ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq. No.:- OCAC-SEGP-SPD-0007-2019-21003

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for "Selection System Integrator (SI) for Designing, Development, Operation & Maintenance of District Mineral Fund Management System". For details please visit websites www.ocac.in & www.odisha.gov.in. The last date for submission of proposal is **19.02.2021, 02:00 P.M.**

OCAC reserves the right to accept/ reject any/ all bids without assigning any reason thereof.

General Manager (Admin), OCAC, Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013, Ph.-2567280/ 2567064/ 2567295

Request for Proposal

for

Selection of System Implementer (SI) for Designing, Development, Operation & Maintenance of District Mineral Fund Management System

Planning and Convergence Department

RFP Reference Number: OCAC-SEGP-SPD-0007-2019-21003

Date: 12.01.2021

Odisha Computer Application Centre

[Technical Directorate of E & I.T. Department, Government of Odisha]

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

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DISCLAIMER

This **Request for Proposal (RFP)** Document has been prepared by **Odisha Computer Application Centre (OCAC)** solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of the Client.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither OCAC nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the Client. It does not claim to contain all the information that a recipient may require for the purposes for making a decision for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RFP includes certain statements, information, projections and forecasts with respect to the proposed assignment. Such statements, information, projections and forecasts reflect various assumptions made by the management, officers and employees of the Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

Odisha Computer Application Centre, Government of Odisha shall be the sole and final authority with respect to selection of a system integrator for the purpose through this RFP.

A. Bid Overview

A1. Letter of Invitation

RFP No: OCAC-SEGP-SPD-0007-2019-21003 **Dated: 12.01.2021**

Name of the Assignment: **SELECTION OF SYSTEM IMPLEMENTOR (SI) FOR DESIGNING, DEVELOPMENT, OPERATION AND MAINTENANCE OF DISTRICT MINEREAL FUND MANAGEMENT SYSTEM**

1. **Odisha Computer Application Centre** (The Client) invites sealed proposal from eligible bidder for the "**SELECTION OF SYSTEM IMPLEMENTOR (SI) TO DESIGN, DEVELOPMENT, OPERATION AND MAINTENANCE OF DISTRICT MINEREAL FUND MANAGEMENT SYSTEM".** More details on the proposed study are provided at **Section-C: Terms of Reference (ToR)** of this RFP Document**.**

2. A bidder will be selected under **Quality cum Cost Based Selection** (**QCBS)** procedure as prescribed in the RFP Document in accordance with the policies and procedures accompanying the Guideline of Finance Department, Govt. of Odisha for **"Guidelines for Engagement of Consultants and Outsourcing of Services"** circulated vide *Office Memorandum No. 37323/F, Dated: 30.11.2018* of Finance Department, Govt. of Odisha.

3. The proposal completes in all respect as specified in the RFP Document must be accompanied with a **Non- refundable** amount of **Rs. 5,900/- (Rupees Five Thousand Nine Hundred only)** including 18% GST towards **Bid Processing Fee** and a **Refundable amount** towards **EMD** of **Rs. 5,00,000/- (Rupees Five Lakhs only)** in form of **Demand Draft / Bank Guarantee** in favour of **"Odisha Computer Application Centre",** drawn in any scheduled commercial bank and payable at Bhubaneswar, Odisha failing which the bid will be rejected.

4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by H**ard Copy** only. Submission of proposal through any other mode will be rejected.

5. The last date and time for submission of proposal complete in all respects is **19.02.2021 up to 02:00 PM** and the date of opening of the technical proposal is **24.02.2021 at 03:00 PM** in the presence of the bidder's representative at the specified address as mentioned in the Section A2 (**Sl. No.17**). Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.

6. This RFP includes following sections:

    a. Bid Overview **[Section – A]**
    b. Instruction to the Bidder **[Section – B]**
    c. Terms of Reference **[Section – C]**
    d. Contractual Clauses **[Section – D]**
    e. Required Formats **(Section –E)**

7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

General Manager, Admin
Odisha Computer Application Centre

A2. Important Information for the Bidders

Sl. No.	Particulars	Details
1.	**Name of the Client**	Odisha Computer Application Center
2.	**Method of Selection**	Quality cum Cost Based Selection (QCBS)
3.	**Date of Issue of RFP**	12.01.2021
4.	**Deadline for Submission of Pre-Proposal Query.** The format for submission of query is provided in Section-E1.7. Queries can also be sent to the e-mail ID- **gm.ocac@odisha.gov.in** and copy to **manas.pati@odisha.gov.in** in the required format only.	19.01.2021, 5.00 PM
5.	**Date and time for pre-bid conference** (Only one representative from each bidder with necessary authorization letter)	22.01.2021, 3.00 PM
6.	**Issue of Corrigendum. The corrigendum will be published inError! Hyperlink reference not valid.**	28.01.2021, 5.00 PM
7.	**Last date and time for submission of the bid document**	19.02.2021, 2.00 PM
8.	**Date and time of opening of pre-qualification bids**	19.02.2021, 4.00 PM
9.	**Date and time of declaration of pre-qualification result and opening of Technical Proposal**	24.02.2021, 3.00 PM
10.	**Date and time of Technical Presentation**	Date and Time will be intimated separately
11.	**Date and time of declaration of technical result and opening of Financial Proposal**	Date and Time will be intimated separately
12.	**Expected Date of Commencement of Assignment**	August 2021
13.	**Bid Processing Fee (Non-Refundable)**	**Rs 5,900/-** (including 18% GST) in shape of Demand Draft (or through NEFT/RTGS) in favour of **Odisha Computer Application Centre** and payable at Bhubaneswar from any of the scheduled commercial banks.

Sl. No.	Particulars	Details
14.	**Earnest Money Deposit (EMD) (Refundable)**	**Rs. 5,00,000/- (Rupees Five Lakh)** in shape of Demand Draft (or through NEFT/RTGS) in favour of **Odisha Computer Application Centre**, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the format placed at Section E1.8 along with the proposal.
15.	**Contact Person**	General Manager (Admin) gm.ocac@odisha.gov.in
16.	**Submission of Bid Document**	Bidder/s shall be required to submit their Proposal in physical hardcopy only (No Registered Post/Speed Post/Courier) as per instructions in the RFP Document on or before the end date and time for proposal submission i.e., 19.02.2021 and 02:00 PM to the following address: General Manager (Admin) Odisha Computer Application Center N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 email: gm_ocac@ocac.in
17.	**Place of Opening of Proposal:**	Odisha Computer Application Centre N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013
18.	**Submission of Document fee and EMD through Electronic Mode i.e. online Transfer to OCAC accounts**	EMD & Tender document fee may optionally be furnished through NEFT/RTGS to OCAC in following account & furnish the UTR or any documentary evidence during evaluation of bid. a. Beneficiary Name: - Odisha Computer Application Centre b. Bank A/C No: - 149311100000195 c. Bank Name & Branch: - Andhra Bank, Acharya Vihar, Bhubaneswar d. Account Type: - SB e. IFSC: - ANDB0001493 f. MICR: - 751011010

For details please visit: **http://www.ocac.in**

A3. Background

District Mineral Foundation (DMF) are constituted in all the Districts of the State pursuance to the Sub-Section (4) of Section 15 and Section 15(A) read with Section 9-B of the Mines and Minerals (Development & Regulation) Act, 1957. As per the Odisha District Mineral Foundations Rules, 2015, the contributions received by the DMFs will be utilized for different permissible activities as per PMKKKY Guidelines with an objective to benefit persons and areas affected by mining and mining related operations.

The overall objective of PMKKKY scheme will be (a) to implement various Developmental and welfare projects/programs in mining affected areas, and these projects/programs will be complementing the existing ongoing schemes/projects of State and Central Government; (b) to minimize/mitigate the adverse impacts, during and after mining, on the environment, health and socio-economics of people in mining districts; and (c) to ensure long-term sustainable livelihoods for the affected people in mining areas.

The DMF Trust in the district is constituted under the Chairmanship of the District Collector and other members as prescribed in the ODMF Rules, 2015. Since the DMF is related to the development of affected areas and people located near to the mining areas out of the fund collected towards DMF fund, Planning and Convergence Department is interested to assess the existing DMF portal and to propose a new solution to meet requirement by keeping into consideration of effective utilization of the fund on transparent way for the benefit of the people and location. This includes a thorough study of the existing portal and the requirement which needs to be incorporated to make it transactional based. The Receipt of contribution, project management, statutory compliances, public disclosures etc need to be taken care of by the portal.

A4. Need and Objectives of DMF Portal

i. The major reasons for DMF Portal applications are outlined below:
ii. Utilize IT as a tool to manage DMF Fund
iii. Approved project on prioritized areas and for the people affected
iv. Monitoring the progress of the project on real time
v. Data Authentication with Cross Validation
vi. One Portal to manage both Minor and Major Mineral DMF contribution

The main objectives of the system are stated below:

i. Effective and efficient DMF Administration
ii. Provide Single Window interface for District, State and Other Stakeholders to interact each other for better management of the DMF Fund
iii. Hassel free cashless transactions with online payment facility through integration with Payment Gateway
iv. Transparency in project allocation
v. Provide timely and reliable information to the Authorities on State and District level for effective decision making
vi. Systematic Workflow based approvals

vii. Executive agency of the project can update the progress of the project through the portal to ensure timely execution of the project with the allocated fund
viii. Transparency and accurate information about the financial position in the DMF account by integrating with PL accounts through the treasury automation system
ix. Escalation of the issues and collective decisions through the System.
x. Integration with i3MS, IFMS, WAMIS, various Banks and other stakeholder's application like Minor Minerals, if any.

B. Instruction to Bidders

B1: General Instruction to Bidders

B1.1 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).

B1.2 Right to accept or reject any bids

OCAC 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.

B1.3 Availability of Bid Documents

The Bid document can be downloaded from the official website of the OCAC www.ocac.in **Error! Hyperlink reference not valid.**

B1.4 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 initialed and stamped by the person or persons signing the bid.

B1.5 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 initialed and stamped by the person or Persons signing the bid.

B1.6 Pre-Bid Conference

A Pre-Bid Conference shall be scheduled by the Department as per the time and venue given in the section A2 at page 9.

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/P&C department website. The representatives of the interested organizations may attend the pre-bid conference at their own cost. **Only one representative from each bidder with necessary authorization letter may be allowed for pre-bid meeting.** 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.....
Project Name: _____

Sl. No.	RFP Clause No.	Page No	Content requiring Clarification(s)	Points of clarification/request to amend
1.				
2.				
3.				

Request for clarifications shall be sent by the bidders through email as per the format mentioned in the section E1.7 and shall be sent to: gm.ocac@odisha.gov.in and copy to manas.pati@odisha.gov.in

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 any terms of the RFP are required to be altered on approval. The same shall be done as per the time mentioned under data sheet at page 7.

B1.7 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.

B1.8 Right to terminate the Process

Planning and Convergence may terminate the RFP process at any time and without assigning any reason.

B1.9 Venue and deadline of the submission

The venue and the deadline of the submission shall be as per the Section A2 at page 9. Proposals, in its complete form in all respects as specified in the RFP, must be submitted in physical hardcopy only to OCAC (No Registered Post/Speed Post/Courier) at the address specified below:

General Manager (Admin)
Odisha Computer Application Centre
N-1/7-D, Acharya Vihar Square, P.O.- RRL, Bhubaneswar - 751013
Tel: 0674-2567280/ 2567064/ 2567295

Fax: +91-674-2567842
email: gm.ocac@odisha.gov.in

The Department 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 provided the RFP, in writing or through e-mail.

B1.10 Late bids

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

B1.11 Earnest Money Deposit

i. Bidders shall submit, along with their Bids, EMD of ₹5,00,000/-(Rupees Five Lakhs only), in the shape of Demand Draft (or through NEFT/RTGS) OR Bank Guarantee (in the format specified in Section E1.8) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender/RFP.

ii. The bid security of all unsuccessful bidders would be refunded by the Department within 60 days of the bidder being notified by Department as being unsuccessful. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.

iii. 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. The decision of the Department regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.

iv. During the bid process, if any information found wrong / manipulated / hidden in the bid and if the organization declared blacklisted.

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.

B1.12 Bid Document Fees

RFP document can be downloaded from www.ocac.in or www.odisha.gov.in . The bidders are required to submit the document Fee of ₹5,900/- in shape of Demand Draft (or through

NEFT/RTGS) in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

B1.13 Consortium

Consortium bid participation/sub-contracting is not allowed for this project.

B2. 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.

B2.1 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 cover with the wordings "Pre-qualification Bid", "Technical Bid" and "Commercial 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 02:00 PM hours on 19.02.2021 as given in Section A2.
v. 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 (Compact Disc). The CDs 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 Documents comprising the bid

Bid submitted by the bidder shall comprise the following:

i. Prequalification Bid in the format as specified in E1 of this document.
ii. Technical Bid in the format as specified below and in E2 of this Document
iii. Commercial Bid in the format as specified in E3 of this document.
iv. Earnest Money Deposit and Bid Document Fees as specified in RFP at clause B1.11 and B1.12 respectively.

B2.3 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).

B2.4 Language of the bids

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

B2.5 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, and acknowledgment of receipt of amendments, are common causes 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.

B2.6 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. Bids submitted with any conditional technical and financial offer
vii. Bid is not accompanied by all the requisite documents
viii. Bidder provides quotation only for a part of the project
ix. 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.
x. Commercial bid is enclosed with the same envelope as technical bid.
xi. Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
xii. 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 with drawn upon notice immediately.
xiii. 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.

B2.7 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.

B3. Bid Evaluation Criteria

B3.1 Bid Opening Session

The bids will be opened, in three sessions, one each for Prequalification, Technical and Commercial, 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.

The RFP document fees / EMD will be opened, by a Bid Opening Committee appointed by the OCAC on the date of opening the pre-qualification bid document.

The envelopes of respective stages will be opened again as per the Section A2 in the

presence of the representative.

B3.2 Evaluation Criteria

The bid process involves a three-stage evaluation namely, Pre-qualification, followed by the Technical and Financial bid. The bid will be evaluated as per QCBS (Quality cum Cost Based Selection) method in the ratio of 70:30 from normalized technical evaluation score and normalized financial bid score respectively.

B3.3 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.

Bids not conforming to such preliminary requirements will be prima facie rejected.

Should there be any nonconformity or irregularity in a bid, which does not constitute a material deviation, a view will be taken by the bid evaluation committee to provide necessary waivers, if deemed necessary and appropriate. The decision of the committee in this matter shall be final and binding on all bidders.

B3.3.1 Pre-Qualification Criteria

Sl.#	Eligibility Criteria to Participate	Documents to be Submitted
1.	The bidder should be a CMMi 3 certified company for software development or enterprise application.	Copy of valid relevant certificate
2.	The bidder should be ISO 9001 or ISO 27001 or ISO/IEC 20000 certified company	Copy of valid relevant certificate
3.	Bidder should have made a payment of Rs. 5,900 (Rupees Five Thousand Nine Hundred only) for the tender document	Appropriate Demand Draft
4.	Bidder should have submitted a Bid security/ EMD of Rs. 5,00,000 (Rupees Five Lakhs only)	Appropriate DD/BG
5.	Bidder must be a Company registered under the Indian Companies Act, 1956 /2013 or Limited Liability Partnership (LLP) firm registered under LLP Act. 2008	True Copyof Certificate of Incorporation

Sl.#	Eligibility Criteria to Participate	Documents to be Submitted
6.	The bidder's average annual financial turnover should be more than INR 30 Crore in the last three financial years (FY 19-20, FY18-19, and FY 17-18) from the service of IT (Application Development – Web/Mobile/Desktop, Support and maintenance, PMU support for IT projects etc.)	Turnover breakup Certificate from Statutory auditor of the company (Chartered Accountant)
7.	The bidders should have filed IT Returns for the last three Assessment Years (19-20, 18-19 & 17-18)	Copies of the IT returns
8.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization across the country at the time of submission of the bid.	Self-declaration certificate signed by the authorized signatory
9.	The bidder should have positive net worth for the past three financial years (FY 19-20, FY18-19, and FY 17-18)	Document Certificate from Chartered Accountant
10.	The bidder must have the experience of successful deployment of web portal of similar project in Govt. /PSU with workflow-based solution and multiple users for at least one project of 2.4 Cr. or two projects with a value of not less than 1.8 Cr. for each project or three projects with a value of not less than 1.2 Cr. for each project. Note: Duly certified contract copies/ Work order (in English only) is to be provided for each project citation.	Copy of work orders and Along with the project go live certification from the organization need to be submitted. A receipt of 75% of its development cost of project may also be considered on certifications by the respective client. Provide write up about the project as per format provided in Section E1.2
11.	The bidder shall have valid PAN and GSTIN registration certificate.	Copy of PAN Copy of the GSTIN registration certificate

Sl.#	Eligibility Criteria to Participate	Documents to be Submitted
12.	The bidders should have a minimum number of resource strength of 100 (One Hundred) and out of which 50 resources should be working under software development/mobile app division /O&M having minimum qualification of B.E/ MCA or higher and having one or more years of experience as on 31.12.2020 on its payroll.	HR declaration with approval of the board of directors, MD/CEO of the origination in the letter head.
13.	The Bidder should have local presence with an existing set up or agree to setup local office within One Month from the award of contract or within 15 days of deployment of the resource.	Prove document i.e. Lease Agreement, Electricity Bill in the name of the organization etc./ Declaration by the board of director/MD/CEO of the organization in the letter head
14.	Soft Copy of Pre-Qualification Bid document	A Compact Disc having the soft copy of the PQ Bid only

B3.4 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.

B3.4.1 Technical Evaluation Criteria

The Evaluation Committee would evaluate the technical bids as per the prescribed bidding parameters and respective scoring pattern. They are expected to reply to all the queries from the Evaluation Committee during the presentation. The presentation would be part of technical evaluation process. The proposed project manager should only present before the committee.

Sl. #	Parameter	Criteria	Maximum Score
A. Technical Capabilities			**40**
A.1	Should have successfully implemented application-oriented web portal with similar nature for Government Departments, Public Sector Undertakings in India covering with multiple users operating in the workflow-based system along with maintenance services for three years, worth at least Rs.1 Cr. to Rs.3 Cr. for each project in last 5 years (as of 31.12.2020). Evidence to be provided in the form of Work Order for each project with certificates of project completion from the Client. The Live of the related web portal can also be considered for project completion certificate	Each Projects 5 marks and submission of project citation as per E1.2 for two projects.	10
A.2	Should have experience of executing Web Based Project Management Information System with physical & financial monitoring of fund for any Government Departments/PSU in India in last 5 years (as on 31.12.2020).	2.5 marks each for 4 projects	10
A.3	Should have successfully implemented any web portal/IT enabled service project, Deployment of Manpower worth of each project in between 5 Lakhs to 1 Crore in last 5 years (as of 31.12.2020). Evidence to be provided in the form of Work Order for each project citation.	1 mark each for 5 projects	5
A.4	Should have successfully implemented any project integration that may be with other application, payment gateway etc.	Project 2.5 mark for each for such integration up to maximum for 2 projects.	5
A.5	Web Portal/Application deployed with more than 30 Role based users. Web Portal/Application deployed with more than 80 Role based users.	2.5 Marks 5 Marks	5

Sl. #	Parameter	Criteria	Maximum Score
A.6	Web Portal /Application access in more than 20 Location to get the information Web Portal /Application access in more than 40 Location to get the information	2.5 Marks 5 Marks	5
B. Organization Capabilities & Financial Strength			**30**
B.1	Certification ISO 9001 ISO 27001/2015 CMMi3 CMMi5	 1 Mark 1 Mark 1 Mark 2 Marks	5
B.2	**Project Manager** [Minimum qualification- (BE/ B-Tech/ MCA with at least 3 years of experience in Project Management of Similar project in Govt. and PSU operating in India. The candidate should have an overall 7 years or above of experience in e-Gov or IT projects. MBA as Additional Qualification PMP Certification	2 1 1	4
B.3	**Programmer**• MCA / B. Tech / BE (IT or CS) with 3 years of experience in e- Gov Application Projects/ERP/E-Commerce or Similar Project for 3 Members Programmer with above qualification and in addition a **Certified DBA** with the experience of Minimum 3 years as a DBA along with 2 years of experience as programmer **Business Analyst** with the qualification of MCA/B.Tech/BE (IT or CS) and experience as a Business Analyst for the period of 2 years.	3 2 1	6
B.4	The Bidder's Average Annual Turnover for the past three (3) financial years (FY 19-20, FY18-19, and FY 17-18) shall be evaluated	>INR 40 Crores = 15 marks; >=INR 30 Crores and <INR 40 Crores = 10 marks >=20Crores and <INR 30 Crores = 5 marks	15
C. Presentation			**30**

Sl. #	Parameter	Criteria	Maximum Score
C.1	**Proposed Solution** i. Understanding of the Scope of Work ii. Proposed Tools and Technologies iii. System Integration Architecture iv. Roll out and Post Implementation support v. Capacity Building and Change Management Strategy etc. vi. Challenges likely to be encountered and Mitigation proposed.		20
C.2	**Approach and Methodology** i. Approach and work plan respond to the objectives ii. Project Deployment Approach iii. Qualitative assessment based on timelines and resource assignment, dependencies and plan of mile stone deliverables milestones. iv. Live presentation of one similar project	The proposed Project Manager shall have to be present during the presentation and shall be interviewed by the technical evaluation committee during the presentation	10
		Total	**100**

Bidder must provide supporting documentary proof in the form of work orders confirming year, value of services delivered in each of the projects, completion certificate from client confirming year and value, scope of work along with reference details of the client.

B3.4.2 Normalisation of Technical Score

The Bidder with Highest Technical Score (H1) as per E2.3 will be awarded 100% score. Technical Scores for other than H1 Bidders will be evaluated using the following formula:
Technical Score of a Bidder (Tn) =
{(Technical Bid Scoring of the Bidder/Technical bid scoring of H1) X 100} %
(Adjusted to two decimal places)

B3.5 Evaluation of Financial Bid

The Financial Bids of only the technically qualified bidders will be opened for evaluation. The bidder as per QCBS method in the ratio of 70:30 will be awarded. In case the bidder with equal quoted price, the bidder with highest technical score shall be awarded with the project.

The Bidder with lowest financial bid (L1) as quoted in E3.7 will be awarded 100% score.

Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =
{(Financial Bid of L1/Financial Bid of the Bidder) X 100}% (Adjusted to two decimal places)

B3.6 Combined and Final Evaluation

The technical and financial scores secured by each Bidder will be added using weightage 70% and 30% respectively to find the composite score.

The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows: -
Combined Score = 0.70 * Tn + 0.30* Fn
[70% weightage for technical score and 30% weightage for Financial Score]
Where:
Tn = Normalised Technical Score of the bidder
Fn = Normalised financial score of the Bidder

In the event the composite bid scores are 'tied', the Bidder securing the highest technical Score will be adjudicated as the Best Value Bidder for award of the Project.

i. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
ii. Any conditional bid would be rejected

Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

B4. 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 D6 the Department will promptly notify each unsuccessful Bidder and will discharge its bid security/EMD.

B5. Signing of Contract

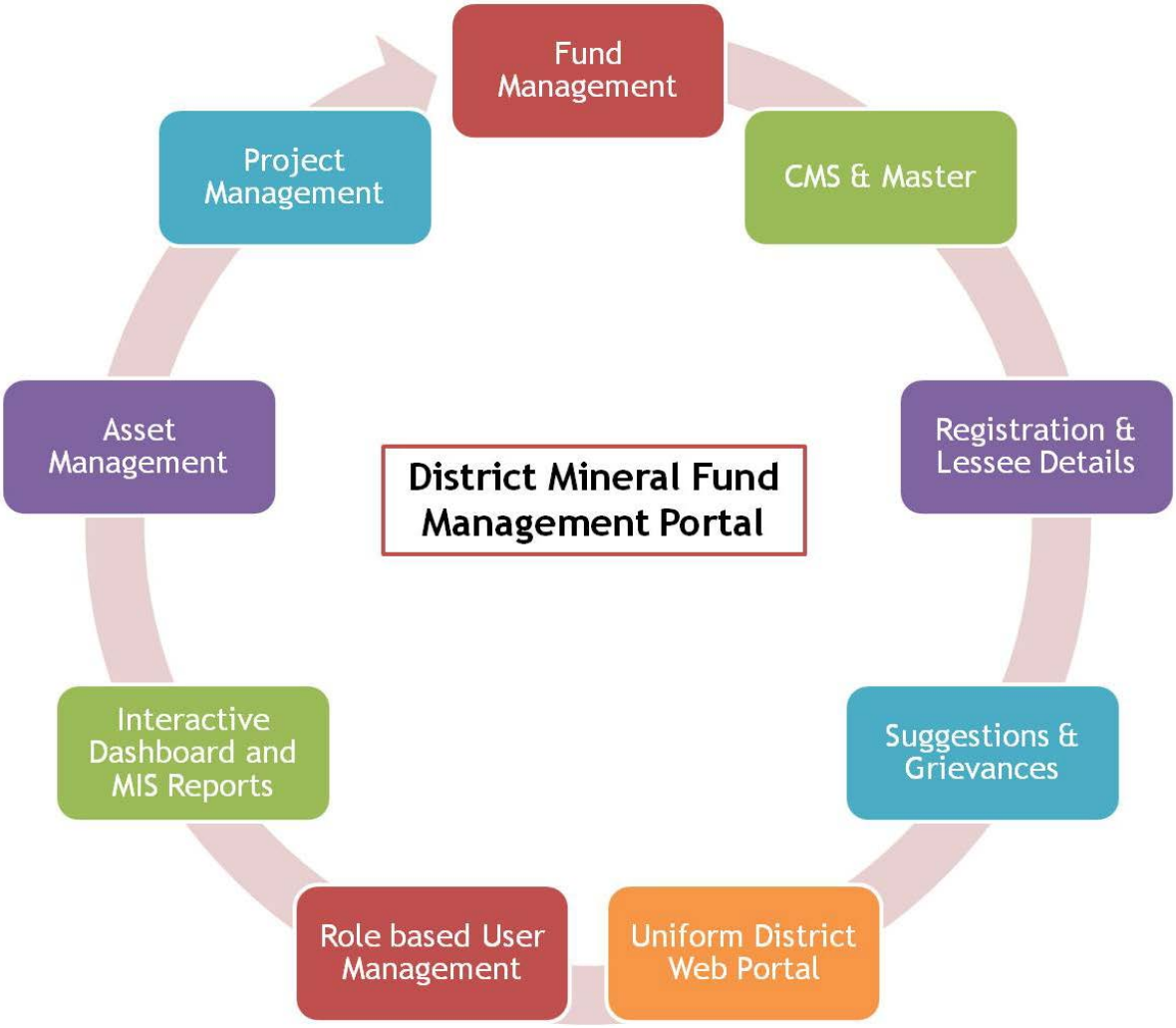
At the same time as the OCAC notifies the successful Bidder that its bid has been accepted, and will send the Bidder the MOU, incorporating the clauses of agreements between the parties.

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.

C. Term of Reference

C1. Proposed DMF Portal Overview

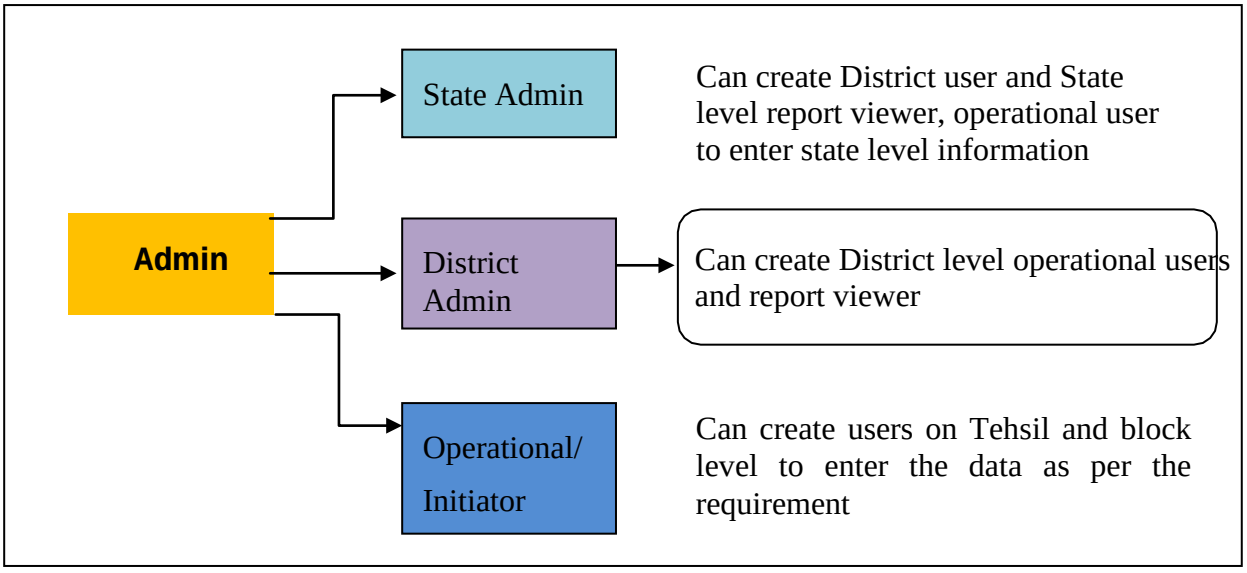


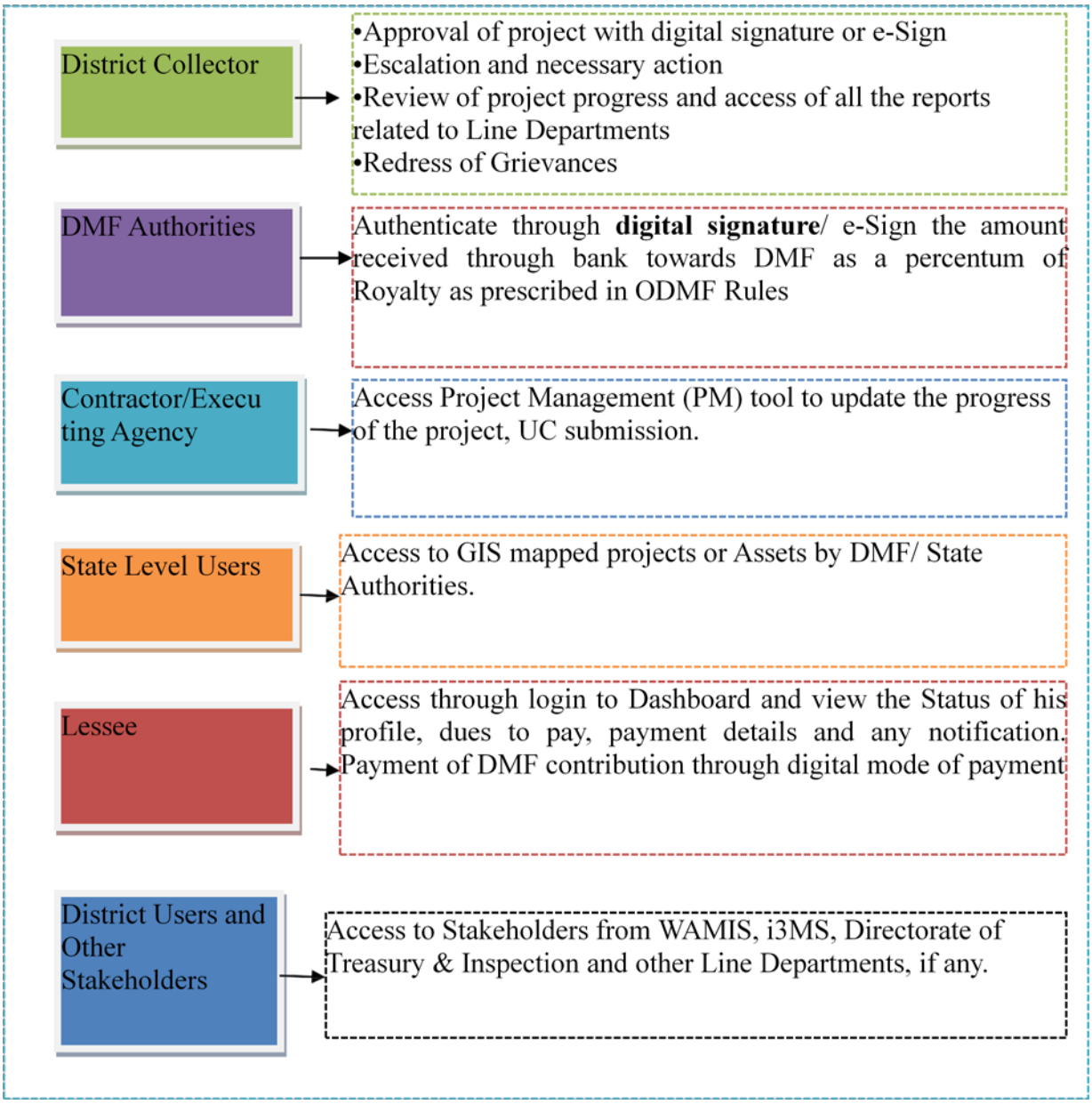
C2. Features of the proposed solution

	Workflow based project Approvals
	Role Based Users
	Interactive Dashboards

	Effective MIS/Reports
	OTP based Authentication
	Security Features (DSC , QR code, e-Sign)
	Integration with SMS and e-Mail
	Integration with Payment Gateway of various banks
	Distinct web portal for the districts and State
	Integration with IFMS,i3MS,WAMIS, Various Banks, Govt. of India DMF portal
	Suggestion and Grievances

C3. User of the Proposed System





C4. Key Requirements of the Proposed Application

DMF Portal will have the following interface:

i. Individual web page for each District with uniform design and navigation with unique information related to their district.

ii. One portal to manage the DMF Contribution from Major (Coal and Lignite), Major (other than Coal and Lignite) and Minor Minerals.

iii. Online Payment option and integration with IFMS, Various Banks to pay the DMF contribution of the Lessee through DMF portal only

iv. Uniform DMF administration functionality interface to manage the requirement

v. State level web interface linked with all the Districts and State level notification and information.

vi. State level administration interface to create District level users and updating State level master information.

vii. Dash board for District Mineral Manager to authenticate and verify DMF payment as proportion to the royalty received from the particular lessee.

viii. Dashboard for MIS report to access on authentication as per the role defined to the user.

ix. Integration with dependency applications like iFMS, WAMIS, i3MS, various banks, Govt. of India DMF portal, HRMS, GSTN

x. Application should have the provision for GIS enablement in future.

C5. Functionality of the Proposed Solution for DMF Portal

The application should have the following key functionalities:

C5.1 Admin Functionalities

The application shall have three types of Admin Users:

i. State Admin

ii. District Admin

iii. Operational Admin

C5.1.1 State Admin

i. State Admin will be placed at State headquarters and P&C department will designate officials for this admin role.

ii. State Admin will have the rights to create district administrator

iii. State Admin shall have the rights to create operational user at central level to update master information which will reflected across the entire district.

iv. State Admin can create the user to access the reports on central level to monitor the physical and financial progress across the State.

v. State Admin can access the audit logs of the State and can activate or deactivate the members

vi. State Admin will approve District level operational users for role based login.

vii. State Admin will assign roles to State level operational users.

C5.1.2 District Admin

i. District Admin can add the operational users and provide access rights with module permission to enter the data which may be at District, Block and Tahsil level who will enter the data in the application. The user will be activated only after approval by State Admin.

ii. District Admin shall create user ID for the DMF Trust Authorities with specific role to ensure cross checking of the funds received from the lessees for the amount as has been deposited in the PL account of the DMF fund. The user will be activated only after approval by State Admin.

iii. District Admin can create the users to access the physical and financial progress

reports

C5.1.3 Operational Admin Users

i. Operational users can enter the information in the application as per the access rights and module permission provided by the District and State Admin. In other words, operational users are the initiators. The data will be stored in the database only after the approval by the District Admin.

ii. After entry of the data by operational users, the District Admin or users created by District Admin (Approver) can validate and approve the data before final submission to the database.

Note:

i. Users name with role based will be created on position wise rather than in the personal name or mail ID etc. The User ID shall be mapped with the name, mobile number and mail ID. On transfer/change, the existing users name, mobile number and mail ID will be placed with the information of new user.

ii. Users can change the password with OTP authentication.

iii. This module shall have the option to keep the detail information about the lessee of minor minerals which will be entered by the District/ Tehsil operational users.

iv. First time the user's login ID will be authenticated by mapping the service ID from the HRMS web application.

C5.2 Registration

i. The System will have a registration interface for Minor Lessee.

ii. System shall generate user ID and Password after successful registration by users which will be delivered in the mail id and mobile number provided at the time of registration to access a dedicated interface.

iii. The system shall store the details of the allocated lease from the district and will store detail information on lease wise.

iv. The lessee registered for Major Minerals already in the i3MS can be accessed and shall be displayed in DMF Portal. The information on due and payment by lessee in the head of DMF contribution shall be imported to the DMF database. If required the lessee data may be stored in the DMF web portal database on access to the information first time on the decision of P&C department.

v. The information about the minor lessee may also be accessed from the Web Portal for the directorate of minor mineral web portal after its go live.

C5.3. DMF Contribution Calculation

The system should have the option to calculate dynamically the DMF contribution out of the royalty amount retrieved from i3MS as per the information from the master configured for different schemes. Similarly, on integration with Directorate of Miner Mineral Web portal the DMF contribution out of royalty from Minor minerals will be dynamically calculated.

C5.4 Fund Management

i. DMF fund will be accrued from major and minor minerals towards DMF contribution

as per defined percentage of Royalty (as prescribed in ODMF Rules).

ii. Value of Royalty earned from a particular lease of Major minerals will be retrieved from the i3MS. DMF contribution will be calculated by the system as per the percentage defined in the system applicable for mineral types.

iii. DMF contribution from the major/minor mineral will be displayed in the dashboard with their payment Status.

iv. Fund received from the major and minor minerals towards DMF contribution will be displayed with their transaction details.

v. System shall have the option to pay online through digital mode of payment only (IFMS/other payment gateway).

vi. System shall have the option to track the allocation of fund on project wise

vii. System has to generate payment advice, share it electronically in an encrypted format without manual intervention with Banks/IFMS/PFMS and other such payment platforms and record of funds allocated for the projects.

viii. System shall have the option to track escalation in project cost, of any and record the reasons for such escalation.

ix. System shall have total project wise payment disbursed against utilization certificate received.

x. System should have status of fund available to approved project and facilitate payment from the available fund through online transactional mode.

xi. System should have the option to make reconciliation of funds realized and received through bank for the DMF contribution on lessee wise.

xii. System should have the option to prepare annual budget on the basis of new project approval and for continuity of the project

C5.5 Project Management

This module will cover after approval of the project by the DMF trust under the Chairmanship of the District Collector:

i. Creation of Project with the information on type of project, beneficiaries, starting - end date, approved project fund etc.

ii. System should have the option to keep record for project allocated to the department on nomination or through tender process, nodal officers of the project with the contact details, Level of authority for escalation with their mobile and mail ID

iii. System should have the option to upload the Detailed Project Report (DPR)

iv. System should have the option to upload the design document in appropriate format for Civil Works.

v. System shall have the option to create the activity details with their time lines to achieve

vi. Identification of Mile Stones and linking with the payment terms which will be reflected in fund allocation and dues for payment

vii. Schedule and Time Management

viii. Scheduling DMF meeting/ Public consultations, uploading of proceedings.

ix. Integration with fund allocation and Payment process

x. System shall have the option to upload the progress report with periodic images of the project as a part of Monitoring and Control

xi. System should have the option to define the performance indicator of the project and performance report need to be generated accordingly

xii. Escalation as per the deviation on activity schedule or delay in milestone achievement and reasons thereof.

xiii. System shall have the option to add escalated project value and approval

xiv. System shall have the option to keep the UC detail against the fund allocated

xv. System should have the option to keep in record about any suggestion about the project.

xvi. Closing of the project

xvii. System shall have the option to link achievement out of the project with Sustainable Goal Development Indicators.

xviii. System should have e-sign/DSC authentication at the time of project approval.

xix. The system will have a provision for Integration with GIS enablement module of the projects for real time monitoring on progress of the project as a future requirement. GIS Enablement module will be a futuristic requirement.

Note:

i. The Line Department which are integrated with WAMIS can use the WAMIS portal to update the project related information as the DMF portal will be integrated with the WAMIS application

ii. The Line Department which has not been integrated with WAMIS can use the Project Management Tool of the DMF Portal.

iii. The project code will be generated by the DMF portal which will be exported to WAMIS application.

C5.6 Asset Management

After successful deployment of the project, District Admin may declare the project as an Asset of the District. The System will have the following features:

i. Creation of the Asset with its name, date of declaration and life period of the asset.

C5.7 Content Management Solution (CMS)

i. Creation of Menu and Submenus till 4th level with their sequencing and positioning in the predefined menu section

ii. Content creation option with text editor with the facility of uploading PDF,JPG, Gif and video files

iii. Banner management

iv. The following options will be managed through CMS

a. About DMF
b. Board of Trustee
c. Executive Committee
d. Rules/Guidelines
e. Meetings
f. Publication
g. Notification
h. Tender
i. Photo Gallery
j. Video
k. List of Affected Areas/Map/ Affected People
l. Report
m. Contact Us

C5.8 Grievances and Feedback

i. This module shall have the option to submit their suggestion and grievances to the district DMF authority on any project or mater related to the DMF
ii. System should have the option to provide the information about the sender with the option to send the attachment.
iii. State Admin/ District Admin can see the request on the Dashboard and will forward to the concerned authority for necessary redressal.
iv. The system will show number of feedbacks received and complied.

C5.9 Master Menu

Master form will be entered by the State Admin and District Admin as per the requirement. State Admin will enter the information which will be applicable for the State/ and District Admin will enter the information which will be relevant to their District only.

The following Master Form will be developed to support the functional module:

i. Sector and Subsector. Defining Priority and Fund investment for sector and sub-sectors
ii. GST rule
iii. TDS rule
iv. Cess rule
v. Royalty and DMF on minerals
vi. Manage Block
vii. Manage GP
viii. Manage Village
ix. Manage Mines
x. Manage Lessee
xi. Any other

C5.10 Online Payment

i. The System should have the option to pay the DMF contribution through online payment gateway integrated with the DMF Portal

ii. The system should have also the option to retrieve the DMF contribution if it has been paid from the i3MS for major minerals which could have been deposited in the respective district DMF account.

iii. The System will be integrated with PL account under IFMS and every district will have one unique account for DMF fund

iv. After login, the lessee will get the access to pay their contribution to DMF through the payment gateway.

v. The System shall have the option to keep the record of successful transaction after getting the response from the bank.

vi. The System shall have the option to pay to the Project Implementing Agency through IFMS.

vii. The System shall have the option to integrate with other Payment gateway as per the decision of the P&C Department.

C5.11 DMF Dash Board for DDM/Tehsildar

i. The System shall have a module for the DDM/Tehsildar.

ii. Every DDM/Tehsildar having jurisdiction on the Mining Area of the District will get an user ID and Password to access this module and to interact with the Dash Board

iii. The Dashboard will display the information about the lessee, amount of royalty earned for major mineral and minor mineral, DMF contribution received and DMF fund accrued.

iv. The DDM/Tehsildar will acknowledge the information with e-sign as the DMF amount has been received as due on royalty amount in respect to major and Minor Minerals.

C5.12 Online Support System

i. System should have the option to upload the error as an attachment to the support and maintenance team for immediate resolution.

ii. System should have the option to level the severity of the problem and after forwarding the error the team should have to update immediately the resolution time.

iii. After resolution the message will be passed to the complainant over his/her official registered mail ID to check and revert.

iv. State Admin can access the Dashboard with the information on details of the problem raised, resolution time and token status.

v. System must have the option to clear the token only after getting the information about debug of the system from the complainant user.

vi. System should generate a report about the lodging of the complaint, its resolution, severity level and duration to solve the problem with the option to print and forward the same.

C5.13 Export Tool

The relevant information required by the Government of India can be exported from State Level in the CSV/ Excel /XML/JSON format as per the requirement about the information decided by the P&C Department to the Govt. of India online or through manual mode.

C5.14 Dash Board and MIS Reports

Every report will have the option to print, forward and export to excel

i. State level consolidated report
ii. District wire reports
iii. Report as per Government of India requirement or export of excel or CSV file
iv. Lessee wise report
v. Major and Minor mineral wise report for the district, block, GP and State level
vi. Project wise detail report
vii. District wise DMF contribution received from different minerals on different periods
viii. Disbursement of DMF fund and Provision of fund to be disbursed

C5.15 Integration

In order to integrate for cross validation of the data and authentication, the following applications need to be integrated with DMF Web Portal-

i. Integrated Financial Management System (IFMS)
    a. Disbursement of the payment for the project will be done through the IFMS
    b. Payment done by the lessee will be done through IFMS or Payment gateway as per the requirement.
    c. On successful payment the database will be updated with the payment/Receipt against due.
ii. i3MS
    a. The lessee information can be accessed from i3MS application
    b. The royalty amount earned against the minerals (Major/Minerals) will be retrieved from i3MS and the DMF contribution will be calculated by the DMF Portals which will be deposited District Mineral Fund Accounts
iii. Odisha Online (One)/e-Kuber/Other payment gateway
    a. The lessee can deposit through this gateway which will have the district bank account for the DMF Trust.
iv. WAMIS for project management
    a. The department which use WAMIS project may not need to use the project management tool of DMF Portal
    b. The project ID generated from DMF Portal will be transferred to the WAMIS Project.
    c. The progress of the projects managed through WAMIS will have the access to monitor from DMF portal and the reports can also be accessed from DMF Portal
v. e-Sign/Digital signature on approval
vi. e-TAAL for dissemination of e-Transaction statistics

vii. GSTN

viii. HRMS

a. To validate the authorized users from HRMS as the service ID which will be provided along with user ID and it need once on first login.

ix. Director of mines under R&DM Department after its readiness

C5.16 Audit Trail

The System will store the Activities of the Admin users to add, edit, delete and publications in the System for a period of 15 days

C5.17 Training and Capacity Building

Training needs to be carried out at the following levels by the SI –

i. Application training for module wise users

ii. Training to IT staffs for system administration and management.

iii. Preparation of User Manual including but not limited to all the modules

The bidders are required to propose a training plan as a part of their proposal. The planning phase should involve but not limited to determining the training scope and approach for delivery of training associated with the overall project milestones. This should ensure the delivery of quality system-based training and training materials. The training cost shall be a part of project deployment cost.

The following level of users will be trained for operational of the users.

SL No	Users	Numbers of Users
1	State Level	30
2	District users (District, Concern Tehsils) for 20 districts	200
3	State Level Awareness Training for Lessee	50

i. Trainings will be conducted at State/RDC Level as per the schedule provided by P&C Department

ii. The required infrastructures like training hall, computers, projectors, power etc. for training will be provided by the P&C Dept. Training Materials etc. are to be provided by the SI.

iii. All the trainings, especially the application training is to be completed before the System Go-Live.

iv. Training hours will be 6 working hours in a day

v. Maximum number of trainees per batch will be 20-30

vi. All training programs will consist of classroom and practical session. System for practical session will be provided by the P&C department.

vii. The training will be of two types

a. Train the trainer- Training has to be provided to the DMF staff in State and

District level. These trained staff will then train other staff of their respective users. For all the new developed modules this training needs to happen.

b. Train the users of the administrative department.

C5.18 Helpdesk, O&M and Handholding Support Team

A "Helpdesk and Operation Maintenance Support" shall mean the 7x6x365 support which shall handle patch updates, Fault reporting, ticketing and resolution of related enquiries during this duration of this contract (includes the public holidays also). The SI will provide handholding support members for each district by looking the size of the district or one support member on clubbing of 4/5 district to support for one year for the districts which will be defined by the P&C Department. The placement plan will be provided by P&C department. The duration may be extended after one year and number of handholding support executives may also be increased as per the requirement. Logistic and accommodation Support from Resident destination to another destination shall be provided as per the Government Rule.

Sl. No	Resource position	No of Resources	Duration	Experience	Expertise in	Qualification
1.	District Level Support	5	1 Year	2 Years	Handholding and Technical Support	Graduate with PGDCA from reputed university or institution. MCA or B.E in EC/CS shall be preferable.
2.	Help Desk Support Executive	2	2 Years	1 Year	Query to attend and grievances redressed	Graduate with PGDCA or DCA/BCA

C5.19. Data Migration

Data Migration from the existing application to the newly developed application shall be the responsibility of the SI.

C6. Systems & Software

i. Service provider is free to submit suggestion on open standard technology architecture or any technology suit to the requirement, the cost burden on extra will be provided in the commercial bid format. The proposed solution should be OS compatible and should be supported by the browsers like Microsoft Edge, Internet Explorer, Mozila Firefox, Opera and Chrome.

ii. The distinct web portal of the district/State should be multilingual (English and Odia which public can view and the features of disable friendly in compliances to the WCAG 2.0/GIGW guidelines should be ensured.

iii. Data export facility to popular formats such as XML/ Excel/CSV/JSON format etc.

iv. Application architecture and data structure should be scalable.

C7. Hosting and Deployment Environment

The application will be hosted at State Data Center. The SI will propose the requirement of the Space, Number of Core and the kind of OS, Database to allocate in support of the application. Any other component which needs to be deployed or not provided by the State Data Center, can be proposed The State data center shall be responsible to keep the off time of the datacenter more than 99.5%.

C8. Business Continuity Plan

The SI is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the SI. An indicative list of activities to be performed by the SI is mentioned below:

a. Designing and implementing adequate data backup, business continuity and restoration procedures for the DMF application data (including but not limited to the database, attachments and all other data elements created in and generated by the system and users)

b. Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. Preferably, all the redundancy will be in auto fail over mode so that if primary component fails, secondary component automatically takes over.

c. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives:

- Peak hours: Zero RPO and Zero RTO
- Non-Peak Hours: Zero RPO and RTO <= 60 minutes

d. Designing and implementing data synchronization procedures for the DR Site. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. Replication between Data Centre and DR Site as well as change- over during disaster should be automatic and real-time for minimal impact on user experience.

C9. Project Schedule and Deliverables

Sl. No	Deliverables	Completion Timeline
1.	Team Mobilization (should happen within 7 days of acceptance of Letter of Intent (LoI)), Signing of Contract	T_0
2.	Project Study on high level and Submission of Project Plan Document	T0 + 2 week
3.	Studying of Project artifacts	T0 + 2 weeks
4.	Detail System study, Submission of SRS (Software Requirement	T0 + 6 weeks

Sl. No	Deliverables	Completion Timeline
	Specification), HLD and LLD documents, Prototype Design Submission and Presentation	
5.	Approval of the document by P&C Department	T0+8 weeks
6.	Development of all the project with Unit Test, Performance and Integration Test	T0+20 weeks
7.	User Acceptance Test	T0+22 weeks
8.	Submitted for CyberAudit and Safe to host certificate from CeRT-In empaneled agency.	T0+26 weeks
9.	Parallel Run and Training	T0+28 weeks
10.	Go Live	T0+28 weeks = T1
11.	Annual Maintenance Contract of Applications (for 5 Years, subject to the assessment of the yearly performance)	T1 + 5 Years

C10. Payment Schedule

The payment will be in combination of both, milestone as well as QGR based. Maintenance cost will be met on QGR based. Different categories of payment have been elaborated in detail as below:

Category	Payment- Milestone Based	Payment QGR Based	Remarks
Design, Development Cost	**10%** from the Project Development Cost on Successful Completion and submission of SRS, High Level Design and Low-Level Design Document		
	20% of project development cost on completion of 50% prioritized Modules as defined by P&C after the UAT on live mode		
	20% of project development cost on completion of rest 50% prioritized Modules as defined by P&C after the UAT on live mode		
	10% After getting the Safe to Host Certificates from Cert- in Empaneled Agency		
	20% of project values on successful entry by 5 districts within one month of go live.		

Category	Payment- Milestone Based	Payment QGR Based	Remarks
	Rest **20%** of project value to be paid within one year on 4 quarter.		
Support and Maintenance		50% payment for per quarter out of yearly quoted amount on prorate for the period of 5 years on completion of 50% prioritized Modules as defined by P&C after the UAT on live mode	
		50% payment for per quarter out of yearly quoted amount on prorate for the period of 5 years on completion of rest 50% prioritized Modules as defined by P&C after the UAT on live mode	

C11.Conflict of Interest

A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available.

The P&C department requires that the Implementation Agency provides solutions which at all times hold the P&C Department's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the P&C Department. For example the Solution Integrator cannot be a part of the Project Monitoring Team or Other team for monitoring and implementation of the project.

C12.Penalties

In the event the bidder is unable to meet defined milestones due to delay attributed to SI, a penalty of 1% will be charged for each week delay from payment associated to the respective milestone, maximum limit being 10% of the respective milestone amount. If the delay continues beyond 10 weeks without any justified reason behind it, P&C may terminate the Agreement and may take action as appropriate as per law. The performance criteria as a part of support and maintenance will be defined at the time of the MOU.
Penalty will be charged as per the below mentioned milestones.

Sl. No	Deliverables
1.	Report on Team Mobilization (should happen within 7 days of acceptance of Letter of Intent (LoI))
2.	High level study of the system and submission of project plan
3.	SRS, HLD and LLD documents, Prototype Design Spec Document
4.	Project Completion Report and Test Case Report
5.	Training Need Analysis Report and Training Plan
6.	User Acceptance Test Report
7.	Cyber Audit Certification report (Safe to Host)
8.	Training and Handholding Status Report
9.	Successful Live Run Status Report

C13. 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 P & C department to the SI. Service provider will provide technical assistance for addition of new functionality and enhancement of features to the software.

The SI will submit the estimate with time line for the requested work to the P&C Department for observation and approval. The work will be started only after approval by the P&C department.

To meet the cost of change request, the project will have a provision of 20 man months that will be quoted by the SI which is Average resource cost and not the cost of any specific resource rather the average of the cost of the development team which 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.

C14. Support and Maintenance

i. Maintenance of the DMF Portal to address the issues of compatibility
ii. Support related to the functional/logical error received through online redresser system/Helpdesk Support Query
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 DMF 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 measure

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

C15. 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 empaneled agency by Cert-In.

iii. All observation provided by the agency need to be debugged within the time line mentioned.

iv. The DMF 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/P&C Department.

C16. Software Development Approach

i. Understand the User Requirement Specification (URS) as mentioned in the RFP and to prepare the Software Requirement Specification (SRS)/Functional Requirement Specification (FRS) as per the requirement during the planning phase which need to be approved by P&C Department.

ii. Design and Development of the approved Software Modules of the system as per agreed priority list. Prepare documentation relating to software design & development process. Conduct thorough testing including load test to ensure flawless release of the software.

iii. Fixing bugs and modifying modules to eliminate any inconveniency to operate the software till end of project period. However, such minor modification is not extendable to change the business functionalities of the system.

iv. Service provider to provide all the technical document as per the C19 and C20, Prototype Design with all input screens, Formats of all the reports generated by the system with processing logic used for all reports and functions

v. Document on Access control mechanisms to ensure that databases are not tampered

or modified by unauthorized users. Data need to be stored in encryption mode.

vi. Conduct thorough testing on the system from Unit Testing to Acceptance testing. Testing should be done with artificial test data followed by live test data. Testing methodology must include code review to ensure performance optimization of software procedures and functions. Finally, acceptance testing will be conducted at simulating environment before deploying onto the production server.

vii. Service provider shall provide technical assistance to make the application software certified by the quality certification agency of repute nominated by the SI and approved by P&C Dept.

C17. Data Centre Requirement

i. Service provider to provide Data Centre requirement for running the application software and will help the Data Center Team in configuration as per the requirement. The SI will fix the bugs as per the time line in coordination with the Data Center Team.

ii. The SI will propose the Application Server License, DB License, Any third party software solution that may include digital signature/E-sign, SSL, UNICODE etc. The application will have a maximum 1000 users with a concurrency user of 5%.

C18. Project Management Methodology

The project will follow agile project management methodology because the project is incremental.

C19. Proposed Application Architecture

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution. The entire processing should take place from Front-end, service layer, application layer and database layer.

C20. High Level Design (HLD)

Once the SRS are approved, the SI shall complete the High-Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The HLD document needs to be reviewed and approved by the technical committee.

C21. Detailed (Low Level) Design (LLD)

The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including “pseudo code”) and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. The SI shall have the design documents reviewed and approved by the Technical Committee.

C22. Security Features

i. Provision of adequate access control system for the users and authentication mechanism either through OTP or Soft Token based technology to be proposed.

ii. The web applications should be free from OWASP / SANS and CERT-IN web application vulnerabilities as released from time to time.

iii. System should provision for maintain of Audit Trails and Logs and which keeps the record for users access to the module, activities and for how long remained in the event.

iv. The solution should support SSL encryption mechanism for transferring data across network. Provision should be made to ensure that data in any form should not be copied on to any external media without authorization. The data transferred across network should be encrypted using Public Key (PKI) infrastructure.

v. The system should limit to only one session per user or process ID. The system should put a limit on the maximum time length of an idle session, which should ensure that automatic session termination takes place after expiry of the specific time length.

vi. Users must not have access to the data warehouse prompt of the application. Access to the data warehouse prompt must be restricted only to the database administrator. "Super user" rights for the data warehouse must only be given to the administrator and the activities of these accounts must be properly logged.

vii. At the time of application deployment, the SI should ensure that all unused ports should be blocked at server machines. The application server should be segregated from internet zone through firewall or other filtering mechanism.

viii. Software system should be in compliance with ISO/IEC 27001:2015.

ix. SI should assist the Data Center team to install SIEM (Security Information and Event Management System) for Real-time analysis of security alerts generated by applications.

x. SI should assist the Data Center team to install DAM to monitor all database activities and internal users with privileged access.

C23.Compliance with Government Standards & Policies

The solution must comply with all the relevant standards & policies of the Government related with e-Governance application development that may include Meta data and Data Standard, GIGW, WCAG 2, Technical Standard for interoperability frame work for e-Governance (IFEG), Localization and Language Technology Standard i.e. font standard.

C24.Compliance with Industry Standards

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. The common standards are summarized below:

i. Portal developmentW3C specifications

ii. Information access/transfer protocols SOAP, HTTP/HTTPS

iii. Photograph JPEG (minimum resolution of 640 x 480 pixels)

iv. Scanned documents TIFF (Resolution of 600 X 600 dpi)

D. Contractual Clauses

D1. Governing Law and Jurisdiction

The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Odisha.

D2. Notices

i. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by fax to the other party's address and confirmed in writing by the other party.

ii. A notice shall be effective when delivered or tendered to other party whichever is earlier.

D3. Taxes and Duties

i. All payments will be subjected to tax deduction at source as applicable/ required at the prevailing tax rates.

ii. Any changes, revision or enactment in duties, taxes and surcharges during the period of validity of the Bids and also during the contract period by Central/State/Other Government bodies will be considered and applied after due consideration as per the rate prevailing at time of raising the invoice.

iii. Tax amount on commercial bid should be as per actual on the date of submission of Bid.

D4. Commencement of Contract

The P&C will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 15 days of the notification. However, the engagement of the System Implementer (SI) will start from the date of team deployment as intimated by the bidder.

D5. Service Level Agreement

Tripartite SLA will be signed between P&C, OCAC and the selected SI (Software Implementer) 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.

D6. Performance Bank Guarantee

The successful bidder shall provide an unconditional and irrevocable performance bank guarantee to the OCAC within twenty-one (21) days of the date of notice of award of the contract, for a value equivalent to 10% of the total cost of contract from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder as per the format E1.9.

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The PBG shall be valid for the

entire tenure of the contract period. In case of extension or expiry of the PBG prior to completion of contract period the same shall be extended to cover the remaining contract period with no extra cost to P&C/OCAC.

In the event of the System Implementer being unable to service the contract for whatever reason, P&C/OCAC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of P&C/OCAC under the contract in the matter, the proceeds of the PBG shall be payable to P&C/OCAC as compensation for the System Implementer's failure to perform/comply with its obligations under the contract. Before invoking the PBG, the System Implementer will be given an opportunity to represent before P&C/OCAC. The decision of P&C/OCAC on the representation given by the System Implementer shall be final and binding.

D7. Modification or Variation

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

D8. Termination

D8.1 Termination or Default

The Client may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the SI, terminate the Contract in whole or in part:

i. if the SI fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or

ii. if the SI, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or Any representation made by the bidder in the proposal is found to be false or misleading

iii. If the SI commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the

iv. Client in its absolute discretion decide) provided in a notice in this behalf from the Client.

D8.2 Termination for Insolvency

The Client may at any time terminate the Contract by giving Notice to the SI if the SI becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Client.

D8.3 Consequences of Termination

Upon Termination of the Contract, the SI shall:

i. Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.

ii. The client and along with designated team will review the Exit plan. If approved, SI

shall start working on the same immediately. If the plan is rejected, SI shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SI and it should be adhered by in totality.

iii. In the event of termination of this Contract, Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity which selected SI shall be obliged to comply with.

iv. The Exit Plan should cover at least the following: -

a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;

b. Handover all developed codes, related documentation (as per section C8) and other Configurable items, if any in his possession;

c. Handover the list of all IT Assets, passwords at all locations to the Client.

d. The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

Note:

Definitions: It is the SI's policy to require that SI as well as its Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

i. "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

iii. "Collusive practices" means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;

iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

D9. Expiration of Contract

Unless terminated earlier pursuant to Clause D7 thereof, this Contract shall expire at the end of such time period as the effective Date as specified in the Tender Documents or subsequently amended in the Contract Document.

D10. Standard of Performance

The SI shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The SI shall always act, in respect of any matter relating to this Contract or to the

Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with third Parties

D11. Confidentiality

Except with the prior written consent of the Client, the SI and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the SI and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

D12. Privacy Policy

Personal data of the individual captured and stored in Database is to be secured and not compromised during the complete span of development and maintenance.

P&C shall allow the SI to review and utilize highly confidential public records and the SI shall maintain the highest level of secrecy and privacy with regard thereto.

Additionally, the SI shall keep privacy all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.

D13. Patents

The Bidder shall indemnify P&C against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

D14. Currency of Payment

Payment shall be made in Indian Rupee (**INR**) only.

D15. Force Majeure

For the purpose of this Article, "Force Majeure" means any cause or situation, which is beyond the control of the SI or P&C/OCAC as the case may be, and which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-

i. War / hostilities
ii. Riot or civil commotion
iii. Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
iv. Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the SI, which prevent or delay the execution of the order by the SI.

If a Force Majeure situation arises, the SI is required to promptly notify P&C/OCAC in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by P&C/OCAC in writing, the SI will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order. If the Force Majeure condition continues for more than three (3) months consecutively, than both Parties shall, on a best effort basis,

endeavor to arrive at a mutually agreeable solution.

D16. Settlement of Dispute

i. 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.

ii. The decision of Secretary to Government, E&IT Department in case of any disputes, shall be final and will be binding on all parties.

iii. After the decision, if Party is not convinced may refer the dispute to be resolved in accordance with the Arbitration and Conciliation Act, 1996 and Subsequent amendments

iv. All dispute resolution proceedings shall be held at Bhubaneswar, Odisha, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

D17. Intellectual Property Rights

P&C 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.

D18. Exit Management

The selected System Implementer (SI) will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to the team may be PMT (Project Management Team) or the New SI before project closure. IT resource persons of PMT will work closely with resource persons of System Implementer (SI) at test environment and production data center.

The SI has to submit a detailed Exit Plan.

The Exit Plan should cover at least the following: -

i. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment or software if it has been installed.

ii. Handover all developed codes, related documentation and other Configurable items, if any in its possession as per section-C8

iii. Handover the list of all passwords at all locations to the Client.

iv. Closure of all the obligation in the head of deployed resources for the project

The SI and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

The SI has to align module wise owner for smooth transfer of knowledge to the next SI/ PMT. These resources will be responsible for the smooth transfer of knowledge from current SI to new SI/PMT.

The list of documents that should be provided by the SI during the exit management phases are as follows:

i. Detailed business process documents
ii. Functional design documents
iii. Technical design documents
iv. UI design specification
v. Integration design specification
vi. Data design documents including ER- Diagrams
vii. Test scenarios, test scripts, test results including UAT details
viii. Integration and performance test scenarios, test scripts and test results
ix. Training manuals
x. Error message & corrective actions
xi. Configured and customized scripts
xii. Code (front end and middleware)- with very clear commenting
xiii. Stored Procedures and/or packages and/or Trigger details with clear commenting

E. Required Formats

E1. General Bid Format

E1.1 Bidders Profile

Sl. No.	Name of the company/Firm	Details
1.	Company/Firm registered office address Telephone number Fax number e-mail Web Portal	
2.	Correspondence/ contact address	
3.	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
4.	Is the company/firm a registered company/firm? If yes, submit documentary proof. Year and place of the establishment of the company	
5.	Former name of the company/firm, if any.	
6.	Submit valid sales tax/GST clearance certificate.	
7.	Number of offices / project locations in - India: - Odisha:	
8.	Total no of resources of your organization	
9.	Total no of resources working under software development	
10.	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
11.	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	
12.	Submit GSTIN registration certificate	

E1.2 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 cost of the project development:	
Support and Maintenance: Helpdesk if provided:	
Scale of Operation (Global/National /State Level/Internal)	
Number of Location the application is being used	
Number of Admin Users in the System	
Number of Role based Operation Users in the System (The user who enter and modify data)	
Hosting Data Center	
Duration of the project	No of Months
	Start Date
	Completion Date
	Current Status
Other Relevant Information	
Mandatory Supporting Documents:	

E1.3 Pre-Qualification Bid Checklist

Sl. No.	Criteria	Documents Required	Submitted (Y/M)
1.	The bidder should be a CMMi Level 3 certified Company for software development or enterprise application.	Copy of valid relevant certificate	
2.	The bidder should be ISO 9001 or ISO 27001 or ISO/IEC 20000 certified company	Copy of valid relevant certificate	
3.	Bidder should have made a payment of Rs. 5,900 (Rupees Five Thousand Nine Hundred only) for the tender document	Appropriate Demand Draft	
4.	Bidder should have submitted a Bid security/ EMD of Rs. 5,00,000 (Rupees Five Lakhs only)	Appropriate DD/ BG	
5.	Bidder must be a Company registered under the Indian Companies Act, 1956 /2013 or Limited Liability Partnership (LLP) firm registered under LLP Act. 2008	Copy of Company Certificate of Incorporation	
6.	The bidder's average annual financial turnover should be more than INR 30 Crore in the last three financial years (FY 19-20, FY18-19, and FY 17-18) from the service of IT (Application Development – Web/Mobile/Desktop, Support and maintenance, PMU support for IT projects etc.)	Turnover breakup Certificate from Statutory auditor of the company (Chartered Accountant)	
7.	The bidder should not have been black listed by any Govt. or Govt. undertaking organization at the time of submission of the bid.	Self-declaration certificate signed by the authorized signatory	
8.	The bidder should have positive net worth for the past three financial years (FY 19-20, FY18-19, and FY 17-18).	Document Certificate from Chartered Accountant	

9.	The bidder must have the experience of successful deployment web portal of similar nature of project in Govt/PSU with workflow-based solution and multiple users for at least one project of 2.4 Cr. or two project with a value of not less than 1.8 Cr. for each project or three projects with a value of not less than 1.2 Cr. for each project. Note: Duly certified contract copies/ Work order (in English only) is to be provided for each project citation.	Copy of work orders and Along with the project go live certification from the organization need to be submitted. A project, the receipt of 75% of its development cost may also be considered on certificate by the respective client. Provide write up about the project as per format provided in Section E1.2	
10.	The bidder shall have valid PAN and GSTIN registration certificate.	Copy of PAN Copy of the GSTIN registration certificate	
11.	The bidders should have a minimum number of resource strength of 100 (One Hundred) and out of which 50 resources should be working under software development/mobile app division/O&M having minimum qualification of B.E/ MCA or higher and having 1 or more years of experience as on 31.12.2020 on its payroll.	HR declaration with approval of the board of directors, MD/CEO of the organization in the letter head.	
12.	The Bidder should have local presence with an existing set up or agree to setup local office within One Month from the award of contract or within 15 days of deployment of the resource.	Prove document i.e. Lease Agreement, Electricity Bill in the name of the organization etc./ Declaration by the board of director/MD/CEO of the organization in the letter head	
13.	Soft Copy of Pre-Qualification documents	A Compact Disc having the soft copy of the PQ Bid only	

E1.4 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. _____ dated _____ for RFP titled "Selection of System Implementer (SI) to Design, Development, O&M of District Mineral Fund Management System", as an owner/ partner/ Director of, 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 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: .....

Authorized Signatory: .....

Signature

Seal

E1.5 Bidder's Authorization Certificate

(Company letterhead)

To,

The 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:

Authorized Signatory

Seal of the Organization

Date: _____

Place: _____

E1.6 Certificate of Compliance (no conflict of interest)

Firm's Name:

Address:

…….

…….

…….

We hereby certify and confirm that the entity named above, including all members, partners and persons associated with it shall not have any corporate, commercial or other links, relationship or agreements with any of the entities who will be entrusted with the Implementation of DMF project and cannot be involved in other assignment of the projects which affect the interest of the prime project under the scope of this Tender.

(Authorized signatory):

Name:

Designation:

Signed this _____day of_____2021

For the entity Seal

E1.7 Format for Queries

Bidders requiring specific points of clarification may communicate with OCAC, during the specified period using the following format.

RFP No:

Name of Project: << >>

Name of the Bidder-

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

Signature:

Name of the Authorized signatory:

Company seal:

E1.8 Format for Bank Guarantee for EMD

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

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP number _____ for SECLECTION OF SYSTEM IMPLEMENTOR (SI) FOR DESIGNING, DEVELOPMENT, OPERATION AND MAINTENANCE OF DISTRICT MINEREAL FUND MANAGEMENT SYSTEM FOR PLANNING AND CONVERGENCE DEPARTMENT, GOVT. OF ODISHA (hereinafter called "the Bid") to OCAC.

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

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

    a) Withdraws his participation from the bid during the period of validity of bid document; or
    b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

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

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

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

iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

E1.9 Format for Performance Bank Guarantee

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

WHEREAS…… (Name and address of the Consultant) (hereinafter called "the Consultant") has undertaken, in pursuance of RFP no…… dated ……..... to undertake the service …… (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by _____ (Name of the Client) in the said contract that the Consultant shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Consultant, up to a total of …… ……. (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the consultant to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the consultant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the consultant shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the …... day of ……, 2020

Our branch at Bhubaneswar (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Bhubaneswar branch a written claim or demand and received by us at our Bhubaneswar branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

…….
(Signature of the authorized officer of the Bank)
……
Name and designation of the officer
……
……
Seal, name & address of the Bank & Branch

E2. Technical Evaluation Format

E2.1 Technical Bid Letter

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

Reference RFP No. ……Dated…….

Sir,

1. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid in Section E3
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
3. We enclose herewith the complete Technical Bid as required by you. This includes:
   i. This Bid Letter
   ii. Bid Particulars
   iii. Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer at least for a period of 180 days from the last date for submission of proposal/ and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per the terms and conditions referred in the RFP.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of _____

(Signature) (In the capacity of)

E2.2 Curriculum Vitae (CV) of Key Personnel

(Use the Format given below for each individual Resource)

General Information	
Name of the person	
Current Designation / Job Title	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: Degree Academic institution graduated from Year of graduation Specialization (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of projects in complete life cycle involvement, Give their detail.	
Name of the past two organisations if prior to the current organisation. Details to be provided for current and two previous organisations: Current Organisation Position held: Period Served: Number of projects handled with role Name of the reporting authority	

Previous Organisation (1) Position held : Period Served: Number of projects handled with role Name of the reporting authority Previous Organisation (2) Position held : Period Served : Number of projects handled with role Name of the reporting authority	
Proficient in Language (Odia, English, Hindi) indicate speak, read and write	

E2.3 Technical Bid Check List

Sl. No	Parameter	Required Documents	Submitted (Y/N)
A. Relevant past experience			
A.1	Should have successfully implemented application-oriented web portal with similar nature for Government Departments, Public Sector Undertakings in India covering with multiple users operating in the workflow-based system along with maintenance services for three years, worth at least Rs.1Cr to Rs 3Cr for each project in last 5 years (as of 31.12.2020). Evidence to be provided in the form of Work Order for each project with certificates of project completion from the Client. The Live of the related web portal can also be considered for project completion certificate.	E1.2 (Format for Project Citation)	
A.2	Should have experience of executing Web Based Project Management Information System with physical & financial monitoring of fund for any Government Departments/PSU in India in last 5 years (as on 31.12.2020).	E1.2 (Format for Project Citation)	

Sl. No	Parameter	Required Documents	Submitted (Y/N)
A.3	Should have successfully implemented any web portal/IT enabled service project, Deployment of Manpower worth of each project in between 5 Lakh to 1 Crore in last 5 years (as of 31.12.2020). Evidence to be provided in the form of Work Order for each project citation.	E1.2 (Format for Project Citation)	
A.4	Should have successfully implemented any project integration that may be with other application, payment gateway etc.	E1.2 (Format for Project Citation)	
A.5	Web Portal/Application deployed with more than 50 Roll based users. Web Portal/Application deployed with more than 100 Roll based users.	E1.2 (Format for Project Citation)	
A.6	Web Portal /Application access in more than 20 Location to get the information Web Portal /Application access in more than 40 Location to get the information	E1.2 (Format for Project Citation)	
A.7	Certification ISO 9001, ISO 27001/2015, CMMi3, CMMi5	Copy ofValid Certification	
B. Proposed Project Execution Team			
B.1	Project Manager [Minimum qualification- (BE/ B-Tech/ MCA with at least 3 years of experience in Project Management of Similar project in Govt and PSU operating in India. The candidate should have an overall 7 years or above of experience in e-Gov or IT projects. MBA as Additional Qualification PMP Certification	As per Format E2.2 (Curriculum Vitae(CV) of Key Personnel)	
B.2	**Programmer** • MCA / B. Tech / BE (IT or CS) with 3 years of experience in e-Gov Application Projects/ERP/E-Commerce or Similar Project for 3 Members Programmer with above qualification	As per format E2.2(Curriculum Vitae (CV) of Key Personnel)	

Sl. No	Parameter	Required Documents	Submitted (Y/N)
	and in addition a **Certified DBA** with the experience of Minimum 3 years as a DBA along with 2 years of experience as programmer **Business Analyst** with the qualification of MCA/B.Tech /BE (IT or CS) and experience as a Business Analyst for the period of 2 years.		
C. Financial Strength			
D1	**Proposed Solution** i. Understanding of the Scope of Work ii. Proposed Tools and Technologies iii. System Integration Architecture iv. Roll out and Post Implementation support v. Capacity Building and Change Management Strategy etc. vi. Challenges likely to be encountered and Mitigation proposed.	Presentation (PPT) and in paper form	
D2	**Approach and Methodology** i. Approach and work plan respond to the objectives ii. Project Deployment Approach iii. Qualitative assessment based on timelines and resource assignment, dependencies and plan of mile stone deliverables. iv. Live presentation of one similar project	Presentation (PPT) and in paper document	

E3. Commercial Bid Format

E3.1 Design and Development Cost

Sl. No.	Name of Module/ Sub Module	Amount (A)	Tax Amount (B)	Total Amount (A+B)
1.	Registration Module			
2.	Fund Management Module with DMF Contribution Calculation			
3.	Asset Management Module			
4.	Project Management Module			
5.	Content Management Solution & Master Menu			
6.	Suggestion & Grievances			
7.	Administration Module with Role based User Management			
8.	Interactive Dashboard & MIS Report			
9.	Online Support System			
Total				

- The cost should include the design and development of modules, Integration, training and first safe to host certificate (Cyber Audit) from the CERT-In empaneled agency.

E3.2 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		4			

E3.3 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				

- Average resource cost is not the cost of any specific resource rather the average of the cost of the development team which may be involved in execution of the change request.
- The request for changes proposed by the SI shall be approved by the PMT or as mandated by OCAC/P&C Department.

E3.4 Handhold Support & Helpdesk

Sl. No	Type of Resource	No. of Years for Support (A)	No. of Resources as per RFP- (B)	Rate per month (C)	Amount (A*B*C*) = D	Tax Amount of unit rate/ year on D (E)	Total Amount (F= D + E)
1.	Help Desk support	2 year	2				
2.	Handhold Support at Field Level	1 year	5				
Helpdesk and Handholding support cost							
Cost in words:							

Note: The amount shall be invoiced as per actual deployment

E3.5 Operation and Maintenance Cost

Sl. No	Year's	Amount (A)	Tax Amount (B)	Total Amount (C= A + B)
1	Year 1			
2	Year 2			
3	Year 3			
4	Year 4			
5	Year 5			
Total				
In Words:				

- Maintenance will be started after successful go live and its criteria

E3.6 Proprietary Cost proposed by SI as a part of project cost

SL No	Details of System Software/Database/Others if any	Licensing Cost for 5 Years (Rs)
1.	Database	
2.	SSL	
3.	E-Sign/Digital Signature Solution for approximately 250 users	
4.	Any other 3rd party softwarerequired for development and hosting	
Total		

E3.7 Cost Summary

Sl. No	Cost Items	Amount (A)	Taxes (B)	Total (A+B)
1.	Design and Development Cost			
2.	Repeated Cyber Audit			
3.	Provisional Cost for implementation of request for changes			
4.	Helpdesk and Handholding Support Cost			
5.	Operation and Maintenance Cost			
6.	Proprietary Cost proposed by SI as a part of project cost			
Total				
Total cost in word				

Note: The quoted amount of request for changes shall be considered for evaluation but will be not a part of project contract value and which will be paid as per actual on approval of the committee for incorporation of additional changes which is not in the part of the Scope of the RFP. Cyber Audit, Handholding Support by deployment of manpower shall be paid as per actual.