component. The detailed calculations are described in the below section.

2.2.7 Technical Scoring Pattern

Following table shows the technical evaluation patter. The technical evaluation will be done of those bidders which are qualified in the pre-qualification evaluation. A bidder must score minimum 70% in the technical evaluation to be eligible for the financial bid opening & evaluation.

Sl. No.	Evaluation Criterion	Max Score	Documents Required
A.	Company Profile & Previous Project Experience (70 Marks)		
1)	The bidder should have average annual	10	Audited Balance Sheet and

Sl. No.	Evaluation Criterion	Max Score	Documents Required
	turnover of Rs. 10 Crores during the last 3 consecutive financial years as on date of submission of bid as evidenced by the relevant declared financial statements of the company i) \geq Rs. 10 Crores:10 Marks		Profit & Loss account of the company showing turnover of the company for last three years.
2)	The bidder should possess certifications (or above), evidence to be submitted in the form of certificate copy submitted i) CMMi- Level 3 Certification:4 Marks ii) ISO 20000-1:2011: 3 Marks iii)ISO 27001:2 Marks iv)ISO 9001:1 Marks	10	Valid certificate from the issuing authority needs to be attached.
3)	Must have executed or is executing at least 2 web based solution implementation projects in the Government sector / PSUs in India during last 3 financial years each with a contract value of not less than Rs. 25 lakh. - 2 or more relevant projects: 10 marks - 1 relevant project: 5 marks	10	Copy of work order+ client's Certificates (completed / satisfactory ongoing) confirming year and area of activities, value of services to be delivered for each of the projects.
4)	Project experience related to e-Governance projects i) No. of projects in last 3 years - More than 15 Projects:30 Marks - 10-15 Projects : 20 Marks - 5-10 Projects : 10 Marks	30	Copy of work order/Completion certificate/continuance certificate
5)	The bidder should have experience in Operation & Management / Technical Support / Capacity building / Change Management in Government/PSU projects i) Projects worth Rs. 50 Lakh or more - >2 or more Projects : 10 Marks - 2 Projects : 8 Marks - 1 Project : 5 Mark	10	Copy of work order+ client's Certificates (completed / satisfactory ongoing)
B.	Technical Presentation [30 Marks] Each bidder will be given a time slot of 20 minutes to demonstrate Presentation components & proposed solutions for the enhancement of existing e-Pass system and capability of the bidder to execute the project successfully.		
1)	Understanding of the Scope	10	The bidder is required to explain in details about their understanding of scope, Project Approach & Methodology and the implementation plan.
2)	Approach & Methodology	10	
3)	Implementation Plan	10	

2.3 Conditions Governing Receipt and Opening of Proposals

The Financial (Bid) Proposal should only indicate prices without any condition or qualification whatsoever and should include of all taxes, duties, fees, levies and other charges levied by Central & State, as may be applicable in relation to activities proposed to be carried out which will be reimbursed on submission of payment bill.

The original and all copies (including Soft Copies) of the Technical (Bid) Proposal should be placed in one envelope. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and clearly marked, **“Do not open, except in presence of the Evaluation Committee.”**

After the deadline for submission of proposals the General Proposal shall be opened immediately by the evaluation committee. Technical Proposal may be opened on the same date on the decision of Tender Evaluation Committee.

2.4 Concessional Benefits

As per Clause 4 of the office memorandum bearing number 13290/F/Dated 2nd April 2013 of finance department, SSI units registered in National Small Industries Corporation/DIC/OSIC will get 75% exemption from payment of Earnest Money Deposit (EMD).

2.5 Consortium

Consortium or sublets is not allowed in any case for the entire assignment.

2.6 Performance Bank Guarantee

At the time of the signing of the contract, the successful bidder shall furnish the PBG in accordance with the Conditions of Contract, in the Performance Guarantee Bond.

This PBG will be for an amount equal to 10% of the bid value (excluding tax component) which shall be submitted by the successful bidder upon signing the contract which shall be renewed annually. This PBG shall be valid from date of acceptance of LOI. PBG 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 PBG.

In the event of the bidder being unable to service the contract for whatever reason, OCAC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the tendering authority under the contract in the matter, the proceeds of the PBG shall be payable to OCAC as compensation for any loss resulting from the bidder's failure to perform/ comply with its obligations under the contract. OCAC shall notify the bidder in writing of the exercise of its right to receive such compensation indicating the contractual obligation(s) for which the bidder is in default and the bidder will have to pay it within 14 days of the notice date. The decision of OCAC in this respect will be final.

The PBG may be forfeited if the buyer determines at any time that representatives of the bidder were found engaged in corrupt, fraudulent, collusive or coercive practices during the execution of that contract.

3 Contractual Clauses

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

3.1 Term of Contract

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable to this engagement).

3.2 Termination

- a) Normal termination of the contract would happen at the end of the tenure.
- b) Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach. If for any reason, the System Integrator finds it impracticable to deliver the software within stipulated milestones, SI will give notice in writing of such reasons and his failure to deliver the projects. He may ask for extension of time, which may or may not be granted by purchaser.
- c) The purchaser will have power to cancel the contract in which case the vendor shall be liable for any expense, loss or damage which the purchaser or indenter may incur or sustain by reason of or in connection with the Contractor's fault in addition to the forfeiture of the performance guarantee to the purchaser.

3.3 Scope of Work and Deliverables

This will be in conformity with the ToR 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.

3.4 Norms Governing Service Delivery

- a) Provide necessary PBG on signing of the agreement.
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- c) Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune requirements;
- d) Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;
- e) The cost of travel & accommodation at various works should be borne by the bidder.

3.5 Fees & Payments

- a) The total fees payable to the bidder including a milestone based payment as specified in the ToR would be specified. Such payments 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/Invoice.
- b) Payments for additional services in case of change in scope will also be specified as per the Financial (Bid) Proposal.
- c) The System Integrator alone shall invoice all payments after receiving due approval from the competent authority.
- d) Payment of undisputed fees shall be made within 30 working days of the receipt of invoice along with supporting documents, subject to deduction of taxes at source, as applicable.
- e) In case of a bona fide dispute regarding any invoice, the tendering authority shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

3.6 Ownership and Audit

- a) Software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of the tendering authority and shall be submitted to the tendering authority on demand.
- b) All records pertaining to this work shall be made available to the tendering authority and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

3.7 Confidentiality

- a) Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to tendering authority / user data, wherever applicable.
- b) OCAC shall retain exclusive **Intellectual Property Rights** to all artifacts to which OCAC has sovereign rights or **right to use** on a formalized agreement with another party if any cots software has been used in the application.

3.8 Indemnity

The bidder shall indemnify, defend and hold OCAC and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

3.9 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.

3.10 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 endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed by OCAC (Tendering Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Principal Secretary to Government, IT Department, and Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

3.11 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.

3.12 Limitation of System Integrator liability towards OCAC

Except in case of gross negligence or willful misconduct on the part of the SI Team in executing the work or in carrying out the Services, the SI, with respect to damage caused by the SI to property and/or assets of OCAC or of any of OCAC vendors, shall not be liable to OCAC.

- i) For any indirect or consequential loss or damage; and
- ii) For any direct loss or damage that is limited to 10% of the Contract Value.

This limitation of liability shall not affect the SI liability, if any, for damage to Third Parties caused by the SI Team or any person or firm/company acting on behalf of the SI in executing the work or in carrying out the Services

3.13 All clauses and sub clauses of ToR mentioned in Section-4

4 Terms of References

State Secretariat of Odisha is one of the most important buildings of the state where all the significant decisions regarding the state are taken. It witnesses a daily footfall of about 1000+ visitors, ranging from different location of the state starting from villagers to top Industrialists. Depending on the requirement and for smooth entry of visitors state secretariat issues different types of passes which are listed below:-

- Daily Pass
- Weekly Pass
- Half Yearly Pass
- Vehicle Pass for Secretariat Staff
- Half Yearly Pass for Hired Vehicles
- Permanent Pass for Secretariat Staff

Existing application is being used by the department for issuance of daily entry pass to the visitors. However, considering the present need the department is in need of enhancing the existing application.

Scope of Work:-

- Maintenance of existing system (IT Infrastructure & Application) till the new & enhance system is go-live.
- Enhancement/value addition to the existing system.
- Design & development of new modules.
- Design responsive web applications for submission and approvals (iOS and Android)
- Operation & Maintenance support of the new version of e-Pass for the entire contract period i.e. 3 years from the date of Go-Live of the application.
- Cyber Security Audit of both Web App & Mobile App (Twice in a year)
- SSL Certification of the Application.
- Creation & Management of Google Play Store Developer Account for Mobile App
- Creation & Management of iOS App Store Developer Account for Mobile App.
- Training of approximate 100 users in the Odisha Secretariat before go-live of new system.
- Refresher training to 50 users once in a year during maintenance phase.
- Hosting environment of both Web & App and Mobile App would be provided by Home Department/OCAC.
- Maintenance of day to day IT Infrastructure Equipment’s (IT & Non-IT) associated with E-Pass System.
- Deployment of one dedicated technical resource for management of entire system throughout the contract period.

Maintenance of the Existing System:-

Service Provider is to maintain the existing system which is in place till the new system go-live. The functionality of the existing system is described below.

User Management	<ul style="list-style-type: none"> - Creation of user profile for departmental users - Generation of login credentials for departmental users - Configuration of menu and approval access by system admin for the departmental users
Visitor Profiling	<ul style="list-style-type: none"> - Provision for visitors to create their profile - Create login credentials to access the application - Option to edit profile

Daily Pass (Visitor Application)	<ul style="list-style-type: none"> - Online e-Pass application by visitor - View and track the application status - Printing of the application or collect the print copy from the reception counter
Daily Pass (Desktop Application)	<ul style="list-style-type: none"> - Creation of visitor profile by Counter user - Auto population of visitor details - Counter user apply for the pass on behalf of visitor - Print system generated bar coded pass
Pass Approval	<ul style="list-style-type: none"> - Departmental officials approve/reject pass - SMS / Email notification on the application status
Verification	<ul style="list-style-type: none"> - Scanning of the bar-coded pass with a wireless bar code reader for pass authentication - Recording of entry and exit time in the system

Enhancement Requirement of Existing System:-

The proposed application for the issuance of entry pass will be accessed in both web and mobile platform. Following are functional requirement which shall be developed as a part of enhancement:-

Visitor Profiling	<ul style="list-style-type: none"> - Visitor’s Registration should have one of the following unique identifications for authentication <ul style="list-style-type: none"> ✓ Mobile No ✓ Aadhaar No. / Voter ID / Passport / Driving License / PAN No ✓ Address PIN Code - Uploading of photograph in the application during user profile creation <ul style="list-style-type: none"> ✓ Should submit a color photo, taken in last 6 months ✓ Use a clear image of your face. Do not use filters commonly used on social media. ✓ No Selfies. - Resolution, Print Size, and Quality of Photograph <ul style="list-style-type: none"> ✓ Submit a high-resolution photo that is not blurry or grainy. ✓ The correct size of a passport photo is: 2 x 2 inches (51 x 51 mm) ✓ Head must be between 1 -1 3/8 inches (25 - 35 mm) from the bottom of the chin to the top of the head ✓ Do not digitally change the photo(No editing of photo) ✓ Visitor cannot submit a damaged photo with holes, creases etc. - A Face Recognition and Authentication system for tracking people entering and leaving the Secretariat Campus - Capture the Visitors Face and along with OTP based verification during user registration. - SMS & email notifications after successful registration.
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Daily Pass	<ul style="list-style-type: none"> - Conversion of desktop based counter application to web based - Request for entry pass for whole day - A Face Recognition and Authentication system for tracking people entering and leaving the Secretariat Campus. - OTP based verification during pass application - QR code generation for approved pass - QR code authentication through mobile - Provision to review visitor profile during pass verification
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New Modules Development:-

Vehicle Pass Management: - This module includes the application and approval process of vehicle entry pass for departmental vehicle, visitor vehicles or hired vehicles.

- a) Online application for vehicle entry passes (yearly/ half yearly) through web / mobile application
- b) Provision for document upload
 - RC copy of the Vehicle
 - DL of the Driver
 - Approved e-pass copy of the visitor
 - Other Undertaking documents
 - o Black Glass undertaking
 - o In case of hired vehicle then undertaking for hired vehicle
 - o Driver Undertaking
- c) OTP based verification while applying
- d) Recommendation of passes by the concerned department with necessary remarks to the Home department.
- e) The department will have the provision for recommend the vehicle pass type
 - Tunnel Pass
 - Green Pass
- f) Capture approval/rejection of recommendation
- g) Notification on approval/rejection through SMS and email to the applicant
- h) The home department will have the provision to initiate any vehicle pass application on the behalf of visitor.
- i) Issuing pass to VIP vehicle/person on immediate basis on request with an acknowledgement to ACP Security at State Secretariat.
- j) Provision of Grievance option in the system.

Weekly/ Half-yearly/Yearly Pass:-

- a) Provision for visitors to apply for weekly, half yearly or yearly pass
- b) Department to recommend the visitor pass to home department for approval
- c) During recommendation department can change the validity of the pass requested by the visitor.
- d) Once Home department will approve the pass, notification to be shared with the visitor
- e) Provision for Line/Home Department to apply the pass on behalf of the visitor

- f) Departments can recommend multiple visitors in a single recommendation application to issue weekly pass only.
- g) Department users will have the provision to reject the pass request received from the visitor with necessary remarks.

Mobile App is to be developed in both Android & IOS platform.

a) Onetime Registration by capturing the following details:-

- ✓ Capture the Visitors Face using Mobile Camera
 - i. Camera to be intelligent enough to capture the front face for face reorganization.
- ✓ Capture the Photo of Identification document using Mobile Camera with an of the following allowed provisions
 - i. Aadhaar Card
 - ii. Driver's License
 - iii. Pan Card
 - iv. Voter ID Card
 - v. Passport
 - vi. Govt. ID Card
- ✓ Capture the address Proof document using Mobile Camera with any of the following allowed provisions
 - i. Aadhaar Card
 - ii. Driver's License
 - iii. Voter ID Card
 - iv. Passport

b) Apply for daily pass by using mobile app

c) Verification of daily pass using smart CCTV cameras:-

- ✓ Three nos. of smart CCTV camera would be installed at the entrance of respective gate. (i.e. State Secretariat, Rajiv Bhawan and Kharavela Bhawan)
- ✓ A display screen would be installed, for the security personnel to check the access response
- ✓ Camera captures the visitor's face and send to server
- ✓ Receives back response, if visitor is known as stranger (by accessing the onetime registration picture)
- ✓ Display the documents uploaded during registration for verification in the display screen for the Security personnel to check
- ✓ Server recognizes the image and send back response to display screen and a notification to concerned visited
- ✓ It shall keep record of the person visited (history) at least for 90 days after which the details should be put in to archival system

d) Verification of daily pass by Security personnel as follows:-

- ✓ Security captures the visitor's face with mobile back camera and sends the image to server.

- ✓ Receives back response, if visitor is known as stranger (by accessing the onetime registration picture).
- ✓ Display the documents uploaded during registration for verification if required by Security team.
- ✓ Server recognizes the image and sends back response to security and a notification to concern visited.
- ✓ It shall keep the history record of the person visited.

- e) View/track application status
- f) Approval of the daily e-Pass by respective departments as follows:-

- ✓ System prompts notification if the visitor is already registered in the database.
- ✓ Department confirms visitor's familiarity and give approval to security for visit.

4.1 Overview of the Scope

Considering the geographical scope and operational complexity, the objectives of this project are broken down into Customization, Development, Implementation and Operation Maintenance Support of e-Pass application for Home Department, government of Odisha. The following points outline the broad areas of scope of work for the System Integrator:

- a) Enhance the existing Software as per the requirement, maintain and manage the same
- b) Study, develop, implement, hand-hold, maintain the new modules which are identified for better management of e-Pass application.
- c) Facility Management of the I.T. infrastructure available in the IT Center & OSDC where the project e-Pass System is hosted.
- d) Installation, configuration, commissioning new computer hardware & system software in the data center as and when it is required for effective use of e-Pass System.
- e) The contract period will be initially for three years from the date of letter of intent (LoI), which may be extended depending upon the further requirement.
- f) Integration with other Applications & SMS Gateway.
- g) Operation & Maintenance of the solution (Application Software).
- h) Security Audit and SSL Certificate of the entire application developed through CERT-In certified agency. The cost of security audit need to be borne by the bidder.
- i) Onsite project management support, training & facility management in State Secretariat, Odisha.

4.2 Responsibility of System Integrator

- a) Preparation of Detailed Project Plan (User Requirements, SRS etc.) in line with the overall plan provided in the RFP. The same should be prepared in consultation with OCAC.
- b) Install, commission, operate and maintain requisite hardware & system software at e-Pass Data Center/Disaster Recovery Centre as per the project requirements.
- c) Ensure that all the hardware and other infrastructures used for the e-Pass application are maintained properly for smooth implementation of e-Pass System.
- d) Keep all the system software i.e. OS, antivirus, office applications etc., for Servers, at Data Centre up to date by installing regular upgrades / patches.

- e) Ongoing maintenance support, upgrades and enhancements of the solution (including 3rd party components as applicable)
- f) Setting up and operations of centralized help desk as mentioned in this RFP document and provide necessary support for the resolution of bugs, patches & upgrades of the solution.
- g) Ensure availability of other infrastructure components such as desktops, projector, training material handouts etc. for conducting training programs.
- h) Periodic testing of readiness of e-Pass Data Center, recovery, data back-up, data migration, etc.
- i) During the maintenance phase, the responsibility of overall system and version control will continue to be vested with SI only and should not be outsourced.
- j) Analyzing & managing system performance, network performance, call logs, etc., as well as providing the means of monitoring the SLA metrics.
- k) Regular backup of the solution data.
- l) Handover of Software source code and related documents to OCAC immediately on the day of termination of contract.

4.3 Operations & Maintenance Support

As described earlier in this document, the SI shall provide operation and maintenance (O&M) services for Enhancement of e-Pass System for a period of Three (3) years from the date of Lol. The new modules to be developed should be completed as per the timeline mentioned in the RFP section.

The SI shall adopt an integrated service model for providing O&M services. The SI shall be responsible for end to end provision of O&M services including planning, delivery and execution of services during the contract period of 3 years.

4.3.1 Proposed Enhancement of the e-Pass Application

The existing e-Pass application is developed in 2-tier architecture in the following technology;

Platform	.Net 3.5
Environment	MS Windows 2012 and Higher
Database	MS SQL Server 2012 Enterprise
Web Server	IIS 8

4.4 Security Audit

The SI would be responsible to get the security audit of the developed application (changes made in the existing module and the developed new modules of the e-Pass application) from any CERT-IN certified vendor within the scope of this project and also provide compliances to all security concerns raised by the auditor.

The SI would also submit all the audit reports received from the third party auditing agency.

4.5 Service Level Requirements

Major Area	Parameter	Requirements
Application System Development and Implementation	Major milestone during development and implementation as per project timeline.	Delay of no more than 2 weeks for any given milestone and no more than 8 week time cumulatively for the entire project.
Availability of Application	Software solution covering all business functionalities	98% availability round the clock and Computation will be done on monthly basis.
Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.
Resolution Time (Only for Bug fixing)	Time taken by the SI to fix the problem	Problems with severity within 48 hours from the time of reporting.
Resource Deployment	Deployed resource would perform as per the expectation of the Department	Replacement of non performing resources within 2 week of intimation by the department

4.6 Project Time-line

Milestone	Timeline
Maintenance of the Existing System	T0 + 90 days
Enhancement of the existing system	T0 + 30 days
Development of New Modules	T0 + 60 days
Security Audit / SSL Certification	T0 + 90 days (T1)
Training & Go-live of the e-Pass (Version 2.0)	T0 + 90 days (T1)
Maintenance & Operation Support of e-Pass (Version 2.0)	T1 + 1095 Days

4.7 Payment Terms

Payment terms for the New Development, Enhancement, Training and Go-live:-

Milestone	Payment (%)
On approval of System Requirement Study Document	80%
On completion of User Acceptance Test (UAT)	
After go-live of the application	20%

Payment terms for the Security Audit & SSL Certificate:-

Milestone	Payment (%)
On submission of documents and completion of User Acceptance Test (UAT)	100%

Payment terms for Development of Mobile Apps:-

Milestone	Payment (%)
On submission of documents	100%

Payment terms for Operations & Maintenance Support:-

Milestone	Payment (%)
Payment for Operation & Maintenance will be released after completion of each quarter and submission of quarterly bill till entire Maintenance Period.	100%

5 Formats for Proposals

5.1 Pre-Qualification Bid Letter Formats

5.1.1 Self Declaration: Not Blacklisted (in company letterhead)

To,

General Manager (Admin)

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

In response to the RFP Ref.No. **OCAC-SEGP-SPD-0002-2019/19037** for RFP titled "Customization, Development, Implementation and Operational Maintenance Support for e-Pass System in Odisha Secretariat & Rajiv Bhawan", as an owner/ partner/ Director of (organization name) _____ I/ We hereby declare that presently our Company/ firm 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: _____

Place: _____

Bidder's Authorisation Certificate (in company letterhead)

To,

General Manager (Admin)

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

Bid Ref No : **OCAC-SEGP-SPD-0002-2019/19037**

<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:

Date: _____

Place: _____

5.1.2 Particulars of the bidder

Sl. No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (Public limited / private limited etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Contact Person: Name Address eMail Phone Nos Mobile Number	

5.2 Technical Bid Formats

5.2.1 Technical Proposal Cover Letter (in Company Letterhead)

To
 The General Manager (Admin)
 Odisha Computer Application Centre
 (Technical Directorate of I.T. Dep’t, Govt. of Odisha)
 N-1/7-D, Acharya Vihar P.O. - RRL,
 Bhubaneswar - 751013

Subject: Submission of the Technical bid for “Customization, Development, Implementation and Operational Maintenance Support for e-Pass System in Odisha Secretariat & Rajiv Bhawan”

Bid Reference No - **OCAC-SEGP-SPD-0002-2019/19037**

Dear Sir/Madam,

We, the undersigned, offer to provide solution to OCAC, Nodal Agency for Customization, Development, Implementation and Operational Maintenance Support for e-Pass System in Odisha Secretariat & Rajiv Bhawan

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: _____

Address: _____

5.2.2 Certificate of Conformity and Non-Deviation (in Company Letterhead)

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

Bid Reference No. : OCAC-SEGP-SPD-0002-2019/19037

This is to certify that, the specifications of Software & Services which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the specifications of the Tender document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the tender document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization:

Date:

Place:

5.2.3 Format for fairness of documents (in Company Letterhead)

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

In response to the RFP Ref. No. **OCAC-SEGP-SPD-0002-2019/19037** dated 28/09/2019 for RFP titled "Customization, Development, Implementation and Operational Maintenance Support for e-Pass System in Odisha Secretariat & Rajiv Bhawan" As an owner/ partner/ Director of....., I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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: -

Authorized Signatory: -

Seal of the Organization:

Date:

Place:

5.2.4 Format for Citations

Format for Citations of projects required to be evaluated for Technical evaluation	
<i>General Information</i>	
Name of Project	
Client for which the project was executed	
Name and contact details of the client	
<i>Project Details</i>	
Description of the project	
Outcomes of the project (Completed/ in progress)	
<i>Other Details</i>	
Total cost of the project	
Total cost of the services provided by the Respondent	
Duration of the project	<i>Start Date...../...../..... End Date/...../.....</i>
Security Certification (Details)	
Other Relevant Information	
<i>Mandatory Supporting Documents:</i>	

5.3 Commercial Bid Format

5.3.1 Cost Summary

Resources	Cost
Software Enhancement, Training & Change Management [3 Years]	
Development of Mobile Apps (Android & IOS Platform)	
New module development & implementation [One Time]	
Security Audit & SSL Certificate	
Operation & Maintenance Support of e-Pass Application [3 Years]	
Total	

5.3.2 Change Management

Resources	Cost
One Resource for Development of new requirements beyond the scope. Man/Month basis	
Total	

The above cost would be inclusive of GST, which will be paid separately at the prevailing rate during the billing period. The Lowest bidder shall be determined combining the cost of table 5.3.1 + 5.3.2.

End of Document
