Request for Proposal

For

Selection of Agency

For Redevelopment of Services Under

e-District for the State of Odisha

E-Tender:

RFP No. OCAC-NEGP-DI-0002-2021/22039 Dated 19/ 06/2022

Prepared by

Odisha Computer Application Centre (OCAC),
(Technical Directorate under IT Department, Govt. of Orissa),
OCAC Building, Plot No. N-1/7D, Acharya Vihar Square, RRL Post Office,
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INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

e-Nivida is the complete process of eTendering, from the publishing of tenders online, inviting online bids, evaluation, and award of contracts using the system. You may keep a watch on the tenders floated under **https://enivida.odisha.gov.in**

Bidder Enrolment can be done using **"Bidder Enrolment".**

The instructions given below are meant to assist the bidders in registering on the e-Nivida portal and submitting their bid online on the portal as per the uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at: **https://enivida.odisha.gov.in**

Tender Schedule

SI No	Event	Proposed Date & Time
1	Date of Publication of RFP	19/06/2022
2	Last date of submission of Pre-Bid Queries	23/06/2022, up to 3:00 PM
3	Pre-Bid Meeting	24/06/2022, 11:30 AM
4	Issue of Corrigendum	28/06/2022, (www.enivida.odisha.gov.in , www.ocac.in & www.odisha.gov.in)
5	Last date of submission of Bid documents	12/07/2022, by 3:00 PM, To be submitted electronically through e-Nivida platform (www.enivida.odisha.gov.in)
6	Opening of Pre-Qualification Bids	12/07/2022, at 4:00 PM
7	Opening of Technical Qualification and Technical Presentation	To be intimated Later
8	Opening of commercial bid	To be intimated Later

GUIDELINES FOR REGISTRATION

1. Bidders are required to enroll themselves on the eNivida Portal **https://enivida.odisha.gov.in** or click on the link **"Bidder Enrollment"** available on the home page of the e-tender Portal by paying the **Registration fee of Rs.2,500/- + Applicable GST**

2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication with the bidders.

4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued by any Certifying Authority recognized by CCA India (e.g., Sify/TCS/ nCode / eMudhra, etc.) with their profile.

5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID and password of the DSC / e-Token.

7. The scanned copies of all original documents should be uploaded in pdf format on the e-tender portal.

8. After completion of registration payment, bidders need to send their acknowledgment copy to our help desk mail id odishaenivida@gmail.com, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There is various search options built-in in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.

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

PREPARATION OF BIDS

1. Bidders should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with a color option which helps in reducing the size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision for uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.

5. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process. Already uploaded documents in this sectionwill be displayed. Click "New" to upload new documents.

SUBMISSION OF BIDS

1. The bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by the Department.

3. Bidder must select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

4. In the case of BG bidder should prepare the BG as per the instructions specified in the tenderdocument. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the

BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.

7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

8. Upon the successful and timely submission of the bid click "Complete" (i.e., after clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgment & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

9. The tender summary must be printed and kept as an acknowledgment of the submission of the tender. This acknowledgment may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to the e-tender Portal, in general, may be directed to the Helpdesk Support.

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

   Phone No. 011-49606060

   Mail id: - odishaenivida@gmail.com

Table of Contents

1. Factsheet

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

Clause Reference	Topic
Section 3.1	A pre-bid meeting will be held on **24.06.2022** at **11:30 AM.** through VC mode. The link of VC shall be shared through the mail with the prospective bidders who have submitted the pre-bid queries. **Contact Person** General Manager (Admin) Email: gm_ocac@ocac.in All the queries should be received on or before **23.06.2022** by **3 PM** through email only to gm_ocac@ocac.in (with a copy to Jayashree.mishra@odisha.gov.in, edistrict@odisha.gov.in) at the above-mentioned address.
Section 3.3	RFP can be Downloaded from www.odisha.gov.in, https://enivida.odisha.gov.in/ or www.ocac.in. The bidders are required to submit the bid processing fee of **₹ 22,400 (including 12% GST)** online in the eNivida portal through the payment gateway.
Section 3.4	The bidder is required to submit Bid Security Declaration as per the prescribed format.
Section 3.1	Bidders must submit responses in the eNivida portal (https://enivida.odisha.gov.in/) **only**
Section 3.5	The Proposal should be filled in by the Bidder in English language only. The bidder should quote the price in Indian Rupees only. The offered price must be inclusive of taxes and duties.
Section 3.5	Proposals must be submitted on or before **12.07.2022** by **3 PM** in the eNivida portal only
Section 3.13	Proposals/ Bids must remain valid for a minimum period of 180 days from the date of opening of the commercial bid.
Section 4.5	**Quality and Cost Based Selection i.e., QCBS (70:30)** method shall be used to select the Service Provider for this contract. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bids separately. A technical bid of those bidders who qualify in the General Bid shall be opened. The financial bid of those bidders who qualify in Technical Bid shall be opened the consortium is not allowed.
Section 6.7	This project includes deliverables relating to the development, management and support, and maintenance of the e-District project for a period of 3 years. The tenure of the engagement may be extended based on the performance of the agency.

The Bid document may be purchased by any interested Bidder by paying the document fee of **₹ 22,400/-** & the Tender Processing fee of **₹ 5,900/-** online on the eNivida portal through e-Payment Gateway, at any time before Tender Closing. The complete bid document has also been published on the website www.ocac.in, www.odisha.gov.in, & https://enivida.odisha.gov.in (Online Bid submitted on the e-Nivida portal will only be treated as valid).

2. Project Profile

2.1. Project Background

The National e-Governance Plan (NeGP), approved by the Government of India for implementation during the years 2003-2007, aims at creating a citizen-centricenvironment for Governance.

To implement the vision of NeGP, twenty-seven Central, State, and Integrated Mission Mode Projects (MMPs) along with eight support components have been identified and approved, to enable and facilitate the rapid introduction of e-Governance in the country, withafocus on service delivery. For delivery of "web-enabled" anytime, anywhere access to information and services across the country, NeGP envisions 3 pillars of e-Governance infrastructure. These are State Wide Area Networks (SWAN), State Data Centre (SDC) for secure and fail-safe data storage, and Mo Seba Kendra (MSKs) and direct online mode as the primary front ends for service delivery.

The e-District initiative of the Department of Information Technology (DIT), Ministry of Communication & Information Technology (MCIT), and the Government of India has been identified as one of the Mission Mode Projects at the State levels. The project aims at providing support to the basic administrative unit i.e., "District Administration" to enable content development of G2C services, which would optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail-safe data storage, and Mo Seba Kendra (MSKs) as the primary front end for service delivery to deliver services to the citizens attheir doorstep. eDistrict project involves integrated and seamless delivery of citizen services by district administration through automation of workflow, back-end digitization, integration, and process redesigning across participating sections/departments for providing services most efficiently to the citizens.

2.2. Objective of the e-District Project

The e-District project aims to create an integrated IT platform for District Administration and its subordinate offices, to use IT primarily to increase information quality, improve overall efficiency and effectiveness in the Government processes, alongwith convenience

in operations.

The broad objectives of the project include:

a) IT is enabling internal processes of District Administration and its subordinateoffices to increase functional efficiency

b) Automation of workflow and internal processes of District Administration

c) Seamless integration of various departments for providing services to the citizens by integrating various District databases and applications.

d) Providing efficient individual department services through delivery channels like Mo Seba Kendra

e) To provide easy access to government services to the common man, especially the people belonging to Scheduled Castes, Scheduled Tribes, and women.

f) Creation of IT infrastructure for rolling out e-Governance plan right up to Block levels.

g) Develop capacities of human resources of the Government to operate and maintain IT-enabled systems and applications with confidence and provide services to the people effectively and efficiently.

h) To utilize IT to empower the common man in his dealings with the bureaucracy.

i) To make it easy for the District Administrative Officials to discharge theirfunctions efficiently

2.3. Expected Project Outcome

The broad outcomes envisaged from the project are:

a) Enhanced e-Gov Infrastructure

b) Augmented capacities of district staff

c) Efficient service delivery mechanism

d) Delivery of selected services to the Citizen through MSK

e) Complete workflow automation of selected service

f) Networked department/offices

g) Interlinked services and reuse of available resources

h) Opportunity to strengthen Decentralized & participatory Planning

i) Better Services to citizen

j) Generation of an efficient MIS for better decision making

k) Faster retrieving of the records due to computerized records

l) E-district model based on sustainable operations

m) Improvement in the efficiency of the employees and reduction in workload.

2.4. List of Services

The categories and the services that are identified and proposed to be implemented by Govt. of Orissa in the state are given below: -

SN	Service Categories	Sub – Services
Core Services of the e-District project for end-to-end automation		
1	Certificates	a) Resident b) Income c) Guardianship d) Scheduled Cast e) Scheduled Tribe f) Income and Asset g) Legal Heir h) OBC i) SEBC j) Solvency k) Certified copy of RoR

The application developer primarily develops the application software to provide the above-mentioned services based on the Functional Requirement Specifications (FRS) given in the RFP and based on their assessment. The list of these services is neither exclusive nor conclusive. The application developer primarily will be required to design a "service delivery engine" which could be used to create, edit, modify, or delete a service during run time.

2.5. Service Delivery Mechanism

Mo Seba Kendra (MSKs), established with equitable geographical spread, under the MSK Scheme of the Government of Odisha would be the physical front ends for availing the services that are to be offered to the Citizens under the e-District project. This scheme is currently being implemented by the Government of Odisha through a Public Private Partnership (PPP) mode.

Besides the above, a citizen can directly apply for any services in online mode without the assistantship of MSKs. The e-District project would leverage Orissa State Wide Area Network (OSWAN) for network connectivity and State Data Centre (SDC) for secure and fail-safe data storage.

2.6. Solution Deployment Architecture

a) A Set of Data Base, Application Server along with one Web Server will beplaced at a Central Location in Bhubaneswar for the E-District Project.

b) The Architecture will be Centralized

c) For the OS of the Servers Open-Source Linux has been proposed.

d) MS SQL/Oracle/any Open-Source RDBMS Server will be used as the RDBMS.

e) Suitable front-end software will be used to build the application.

Some of the features of the Proposed Application will be as follows: -

i. The Application will be Web-based

ii. Security features like Digital Signature, Bar Coding, and Biometrics will be used for the security of the application.

iii. The application will be of Open Standard and should be able to integrate with other applications already running in the state.

The Application users will be of two types.

a) Front-end users where the Citizen will come for applying & availing the services i.e., MSK centers and Citizens directly filling the application using the portal.

b) The Back-office users who will process the Citizen application.

Front-End Users:

There will be two types of front end users who will use the front-end of the application to apply for some specific Services on behalf of the Citizen i.e. MSK Centers, where citizen comes to apply for the services, get the status update of the application, and able to print out and deliver the final delivery of the service to the citizen and the Citizen themselves can also use the Front-end of the application from their home or a Cybercafe using the Internet. The deployment in the Front office will be as follows: -

I. **Mo Seba Kendra:** They will be able to use the E-District services interface through Odisha One application over the Internet using their ICT infrastructure. The e-District application shall be integrated with Odisha-One for providing the access to MSK Operator They will be provided with a username and password to access the front-end of the Odisha-One applications and will be able to apply for a service, view the status, take a print out of final certificates with necessary authentications.

II. **Direct Citizen Users:** They will be able to use the E-District application over the internet from home or any cyber cafe.They will register in the application to access the front-end of the applications and will be able to apply for a service, view the status, and take print out of final certificates with necessary authentications.

III. **Back-End users:**

The back-office users will be the officials & Dealing hands at the DC Collectorate, Sub Collector office, Tehsildar office & RI office who will be designated to act on the Service request of the Citizens/MSKs. They will provide the necessary approval/rejection of the application. The deployment to the back-office will be as follows:

IV. **DC Office Network:** The DC office network will have the Back-office users in the form of Dealing Hands and Authorized officers. The nodes will be connected by the Local Area Network. The authorizing officers and clerks can use the application over the Internet by accessing the Server in the Central Location.

V. **Sub-Collector Office Network:** The back-office users of the Sub-Collector office will be equipped with new desktops, printers, and LAN connectivity. For connecting to the Server, they will be using the Broadband connectivity/SWAN.

VI. **Tehsildar Office Network:** The back-office users of the Tehsildar office will be equipped with new desktops, printers, and LAN connectivity along with the existing desktops & printers. For connecting to the Server, they will be using the Broadband connectivity/SWAN.

VII. **Block office network:** In the block, there is some existing IT Infrastructure in place. They have some existing desktops, printers, LAN Connectivity, and Broadband Internet connectivity. The block office users will connect the application by the internet using existing Broadband connectivity/SWAN. Apart from the existing IT infrastructure some more desktops and printers are proposed in this initiative, and they will be connected to the existing LAN to ensure seamless integration.

VIII. **RI office:** The RI offices will use the application using Broadband Internet Connectivity/SWAN. The user of the RI office will be equipped with desktop and printer to access the application.

3. Instruction to Bidder

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their legal advisers about this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on the successful award of the assignment by OCAC based on this RFP.

c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of OCAC.

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

e) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.

f) Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

   i. *Include all documentation specified in this RFP.*

   ii. *Follow the format of this RFP and respond to each element in the order as set out in this RFP*

   iii. *Comply with all requirements as set out within this RFP.*

3.1. Prebid Meeting and Clarification

a) OCAC shall hold a pre-bid meeting with the prospective bidders on **24.06.2022** at **11.30 AM** through online mode.

b) The Bidders will have to ensure that their queries for the Pre-Bid meeting should reach to General Manager (Admin) only by email (gm_ocac@ocac.in) with a copy to jayashree.mishra@odisha.gov.in, edistrict@odisha.gov.in on or before **23.06.2022** by **3 PM.**

c) The link of VC shall be shared through the mail with the prospective bidders who have submitted the pre-bid queries.

d) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

SN	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

e) OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

f) The Nodal Officer notified by the OCAC will endeavor to provide a timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith nor does OCAC undertake to answer all the queries that have been posted by the bidders. OCAC also does not guarantee that the suggestion(s) made by any prospective bidder through a pre-bid query or otherwise shall be accepted.

g) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether on its initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

h) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.odisha.gov.in and/or www.ocac.in and/or https://enivida.odisha.gov.in portal.

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

j) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

3.2. Right to Terminate the Process

a) OCAC may terminate the RFP process at any time and without assigning any reason thereof. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result in OCAC selecting the bidder to engage in the execution of the contract.

3.3. RFP Document & Processing Fees

The RFP document can be downloaded from www.odisha.gov.in, https://enivida.odisha.gov.in, or www.ocac.in. The bidders are required to submit the Document Fee of **₹ 22,400 (including GST of 12%)** & Tender Processing fee of **₹ 5,900/-** online through the e-Nivida portal. Proposals received without or with inadequate documents and bid processing fees shall be rejected.

3.4. Bid Security Declaration

Considering the difficulties faced by the selected agency and to facilitate competition in wake of the slowdown of the economy due to the Covid-19 pandemic, it is hereby decided as per Finance Department notification no. 8943 dated 18/03/2021 that no provisions regarding Bid Security should be kept in the Bid Documents and only provision for "Bid Security Declaration" should be kept.

In view of the above, the bidder needs to submit the Bid Security Declaration in the specified format. If the bidders withdraw or modify their bids during the period of validity the participating bidder shall be suspended for a specific period as decided by the purchaser.

3.5. Submission of Proposal

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

    I.   Response to Pre-Qualification Criterion - First cover

    II.   Technical Proposal - Second cover

    III.   Commercial Proposal - Third cover

b) The Response to the Pre-Qualification criterion, Technical Proposal, and Commercial Proposal (as mentioned in the previous paragraph) should be submitted through online mode in e-Nivida Portal.

c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

d) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

e) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

f) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.

g) In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of the authenticity of the scanned documents, OCAC may ask the bidder, for submission of hardcopy of such documents to OCAC.

3.6. Contents of Technical Bid

The technical bid must contain the information as mentioned in clause no. 4.2 along with other details as mentioned in this RFP.

3.7. Proposal Preparation Cost

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

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

3.8. Language

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

3.9. Venue & Deadline of Proposal submission

Proposals, in their complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal https://enivida.odisha.gov.in/ by **12.07.2022** by **3 PM.**

3.10. Late Bids

a) Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidders need to plan well in advance to submit the bids in due time.

b) The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not beconsidered. No correspondence will be entertained on this matter.

c) OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of the bid much prior to the deadline and report the issues (If any) to the help desk for resolution, to avoid last-minute rush.

d) OCAC reserves the right to modify and amend any of the above-stipulated conditions /criteria depending upon project priorities vis-à-vis urgent commitments.

3.11. Evaluation Process

a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence may lead to rejection of the bid.

c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals if required. The bidders shall submit their clarification, if any, through the eNivida portal.

e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

3.12. Tender Opening

The Proposals submitted up to **12.07.2022** at **3 PM** will be opened on **12.07.2022** at **4 PM** in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who are to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to jayashree.mishra@odisha.gov.in, edistrict@odisha.gov.in enclosing the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

3.13. Tender Validity

The offer submitted by the bidders should be valid for a minimum period of 180 days from the opening of the commercial bid. However, the validity of the price bid of the selected bidder will be for the entire contract period including the extension period as mentioned in the RFP.

3.14. Tender Evaluation

a) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive if Proposals:

    i. are not submitted as specified in the RFP document

    ii. received without the Letter of Authorization (Power of Attorney)

    iii. are found with suppression of details

    iv. with incomplete information, subjective, conditional offers and partial offers

submitted

    v. submitted without the documents requested in the checklist

    vi. with a lesser validity period

b) All responsive bids will be considered for further processing as below:

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

4. Criteria for Evaluation

A. Tenders for this contract will be assessed by QCBS - Quality & Cost Based Selection (70:30) i.e., the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.

B. All bids will first be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, for only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents.

C. Evaluation Committee will examine and compare the technical aspect of the proposals based on information provided by the bidder, taking into account the following factors:

    a. Overall completeness and compliance with the requirement

    b. Proposed solution, work plan, and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents

    c. Any other relevant factors, if any, listed in the RFP document or OCAC deem necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Only bidders securing a minimum of eligible marks in the technical evaluation will be considered for further financial bid evaluation. Bids of Tenders that don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

4.1. Prequalification Criteria

Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project.

The consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SN	Specific Requirement	Documents Required
1	The bidder should be a company registered under the Indian Companies Act 1956/2013 and should be in operation for the last 5 years as on the date of submission of a bid.	a) Certificate of Incorporation b) GST Registration Certificate c) Copy of PAN Card
2	The bidder should have a minimum average annual turnover from software design, development, management & maintenance services of ₹ 10 Cr. during the last three financial years (i.e., 2020-21, 2019-20, 2018-19)	a) Extracts from the audited Profit & Loss Account and b) Statutory Auditor Certificate
3	The bidder must have at least 200 employees on its payroll as on the date of submission of the bid.	Copy of the latest EPF combined challan cum return showing the number of Subscribers.
4	The bidder should have valid certification on standardization and quality assurance such as any of ISO 9001, ISO/IEC 20000 (any series), ISO 27001(any series), and CMMI-dev Level 3 or above, valid up to the date of submission of the tender. The Certification shall be validated from the CMMI Institute website.	Copy of valid certificates a) ISO 9001 b) ISO/IEC 20000 c) ISO 27001(any series) d) CMMI -L3(Dev) or above
5	The bidder should have a positive net worth in the last three financial years (2020-21, 2019-20, 2018-19)	Copy of Statutory Auditor Certificate
6	The bidder shall be responsible for compliance with all laws, rules, regulations, and ordinances applicable in respect of its employees (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act, Labour Law, etc.)	Self-declaration to be submitted by company letterhead
7	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by an authorized representative of Bidder
8	The bidder must have executed a similar	Work order / Contract and Copy of

SN	Specific Requirement	Documents Required

	nature project involving the design, development, implementation, support & maintenance of large-scale software application or any e-Governance MMPs for any Government Department / Government Agency / PSU in India during the last 5 years as of 31/03/2021 and the value specified below
	
	  i. 1 project not less than ₹1.6 Cr. OR
	  ii. 2 projects not less than ₹1.2 Cr. each OR
	  iii. 3 projects not less than ₹0.8 Cr. each
		performance letter/progress report Project completion certificate

9	Submission of Bid Processing Fees	As mentioned in the RFP
10	Submission Bid Security Declaration	As per the format.

4.2. Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in a subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from beingconsidered for financial evaluation.

SN	Technical Parameters	Max Score	Document Required
1.	The bidder having a minimum average annual turnover in the last three financial years. - = ₹10Cr to < ₹20 Cr – 5 Marks - >= ₹20Cr to < ₹50 Cr – 7 Marks - >= ₹50Cr – 10 Marks	10	a) Details of the address and address proof. b) Self-certified copy of the latest EPF combined challan cum return along with details of subscribers in the state of Odisha.
2.	The bidder must have experience in designing, developing, implementing & providing support & maintenance for large-scale software development projects of similar nature in the last five years for Government organizations (State/Central) and PSUs in India. - Project value =2Cr < 5 Cr – 5 Marks - Project value >=5Cr < 8Cr – 10	20	Copy of Work order / Contract (the project value must be clearly mentioned) and progress report / Project completion certificate

SN	Technical Parameters	Max Score	Document Required
	Marks - Project value >=8Cr < 10Cr – 15 Marks. - Project value >=10Cr – 20 Marks.		
3.	The bidder should have prior experience in implementing the e-District MMP Project in any state/ UT across India. Weightage of the state-wise implementation shall be on the following. - 1 state = 03 Marks - 2 States = 06 Marks - 3 States = 10 Marks	10	Copy of Work order / Contract and progress report / Project completion certificate
4.	The bidder must have experience in designing, developing, implementing & providing support & maintenance for large-scale software development projects of similar nature in the last five years of value not less than ₹ 2 Cr. for Government organizations (State/Central) and PSUs in India. - Number of projects =2 < 5– 10 Marks - Number of projects >=5 < 8 – 15 Marks - Number of projects >=8 – 20 Marks	20	Copy of Work order / Contract and progress report / Project completion certificate
5.	The bidder having the following certifications. a) ISO 9001: 2015 or latest – 1 Mark b) ISO/IEC 20000 – 2 Marks c) ISO/IEC 27001 – 3 Marks d) CMMI Dev Level 3 - 2 Marks e) CMMI Dev Level 5 - 3 Marks	10	Copy of valid certificates
6.	Technical Presentation	30	The bidder's clarity of the total scope of work, approach and methodology and the solution and architecture etc. a) Proposed e-District solution development architectural framework/ technology (Microservice-based Architecture would be preferred).

SN	Technical Parameters	Max Score	Document Required
			b) Detailed Workplan, approach & proposed methodology, compliance with the timeline, Training & Support & maintenance plan c) Number & quality of manpower proposed for the development of the e-District solution.

A minimum of 70 out of 100 marks will be considered as technically qualified.

4.3. Technical Evaluation formulae

a) All the bidders who secure a Technical Score of 70% or more will be declared as technicallyqualified.

b) The bidder with the highest technical bid (H1) will be awarded 100% score.

c) Technical scores of other than H1 bidders will be evaluated using the following formula

d) Technical Score of a Bidder = {(Technical Bid score of the Bidder / Technical Bid Score of H1) X 70} % (Adjusted up to two decimal places)

e) The Commercial bids of only the technically qualified bidders will be opened for further processing.

4.4. Commercial Bid Evaluation

a. The commercial bids of only technically successful Bidder(s) whose bids have been awarded 70 or more marks in aggregate by the Committee will be opened. The evaluation will be carried out if Commercial bids are complete and computationally correct. The lowest Commercial proposal will be allotted a Commercial score of 100 marks. The Commercial score of other Bidders will be computed by measuring the respective Commercial bids against the lowest proposal.

b. The bidder with the Highest Technical Marks will be awarded 100 marks and other bidders will be awarded on a percentile basis (e.g.) if the highest technical Mark is 90, the T1 bidder will get (Tm) 100 marks. A bidder awarded 80 marks will get (80/90) x 100=88.88 Marks.

c. Computing the final ("T1-L1") marks:

d. The composite score is a weighted average of the Technical and Commercial Scores. The ratio of Technical and Commercial score is 70:30 respectively. The composite (T1 – L1) marks will be **derived using the following formula:**

T1 & L1 evaluation

Technical Marks (TM) = Bidders actual Technical Score (ATS) /Highest Technical Score (HTS)

Commercial Marks (CM) = Lowest Commercial Score (LCS) / Bidders actual Commercial Score (ACS)

Composite (T1 – L1) marks = (TM * 0.70 + CM * 0.30) * 100

Thus, the composite (T1 – L1) marks shall be out of a maximum of 100 marks. The responsive Bidder(s) will be ranked in descending order according to the composite (T1 – L1) mark, which is calculated based on the above formula. The highest-ranking Bidder as per the composite (T1 – L1) marks will be selected. These evaluation criteria will be weighted by **OCAC** management and applied to Bidder responses to determine which Bidder is the Most Preferred Bidder for **OCAC**.

CONTRACT EXECUTION

On receipt of the Letter of Award the contractor, any member of the consortium should submit a Performance Bank Guarantee (PBG) equivalent to 3% of the total contract value within three weeks from the date of receipt of the Letter of Award/Order. The PBG should be valid for 3 months more than the contract period

4.5. Combined Evaluation of Technical & Financial Bids

a) The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.

b) The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.

c) In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

5. Appointment of Service Provider
5.1. Award Criteria

OCAC will award the contract to the successful bidder whose proposal has been determinedto be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

5.2. Right to Accept Any Proposal/ Reject Any/All Proposals

OCAC reserves the right to accept or reject any proposal, and the tendering process / public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

5.3. Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser

reserves the right to:

a) Amend, modify, or cancel this tender and reject any or all proposals without assigning any reason.

b) Change any of the scheduled dates stated in this tender.

c) Reject proposals that fail to meet the tender requirements.

d) Exclude any of the module(s)

e) Remove any of the items at the time of placement of order.

f) Increase or decrease no. of resources supplied under this project.

g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.

h) Make typographical corrections or correct computational errors in proposals

i) Request bidders to clarify their proposal.

5.4. Notification of Awards

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

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

5.5. Contract Finalization and Award

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

5.6. Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue a work order and a tripartite agreement shall be executed among OCAC and the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for the entire project period & value.

5.7. Performance Guarantee

a) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.

b) Performance Guarantee (PBG) would be 3% of the cost of the annual payout and the fresh PBG to be submitted each year.

c) The validity of each PBG should be 15 months.

d) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.

e) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.

f) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to the bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.8. Failure to Agree with Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action as per the Bid security declaration.

6. Scope of Work

The successful bidder needs to perform the following activities as a part of application development, implementation & support.

6.1. Application Software Requirement

The minimum specified Scope of Work that needs to be undertaken by the successful Bidder for the development, implementation, and maintenance of the e-District project in the state of Odisha is given below and the work is to be performed as per the specifications and conditions mentioned in different parts of this document, any further amendments issued in this regard and the Contract is to be signed by the Bidder successfully.

The scope of work for the selected agency with respect to the redevelopment of the existing e-District Application includes Solution Design, Development, Testing, Implementation, and Maintenance of the solution. The major works are: -

A. __Design and Development__

a) To prepare a System Requirement Specification (SRS) report – based on existing requirements of the state, the functional requirements, the "To-Be" Process flows for e-enabling the services identified for implementation under the e-District project, and independent assessment to design the solution architecture.

b) The framework should also integrate 1) Digi locker, 2) Odisha one, 3) email and SMS gateway, 4) e-Taal, 5) Umang, 6) e-Sign/token-based digital signature solution, 7) fingerprint authentication-based login, 8) SAMS, 9) IFMS solution and other state government applications where data exchange is required for various monitoring and management purpose.

c) To develop the e-District solution based on the specifications of the existing solution or bidder may suggest any new technological/functional up-gradation based on its independent assessment.

d) The application should be designed keeping in view of the users/ operators like MSK and other existing users for their access to existing as well as future applications whenever required.

e) Necessary provisions are to be made for different users in such a way that the MSK operator would be able to access the application through the Odisha-One application Interface and other users like concerned officials & citizens would access it through the e-District application interface.

f) The application should be PKI enabled for the provision of token-based Digital Signature and web-based e-Sign

g) The application developer should develop e-District solution by eGov standards available in Metadata and Data Standard | e-Governance Standards, Standards for e-governance Applications (egovstandards.gov.in), and industry-standard secure coding practice available in OWASP Foundation | Open Source Foundation for Application Security and enterprise-level technological standards available in IndEA India Enterprise Architecture (IndEA) | Ministry of Electronics and Information Technology, Government of India (meity.gov.in)

h) The bidder needs to get the cyber security audit of the solution done by a Cert-In empaneled firm and make changes to the application to comply with the security requirements.

i) The bidder needs to provide an SSL certificate with a validity of up to 3 years.

j) The bidder needs to undertake the data migration activity from the existing

application i.e., Service plus and the old e-District portal to the newly developed e-District Application.

k) The bidder needs to provide adequate manpower for the development of e-district solution to complete the same by the prescribed timeline. The bidder needs to provide one Technical Project Manager and One Business Analyst up to the implementation of the project. The cost of the manpower must be factored into the software development component cost. The experience & qualification of the manpower is as follows.

Sl. No	Type of Manpower	Quantity	Indicative Educational & Experience Requirement
1	Technical Project Manager	1	a) More than 10 years of work experience in IT/ e-Governance b) Educational Qualification: B.E / B. Tech / MCA c) Project Management Exp: Managed at least 2 e-Governance projects
2	Business Analyst	1	a) More than 5 years of work experience in software development b) Educational Qualification: B.E/ B.Tech/ MCA

l) The list of services given in clause no 2.4 is indicative. However, there might be an increase/decrease in the number of services. For any increase in services selected bidder is required to submit the effort estimation based on functional point analysis for that service and the same shall be handled as per the Software Enhancement Services clause no 6.6 of this RFP. The bidder needs to provide a 50 man-month rate in the commercial format so that the same will be calculated to arrive at a cost for the development of that particular service.

Note: -

A) *Process flow/ workflow of all the services will be provided by the consultant to the Selected agency for the preparation of Use Cases. Indicative Use Case diagrams will also be provided to the selected agency.*

B) *Relevant database details of existing applications will be provided to the selected agency by the district administration with the help of a consultant.*

C) *Software Design & Implementation should follow the guideline as per MeitY and Govt. of Odisha.*

B. Application Software Testing

a) To design Test Cases for the solution testing using the data, to be digitized separately.

b) To prepare the testing approach and plan

c) To perform the testing of the solution based on the approved test plan, document the results, and fixing of the bugs found during testing

C. Installation

a) Installation and Configuration of e-District solution

b) Installation/integration of Operating System, Database, Application Server, etc.

c) Configuration of Users, providing access as per roles defined

d) Updating of Installation Manuals with lessons learned/identified Gaps

D. Implementation

a) To implement the e-District solution in pilot locations – based on an independent assessment of the software, user acceptance, and testing

b) To ensure that the software design and implementation take care of necessary security aspects such as data safety, access controls, integrity, backup measures, and disaster recovery.

c) Incorporation of changes, if any, in the e-District solution.

d) Implementation and roll-out of the e-District solution in all the implementation locations.

E. Training

a) To impart training to the stakeholders comprising of District Collectors, Additional Deputy Commissioners, Sub-Divisional Officers, Revenue Officers, Block Development Officers, Dealing Assistants, Revenue Inspector, and Supervisors at different offices under the jurisdiction of the District Administration and shall undertake change management interventions as necessary to achieve project objectives.

b) To train the designated technical and end-user staff to enable them to effectively operate the system.

c)   To prepare the detailed training plan & training manuals

d)   To conduct citizen awareness campaigns to impart awareness to citizens on e-District model of service delivery mechanism

F. Technical Documentation

a)   To provide full documentation of the SRS and design (including Entity-Relationship (ER) diagrams, flow diagrams, UML diagrams, etc.) installation and implementation of the software and user manuals both in hard copy and a soft copy.

b)   To provide server deployment drawings and Network Cabling Drawings both in hard copy and soft copy.

6.2. Training Requirement

a) The Implementation Selected agency must impart training to the person identified bythe State Government, in the operation of the application software, generation of MIS reports, and maintenance of user Logins, etc. at the District HQ.

b) For all these training programs, the selected agency has to provide necessary course material, user manuals, and system admin. manuals etc. to the trainees. The different types of training to be provided to the identified staff under e-District project are given below:

6.2.1. General Awareness Training

a) The Syllabus for this training includes general topics on computer literacy.

b) Training is to be provided to all the users identified for accessing the computer.

c) The duration of this training will range from 3-5 days depending on the progress shown by the trainees.

d) Training material: A book on basic computing to be provided by the implementation Selected agency.

6.2.2. Training on New Processes

a) The topics to be covered under this have to be prepared and would cover mainly the post operationalization of the Software

b) The training is to be provided to the selected employees of the District Administration and associated offices identified for accessing thecomputers

c) Training material: user manual

6.2.3. Software Training

a) The software selected agency would prepare a comprehensive training course forthe software package in use and maintenance of the software application

b) During this training, the trainees could also be asked to carry out the routine functions using the software

c) Training material: User Manual

6.2.4. System Administration Training

a) Training on basic hardware problems and solutions. Training on basic networking and transmission of data should also be covered in this module

b) Training of the District System Administrator

c) The training would be provided to selected staff of District Administration and other associated offices.

d) Training Material: Appropriate literature on System Administration topics

6.3. Technical Document

A) The technical documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation shall be English.

B) Such manuals shall include illustrated catalogs, reference manuals, technical manuals, and operation manuals to operate the solution. Complete documentation of the solution should include:

  a. Operating System(s) Manuals

  b. Utilities and general software reference manuals

  c. Computer-based training and help documentation

E) Any level/version changes, addenda, explanation, and/or clarifications in the above-mentioned documentation, made during the currency of the Agreement, shall be supplied by the Bidder free of cost, as and when such changes are generally made available.

F) The sets of documents and manuals, supplied and delivered by the proponent shall be in reasonable detail and be current at the time of delivery be in the English language; include system operations, operating system, and the Third-Party software products; include error recovery instructions; include hardware and software debuggers/diagnostics/listing; include ready reference and include illustrated parts and catalogue.

6.4. Manpower Requirement

The bidder needs to provide two numbers of Technical Support Staff to manage the L1 level support at OCAC during O & M Phase for 3 years.

SI No	Type of Manpower	Quantity	Indicative Educational & Experience Requirement
1	Help desk support staff	2	a) **Work Experience:** More than 2 years of work experience in application support service (L1 level support) b) Educational Qualification: BE/B.Tech/ MCA/B.Sc./BCA

6.5. Support & Maintenance

The selected agency shall provide <u>Support & Maintenance</u> for three years from the date of Go-Live. This would include maintenance for overall system stabilization, solution maintenance, system administration, security administration, database administration, network administration, and end-user problem resolution. The operational support will have to be provided through a suitable helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with the operation are resolved satisfactorily. The Support & Maintenance phase may extend up to another 2 Years post scrutiny of the bidder's performance by OCAC.

6.6. Software Enhancement Services

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

a) Change requests beyond the scope of work will be incorporated in the application as software enhancement services after obtaining due approval from OCAC. Payments to such assignment will be as per the man-month rate provided in financial bid format and the same would be mutually agreed upon post discussion between the bidder and OCAC.

b) Payment for the Software Enhancement Services will be considered when such a requirement arises in the project.

c) The bidder has to quote the man-month rate for this purpose initially, however, and the payment will be made as per the actual man-month consumed after completion of work of respective enhancement.

The activities that will be treated as change request is mentioned below:

1. Functional changes in the application

2. Development of new module/sub-module/Form/Report in the developed system

3. Changes in the workflow or core application framework

4. Additional resources in the project operation

The procedure for executing the change request is as follows:

− **Analysis:** Service Provider will analyze the changes suggested and submit an effort estimation/cost including a timeline to OCAC

− **Approval:** OCAC & DAFE shall do the due diligence and provide approval on the effortand timeline suggested

− **Incorporation:** After receiving the approval, the Service provider team will incorporate thechanges in the application as per the quoted rate for software enhancement.

6.7. Timeline

The deliverables of the project would be as follows: -

The signing of Agreement with the Successful Bidder- T1.

Sl. No.	Activity	Indicative Timeline in Weeks
1	Project Plan and Schedule	2nd Week
2	Preparation of System Design & SRS document	4th Week
3	Design, Development, Testing of the solution	12th Week
4	Test case Scenario report and UAT of the solution	14th Week
5	Cyber Security audit of the application. Safe-To-Host certificate	14th Week
6	Training to stakeholders and handing over user manuals and training materials	16th Week
7	Implementation of the solution	18th Week
8	Go Live of the e-District application	20th Week
9	Helpdesk setup	After Go Live
10	Manpower deployment at OCAC for support & maintenance for three years from the date of Go-Live	During Support & Maintenance Phase for three years

Apart from the above, the following deliverables need to be submitted by the selected agency

  a) Monthly Progress Reports summarizing results accomplished during the period

  b) Cumulative deviations to date from the schedule of progress on milestones

  c) Corrective actions to be taken to return to the planned schedule of progress

  d) Proposed revisions to the planned schedule

  e) Other issues and outstanding problems, and actions proposed to be taken.

7. Roles & Responsibilities

A clear definition of the roles and responsibilities of all the partners involved brings transparency, accountability, manageability, and efficiency in any project. The following are the roles and responsibilities of the Tenderer, selected agency, District e- Governance Society, and Project Consultants.

7.1. Responsibilities of the Tenderer

The owner of the project is OCAC; the role of OCAC for successful implementation of the Application software includes discharging the following responsibilities:

1. To ensure that the District Administrations take active part in the project

2. To identify key points of contacts who would be able to dedicate quality time withthe selected agency.

3. To conduct review meetings at regular intervals to monitor the overall progress ofthe project.

4. To ensure speedy centralized issue resolution.

5. To ensure timely signoffs.

6. To provide necessary infrastructure support and resources to the selected agency during the development stage.

7. To handle the crucial change management.

8. To co-ordinate with other Government agencies and departments

7.2. Responsibilities of the selected agency

The following are the roles and responsibilities of the selected agency to be selected <u>for design,</u> <u>development, testing, and implementation of the software</u> under the e-District project for the all the 30 districts of the state.

1. To design, develop, test, and install a secure, scalable Application software forthe state, adopting open, interoperable standards.

2. To demonstrate scalability for the entire state. Any cost required for scaling up of the

project across the state within the warranty period would be considered as part of the assignment.

3. To prepare a System Requirement Specification (SRS) report and get it approvedby the Tenderer.

4. To ensure the security of the data with adequate backup measures.

5. To provide training to the user community to make them conversant with theapplication software.

6. To provide handholding support to the user community during the warrantyperiod.

7. To meet the functional requirements specified in this document.

8. To provide full documentation of the design, installation, and implementation ofthe software and user manuals.

9. To undertake maintenance of software during the Annual Maintenance Period.

10. To make reports at specified periodic intervals on the progress of the project.

11. To follow the terms and conditions as specified in this Tender document and in any other subsequent related documents.

7.3. Responsibilities District e-Governance Societies

The roles and responsibilities of the district e-Governance Society (DeGS) are asfollows:

1. To ensure a close co-ordination with all the participants and the externalagencies involved

2. To prepare the installation sites and handling over of them to Implementing Agency.

3. To ensure participation and support from all the associated sections andemployees of the district administrations

4. To identify the staff, who need to undergo training at various levels inconsultation with District Collector

5. To review the installation, commissioning, and maintenance of the application software

6. To take steps to mitigate any such potential risks that might surface during the course of the project.

7. To monitor the overall progress of the project.

8. Handle Change Management.

9. Liaison with the selected agency team and the Consultant Partner

7.4. Responsibilities of the Consultant

The Roles and responsibilities of the Consultant partner for this initiative are:-:

1. To prepare a checklist for monitoring the progress of the implementation

2. To interface with the selected agency to evaluate interim outputs and products and periodically prepare and discuss progress reports with OCAC/Govt. of Orissa

3. Set up and administration of project scope and change control process

4. Set up an administration of process for communicating interdependencies between activities plans across the project and highlighting deviations

5. Review Project risks and track the progress of planned mitigation measures.

6. Set up and administration of an issue and escalation management process

7. Set up and administration of a process for reporting progress on key project metrics to OCAC.

8. Set up and maintaining a master document index, custodian for master copies of key project documents

9. Facilitating documents for review/sign-off

10. Provision of resource to review and address issues.

8. Technical Requirement

8.1. Proposed Architecture

a) The proposed architecture of the solution is a browser-based front end with the applications residing on application servers and accessed through HTTP protocol.

b) The bidders are expected to decide upon the development platform and tools. The deployment would be a web-based access provision on the web browser to all users.

c) The solution should have both front-end interfaces. i.e., for Mo Seba Kendra users and citizens directly applying from home / cybercafé.

Instructions

a) The RDBMS should be compatible with LINUX-based platforms and should work with CPU-based licenses.

b) Suitable design/ CASE tools and Project Management tools would be provided by the consultant.

c) The application software should support the latest version of the industry standard browser front ends.

d) The Application should be developed in open-source Application Suite and RDBMS MS SQL as the back end.

e) The web server should be compatible to the framework proposed.

f) The user community will be accessing the applications on Windows Desktop using a web browser over the internet.

g) The application architecture/ framework needs to be homogenous across all the application suites.

h) Use of XML for standardization of data exchange protocols wherever required.

i) The system should support English, Odia, and Devanagari languages and needs to be Unicode compliant.

j) The system should provide support for the conversion and import of data from one database to another.

k) The system should ensure data security and integrity by scheduling backups.

l) The system should support Digital Certificates/signatures as per the IT Act of India,2000.

m) The system should have PKI Infrastructure for Digital Signature Authentication.

n) The system should support for biometric-based authentication

o) The system should have adequate Artificial Intelligence Tools that should be able to perform Requisite MIS reports as required by the users.

p) The project Software Development Life Cycle (SDLC) and project plan should ideally follow the agile model of execution with clear demarcation and timelines for various phases: SRS preparation, System Design, Prototyping, Software Development, Testing, User Training and Handholding, User Acceptance & Final Deployment followed by the support & maintenance period

q) The Intellectual Property Rights of all the software code, data, algorithms, documentation, manuals, etc. generated as a part of the implementation of this project shall solely vest with OCAC.

r) The design of the solution architecture should be dynamic to adopt an increased/decreased number of services.

s) The application should be capable of integration with other applications and migration from other application

t) Software Development and Deployment Framework for E-District Applications are worked out to aid the Stakeholders from States, IT System Development Agency, and the nominated Quality Ensure team. The suggested framework is built using three models – Spiral Model, Rationalized Unified Process Model, and Iterative Model. The Framework is divided into several steps which should be used to build interoperable and proper quality E-District Applications. The Framework recommends that during various Iterations of the Application Development life cycle, Hardware Sizing, IEEE Standards for development, ANSI SQL-2003 standards for RDBMS, and Open Standards for hardware platforms should be used. Various parameters which can be utilized to estimate the number of processors/Servers, hard disk storage space, and RAM have been suggested. Emphasis is put to build redundancy in the hardware equipment to ensure high availability of Systems for E- District Application.

u) Systems should be delivered through the development of components since it will make it possible to assign well-defined responsibility to a role, easier to maintain and increasing the possibilities to reuse.

9. General Conditions

9.1. Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

9.2. Governing Language

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

9.3. Applicable Law

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

9.4. Assigning of Sub-Contracts

The Selected agency shall not assign anyone in whole or in parts, its obligations to perform underthe Contract, except with the OCAC's prior written consent.

9.5. Source Code and IPR

The ownership of the source code of the application developed by the selected agency under e-District, Orissa should be transferred to OCAC, and the selected agency is not supposed to use the same for any other Government projects without the prior written consent of OCAC.

9.6. Notices

a) Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable, or facsimile to the other party's address, and confirmed in writing by the other party.

b) Notice shall be effective when delivered or tendered to other party whichever is earlier.

9.7. Patent Rights

The Bidder shall indemnify the tenderer 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.

9.8. Force Majeure

I. For the purpose of this Article, Force "Majeure" means any cause, which is beyond the control of the selected agency or OCAC as the case may be, 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:-

War/hostilities, Riot or civil commotion, Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes, Restrictions imposed by the Government or other statutory bodies, which is beyond thecontrol of the selected agency, which prevents or delay the execution of the order by the selected agency.

II. If a Force Majeure situation arises, the selected agency is required to promptly notify 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 OCAC in writing, the selected agency will continue to performits obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performance of this order.

9.9. Tenure & Handing Over

a) At the end of the support & maintenance period of 3 years, OCAC may exercise its option to renew the support & maintenance with the existing selected agency or may invite fresh bids for subsequent AMC

b) If handover is required to any other selected agency other than the implementation selected agency,at the end of the existing AMC or otherwise, the implementation selected agency would beresponsible for handing over the complete know-how documentation records/software logs and all such relevant items that may be necessary for the transition process.

9.10. Termination

a) Termination for Default: If the bidder fails to carry out the award/ work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by OCAC, without any valid reasons acceptable to OCAC, OCAC may terminate the contract after giving one month notice, and the decision of OCAC on the matter shall be final and binding on the bidder. Upon termination of the contract, OCAC shall be at liberty to get the work done at the risk and expense of the bidder through any other agency and to recover from the bidder compensation or damages.

b) Termination for Insolvency: Orissa Government can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Orissa Government, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulting due to the termination. The Government will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the Government.

9.11. Resolution of Disputes & Arbitration

a) State and the selected bidder shall make every effort to resolve amicably bydirect informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

b) If, after thirty (30) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve the dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.

c) All Arbitration proceedings shall be held at Bhubaneswar, Orissa, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

9.12. Acquaintances with Local Conditions

a) Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.

b) The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after the issue of the Letter of Intent/Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.

c) It is the Bidder's responsibility that such factors have properly been investigated and

considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the biddingdocuments will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of the failure of the Bidder to know the local laws/conditions.

9.13. Statutory & Regulatory Approvals

The Bidder shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the Bidder shall be responsible to get the required documentation completed for obtaining such approvals from time to time.

9.14. Confidentiality

Any information pertaining to OCAC, or any other agency involved in the project, matters concerning Govt of Odisha that comes to the knowledge of the selected agency in connection with this contract, will be deemed to be confidential and the selected agency will be fully responsible, forthe same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The selected agency shall ensure due secrecy of information and data not intended for public distribution.

9.15. Limitations of Liability

The liability of the OCAC for its obligations under the Contract shall in no case exceed the total value of the Contract.

10. Special Conditions

10.1. Service Levels

It should be noted that a suitable penalty, mentioned under the 'Penalties' clause of this RFP would be charged to the implementation partner in case of delay from their end and would be finalized in the contract.

It may be noted that T1 is the event marking the Tenderer signing the Agreement with the successful bidder, who is also called the Implementation Partner. The Implementation Partner has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts the Critical Path Method, and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline in 6 months.

The "Go-Live" means that the software is ready in all respect i.e., designing, development, testing & implementation, and can now be used by all the end- users together as has been envisaged in the initial detailed Software Requirement Specifications document. "Go-Live"

means the 11 numbers of services must be filled successfully and at least 5 numbers of services must be delivered through the application.

It may be noted that the time schedule for the activity mentioned in 6.7 would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the Implementation Partner will have to be extremely careful in establishing an excellent project management setup.

10.2. Payment Terms

The payment will be in combination of both milestone-based payment and QGR-based payment. The QGR payment period will be through the contract period of 3 years, which would start from the date of Go-Live.

The detailed schedule in each head is specified in the table below.

Sl. No	Items	Supporting Required	Payment Terms
1	Submission of System Design & SRS Document	SRS Document and Approval from competent authority	20% of the One-time Software Development component
2	Completion of development, integration, and deployment of e-District Solution as per the scope of the work and successful completion of UAT & cyber security audit.	a) The complete solution must be accessed through a public URL as assigned by OCAC. b) Approval of UAT by the competent authority. c) Safe-To-Host certificate	70% of the One-time Software Development component
3	Go-Live of the e-District solution	Go-Live means 11 applications should be filled successfully from the e-District application and at least 5 certificates must have been delivered from the solution	10% of the One-time Software Development component
4	Completion of SSL Certificate configuration.	Based on the verification report of OCAC.	Based on actuals.
6	Completion of stakeholder's training	Training attendance report duly signed by trainees	Based on actuals.
7	Manpower deployment	Duly approved	To be paid quarterly.

Sl. No	Items	Supporting Required	Payment Terms
		attendance report by competent authority & submission of the quarterly work activity report.	Based on actuals.
8	Support & Maintenance for a period of three years	Quarterly Status/work activity Report	To be paid quarterly

10.3. SLA Requirements

Service Level Agreement (SLA) is the contract among the Orissa Computer Application Centre (OCAC) and the e-District Project Implementation Partner. SLA defines the terms of the System Integrator's (SI) responsibility in ensuring the performance of the e-District Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for e-District Project, which can be considered by the State in the Service Level Agreement with the selected agency.

The table below summarizes the Indicative Performance Indicators for the services to be offered by the e-District Project selected agency. This is not an exhaustive list. A complete Service Level Agreement will be made with the successful bidder at the time of signing the contract.

SLA Parameters

S. No.	Indicative SLA Parameter	SLA Target
1	Availability of All Modules of the Application software to Office Staff in PBH (Prime Business Hours)	99%
2	Availability of All Modules of the Application software to Office Staff in non PBH (Prime Business Hours)	95%
3	Availability of all Critical functionalities of the Application	99%
4	Availability of Helpdesk personnel during office in Prime Business Hours (PBH) for logging calls	99%
5	Resolution of Priority 1 Call	Within 6 Hours of logging the call
6	Resolution of Priority 2 Calls	Within 24 Hours of logging the call
7	Resolution of Priority 3 Calls	Within 48 Hours of logging the call

SLA Terms and Definitions

S.No.	SLA Terms	Description
1	Uptime	'The solution uptime shall be based on the overall performance of the hardware, application software, system software, where the uptime represents the percentage of time the system remains operational. The uptime shall be calculated on basis of: Total uptime in minutes*100/ Total minutes of operations in a month.
2	Prime Business Working Hours (PBH)	PBH refers to the prime network utilization period for e-District Project, which shall be typically starting from 09:00 AM hrs. till 06:00 PM (PBH) Monday to Saturday or any other period to be defined by OCAC
3	Unplanned Server Outage	'Unplanned Network Outage' refers to an instance in which non-availability e-District Project servers and applications for more than 3 consecutive days.

10.4. Penalties

The solution uptime shall be based on the overall performance of the hardware, application software, system software, where the uptime represents the percentage of time the system remains operational.

The uptime shall be calculated on basis of: Total uptime in minutes*100/ Total minutes of operations in a month.

Measurement Interval	Reporting Period	Target	Penalty
Daily	Monthly	>=99.5%	Nil
		>=98.7% but <99.5%	0.5% of Quarterly billed value under Support & Maintenance
		>=97% but <98.7%	1.0% of Quarterly billed value under Support & Maintenance
		>=95% but <97 %	2.0 % of Quarterly billed value under Support & Maintenance
		<95 %	3.0% of Quarterly billed value under Support & Maintenance

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

Note 2: e-District project requires changes post implementation, and the successfulbidder has to carry out all the "Minor Changes" as and when the application so desires. Any

changes within the available functionalities of any of the application modules will be considered as "Minor Changes". All changes which require a new addition of a completely new functionality which is not present in any of the module will be treated as the "Major Change" and this will be taken separately as per the Software Enhancement Service clause no 6.6 mentioned in the RFP. It should be noted that OCAC will have the complete right to decide on the category of the changes- "Major-Changes" and "Minor-Changes".

10.4.1. Penalties for delay in implementation

In case of delay in implementation of the project as per the Delivery Schedule mentioned in the RFP, penalties shall be imposed as mentioned below:

a) In the event of delay in execution of work, specified in this Contract/furnishing of deliverables, the Service Provider shall be liable to a penalty @0.25% of the value of work order for the respective component/item, for every week of delay up to a maximum of 10%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order, increase of penalty percentage etc.).

b) For the purpose of this clause, part of a week shall be considered to be a full week.

c) Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

d) Maximum Penalty applicable for any quarter should not exceed 10% of the 'applicable fees' for the respective quarter. In case the calculated uncapped penalty is more that 20% for two consecutive quarters, the authority reserves right to increase the capping value (ceiling limit) of the penalty or take appropriate action against the service provider.

10.5. User Acceptance Testing

a) The primary goal of Testing & Acceptance is to ensure that the project meets requirements, standards, specifications, and performance prescribed by the Tender.

b) Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the Selected agency:-
   i. Functional Tests
   ii. Resilience Tests
   iii. Benchmark comparisons including load testing
   iv. Operational Tests

c) Completion of any other tests/evaluation criteria that OCAC may specify.

d) The Acceptance Tests for the Application Software will be carried out at the user department/ section of both the districts.

e) In the event of the site not being ready by the GoO, the Implementation Partner and the

Tenderer may mutually agree to redefine the milestones.

f) On the successful completion of the Acceptance Test and after the Committee so constituted by the Tenderer to conduct the said Acceptance Tests are satisfied with the working of the system, the acceptance certificates, signed by the authorized representative(s) of Tenderer and Authorized representative(s) of GoO, will be issued by the Tenderer to the Implementation Partner. Any delay by the Implementation Partner in the performance of its contracted obligations shall render the Implementation Partner, liable to the imposition of appropriate penalties, unless agreed otherwise by the Tenderer.

g) Any delay attributable to the Implementation Partner in the Acceptance Testing shall render the Implementation Partner liable to the imposition of appropriate penalties, as mentioned in the document

10.6. Project Management

e-District project is a multi-departmental initiative. Its implementation is complex and goes out of control unless all the stakeholders, especially the selected agency designs and implements a comprehensive and effective project management methodology. The following requirements are therefore prescribed in this regard.

10.6.1. Work Programme

The Selected agency should design a detailed Project Plan, which should include the followingcomponents.

   i. Project Organization and Management Plan
   ii. Software Deployment Plan
   iii. Testing Plan and Methodology
   iv. Training Plan, Methodology and Training details
   v. Change Management Plan
   vi. Any other relevant items related to the Program Development.

10.6.2. Programme Implementation

The Selected agency shall:

   a) Assume responsibility of managing and monitoring the project as per the indicative Time schedule specified in this RFP

   b) Set up a Helpdesk at OCAC to take care of the following issues:-

   c) Support for logging calls

   d) Training, Hand Holding and Knowledge Transfer to the District Official.

   e) Complete SLA Monitoring.

   f) Reporting to the proper authority from DC and State

g) Any other related and relevant issues

h) Depute one Project Manager as a single point of contact for onsite project management during the Contract period. He/she should have relevant certification and should have appropriate authority to take decisions for smooth and early completion of work. The selected agency should also depute one system administrator at least in each of the District Collector (DC) offices till the end of the Contract period.

i) Bidder has the liberty to decide on the number of Manpower required at the Helpdesk, but they need to provide the managed IT support strategy for these offices in their technical bid. It will be selected agency's obligation to augment manpowerto ensure e-District functionality along with its components. Selected agency shall provide for the increased need of increased manpower requirement whenever size of the network is increased for any reasons.

j) Monitor the progress of Change Management Plan and Data Migration in order to enable smooth transition into the new system. The relevant database details are shared with the selected agency.

10.6.3. Reporting

The Project Manager shall conduct monthly review meeting with the concerned District Collector of the particular district. The Project Manager shall also submit the following reports to the nodal officers identified for the project.

a) Weekly Status Reports

b) Monthly Progress Reports,

c) summarizing:

d) Results accomplished during the period

e) Performance against SLA report

f) Cumulative deviations to date from schedule of progress on milestones as specified in RFP, read with the agreed and finalized project plan

g) Corrective actions to be taken to return to planned schedule of progress

h) Proposed revisions to Planned Schedule

i) Other issues and outstanding problems, and actions proposed to be taken

j) Interventions which the Implementation Partners expects to be made by the nodal officers assigned by the State Government and/or the actions to be taken by the State Government/District Administration before the next reporting period.

    k) Feedback report from the participant of training program.

11. Functional Requirement

The computerization under the e-District project envisages meeting of the requirements through the e-District Application consisting of <u>Certificates, Pensions, Court Cases, Revenue Dues and Recovery services, PDS services, Grievance Redressal services, RTI services and Dak services</u>. The following depicts the brief scope and the <u>indicative functional requirement specifications</u> of the applications envisaged for development of solution under e-District. This however does not mean that the functionalities have been captured entirely. The final scope will be documented in detail with the selected bidder

The functionality shall address the automation of typical processes that shall be common for all the services irrespective of the service categories. Broadly, these can be seen as the general service components which remain same for services. These general service components along with the detailed Functional Requirement Specifications are broadly classified in following five categories.

a) Information Dissemination System (Portal)

b) Content Management System

c) Delivery System

d) Document Management System

e) Administrative System

f) Enterprise Management System

g) Helpdesk Management System

h) Mobile Application

11.1. Information Dissemination and Availability Component

This component deals with the broadcasting of Content for availing the various services.

S.No.	Key Functional Requirement
1.	The system should provide detailed information on the following to the user: a) Scheme Name/ Functionality Name/Service Name: b) Eligibility Criteria: c) Nodes of obtaining service: d) Application Fees: e) Grievance filing procedure: f) Authorities to contact:

S.No.	Key Functional Requirement
	g) Forms and documents required: h) Other locations for obtaining detailed information
2.	The system should be accessible to citizens, department officials, other government officials, e district center operators, SCA
3.	The system should have different presentation layer for each set of users i.e., Information seekers, updaters, approvers etc.
4.	The system should have a counter at the bottom of the page to record the number of people hitting the website, this would prove beneficial in capturing the usefulness of information
5.	The system should capture time stamp and IP address of the user accessing the system
6.	The system should store all the service request form at predefined location for the selected services
7.	The system should be able to retrieve service request form the predefined location
8.	The system should allow for service request form to be easily downloadable both through HTML and word format.
9.	The system should provide for printable version of the service request Form
10.	The system should give an error message in case it is not able to retrieve the application from the given location.
11.	The system should have a provision for uploading new version of the forms as and when it is required to change the version.
12.	The system should maintain the version control for the service request Form.
13.	The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version.
14.	The system should maintain logs for all versions change with the details of the process owner making version change
15.	The system should not allow to change the content of the form and should be in read only version
16.	The system should be able to make available service request form should be through a) Website (integration with "Odisha-one") b) MSK
17.	The system should allow for easy searching of the service request form
18.	The system should allow for easy and user-friendly layout for locating the service request form

S.No.	Key Functional Requirement
19.	The system should be able to export forms in multiple formats so as to ensure compatibility of forms
20.	The system should have a life counter feature to keep track of number of forms being downloaded from the application
21.	The system should support multi-lingual interface (minimum Hindi andEnglish) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

11.2. Content Management System Component

This component deals with Content creation, content updation and approval for the proper dissemination of information for availing the various services.

S. No	Key Functional Requirement
1	The system should allow the authorized user(s) to update information obtained from the departments
2	The system should be able to add new or delete existing information
3	components besides the above without any delay and without jeopardizing any other existing feature
4	The authorized user(s) should be able to update the document over the e district application, but this information would not be viewable to the end-user until the authorized user of the concerned department head puts his digital signature, verifying its authenticity and correctness
5	The system should not allow any unauthorized user to upload information besides authorized user(s)
6	The system should notify the authorized user once the information is updated over the e application
7	The system should allow the authorized user to either approve or reject the information update
8	The system should update information over the e-district application only after digital signatures of the authorized user of concerneddepartment has been put up on the information update
9	The system should ask for digital signature of the authorized user of concerned department in case of rejection also
10	The system should ask for changes from the authorized user desired in case of rejection by the HoD.

S. No	Key Functional Requirement
11	The system should notify the authorized user(s) both in case of acceptance or rejection of the information update
12	The system should allow only the authorized user(s) to makechanges in the updated information hosted over the e district Application.
13	The system should request authorized user(s) to put his digital signature after each updation
14	The system should auto generate grievances in case of authorized user of concerned department or authorized user(s) are notperforming against their set SLAs

11.3. Delivery System
Delivery System/Intranet (Service Specific Component)

It Deals with several component like

- a) Application Receipt
- b) Payment Receipt
- c) Application Processing
- d) Verification Component
- e) Delivery Component
- f) Application Approve/Reject Component
- g) Status Component
- h) MIS Component

A) Application Receipt Component

This component deals with the receipt of the application by the MSK operator and forwarding of the same to the concerned office, depending upon the nature of the service.

S.No	Key Functional Requirement
1.	The System should enforce secure login as per the Login process, where the MSK operator will have to authenticate his Username, Password to access the application home page.
2.	The System, on successful login, should display the Main page or the homepage of the Applications Services Request with links to various services as per the Service Request Form mentioned above.
3.	The System should be able to retrieve and load the online application Form for the service as selected by the Applicant / Operator.

S.No	Key Functional Requirement
4.	The System should assign a Unique Application Number to every form.
5.	The System should allow the Operator / Applicant to take a printout of the form after submitting it.
6.	The System should allow the Operator / Applicant to attach any scanned documents, photograph, or any other supplementary attachments as required with the Application Form.
7.	The System should imprint the Unique Application Number and the ID details of the operator on the Application Form.
8.	The System should allow the operator to submit the Application Form online
9.	The System must display a message for Successful or Unsuccessful submissions and it should log all such events.
10.	The System must refresh the page and load a new Application form in case the previous submission attempt was unsuccessful. The newly loaded application form should blank.
11.	The System should save the Application Form and all attached documents into a Database.
12.	The System should be able to immediately electronically forward the Application Form and the attachments and notify to the Process Owner, asidentified in respective processes.
13.	The System should be able to generate a Receipt for the Applicant and allow it to be printed mentioning the current date of delivery document receipt in duplicate.
14.	The system should support multilingual interface (minimum Oriya, Hindi, andEnglish) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

B) **Payment Component**

This component deals with the receipt of payment by the MSK kiosk operator for a particular service. The service charges and the revenue sharing model (between the participating departments, Implementation Agency of the MSK & the MSK operators) for each of the services will be decided at a later stage. Each of the stakeholders should get their share as per the revenue sharing model with respect to each service.

S.No	Key Functional Requirement
1.	The system should provide for and allow financial transaction functions
2.	The system should check for all details of the service request form before initiating the payment
3.	The system should enable the payment option only when all the fields of service request forms are filled

S.No	Key Functional Requirement
4	System should allow mode of payment (Cash,/Draft/Credit Card/ Debit Card) under different services.
4.	The system should return-back and highlight the field which have inconsistencies / error for user to rectify the error
5.	The system should retain all the information of the service request form besides those having inconsistencies
6.	The system should return-back after successful checking of the fields with the prompt of confirmation to open the payment page
7.	The system should open a new page for recording payment details against the service request
8.	The system should allow payment to be registered on the service applicationrequest against the following – ■ Payment against the service ■ Payment against the dues / payments as defined under service charterof the specific service
9.	The system should record and maintain all details of payment against a unique service application number
10.	The system should be able to maintain all the payment records in a database and retrieve the same as and when record
11.	The system should be able to open a page with declaration on successful payment output
12.	The system should be able to record specific payment details on the service request form after successful payment has been made
13.	The system should be such that it should allow for part payment function in special condition along with necessary approval from approving authority
14.	The system should be able to retrieve information of first part payment during the final delivery of service output for final payment as per the overall payment specified for service request • Unique application number for requested service • MSK details and unique number for MSK
15.	The system should be able follow the payment cycle as mentioned above for the final payment also.
16.	The system should be able to maintain all records of part payments as well as consolidated payment amount against the service request

S.No	Key Functional Requirement
17.	The system should support multi-lingual interface (minimum Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

C) Application Processing Component

This component deals with the processing of the application by the forwarder at the Intermediary Approver office and at the DC/SDO Office level. This component deals with the preparation of the Case file, noting and forwarding of the same to the Approver.

S.No.	Key Functional Requirement
1.	The System should notify the forwarder once the request has been forwarded from the MSK
2.	The system should provide inbox, forward, noting, view attachment facilities etc. to the forwarders
3.	The system should allow defined users(identified as forwarders) to login to the system for approving the service request through a valid user ID & password and bio-metric authentication
4.	The system should show a login failure screen in case the Username and password are not matched by the application
5.	The system should show a login failure screen in case the biometric authentication is not correct
6.	The system should highlight the pending service requests for the users on entering the application after the log-in
7.	The system should allow the forwarder to view the scanned supporting documents one by one, as uploaded by the Kiosk operator
8.	The system should allow 'zoom- in' and Zoom-out' facilities of the scanned documents for better viewing of the same
9.	The system should allow the forwarder to put the application 'on-hold' incase the application requires further clarification with applicant. an auto generated message should be sent to higher authority about application put on hold along with reason for the same.
10.	The system should request forwarder to give comments in case of non-acceptance or forwarding
11.	The system should be able to generate an auto-file number before the forwarder forwards the application to the approving authority

S.No.	Key Functional Requirement
12.	The System should be able to retrieve the remarks/comments made at variouslevel, map the event history and history should be visible on request. Comment should be restrictive or open for accessibility to certain level
13.	The system should allow the forwarder to add comments/ remarks before the submission of the application form to the approving authority
14.	The system should ask for re-confirmation of the forwarder before submitting the request
15.	The system should allow the forwarder to forward the applications individually and all at one go
16.	The system should open a page informing the forwarder of successful completion of approval/rejection

D) Verification Component

This component deals with the allocation of the field verification officers by the approving authority if the required details are not found in the database or if the approving authority has doubts on the genuineness of the service requests.

S.No.	Key Functional Requirement
1.	The System should be able to allow the Process Owner/proper authority toenter query parameters to search any Database connected with the System.
2.	The System should be able to query the specified Database with thespecified parameters and return the result of the same to the Process Owner.
3.	The System should be able to retrieve various information from the individual databases and aggregate it before displaying it.
4.	The System should allow the Process Owner to electronically, using hisdigital signature, forward / delegate the Application to a Field Officer or any other Officer registered with the System.
5.	The System should be able decode the digital signed data and display the details of the signatory.
6.	The System should allow the Field Officer to modify the Database as per the Access rights
7.	The System should allow the Field Officer to electronically forward the Application back to the Process Owner after the details in the Database have been updated.

S.No.	Key Functional Requirement
8.	The System should notify the Process Owner after the Field Officer has marked the Application back to him.
9.	The System should allow the Process Owner to either Approve or Rejectthe application as per the Approval or Rejection component, using his digital signature.
10.	The System should ensure that a Reason for Rejection/ on-hold is entered by the Process Owner if he selects to reject an application before acceptingthe Rejection.
11.	The System should log all the electronic movements of the application with date and time details along with the sender's and receiver's information.
12.	The system should support multilingual interface (minimum Hindi, Oriya, and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

E) Approval/ Rejection Component (Intermediary Approver and Final Approver)

This component deals with the approval/rejection by the intermediary approver/final approver. The final approver is the one who is responsible for issuance of the final output of the particular service   and intermediary approver is the one who gives the report (such as Circle officer) for processing the service request at the DC/SDO office, which is mainly required for issuance of various types of certificates.

S.No.	Key Functional Requirement
1.	The system should allow defined users to login to the system for approvingthe service request through a valid user ID and password and bio-metric authentication
2.	The system should show a login failure screen in case the Username and password are not verified by the application.
3.	The system should intimate the users through predefined channels for pending approval on daily basis.
4.	The pending approvals should be highlighted for the users on entering the application.
5.	The pending approvals should be intimated to the users through SMS onpre-defined intervals until the same is addressed and closed by the respective process owner
6.	The system should have a provision to mark the approval of service request

S.No.	Key Functional Requirement
7.	The system should allow the user to digitally sign the documents one by One
8.	The system should also allow the user the digitally sign all the selected approved service request at one go
9.	The system should open a page for all approved service request with a prompt of digital signature in form a button to initiate the process of digital signing.
10.	The system should reconfirm from the user for initiating the digital signing before initiating the process
11.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hard copy of the same document will be provided to the applicant
12.	System should print the unique encrypted key/code on the hard copy of thedigitally signed document such that the same printed unique encrypted key/code can be used to check the authenticity of the document. The unique encrypted key/code will be information of the authority who digitally signed the document in the encoded form.
13.	System should provide a link to the page where the user can enter the unique encrypted key/code printed on the hard copy of the document to check for the authenticity of the document
14.	On clicking the link, system should display the fields as described in the section document retrieval form such that the user can retrieve the required information
15.	System should retrieve and display the digitally signed document on theuser screen once the user enters the unique encrypted key/code printed on the document
16.	System should not allow the user to make any alteration in the digitallysigned document or access the database on entering the unique encrypted key/code
17.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not befound due to any reason
18.	The system should allow the user to terminate the approval process at any point of time during approval
19.	The system should keep and maintain the data in a data repository (database) for all the approval made

S.No.	Key Functional Requirement
20.	The system should be able to keep the records of all transaction performed and link it to the unique code of digital signature
21.	The system should open a page informing the user of successful completion of approval
22.	The system should open a page at any point of process in case the process termination with the request to restart the process
23.	The system should not allow the user to initiate the process of digital signature in case of no selection of pending service request for approval.
24.	The system should not allow the user to modify the approval once it has been digitally signed
25.	The system should not allow the user to delete any service request pending for approval at his end
26.	The system should support multi-lingual interface (minimum Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

F) Delivery Component

This component deals with the issuance of the final output from the MSK to the applicant, on producing the application receipt issued from the MSK at the time of application submission. It is envisaged that the applicant should be able to get the final output of the service from any MSK within the district, upon production of the application receipt.

S.No.	Key Functional Requirement
1.	The system should be able to provide delivery against all service requests Made.
2.	The system should be able to link delivery against specific service request through unique service application request number
3.	The system should allow delivery only when the service request has been either approved / rejected
4.	The system should allow only validated predefined users to log into the e-district application for retrieving the delivery against the service request
5.	The system should ask for unique service request number / unique application number to retrieve specific service delivery
6.	The system should provide for the printable version of the service output
7.	The system should be able to print the unique kiosk number, unique application number on every service output generated through it

S.No.	Key Functional Requirement
8.	The system should be able to print the <URL> of the site from where the content of the service delivery could be verified
9.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be manipulated
10.	The system should open new page specifying error in case of incorrect digital verification
11.	The system should be able to maintain the database of the all the servicedelivery output in a logical manner to ease the retrieval of the same as and when required
12.	The system should have a life counter to keep log of all delivery made with specific association of unique service application number and unique MSK number.
13.	The system should support multi-lingual interface (minimum Hindi, Oriya, and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines.

G) Status Component

This component deals with the status tracking component with which the status can be tracked by the user and the citizens for the requested service.

S.No	Key Functional Requirement
1.	The system should have integrated auto status tracking features embedded in the overall architecture of the system
2.	The system should keep track of all the service requests from the citizensalong with the respective unique application reference id generated at the time of the application receipt
3.	The system should be available in public and administrative view
4.	The system should be able to keep track of the status of all the service requests with the help of the respective unique application reference id (application id) and map the current status with the pre-defined service level against each process
5.	The system should be able to detect any change in the status of a given unique application reference id
6.	In case there is a change in the status of a unique application reference id , the system should update the status information in the database

S.No	Key Functional Requirement
7.	The system should have provisions for intimating the applicant about the current status of his/her application through SMS and/or Email especially if there is a change in the status with respect to the final delivery of the service
8.	The system should not provide details about the internal SLAs to the applicant and only provide update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery.
9.	System should display the link for e-district portal from where the applicantcan retrieve the status information by entering the unique application reference id
10.	The system should also allow the applicant to retrieve update about his/herservice request through the web portal by entering the reference id in the link provided on the portal
11.	System should display the number from where the applicant can retrieve the status information by sending SMS along-with the unique application reference id.
12.	The system should also allow the applicant to retrieve update about his/herservice request by sending a SMS containing the unique application reference id to the e-District application
13.	The system should display an appropriate message if the system is unableto retrieve the details due to any reason like connectivity issues,maintenance issues, etc. and provide contact details of the system administrator and alternate link (if available)
14.	The System should have Side Menu on each page so as to reflect thecontents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
15.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
16.	The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
17.	The System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
18.	The System should have provision for Calendar System, which displays thedates and time of schedule events on a page formatted as a standard monthly calendar
19.	The system should have additional capability to integrate and extend portals to support a vast array of mobile devices in addition to PCs (WAP enabled)

S.No	Key Functional Requirement
20.	The system should have provisions such that the System Administrator can add/remove/modify the hierarchy of the Government officials with adequate authentication mechanism
21.	If there is any modification in the hierarchy of the relevant authority against a given service (in the system), system should automatically map the escalation levels with the new hierarchy of Government officials
22.	The system should support multi-lingual interface (minimum Hindi, Oriya, and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

H) **Monitoring Component (MIS)**

This component deals with the generation of various reports at various levels who are involved in the delivery of services under the e-District project.

S. No.	Key Functional Requirement
1.	The Process Owner should be able to use the e-District Application to query the Departmental Databases using the name or other details of the applicant.
2.	Should allow the e-District Application to retrieve various information from the individual databases and aggregate it
3.	The application should support the monitoring in both the occurrence, when an event or time driven activity is triggered.
4.	Should be able to retrieve all information about the status of the application form of the citizen.
5.	Should be able to automatically generate the following reports to the concerned authorities at regular time interval:-
6.	Should be able to generate Service Report on a regular time interval, this report should include the no of application received, no of application processed, no of application rejected and the no of application under process.
7.	Should be able to generate SLA Report on regular time interval, this report should give information related to Centre wise details of no of SLA met and Centre wise details of no of SLA breached.
8.	Should be able to generate Performance Report on regular time interval, this report should give information related to Centre wise details of no of application processed against the no of application received.
9.	Should be able to generate Payment Report on regular time interval, this report should give information related to Centre wise transaction, money collected, and money deposited along with date and time.

S. No.	Key Functional Requirement
10.	Should be able to generate Inventory Report on regular time interval, this report should give information related to pre-printed stationary used and issued to each Centre.
11.	Should be able to generate Attendance Report on regular time interval, this report should give information related to Centre wise attendance.
12.	Should provide a search option to the authorized stakeholder so that he can search the information which should be sorted according to Date, Department/Section, Service, District, Block, Sub Division, Tehsil, RI Circle etc.
13.	Should allow the stakeholder to review the progress report and give his comments online.
14.	Should provide the facility to print and e-mail the report.
15.	Should provide a printer – friendly version automatically for all pages.
16.	The system should support multi-lingual interface (minimum Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

11.4. Document Management System

This component deals with the proper management of all scanned documents that are required for availing the different services.

S.No	Key Functional Requirement
1	The system should be able to track and store electronic documents
2	The System should be able to archive all scanned documents on the basis of application number.
3	The System should be able to retrieve the documents by giving application number as condition
4	The System should keep track of the occurrence of downloadable documents.
5	The System should notify the concerned authority if a document is downloaded
6	The system should keep track of all the changes in document version

11.5. Administrative System

This component deals with the mapping of authorized user under different respective services. It deals with component like

- Login Component

- Administrative Component

Log in Component

S. No.	Key Functional Requirement
1.	Should allow only the authentic users (Kiosk Operators, Department Officials)to login to the system through the use of: ■ User id and Password combination (for kiosk operators and verification officers) ■ Both (for Forwarders and issuing Authorities)
2.	Should display the login page as the first page when the user enters the e-district application.
	User id & Password Combination
1.	The user login and password both should be a combination of following: Alphabets (at least 1) Special Character Numeric
2.	The user's name and password should have a minimum of 8 characters each
3.	Should not create duplicate user ids or passwords
4.	Should not allow the user to have the same password for more than 120 days
5.	Should generate alerts for password expiry from two days of actual expiry
6.	Should not allow same user id and password
7.	Should not allow blank spaces while setting user id or password
8.	Should notify the user in case the Caps Lock is on
9.	Should notify the use if Num Lock is on
10.	Should generate user id based on the criteria of - Zone, district, Circle an SCA name, kiosk number
11.	Should not allow a user who forgets the password to access the password retrieval mechanism
12.	Should allow only the machines whose mac id is registered with the application enter the e district application
13.	Should prompt the user to change the password in case of first login at the client side i.e., after imaging
14.	Should give a welcome message once the user is able to successfully login to the e district application.
15.	Should give an error message once the user provides wrong login information and ask the user to re log in.
16.	Should block the user to enter into the e-district application if he puts in wrong login info continuously thrice.

S. No.	Key Functional Requirement
17.	Should support multilingual interface (minimum Hindi, Oriya, and English) as per Localization and Language Technology Standards for National e-GovernancePlan defined in e-district guidelines

Admin Component

S.No	Key Functional Requirement
1	The System should be able to categories the authorities under different Services
2	The System should allow the authorized user to add the new authority in case of transfer or new joined of authority.
3	Any update in database system should notify the higher authority
4	System should be able to show date of joining & date of separation of the authority.
5	System should show the home screen according to the credentials of authority
6	The system should have an admin interface to verify the status of transaction across all the districts.

11.6. Helpdesk Management System

There shall be a Helpdesk Management module having the following minimum features but not limited to:

S.No	Key Functional Requirement
1	a) User Management b) Ticket Management c) Home / Dashboard d) User Functions / Activities e) Post Reply / Change Status / Change Ticket Type from Incident to Problem or Change f) Issue Management (Post New / edit / delete / copy)
2	Ticket Wise Communication
3	Export Functionality
4	Incident Management
5	Problem Management
6	Change Management
7	Various Reports Including Ticket based analysis

11.7. Mobile Application

The Requirement is to develop a mobile application which would be an extended version

of e-District Application & would be improvised by addition of other features. There would

be several benefits of having the processes & service offerings and more widespread through mobile. The mobile application would

a) Provide easy access to the service details

b) Help the end users & other stakeholders to visualize and analyze the data more easily.

c) Provide anytime information to the stakeholders.

d) Increase productivity & transparency

Mobile application shall be developed by the selected agency for selected screens as per OCAC requirement, self-services, visualization, status tracker, feedback & help etc. The mobile application should be with compatibility features & should be built keeping in view various key platforms like Windows, iOS & Android.

11.8. Service Specific Functionalities

Service Specific functionalities comprise of functions that are specific to service categories/services and deals with the day-to-day functioning of the same. The indicative Functional Requirement Specifications for these categories of services are given below: -

11.9. General Functional Requirements for the e-District Portal

The e-District portal is envisaged to be a single point information access for all the users under the e-District project through which the citizens can avail the specific services and get the required information of those services that are proposed to be delivered under e-District project. This portal will provide comprehensive information about the services of District Administration, its functions and also host links to certain specific categories of services which can be availed through the Mo Seba Kendra.

S. No.	Key Functional Requirement
1.	The system should be able to display Service-related page through multiple routes • Service links • Information links • District links
2.	The system should be able to identify the user logging into the system using the login component.
3.	The system should be able to provide information to the citizens about the relevant services both in public as well as private domain as per the 'Information component' • Web access to information content in public domain • e-District application access to information content

S. No.	Key Functional Requirement
4.	The system should make available the latest copy of the Application Form online (24x7) as per the Form Availability component.
5.	The system should be able to retrieve the service request form for a particular service
6.	The system should allow the operator to fill in the online application on behalf of citizen availing the service as per the 'application receipt' component
7.	The system should be able to generate a unique registration number during registering an applicant with the application.
8.	The system should be able to identify the applicant uniquely based on this registration number for all future references.
9.	The system should be able to record the payment made by the applicant against the service as per the Payment Component
10.	The system should display a message regarding successful or unsuccessful completion of any transaction.
11.	The system should refresh the page in case of failure in submission of service request
12.	The system should be able to issue an acknowledgement receipt once the applicant is registered with the system
13.	The system should be able to notify the concerned officer about the new application and this date and time must be logged through e-District application
14.	The system should allow concerned officials to view the service request only on authenticated login as per login process
15.	The system should show service request to concerned Approving authority as pending for approval till it is marked for further action • By default, the system should be able to auto escalate within the service level as per the escalation matrix defined
16.	The system should be able to auto generate MIS reports for the following officials as per the requirement– • District Collector • Sub Collectors/Tehsildars/BDOs • Other concerned authorities
17.	The system should be able to support the status tracking as per the status tracking component
18.	The system should be able to support the monitoring and reporting as per the monitoring and reporting component

S. No.	Key Functional Requirement
19.	The system should be able to detect changes in status and send status updates to the citizen as per the Status Tracking component.
20.	The system should be able escalate the application as per the Auto Escalation matrix, defined, by notifying the next level of authority and sending him a copy of the application.
21.	The system should be able to maintain all records for the login sessions with date and time
22.	The system should be able to provide date and time stamping for all transactions done with digital signature
23.	The system should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in District administration registeredwith the System.
24.	The system should support multilingual interface (minimum Oriya, Bengali, Hindi, English) from the first day of its operation, as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

Annexure-1 Bidder Profile

RFP No. **OCAC-NEGP-DI-0002-2021/22039**

Name Of the Project: Redevelopment of Services Under e-District

SN	Field	Details
1	Name of the company	
2	Company registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, submit documentary proof. Year and place of the establishment of the Company	
6	Former name of the company, if any.	
7	Is the company? _ a Government/ Public Sector Undertaking? _ a proprietary firm? _ a partnership firm (if yes, give partnership deed)? _ a private limited company or public limited company? -Limited Liability Partnership -One Person Company (OPC)	
8	Is the company registered with GST ? If yes, submit valid GST registration certificate.	
9	Is the company registered for EPF & ESIC, If yes, submit valid registration certificate.	

SN	Field	Details
10	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11	Number of years in the relevant field	
12	Are the company registered with any Government/ Department/ Public-sector undertaking? (If yes, give details)	
13	How many years have your organization beenin business under your present name?	
15	Number of offices / project locations inIndia	
16	Do you have a local representation/ office in Odisha? If so, please give the addressand no. of years of operation of the local office	
17	Please give details of staff those will be involved in this project.	
18	List the major clients with whom your organization has been/ is currently associated.	
19	What is the total year of experience of handling Government projects?	
21	Have you ever been denied tendering facilitiesby any Government/ Department/ Public sector Undertaking? (Give details)	
22	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized
signatory:

Company Seal: -

Annexure-2- Acceptance of Terms & Conditions

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha. RFP No. OCAC-NEGP-DI-0002-2021/22039, **– Acceptance of Terms & Conditions**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document [No OCAC-NEGP-DI-0002-2021/22039] regarding "Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha".

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Annexure-3 Bidder Authorization Certificate

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha. RFP No. OCAC-NEGP-DI-0002-2021/22039– **Bidder's Authorization Certificate**

Sir,

With reference to the RFP No. OCAC-NEGP-DI-0002-2021/22039, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre- qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is, and E-mail id is___.For the purpose of validation, his/ her verified signatures areas under.

Thanking you,

Signature   Verified Signature by

(Authorized Signatory)   Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

Annexure-4 Self Declaration for Non blacklisted

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha. RFP No. OCAC-NEGP-DI-0002-2021/22039**–Self-Declaration for not Blacklisted**

Sir,

In response to the RFP No. OCAC-NEGP-DI-0002-2021/22039 for RFP titled "Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha", as an owner/ partner/ Director of (organization name)____I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Annexure-5 Technical Bid Cover Letter

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha. RFP No. OCAC-NEGP-DI-0002-2021/22039-**Technical Bid Cover Letter**

Sir,

We, the undersigned, offer to provide solution to OCAC, for design. development, implementation and support & maintenance of e-District solution**,** Government of Odisha. in response to the RFP No. OCAC-NEGP-DI-0002-2021/22039.

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

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

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

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

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Annexure-6 Format for Performance Bank Guarantee

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha, - RFP No. OCAC-NEGP-DI-0002-2021/22039- **Performance Bank Guarantee**

Whereas <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. XXXXXX Dtd. XXXXX to provide services for "Selection of Agency for redevelopment of services under e-District for the state of Odisha", (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the agreement that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the agreement.

And whereas we, <Name of Bank> a banking company incorporated and having its head / Registered office at <Address of Registered Office> and having one of its offices at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in Words) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the

agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification. This Guarantee shall be valid until <<<insert date>>

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary

i.e., OCAC. Notice or invocation by any person such as assignee, transferee or agent ofbeneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAIN HEREIN:

i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).

ii) This bank guarantee shall be valid up to <<insert date>>.

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

(Authorized Signatory of the Bank)

Seal:

Date

Annexure-7- Project Citations

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

The Citations should be given in the above format. A separate copy of this format shouldbe used for each citation.

Signature:

Name of the Authorized signatory:

Company seal:

Annexure-8- Proposed Workplan

#	Activity [1]	Week							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									
u)									
v)									
w)									
x)									
y)									
z)									

a) Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaserapprovals. For phased assignments indicate activities, delivery of reports, and benchmarks separately as per scope.

b) Duration of activities shall be indicated in the form of a bar chart.

Annexure- 9-Team Composition & Deployment Plan

Name of Staff withqualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Annexure-10- Format of Curriculum Vitae for Proposed Manpower

(Use the Format given below for each individual)

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

Duration of the project	
Please provide only relevant projects.	
Proficient in languages	
Against each language listed indicate if speak/read/write	

Annexure-11-Bid Security Declaration

To,

The General Manager (Admin)

Odisha Computer Application Centre

Plot No. - N-1/7-D, Acharya Vihar P.O.- RRL,

Bhubaneswar - 751013

Sub: Request for proposal to Selection of Agency for redevelopment of services under e-District for the state of Odisha- RFP No. OCAC-NEGP-DI-0002-2021/22039-**Bid Security Declaration.**

Whereas << name of the bidder >> (hereinafter called the Bidder) has submitted the bid for Submission of Request for proposal for Selection of Agency for redevelopment of services under e-District for the state of Odisha, # << RFP Number >>dated << insert date >> for << name of the assignment >> (hereinafter called "the Bid") to Odisha Computer Application Centre

Know all Men by these presents that we <<>> having our office at << Address >> (hereinafter called "the bidder") are hereby submitting the Bid Security Declaration letter to the << Nodal Agency >> (hereinafter called "the Purchaser") which binds our organization, its successors and assigns by these presents under the following obligations.

The conditions of this obligation are:

1. Fails to submit PBG.

2. Withdraws his participation from the bid during the period of validity of bid document;or

3. Modify the bid during period of bid validity.

We undertake to accept the suspension for a specific period as decided by the Purchaser due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

(Authorized Signatory of the Bidder)

Seal:

Date:

Annexure-12-Comercial Bid Letter

To   (Company letter head)

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of I.T. Dept, Govt. of Odisha)

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

Sub: Request for proposal for Selection of Agency for redevelopment of services under e-District for the state of Odisha" **-** **RFP No.** OCAC-NEGP-DI-0002-2021/22039**– Commercial Bid Letter**

Sir,

We, the undersigned, offer to provide the service for design, development, implementation, and support & maintenance of e-District Solution**", - *RFP No.:*** OCAC-NEGP-DI-0002-2021/22039 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 3 years from the date of opening of the Bid.

We hereby confirm that our prices include all applicable taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2) UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3) TENDER PRICING

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

4) QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No. 6 >. The prices are indicated in the Commercial Bid attached with our Tender as part of the Tender. In case there is substantial difference between the component wise price <u>approved by OCAC</u> and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

6) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 5.7 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Annexure-13-Price Schedule

Summary of Total Project Cost- Component Wise		
SL No.	Project Expenditure Head	Cost
1.	Table-1-Cost towards Application Software Development and Mobile App	INR 0.00
2	Table-2-Training Commercial Format	INR 0.00
3	Table-3-Manpower Commercial Format	INR 0.00
4	Table-4-Support & Maintenance Commercial Format	INR 0.00
5	Table-5-Software Enhancement Services Commercial Format	INR 0.00
Total e-District Solution Cost		INR 0.00
In Words ()		

Table-1-Cost towards Application Software Development and Mobile App

Table-1-Application Software Development Commercial Format				
	A	B	C	D
Items	Cost/Unit	GST (Amount)	No. of Units	Cost (A+B) x C
One time solution design, development, deployment, implementation, integration, data migration cost as per scope of work, mobile app development and other requirements mentioned in different sections of the RFP.	INR 0.00	INR 0.00	1	INR 0.00
Cyber Security audit of the solution	INR 0.00	INR 0.00	1	INR 0.00
SSL Certificate with 3 Years validity	INR 0.00	INR 0.00	1	INR 0.00
Table-1-Total Cost				**INR 0.00**
In Words ()				

Table-2-Training Commercial Format

Table-2-Training Commercial Format				
	A	B	C	D
Items				
	Cost/Trainee	GST (Amount)	No. of trainees	Total Cost (A+B) x C

Table-2-Training Commercial Format

Cost of training including supply of training materials	INR0.00	INR 0.00	400	INR 0.00
Table-2-Total Cost of Training				**INR 0.00**
In Words ()				

Note: The amount will be paid based on the actual number of trainees trained on the solution. In case of increase/decrease in number of trainees, the unit cost shall be considered for calculation of additional efforts.

Table-3-Manpower Commercial Format

Table-3-Manpower Commercial Format	A	B	C	D	E
Items	Cost/Manpower/Month	GST (Amount)	No. of Person	Period of engagement	Total engagement Cost ((A+B)xC)xD
Help Desk Support Staff	INR 0.00	INR 0.00	2	36 Months	INR 0.00
Table-3-Total Cost for the Manpower					**INR 0.00**
In Words ()					

Note: The amount will be paid based on the actual number of manpower deployed. In case of increase/decrease in number of manpower, the unit cost shall be considered for calculation of additional efforts.

Table-4-Support & Maintenance Commercial Format

Table-4-Support & Maintenance Commercial Format	A	B	C	D	E	F
Items	Cost/First year	Cost/Second year	Cost/Third year	Total Unit Cost (A+B+C)	GST (Amount)	Total Cost (D+E)
Support & Maintenance for a period of three years	INR0.00	INR0.00	INR0.00	INR0.00		INR 0.00
Table-4-Total Cost for Support & Maintenance						**INR 0.00**
In Words ()						

Note: The amount will be paid on QGR basis in equal installments.

Table-5-Software Enhancement Services Commercial Format

Table-5-Software Enhancement Services Commercial Format	A	B	C	D	E

Items	Cost/ Man month	GST(Amount)	Total unit cost(A+B)	Total Month required	Total Cost (C x D)
Software Enhancement Services	INR0.00	INR0.00	INR0.00	50 Man month	INR 0.00
Table-5-Total Cost for Software Enhancement Services					**INR 0.00**
In Words ()					

Note: The man-month requirement above mentioned is indicative in nature, however, any increase and decrease in man-month requirement, the Unit cost shall be prevailed and be paid based on the actuals.

_____**End of Document**_____