

Request for Proposal



Selection of Service Provider (SP) for Development / Customization and Implementation of Student Academic Management System

RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050



Volume-I Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

W: www.ocac.in | T: 0674-2567295/2567283 | F: 0674-2567842

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RFP Reference & Schedule

RFP Reference : RFP No. OCAC-SEGP-SPD-0032-2020-ENQ-20050

RFP Title : Selection of Service Provider for Development / Customization and Implementation of Student Academic Management System (SAMS)

No. of Volumes : 3

Event	Date & Time	Venue/address
Date of Publication	11/12/2020	www.ocac.in & www.odisha.gov.in
#Submission of Pre-bid queries (Last date)	16/12/2020, 5 PM	Details in Fact Sheet
Pre-bid meeting	17/12/2020, 12 Noon	Virtual Meeting on MS Teams Platform
Publication of Corrigendum	21/12/2020	www.ocac.in , & www.odisha.gov.in
Last date for submission of bid documents	06/01/2021, 2 PM	OCAC Office
Opening of General & Technical Bids	06/01/2021, 4 PM	Conference Hall, OCAC or through VC using MS Teams
Technical Presentation	09/01/2021, 11 AM onwards	Through VC using MS Teams
Opening of Financial Bids of technically qualified bidders	To be intimated later	Conference Hall, OCAC or through VC using MS Teams

Fact Sheet

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

Clause Reference	Topic
Section 4.1. (a)	Total project period is 5 Years, which may be extended for another 2 Years depending on further requirement and performance of the Service Provider.
Section 4.1. (b)	This project includes deliverables relating to Software Development/customization, Implementation & Post Implementation Support. <u>Source Code of the developed / customized Software, Reports and Technical Documents</u> relating to each of above activities are important deliverables of this project.
Section 4.3.1	The RFP document consists of following three volumes Volume (I) – Instructions to Bidders & pre-qualification criteria Volume (II) – Terms of Reference Volume (III) – Standard Agreement
Section 4.3.1	A pre-bid meeting will be held on 17-12-2020 at 12 Noon in virtual mode using MS Teams Platform Contact Person General Manager (Admin) Email : gm_ocac@ocac.in

Clause Reference	Topic
	All the queries should be received on or before 16-12-2020 by 5 PM through email only to gm_ocac@ocac.in (with a copy to umesh.mishra@ocac.in , sudha.mohanty@ocac.in & avijit.puhan@semt.gov.in) at the above mentioned address.
Section 4.4.2	<p>RFP can be Downloaded from www.odisha.gov.in or www.ocac.in. The bidders are required to submit the document Fee of <₹11,200> (inclusive of 12% GST) in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid). The bidder may also deposit the document fee online through RTGS/NEFT in favour of Odisha Computer Application Centre in following Account Details</p> <ul style="list-style-type: none"> – Beneficiary Name-Odisha Computer Application Centre. – Bank Account No : 149311100000195 – Bank Name & Branch: Andhra Bank, Acharya Vihar, Bhubaneswar – Account Type: SB – IFSC: ANDB0001493 – MICR:751011010 <p>In case of RTGS/NEFT, the bidder needs to quote the UTR No in the bid document which will be verified by OCAC. If any discrepancy found; the bid is liable for rejection.</p>
Section 4.4.3	The bidder is required to submit Earnest Money Deposit (EMD) amounting to ₹12,00,000.00 (Rupees twelve lakhs) only in shape of Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee of aforesaid amount issued from any of the Scheduled Banks as per the format prescribed in this RFP.
Section 4.4.4	Bidders must submit a soft copy of the Prequalification & Technical Proposal in a non-editable CD along with original copy. However, One original copy of the Commercial Proposal (only hard copy) is to be submitted.
Section 4.5.2	The Proposal should be filled in by the Bidder in English language only.
Section 4.5.3	The bidder should quote price in Indian Rupees only. The offered price must reflect the base price and tax component separately. The taxes as appropriate & applicable would be paid at the prevalent rates.
Section 4.5.3	<p>The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Proposals must be submitted on or before 06-01-2021 by 2 PM</p>
Section 4.6.2	Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.
Section 5	Quality and Cost Based Selection (QCBS) shall be followed to select the software firm for this tender. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope. Technical bids of those bidders who qualify in General

Clause Reference	Topic
	Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid shall be opened. To qualify in the technical bid, a bidder must score minimum 70% in the technical evaluation. Consortium is not allowed.

1 Request for Proposal

Sealed proposals are invited from reputed and eligible software application developers and implementers for Development/Customization & Implementation of Student Academic Management System for the Government of Odisha. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2 Structure of the RFP

This RFP document for Selection of Service Provider for Development / Customization and Implementation of Student Academic Management System consists of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider (SP)
 - iii) Commercial bid and other formats
- b) Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional and Technical Requirements
 - iv) Project Schedule
 - v) Service levels for the implementation partner
 - vi) Timeline of Project implementation

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Software Development / Customization & Implementation partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

3 Background Information

3.1 Basic Information

OCAC the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from Software Development / System Integration firms ("Bidders") for Selection of Service Provider (SP) for Development / Customization & Implementation of Student Academic Management System as described in this RFP, "Terms of Reference".

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late due to whatsoever reasons shall not be considered in this procurement process.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

3.2 Project Background

3.2.1 About the Department

The Electronics & Information Technology Department, Government of Odisha is the nodal department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

3.2.2 Brief Project Profile

Students Academic Management System (SAMS) project, is a unique initiative of Government of Odisha which was started in the year 2009 to automate the Admission and Administration processes of Higher Secondary Schools (erstwhile Junior college) and Degree Colleges across the State. Since then, the project has been running successfully. In the later stages, other educational institutions like ITI, Diploma (Polytechnic), PG, Sports, etc. came into SAMS fold. Details on the existing system are explained in the Terms of Reference Section.

4 Information/Instructions to the Bidders

4.1 General

- a) The term of the selected Service Provider will be initially for 5 years which may be further extended by another 2 years depending upon further requirement and performance of the Service Provider.
- b) This project includes deliverables relating to Software Development/customization, Implementation & Post Implementation Support. Source Code of the developed / customized Software, Reports and Technical Documents relating to each of above activities are important deliverables of this project.
- c) While every effort has been made to provide a comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

- d) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
- e) 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 the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.
- f) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant 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.

4.3 Pre-Bid Meeting & Clarifications

4.3.1 Pre-bid Conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **17-12-2020 at 12 Noon** in virtual mode using MS Teams Platform.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email (gm_ocac@ocac.in) with a copy to sudha.mohanty@ocac.in, avijit.puhan@semt.gov.in & umesh.mishra@ocac.in on or before **16-12-2020 by 5 PM**.
- c) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl#	RFP Document Reference(s) (Vol., Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

- d) 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.

4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) OCAC will endeavour to provide 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 posed by the bidders.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) 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.

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

4.4.2 RFP Document Fees

RFP document can be downloaded from web portals www.ocac.in or www.odisha.gov.in. The bidders are required to submit the document Fee of ₹ 11,200 (Inclusive of 12% GST) in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. The bidder may also deposit the document fee online through RTGS/NEFT in favour of Odisha Computer Application Centre in following Account Details

- Beneficiary Name-Odisha Computer Application Centre.
- Bank Account No : 149311100000195
- Bank Name & Branch: Andhra Bank, Acharya Vihar, Bhubaneswar
- Account Type: SB
- IFSC: ANDB0001493
- MICR:751011010

In case of RTGS/NEFT, the bidder must quote the UTR No in the bid document which will be verified by OCAC. If any discrepancy is found; the bid will be liable for rejection. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of ₹12,00,000.00 (Rupees twelve lakhs) in the shape of Bank Draft **OR** Bank Guarantee (in the format specified in this RFP) of equivalent amount issued by any scheduled bank in favour of **Odisha Computer Application Centre**, payable at **Bhubaneswar**. In case of Bank Guarantee, the same must be for minimum 180 days from the due date of the tender / RFP. The EMD must be submitted along with the General Bid.
- b) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD or with inadequate amount, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:

- i) If a bidder withdraws its bid during the period of bid validity.
- ii) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- iii) If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
- iv) The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
- v) A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

4.4.4 Submission of Proposals

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
 - i) Response to Pre-Qualification Criteria: (1 Original in hard copy+ 1 CD) in first envelope
 - ii) Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
 - iii) Commercial Proposal - (1 Original in hard copy) in third envelope
- b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively.
- c) Please Note that Prices should neither be indicated in the Pre-Qualification Proposal nor in the Technical Proposal but should only be indicated in the Commercial Proposal.
- d) The three envelopes containing copies of Pre-qualification Proposal, Technical Proposal and Commercial Proposal should be put in another sealed outer envelope clearly marking "Response to RFP for Selection of Service Provider for Development / Customization of Student Academic Management System, Government of Odisha"- **RFP Ref No.:** _____ and the wordings "DO NOT OPEN BEFORE **06-01-2021, 4 PM.**"
- e) The outer envelope thus prepared should also clearly indicate the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- f) 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.
- g) 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 initialled by the person (or persons) who sign(s) the proposals.
- h) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.
- i) In case of any discrepancy observed by OCAC in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- j) Bidder must ensure that the information furnished by it in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by OCAC

in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

4.4.5 Contents of the Bid

General Bid (Pre-Qualification)	<ul style="list-style-type: none"> i) Tender Fees ii) Earnest Money Deposit iii) Compliance to the requirement mentioned under Clause No. 5.1 of this document
Technical Bid	<ul style="list-style-type: none"> i) Compliance to the requirement mentioned under Clause No. 5.2 of this document ii) Project methodology to be followed, technology architecture, project plan, resource plan, application support, operation management plan with team structure in technical bid document. iii) Relevant Forms / Declaration mentioned in this part/volume of the RFP
Technical Bid	<ul style="list-style-type: none"> i) Price Bid in the prescribed format ii) Relevant Forms / Declaration mentioned in this part/volume of the RFP

4.5 Preparation and Submission of Proposal

4.5.1 Proposal Preparation Costs

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

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

4.5.2 Language

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

4.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted at **OCAC** at the address specified below:

Addressed To	General Manager (Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013, Odisha, India
Submission Schedule	06-01-2021 by 2 PM

4.5.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC shall not be responsible for any postal delay or non-receipt/ non delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.
- d) OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.6 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.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.6.1 Tender Opening

The Proposals submitted up to **06-01-2021** by **2 PM** will be opened on **06-01-2021** at **4 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal. OCAC may open the bids in VC mode using MS Teams Platform.

4.6.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of **180 days from the date of submission of Tender**. However, validity of the price bid of selected bidder will be for **84 Months from the date of agreement**.

4.6.3 Deviations

The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP.

The Proposal evaluation committee would evaluate and classify them as “material deviation” or “non-material deviation”. In case of material deviation, the committee may decide to “monetize” the value

of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

The Bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

4.6.4 Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive 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 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.

5 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Quality and Cost based Selection (QCBS)** system with weightage of Technical Score & Financial Score in the ratio 70:30. The bidder securing the highest composite score will be awarded the work. All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, 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. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of 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 RFP document or the OCAC deems 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 section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of

eligible marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

5.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Requirement	Documents required
a)	Legal Entity	The bidder should be a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for the last 5 years in business as of 31 st December 2020.	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation – Copy of GST Registration Certificate – Copy of PAN
b)	Sales Turnover in Service Provider	Average Turnover of the Service Provider from IT/ITES must be ₹30 Crores in last three financial years ending at 31 st March 2020.	Copy of audited Profit & Loss Statement OR Certificate from the Statutory Auditor
c)	Net worth	The company must be positive net worth in last three financial years ending at 31 st March 2020.	Certificate from the Statutory Auditor
d)	Technical Capability	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31 st March 2020 and value specified below. <ul style="list-style-type: none"> – 1 project not less than ₹4.80 Crore OR – 2 projects not less than ₹3,60 Crore each OR – 3 projects not less than ₹2.40 Crore each 	Copy of Work Order + Project completion certificate
e)	Certifications	The bidder must have valid CMMi Level 3 Certificate and ISO 27001 as on date of submission of this RFP.	Copy of valid certificate
f)	Blacklisting	The bidder must not be under blacklist by any Department / Ministry under Government of Odisha or Government of India as on date of submission of bid	Self-declaration duly signed by authorized bid signatory
g)	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

5.2 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

Sl#	Evaluation Criterion	Max Score
a)	Organization Profile	10
	i) Annual Turnover from IT/ITES in last 5 Financial Years <u>[Maximum 5 Marks]</u> – ≥ ₹30 Cr: 2 Marks – One mark for each ₹2 Crore beyond ₹30 Crore subject to maximum 5 marks	
	ii) Quality Certification <u>[Maximum 5 Marks]</u> – CMMi Level 5: 2 Marks – CMMi Level 3 : 1 Mark – ISO 20000 : 1 Mark – ISO 27000/1: 2 Mark	
b)	Specific experience of bidder relevant to the academic assignment in India. Four (4) Marks for each category / functionality given below – Implemented in minimum 1,000 educational institutions <ul style="list-style-type: none"> ○ 1000 educational institutions – 2 marks ○ For each 500 institutions beyond 1000 – 1 mark (subject to maximum 4 marks) – Module related to student admission <ul style="list-style-type: none"> ○ 1000 educational institutions – 2 marks ○ For each 500 institutions beyond 1000 – 1 mark (subject to maximum 4 marks) – Modules involving academic administration like identity card issue, library card issue, hostel allotment, exam form fill up etc. <ul style="list-style-type: none"> ○ 1000 educational institutions – 2 marks ○ For each 500 institutions beyond 1000 – 1 mark (subject to maximum 4 marks) – Modules for post admission activities like examination form fill-up, result process / publication, etc <ul style="list-style-type: none"> ○ 1000 educational institutions – 2 marks ○ For each 500 institutions beyond 1000 – 1 mark (subject to maximum 4 marks) – Up & running for a period of at least 3 Years <ul style="list-style-type: none"> ○ 3 years – 2 marks ○ For each additional year (beyond 3 years) – 1 mark (subject to maximum 4 marks) 	20
c)	<u>The bidder should have previous software services (design / development / implementation) in any Government in India. Turnkey project experience.</u> i) No. of turnkey projects worth Rs. 4 Crores or more in last 5 years <ul style="list-style-type: none"> – 5 or more: 12 Marks – 4 Projects: 9 Marks – 3 Projects: 6 Marks 	20

Sl#	Evaluation Criterion	Max Score										
	<ul style="list-style-type: none"> – 2 Projects : 4 Marks – 1 Project: 2 Marks ii) Satisfactory ongoing / completed in Odisha Government Department / PSU in last 3 years <ul style="list-style-type: none"> – >3 projects completed/Ongoing: 8 Marks – 2-3 projects completed/Ongoing: 5 Marks – 1 project completed/Ongoing: 2 Mark 											
d)	Adequacy and quality of the proposed methodology and work plan w.r.t. Terms of Reference <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td><i>Implementation Approach & Methodology</i></td> <td style="text-align: center;"><i>18</i></td> </tr> <tr> <td><i>Project Management & Risk Mitigation Plan</i></td> <td style="text-align: center;"><i>12</i></td> </tr> <tr> <td><i>Organization & Staffing</i></td> <td style="text-align: center;"><i>5</i></td> </tr> </table>	<i>Implementation Approach & Methodology</i>	<i>18</i>	<i>Project Management & Risk Mitigation Plan</i>	<i>12</i>	<i>Organization & Staffing</i>	<i>5</i>	35				
<i>Implementation Approach & Methodology</i>	<i>18</i>											
<i>Project Management & Risk Mitigation Plan</i>	<i>12</i>											
<i>Organization & Staffing</i>	<i>5</i>											
e)	Key Expert's qualification as per the requirement mentioned under Clause No. 3.26 of Volume-II of this RFP (Terms of Reference) and competence for the assignment. <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td><i>Project Manager</i></td> <td style="text-align: center;"><i>05</i></td> </tr> <tr> <td><i>Delivery Manager</i></td> <td style="text-align: center;"><i>04</i></td> </tr> <tr> <td><i>Team Lead</i></td> <td style="text-align: center;"><i>03</i></td> </tr> <tr> <td><i>Database Specialist</i></td> <td style="text-align: center;"><i>02</i></td> </tr> <tr> <td><i>Test Lead</i></td> <td style="text-align: center;"><i>01</i></td> </tr> </table> <p>The number of marks to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights:</p> <ul style="list-style-type: none"> – Basic Qualification: 30% – Adequacy for the assignment: 60% – Working Experience in Odisha Government Projects: 10% 	<i>Project Manager</i>	<i>05</i>	<i>Delivery Manager</i>	<i>04</i>	<i>Team Lead</i>	<i>03</i>	<i>Database Specialist</i>	<i>02</i>	<i>Test Lead</i>	<i>01</i>	15
<i>Project Manager</i>	<i>05</i>											
<i>Delivery Manager</i>	<i>04</i>											
<i>Team Lead</i>	<i>03</i>											
<i>Database Specialist</i>	<i>02</i>											
<i>Test Lead</i>	<i>01</i>											

Presentation of the Proposal

- The evaluation committee may invite each qualified bidder to make a presentation of their Technical Proposal on a prescribed date, time and venue determined by OCAC. The purpose of such presentations would be to allow the bidders to present their methodology, the structure, the quality of the project team, unique capabilities if any etc. to execute the project.
- Any cost incurred by the bidder for the purpose of making these presentations shall be borne by them. OCAC may conduct the presentation in virtual mode.
- OCAC may ask the resources proposed by the bidder in the RFP to participate in the presentation so that OCAC can interact with them to know their competency.

5.3 Technical Evaluation Formula

- a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified
- b) The bidder with 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 =

$$\left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid Score of H1}} \times 70 \right\} \%$$
 (Adjusted up to two decimal places)
- e) The Commercial bids of only the technically qualified Bidders will be opened for further processing.

5.4 Financial bid Evaluation Formula

- a) The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives
- b) The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded 100% Score
- c) Financial Scores for other than L1 Bidders will be evaluated using the following formula

$$\text{Financial Score of a Bidder} = \left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 30 \right\} \%$$

(Adjusted up to two decimal Places)

- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees. However, the tax component should be reflected separately.
- f) Any conditional bid would be rejected
- g) Though cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual. These two items will be considered as price discovery items.
- h) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

5.5 Combined evaluation of Technical and 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 a "tie" in the composite bid scores, the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

6 Appointment of Service Provider

6.1 Award Criteria

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

6.2 Right to Accept Any Proposal & Reject Any / All Proposal(s)

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

6.3 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 to reject any or all proposals without assigning any reason.
- b) Change of 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 correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing 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 and return their EMD.

6.5 Contract Finalization and Award

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

6.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with 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.

6.7 Performance Guarantee

- a) The selected bidder is required to furnish a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- b) PBG would be 10% of the cost of the annual pay-out and should be valid for 15 months. Each year the Service Provider should submit the fresh PBG accordingly or extend the PBG in each year.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, 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 or the EMD as the case may be, of the most responsive bidder.

7 Formats for Submission of Proposal

7.1 Self-Declaration: Not Blacklisted

To (Company letter head)

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – *Self Declaration for not Blacklisted*

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050 for RFP titled "Development / Customization and Implementation of Student Academic Management System, Government of Odisha", as an owner/ partner/ Director of (organisation 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.

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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.2 Bidder's Authorisation Certificate

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Bidder's Authorization Certificate

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050, 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 Email id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature
(Authorised Signatory)

Verified Signature by
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

7.3 Acceptance of Terms & Conditions

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Acceptance of Terms & Conditions

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050 regarding "Development / Customization and Implementation of Student Academic Management System, Government 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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.4 Technical Bid Cover Letter

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Technical Bid Submission

Sir,

We, the undersigned, offer to provide solution to OCAC, for Development / Customization and Implementation of Student Academic Management System, Government of Odisha in response to the RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050.

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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.4.1 Project Citation Format

Relevant IT / e-Gov Project Experience	
<i>General Information</i>	
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	
<i>Project Details</i>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<i>Other Details</i>	
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)	
<i>Other relevant Information</i>	
Copy of Work Order	

7.4.2 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.4.3 Proposed Work Plan

SI#	Activity ¹	Weeks							
		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)									

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each LOT.
2. Duration of activities shall be indicated in the form of a bar chart.

7.4.4 Team Composition

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

7.4.5 Curriculum Vitae (CV) of Key Personnel Proposed

<i>General Information</i>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
<i>Academic Qualifications</i>	
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).	
<i>Prior Professional Experience</i>	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
<i>Prior Project Experience</i>	
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.	
<i>Proficient in languages</i>	
Against each language listed indicate if speak/read/write	

7.4.6 Deployment of Personnel

Sl#	Name of the Staff	Staff input in Months (in the form of a bar chart) ²							Total staff man- months proposed
		1	2	3	4	5	6	n	Total
								Total	

1. For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.

 Full time input
  Part time input

7.5 Undertaking on Pricing of Items of Technical Response

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Undertaking on Pricing of Items of Technical Response

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us against RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050 is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.6 COTS Original Equipment Manufacturer (OEM) Authorization Form

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha - OEM Authorization Form

Dear Madam/Sir,

We _____ who are established and reputed developers / manufacturers of _____ having development centre / factories at _____ (address of development centre / factory) do hereby authorize M/s. _____ (Name and address of Agent) to submit a bid, and sign the contract with you against the RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050.

We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender.

We further agree that, during project contract period OCAC/ E&IT Department, may avail the maintenance and support services for any of the year. In case OCAC didn't avail the maintenance and support services from OEM for any specific year, OCAC will not be liable to make the payment for the same year.

We further declare that, we have submitted the compliance to the Technical specification as per relevant section of this RFP in our company letter head.

Yours faithfully,
(Name)
(Name of manufacturers)

7.7 Format for Bank Guarantee for Earnest Money Deposit

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Earnest Money Deposit

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050 for Development / Customization and Implementation of Student Academic Management System, Government of Odisha (hereinafter called "the Bid") to OCAC

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

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii) This Bank Guarantee shall be valid upto <<insert date>>)
- iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

7.8 Financial Bid Letter

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – *Financial Bid Submission*

Sir,

We, the undersigned, offer to provide the service for Development / Customization and Implementation of Student Academic Management System, Government of Odisha as per RFP No.: OCAC-SEGP-SPD-0032-2020-ENQ-20050 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 do not include any 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 and as per the Bill of Material & Quantify as specified in the Commercial Bid Format. These prices are indicated Commercial Bid attached with our Tender as part of the Tender. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their 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 6.7 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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.8.1 Commercial Bid

7.8.1.1 Higher Education

Sl#	Activities/Services/Modules	Cost per Year in Rs (Without Taxes)
a)	Online Application & Admission (Hostel, Stream / Honours & Subject) in all Degree Colleges – Arts, Science, Commerce & Sanskrit courses including e-Services and Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
b)	Online Application & Admission in all Public Universities of the Odisha State, Government and Government Aided Colleges for Post Graduate – General Courses (Arts, Science, Commerce) and Professional Courses (LLM, MCA, MBA, MJMC, etc) including e-Services and Project Management, IT Helpdesk, Call Centre Support & required MIS / Analytical Reports	
c)	Online Application & Admission for in all Teacher Education Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS / Analytical Reports	
d)	Online Registration (RoI) for the students taken admission in the Degree & PG Courses of the concerned Universities in Odisha.	
e)	Online Form Fill-up (Semester Wise of both regular & ex-regular) for the students taken admission in the Degree & PG Courses of the concern Universities in Odisha.	
f)	Development/customization, maintenance and management of HPC Automation	
g)	Cyber Security Audit of all modules (once in a year)	
Total		

7.8.1.2 School & Mass Education

Sl#	Activities/Services/Modules	Cost per Year in Rs (Without Taxes)
a)	Online Application, Selection, Admission (Stream & Subject) in all Higher Secondary Schools (erstwhile Junior College) – Arts, Science, Commerce, Vocational & Sanskrit courses including e-Services and Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
b)	Online Application & Admission for in all Teacher Education Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
c)	Online Application & Admission, Return of Matriculate (ROM) and Form Fill up for Correspondence Courses of Arts & Commerce stream in selected Higher Secondary Schools (erstwhile Junior College)	
d)	Online Registration (Return of Matriculate) for all Higher Secondary Schools (erstwhile Junior College) – Arts, Science, Commerce, Vocational & Sanskrit courses	

Sl#	Activities/Services/Modules	Cost per Year in Rs (Without Taxes)
e)	Online Form Fill-up (Different Examinations) for all Higher Secondary Schools (erstwhile Junior College) – Arts, Science, Commerce, Vocational & Sanskrit courses	
f)	Development/customization, maintenance and management of HPC Automation module	
g)	Development/customization, maintenance and management of Staff-in-Position (SIP) module	
h)	Development/customization, maintenance and management of College Infrastructure Management module	
i)	Development/customization, maintenance and management of Quality Monitoring System module	
j)	Cyber Security Audit of all modules (once in a year)	
Total		

7.8.1.3 Skill Development & Technical Education

Sl#	Activities/Services/Modules	Cost per Year in Rs (Without Taxes)
a)	Online Application, Selection & Admission for ITI Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
b)	Online Application, Selection & Admission for Diploma Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
c)	Online Application, Selection & Admission for Post Diploma in Industrial Safety (PDIS) Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
d)	Cyber Security Audit of all modules (once in a year)	
Total		

7.8.1.4 Sports & Youth Services Department

Sl#	Activities/Services/Modules	Cost per Year in Rs (Without Taxes)
a)	Online Application, Selection & Admission for Physical Education Courses including Project Management, IT Helpdesk and Call Centre Support & required MIS/Analytical Reports	
b)	Cyber Security Audit of all modules (once in a year)	
Total		

7.8.1.5 Software/Service Enhancement Cost to meet future requirement (Change Request)

Sl#	Activities	Average Man-month rate	Estimated Man-months	Cost per year in Rs (without taxes)
a)	Development & Implementation of new software modules/Enhancement of existing software under Change Request		400	
b)	Handholding Support		16	
c)	Onsite Support during e-Admission		300	
Total				

Note : The taxes as applicable will be over and above the quoted cost.

7.8.1.6 Recurring Expenses

Expenses incurred for SMS, Email, WhatsApp, etc would be reimbursed as per actual basis. So the Service Provider will take prior approval from OCAC on the tentative requirement along with the estimate before purchase of these services.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.9 Performance Security

To

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha - RFP No.: OCAC-SEGP-SPD-0014-2019-19048

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Selection of Software firm for Development / Customization and Implementation of Student Academic Management System, Government 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 office 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 of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED 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:

7.10 Statement of Deviation

To (Company letter head)

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Statement of Deviation

Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A. On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Sl#	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
1)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

B. Any other areas

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Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

7.11 Resource Quality

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

Sub: Development / Customization of Student Academic Management System, Government of Odisha – Resource Quality

Sir,

We declare that;

- a) Resources engaged in the project implementation will be in our Company's payroll
- b) We will disclose the name of the resources and provide clear definition of the role and responsibility of each key personnel and submit their CV with detailed contact information in the start of each academic session
- c) We will not change CV of key resources at least for first six months once implementation starts for a particular academic session. They can only be replaced only under exceptional circumstances.
- d) CV of non-key resources will be changed after approval of OCAC
- e) We will provide adequate number of personnel, each responsible for a specific role within the project for successful execution of the project.
- f) OCAC reserves the right to accept / reject any of the profiles proposed by the SP and ask for a replacement profile, at any time during the execution of the contract
- g) OCAC will not be responsible for any knowledge transition to the replacement resource and any impact / escalation of cost.
- h) We will an undertaking with the invoice declaring the compliance to minimum manpower profile a per the mention in this RFP document.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder: