

# Request for Proposal (RFP)

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## Selection of Implementing Agency (IA) for Implementation of ICT Solutions for Diploma courses in SCTE&VT, Odisha

**RFP Ref No. OCAC-TH-14/2018/ENQ/18053, Dated 02/12/2018**



### **Odisha Computer Application Centre**

(Technical Directorate of E&IT Department, Government of Odisha)

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## 1. Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

### 1.1. Critical Information regarding the Bidding

S. N	Information	Details
1.	RFP Number and Date	<b>OCAC-TH-14/2018/ENQ/18053, Dtd 02/12/2018</b>
2.	RFP Document Fee (non-refundable)	<b>INR 5,000 (Rupees Five Thousand only)</b> Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "Odisha Computer Application Centre" payable at Bhubaneswar
3.	EMD (refundable)	<b>INR 10,00,000 (Rupees Ten Lakh only)</b> Payable along with the bid document submission in shape of Bank Draft or Bank Guarantee (valid of 180 days) in favour of "Odisha Computer Application Centre" payable at Bhubaneswar
4.	Availability of Bid Document in the website ( <a href="http://www.ocac.in">www.ocac.in</a> , <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> )	02/12/2018
5.	Last date for receiving queries through e-mail: <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a> , <a href="mailto:sudha.mohanty@ocac.in">sudha.mohanty@ocac.in</a>	06/12/2018 upto 3:30 PM
6.	Pre Bid Conference & Venue	07/12/2018, 12:30 PM, OCAC
7.	Issue of Addendum / Corrigendum (if required)	11/12/2018, 05:00 PM
8.	Last date and time for submission of Bid	22/12/2018, 02:00 PM
9.	Opening of Pre-Qualification-cum-Technical Bids	22/12/2018, 03:30 PM
10.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	The General Manager (Admn) Odisha Computer Application Centre (OCAC) OCAC Building, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013
11.	Opening of Price Bid	Will be intimated later

## 2. Introduction

State Council for Technical Education & Vocational Training is the examining and certifying body of Diploma & ITI colleges in the State. SCTE&VT conducts examination, evaluation & publishes in the Council portal. The main mission of SCTE&VT is to promote quality & innovation in technical education & vocational training and upgrade the technical institute into Centre of Excellence of world standard through industry driven course curriculum.

## 3. About Odisha Computer Application Centre (OCAC)

Odisha Computer Application Centre (OCAC), the designated Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in ICT solutions and e-Governance. It has contributed significantly to the steady growth of ICT in the state. It helps ICT to reach the common citizen so as to narrow down the Digital Divide and spread out applications of ICT by establishing a system where the citizens are receiving transparent governance.

## 4. Information of the RFP

Odisha Computer Application Centre (OCAC) invites Bids from Software Development Companies or firms or agencies (“Bidders”) for the System Study of existing tools/process, Designing/ Development / Customize of Software application and post implementation Services Support of ICT solutions for Diploma courses in SCTE&VT.

Bidders may view and study the RFP document containing the detailed terms & conditions from the website [www.odisha.gov.in](http://www.odisha.gov.in) and [www.ocac.in](http://www.ocac.in). The bids are to be submitted as per procedure given in this document.

Joint Venture or consortium or sub –contracting is not allowed for the scope of work mentioned in the RFP.

The response of RFP must be received not later than time, date and venue mentioned on the cover page. Bids that are received after the deadline WILL NOT be considered in this procurement process.

## 5. Terms of Reference

### 5.1. Objective

The Purchaser proposes to identify Bidder who shall provide end to end ICT solution i.e. e-Question delivery system and online evaluation of Diploma Answer Scripts for Diploma courses under SCTE&VT.

The selected Bidder is required to understand the current business processes/tools as well as functions pertaining to the existing question delivery mechanism and evaluation of Answer Scripts process of Diploma course in SCTE&VT and provide comprehensive ICT solution for implementation of the proposed web based online system.

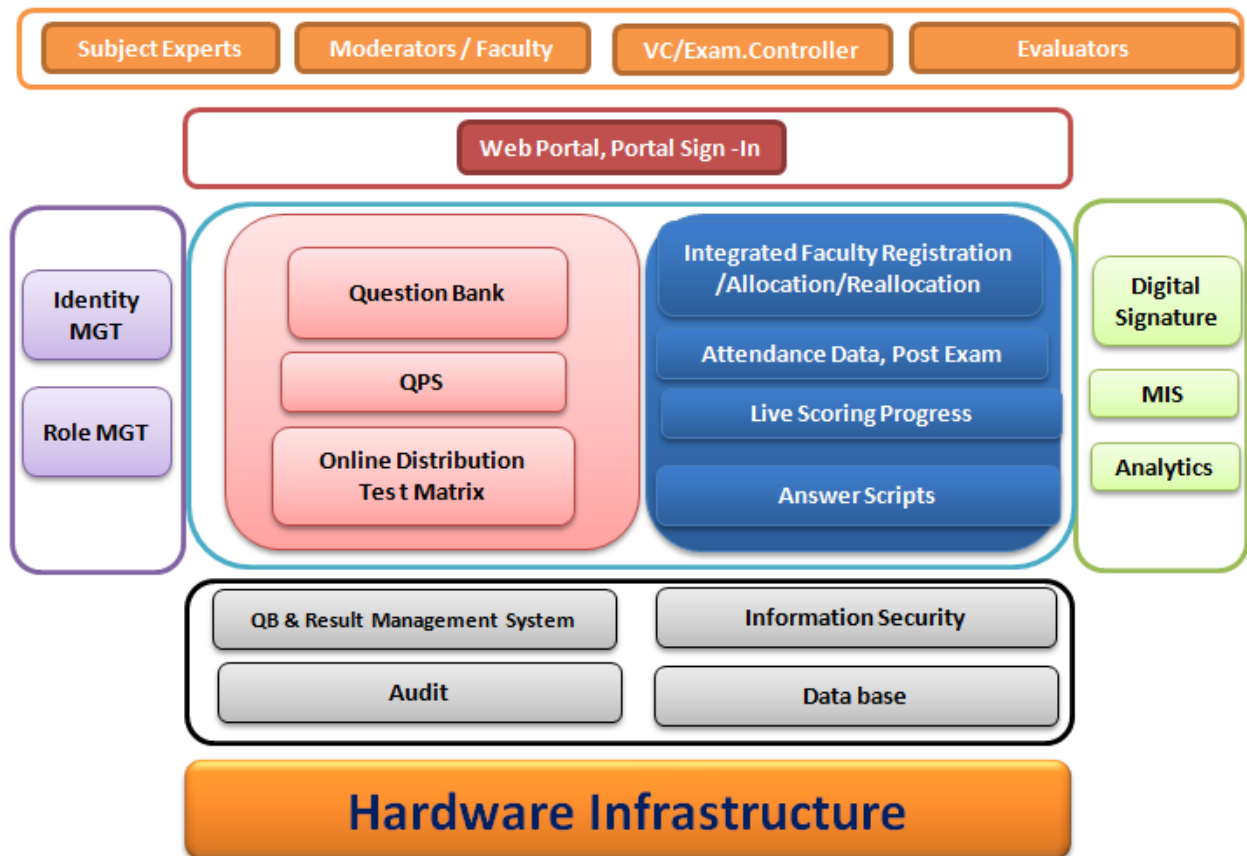
## 5.2. System Study, Design, development, deployment and maintenance

The selected bidder will have the sole responsibility to study the existing process/tools, design, develop/customise, implement and maintain, web based online question delivery system & evaluation of Diploma Answer Scripts and hosting the web based software application at Purchaser's Server/ Data Centre as per Cert-In and Government of India / Government Odisha Guidelines issued from time to time.

The selected bidder will deploy technically qualified experienced adequate manpower at SCTE&VT premise in order to manage, post implementation support of the ICT solution for a period of 3 years with a comprehensive handholding/exit management.

Initial contract of the project will be for 3 years, which may be extended to another 2 years as per mutually agreed condition.

## 5.4. Proposed System Architecture



VC Vice Chancellor  
MGT Management  
QPS Question Paper Setter  
MIS Management Information System  
QB Question Bank

## 6. Scope of work

SCTE&VT desires to adopt “Online Evaluation of Answer Scripts and e-Question Delivery System” for Diploma Course with an automated ICT solution with high security measures.

The selected bidder (Implementing Agency) needs to deliver a complete process to operate Question preparation /Question Bank Management, Evaluation of Answer Scripts of the Diploma stream in SCTE&VT. The selected bidder must complete the development/customise of the applications with Go-Live ready in 30 days from the date of receiving of work order. Post implementation application support, operation & maintenance etc. must be provided for a period of 36 months after Go-Live. The selected bidder must handover all deliverables to the Purchaser as desired within stipulated time.

The detailed Scope of Work of the above said work is given below:

### 6.1. Evaluation of Answer Scripts System

The term marking /E-evaluation/ evaluation mean the same (i.e. evaluation of an answer script in digital form) and they are used interchangeably in this document. Following are the broad phases:

#### 6.1.1. Pre-Evaluation Phase

Designing the evaluation plan and evaluation process in consultation with the designated officer of SCTE&VT covering below aspects:

- Secured e-evaluation Terminals & Centres
  - Complete Security management processes used
  - Evaluator handling process
  - Other related processes involved in evaluation
  - Training of Chief Examiners /Examiners
- a) Prepare and provide documentary manuals for all processes for safe and secure conduct of evaluation, to be followed along with rules for contingency and exception handling/ emergency procedures.
  - b) Sealed answer script packets are to be opened by the selected bidder in presence of the designated SCTE&VT officials and proper account is to be maintained on daily basis with joint signature .. The guillotine process should have adequate Quality Control leading to tagged storage, stapled and handover of scripts to SCTE&VT in the same order.
  - c) The selected Bidder has to reconcile the receipt of answer scripts every day and get signoff from SCTE&VT, Nodal officer.
  - d) The selected Bidder will have to index the answer scripts as per the requirement of SCTE&VT.



- e) Minimum scripts to be scanned per day may be fixed as 30,000 and all scanning of scripts to be completed within 15 days from the last day of exam. The selected Bidder should deploy multiple high speed production scanners to ensure that the scanning is completed within the timelines agreed with SCTE&VT.
- f) The selected Bidder should undertake a QC process to verify whether each page of answer script is scanned properly.
- g) The selected Bidder should setup surveillance system in the scanning centre.
- h) Stapling of the answer scripts after guillotine process is the responsibility of the service provider.
- i) The selected Bidder should handover the answer scripts in the same order as they receive from SCTE&VT.
- j) Provide and setup secured software for evaluation process.
- k) The scanned answer sheets to be uploaded from the central scanning facility at Bhubaneswar provided by SCTE&VT, into a Tier 3 Data Centre through encrypted mode. The selected Bidder should employ adequate quality control process after scanning as a staging process before uploading the scripts in to the evaluation software at Tier 3 Data Centre.
- l) The selected Bidder to carry audit for system readiness and security procedures.

#### **6.1.2. Evaluation Phase**

- a) Manage evaluation process through secure e-evaluation process. Evaluator authentication may be done through registered mail Id of faculty (To avoid taking mobile inside evaluation centre)
- b) Authentication of evaluators through a two factor authentication system of OTP and username/ password to access the server securely.
- c) Arrange/provide adequate & required instructions/ information to the evaluators at the time of evaluation.
- d) Evaluators should be allowed to enter the evaluation system only after validating using a One Time Password (OTP).
- e) System should allow grace period to enable evaluators to review and change scores of papers that they have already evaluated and submitted. The grace period should be configurable as per the discretion of SCTE&VT.
- f) Evaluator should be able to access the Model Answer of each Question paper to be provided by SCTE&VT.
- g) Mark by Annotation – System should allow evaluators to use pre-defined annotations with values for scoring the paper. In addition to entering the marks in the marks input panel the marks awarded against each point in a question should be registered using these annotations and should be later made available on the PDF answer sheets that will be handed over to SCTE&VT.

- h) Evaluators should be able to zoom in and zoom out of the answer script images that are presented for evaluation.
- i) Evaluators should be able to submit answer sheets only if they have gone through all the pages in the answer sheet (acknowledged by stamping annotations on all pages) and have awarded a score/ NOT ANSWERED against each question/ sub question. Software should not enable submission of script unless all answers of the script have been marked by the examiner.
- j) Maintain complete log of all activities of evaluators during the course of evaluation to enable audit of the evaluation process.
- k) Calculate marks obtained by each candidate as per requirement of SCTE&VT.
- l) Device system for monitoring and supervision of evaluation process by the Examiners.
- m) Server data to be secured at a Tier 3 data centre with a DR site at a different geographical location.

#### **6.1.3. Post Evaluation Phase**

- a) Share the evaluation results in an excel sheet/ database format as required by SCTE&VT.
- b) Supply data reports and soft copy as per format provided by SCTE&VT.
- c) The answer sheet of each candidate with the details of the evaluation (Question wise scores) as cover sheet followed by the original evaluated script with all annotations intact will have to be provided in PDF format as a soft copy. The document must necessarily also have all the annotations and comments made by the evaluators during the evaluation activity on the same page where it is evaluated. All PDF files should be stored in a hard disk with the file names tagged by a unique identifier for each file. The hard disk containing all PDF copy of the scripts should be presented to the SCTE&VT for safe keeping within seven days of publication of result.
- d) Certificate for data security and confidentiality will be provided by the service provider to SCTE&VT, Odisha, Bhubaneswar.

#### **6.1.4. e-Evaluation Software – Features**

The assessment scoring system should have the following features:

- a) The system must allow for the scoring of both structured and unstructured responses.
- b) The system should have an integrated faculty registration portal for capturing the details of evaluators & Chief Evaluators and mapping them for evaluation.
- c) The system should be able to identify and alert, if students are involved in any sort of malpractice by writing their mobile number and /or e-mail address anywhere in the answer script. This should be done before the scores are submitted by the agency to the Council. A detailed report of all

such cases should be given to the Council before the announcement of results.

- d) An integrated system for capturing student attendance data and post exam institution wise packing (packing slip with candidate details) should be provided. The examination centres should be able to record the candidate wise attendance status for each examination through the portal.
- e) The system must provide for real-time, live reporting of scoring progress and accurate time projections for reporting of results.
- f) The system must employ a flexible framework that allows for real-time resource re-allocation.
- g) The system should be capable of implementing adaptive allocation strategies where applicable. The examination authorities should be able to increase, decrease, allocate and reallocate scripts to the Evaluators using the administrative interface. All script allocation should happen only out of a single common pool, anonymously in a randomized process.
- h) The system must allow for complex and multi-level (Minimum 3- Level hierarchical) scoring rubrics.
- i) The system must allow for real-time monitoring and evaluation of test scores and questions by Administrators, Chief Examiners and Controller of Examination.
- j) After Evaluation, the software should not expose the identity of the Evaluators in the archived script to anyone other than SCTE&VT to ensure that identity of the evaluators is not exposed to unauthorized individuals. The evaluated answer script should not bear the identity or unique number of the Evaluators in any form.
- k) The security of the scripts at the Evaluation centre or terminal is of top priority. The cover page of the answer script should be masked and not presented to the evaluators as a best security practice to maintain candidate anonymity and the allocation of script should happen randomly and should be done using the work flow of the software, there should be no manual intervention in allocation of script to Evaluators.
- l) The system should be able to capture the remarks and comments made on the answer script by the evaluator as an overlay over the specific areas in the answer script.
- m) System should allow for highlighting of candidate responses in any specific area that the evaluator wishes to highlight.
- n) System should provide tools for annotation including ticks & crosses. The system should allow marks of fraction denotations such as half marks.
- o) The system should be able to archive the answer scripts for a defined retention period.
- p) The system should allow for quality systems implementation to be able to monitor, sample, and validate evaluation quality even without any human intervention.
- q) The final solution should include converting the evaluated script into PDF with comments and annotation of the evaluators in the same page where it is evaluated, which can be retrieved later and the PDF cover page should

have the details of the candidate, subject and Question-wise scores. The PDF files should be integrated with the Online services portal of SCTE&VT, Odisha.

- r) System should allow multilevel communication within the evaluation interface including messaging supervisors, reporting escalations etc.
- s) System should also allow for establishment of a hierarchical evaluation structure.
- t) Evaluators should be able to raise exceptions of particular scripts (example: suspected malpractice, wrong answer scripts) etc.

#### **6.1.5. e-Evaluation Software – Characteristics**

- a) All services must be available through secured mode and the Agency should take responsibility for the security of the database.
- b) The evaluated scripts should be handed over in a PDF file format in a secured storage device (tape or external hard disk) for safe keeping at SCTE&VT premise for future reference.
- c) The system must use image scoring for subjective responses or equally competent technology.
- d) The scoring process should maintain anonymity, where evaluators only receive the image of the response without any student information.
- e) Rubrics should be able to be defined for each question and additional information to help scoring process.
- f) The system should allow for flexible work assignments (e.g. an evaluator can grade any question of an exam, or he can grade only one question, or a group of questions) but in no case can close without evaluating all questions.
- g) The system should be able to allow for flexible work flow (e.g. the administrator should be able to define how much work one or more evaluator receives).
- h) The system should allow for flexibility in the evaluation process (e.g. flexibility in seeing entire answer booklets or one at a time).
- i) System should allow uploading of Model Answer of all Question Papers to be provided by SCTE&VT.
- j) System should allow for the real-time checking of evaluator's work quality.
- k) System should allow for real time supervisor access to any evaluators work as well and to exams already scored, with the ability to modify assigned scores.
- l) System should support real time reports to monitor evaluator's production and scoring operation progress.
- m) System should allow for customized results reports as per SCTE&VT requirements.
- u) System should support online training using real exam images.
- v) System software should restrict minimum 6 minutes to submit one answer script and to restrict daily evaluation limit of examiners.
- w) Software should enable Head examiners to evaluate those scripts already evaluated by examiners. In case of any substantial deviation (Greater or

less than 25% of the mark awarded by examiner) script count of the evaluator is to be deducted and caution message is to be delivered to the examiner.

- x) Software should enable evaluated scripts for verification of writing of mobile numbers inside scripts either centrally or in different evaluation centres

#### **6.1.6. e-Evaluation Software Environment**

- a) The e-Evaluation central software servers & storage devices should be run from a secured location – and only from a Level 3 Data Centre.
- b) The Access to the servers should only be available with the Authorized personnel of the Agency and not to the 3rd party Data Centre operator.
- c) The data between the scanning centre and/or evaluation centre and the Data Centre should flow in a secured manner. Copying the scanned scripts physically in to hard disks and transporting them to evaluation centres are strictly not allowed.
- d) The system and solution must allow the evaluators to evaluate answer scripts securely from their computer.
- e) The service provider should sign an NDA for data confidentiality and should also delete all SCTE&VT data from the servers after delivering the evaluated Scripts to SCTE&VT after completion of the evaluation process.

#### **6.1.7. Scanning Activity**

- a) Scanning will be carried out by the Agency at SCTE&VT, Bhubaneswar premises as a service. All machinery & manpower for scanning & uploading of scripts will be provided by the Agency as a service. The scripts will not be allowed to move out of the scanning premise and SCTE&VT, Bhubaneswar will have its security personnel posted at the scanning premise.
- b) SCTE&VT will provide for adequate space, security, power & UPS backups during the scanning & upload process.
- c) SCTE&VT will also provide connectivity at the scanning centre as required.
- d) Agency will need to maintain records at every stage of the scanning process & provide audit trails as and when asked for.

#### **6.1.8. Evaluation Centre, Evaluation Activity & Timelines**

- a) SCTE&VT will provide evaluation centres in cities/ towns across Odisha. SCTE&VT will provide the required number of systems and internet connectivity at the evaluation centres.
- b) Agency should create a registration module and host it online for a specified duration, for the evaluators and Chief Examiners to register through SCTE&VT website.
- c) Setting up centres with internet connection, required number of systems, basic amenities and operating the centres for the evaluation period will be

the responsibility of SCTE&VT. Centres will be colleges affiliated to the Council.

- d) All scripts must be presented for Evaluation in such a way that the entire Evaluation activity is completed within the stipulated time.
- e) Evaluators training to be completed by the Agency before the start of the e-evaluation activity.
- f) The responsibility of arranging the evaluators and completing the evaluation activity in time lies with SCTE&VT. All costs related to provisioning of evaluators and their pay-outs will be borne by SCTE&VT.

#### **6.1.9. Result Processing**

The Service provider should process the scores and provide the scores in excel or any other required database format to SCTE&VT in the specific format as decided mutually. This should be done after thorough quality check by the Service provider and ensure that the score marked by the evaluators for the scripts are assigned to the respective candidates in the database. SCTE&VT would do random sampling check of the scores by comparing with the evaluated scripts.

#### **6.1.10. Additional Services (At No Extra Cost)**

- **MANPOWER AT EVALUATION CENTRES**

The Service Provider shall provide required number of manpower at all the evaluation centres for imparting training to the evaluators and to ensure smooth operation of the evaluation process.

- **SCRIPT RETRIEVAL AND STUDENT SUPPORT SYSTEM**

Students of SCTE&VT are allowed to apply for the following services:

- a) A copy of the evaluated Answer Script through an RTI query/ Online Service

The service provider may be required to support SCTE&VT with the above services as an additional scope of work, by providing the annotated & evaluated answer scripts in PDF version with the cover page fully integrated with the evaluated answer script in the same soft copy of the PDF document. The Service Provider shall provide an application for easy accessibility of any evaluated answer book that can be printed by tagging them uniquely with the Registration number or any unique number assigned to the script.

#### **6.1.11. SCTE&VT will provide the following as part of its scope**

##### **Scanning Centre:**

- a) SCTE&VT will provide a scanning facility large enough to store lacs of answer books safely and securely. All answer booklets will be provided in sealed condition.

- b) Security to the Scanning facility where the answer books are stored.
- c) One or two large halls with sufficient space, air conditioning and required furniture shall be provided for scanning activity.
- d) Provide sufficient power back-up with the help of UPS and Generator at the Scanning Centre.
- e) Marking Scheme for all subjects well in advance.
- f) Provisioning of evaluators and their scheduling or allocation to various evaluation centres.

**Evaluation Centre:**

- a) SCTE&VT will provide evaluation centres in cities/ towns across Odisha. SCTE&VT will provide the required number of systems and internet connectivity at the evaluation centres.
- b) Setting up centres with internet connection, required number of systems, basic amenities and operating the centres for the evaluation period will be the responsibility of SCTE&VT. Centres will be Polytechnics affiliated to the Council.
- c) Air conditioners/air cooler arrangements (as required) shall be provided by SCTE&VT arranged evaluation centres.
- d) SCTE&VT will arrange electricity/ power along with back up at the evaluation centres.

## **6.2. E-Question Delivery System**

### **6.2.1. Features**

- a) Selection of Question Setters/Moderators from a pool of faculties of different institutions and Subject Experts.
- b) Creation of Question Bank of various subjects (Year wise / Semester Wise/ Subject Wise / Domain and Sub domain wise) with different difficulty level of questions.
- c) Online distribution of the question papers securely to different examination centres based on the Examination registration details of the students.

### **6.2.2. Functional Requirements**

- a) The System should have provision of registering/appointing Subject Matter Experts (SMEs) to create questions in their respective domain/subject. It should have provision of Role based Access.
- b) The proposed system should have provision for entry of Questions using data entry module
- c) This data entry module of Question entry should have the following features:
  - Programme/Course/Unit/Chapters/Credits /Theory/Practical wise data entry

- Three to Five Point Difficulty levels should be provided at the time of Data Entry.
  - Mathematical Equation, Sketches, tables, signs, charts and image capturing facility should be available at the time of Data Entry.
  - Application should support Multiple Language
  - Facility of window for Long answer, Short answer, very short answer, objective questions and Multiple Choice Question should be provided at the time of Data Entry
  - Facility of window for marking scheme of answers should be provided at the time of Data Entry.
  - Facility to modify/correct the Question & Mark at the time of data entry.
  - Facility of searching Item, course code, programme, difficulty level, and domain should be at the time of data entry.
- d) Question serial number should be generated atomically during data entry.
- e) Various reports should be generated i.e. Data entry check list, statement of item, course wise and programme wise items, question type wise, difficulty level wise, objectives wise, Marks wise, Unit wise, Expertise level wise developed item etc.
- f) Facility of Blue print should be provided. (Unit wise, Type of Question wise, Difficulty wise and Cognitive Domain wise total Items.
- g) Facility/option to make a copy of previous blue print to use for multiple exams and option to edit this blue print (if required)

### **6.2.3. Question Paper Generation**

- a) Question paper should be generated as per SCTE&VT's course wise requirement.
- b) Question paper should be generated as per number of items.
- c) Total number of compulsory Items with optional items in Question paper and Marks should appear.
- d) Multi-question should be generated in the question paper. i.e. Long Answer, Short Answer, Very short Answer, Multiple choices and other type of Questions with marks.
- e) Question Paper should be made as per the requirement.
- f) Programme code, course code and date, Total Marks and time for Answer, Suggestion, Items, Footer, and this facility should in the Question Paper.
- g) Question paper and Marking scheme should be generated at the same time.
- h) The question bank application should have a facility to generate multiple Question Paper for any subject.
- i) Facility to mark identical questions to avoid question duplicates in same question paper.
- j) The application should have features of controlling Question exposure and repetition of questions



#### **6.2.4. Marking Scheme Generation**

- a) Marking scheme shall be generated Item/Question wise serially in Question paper.
- b) Programme code, course code and date, Total Marks and time for Answer, Suggestion, Footer, and this facility should have in the Marking Scheme.
- c) Question and Marking scheme should be generated together serially.
- d) Question paper and Marking scheme shall be stored in encrypted format.

#### **6.2.5. Moderation of Question Paper by Subject Experts**

Course wise subject experts shall have option to review/edit the generated Question paper and marking scheme.

#### **6.2.6. Secured Question Paper Delivery System**

- a) The proposed system should have options for conducting multiple exams in a single day across all exam centres.
- b) The system should generate Question Paper (QP) either through randomization of questions from QP databank OR through randomization of QPs authored by a set of QP setters (through invitation) OR direct QP upload by the CoE of the Council. The option of QP generation will be finalized by the CoE depending on the requirement.
- c) Question Paper uploading by CoE from the Council Nodal Centre (NC) for an exam session should happen only once and not by Examination centre basis. The proposed system should take care of QP delivery to the Exam Centres as per the QP indent based on the Examination Schedule for a particular subject in a respective Exam Centre.
- d) Proper security and authentication systems should be put in place for secured delivery of QP from the NC to the Exam Centres.
- e) The QPs published by the Council from the NC as per the exam schedule should be electronically delivered to the Exam Centres instantaneously using industry standard encryption technology and other security systems as deemed appropriate to ensure the sanctity of the whole process.
- f) The decryption and delivery of the question papers at the Exam centres should be enabled through suitable password or unique key based authentication within the stipulated time given by the Council which is normally not more than one hour.
- g) The average TIME WINDOW for QP access and delivery of the same to the students in any Exam centre should not be more than 45 minutes. This feature in the system should be parameterizable as per the specific requirements of the Council.
- h) It is the responsibility of the CoE to publish / push the Question Paper from the Nodal Centre (NC) to the Exam Centre using the technology provided by the service provider. At the exam centre the authorized official of the Council along

with the authorized official of the Exam Centre shall use the keys to access the QP and deliver them to the students. Under no circumstances the employees of the SP shall have access to QPs at any point of time.

- i) Question Papers to be printed in Examination Centres only through pre-specified Hardware (Computer system & Printer) whose IP or Mac address have been specified / enabled in the system.
- j) While printing of Question Papers at Examination Centres the Institute code of the Examination Centre will be automatically printed at specified places of the Question Papers as Watermark.
- k) A proper tracking module to be deployed for CoE to monitor the delivery of QPs vis-a-vis the exam schedule / indent.

#### **6.2.7. Activities to be undertaken**

- a) A web portal / Interface to be designed and hosted for SCTE&VT in a level-III Data Centre with required security system in place.
- b) Web interface for storing & updating details of Course, Semester, Syllabus, Scheme, List of Text Book, Year of Implementation etc & Facility to add / update above details by the Council user.
- c) Web interface for receiving College Details, eligible student details and examination details from existing NIC software and storing / updating Exam Database (periodic automatic synchronization) or Facility to add / update above details by SCTE & VT authorised User.
- d) Web interface for receiving the details of faculty / Subject Matter Experts (Faculty ID, Name, Teaching experience, Subjects taught, currently teaching etc.) both college-wise and external panel of subject experts of SCTE&VT and storing / updating Exam Database (periodic automatic synchronization) Or Facility to add / update above details by the SCTE & VT authorised User.
- e) Web interface for transferring the Old Question paper in PDF format to the portal
- f) Allocating Question Paper Setters (QPS), Moderators (QPM) & Reviewers (QPR) for each subject from the faculty pool of Polytechnics and from a panel of external experts, through a workflow process initiated by the Controller of Examination of SCTE&VT. Final Question Paper set may be of 4 sets with answer key manually prepared by SCTE&VT from the data of question set and uploaded by the faculty.
- g) Generating request (email and SMS) for setting Question papers to QPS, QPM and QPR through a workflow process initiated by the Controller of Examination
- h) Template for Question Paper, Key & distribution of marks, chapter reference, difficulty level and time taken to answer by an average student shall be generated by the system according to scheme of question paper, which will accept MCQ, Match the Columns, Complex Mathematical and Engineering formula's, Images, linked questions, texts etc.
- i) Provision to enter Question Paper along with details mentioned above in the template provided by the system with facility to view old question papers,

scheme and syllabus with list of Text/Reference books to the QPS remotely in a secured way for assigned subjects.

- j) Intimation by SMS / email regarding the pending Question Papers for scrutiny to respective QPM Facility to scrutinize/review the Question Paper (along with details mentioned above) submitted by QPS and assigned to the QPM, remotely in a secured way.
- k) Intimation by SMS / email regarding the pending Question Papers for review to respective QPM/ Provision to finalize / reject the Question Paper (along with details mentioned above) submitted by QPM, by QPR and. mark Question Papers for selecting Regular, Supplementary or Year-end repeat exam remotely in a secured way Question Paper should go to Un-Published Question Paper Repository and to Question bank simultaneously.
- l) Provision to monitor the setting / scrutinizing / reviewing of question papers by viewing the status report and a facility to give directions to QPS, QPM and QPR
- m) Facility for displaying Question Paper IDs of reviewed Question Papers and select Question Paper (arbitrarily by the system) and to change if needed by the Controller of Examination. Provision for displaying the Centre-wise number of question paper required for each subject for a particular day and approve by the Controller of Examination
- n) Transferring Question Papers in a secured way to the exam centres by authenticated password and printing in a predetermined time with encryption.
- o) Provision to monitor the downloading, printing and distribution of Question by viewing the status report and facility to giving directions to Users at centre
- p) After examination, mark the question paper “Old” and move question paper to “Old Question Paper Repository” & move questions in the question paper to Question Bank.
- q) The Software supplied will be kept up-to-date with the latest configurations of the standard product, without interruptions to the services.
- r) The application should have exception handling facility.

#### **6.1.8. Information Security & Data Privacy**

- The selected Bidder will be responsible for providing suitable security systems while implementing the Solution/Application to protect the continuing interest of the Council.
- The selected Bidder once awarded the contract is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
- The selected Bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus which include anti-malware, anti-spyware and anti-spam solution for the entire system.
- The selected Bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.

### 6.3. Miscellaneous

The Bidder shall provide documented inputs and support for handling

- Candidates queries
- RTI queries
- Court Cases

**Note:**

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the SCTE&VT before implementation the software. The Bidder should also be able to demonstrate the STR before each examination and also demonstrate click by click audit trail for any type of enquiry.
  2. The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- **Test Data Archiving:** The Bidder shall archive the data for future references after specified time, as per requirement of SCTE&VT.
  - **MIS generation/ customized reports:** The Bidder shall provide adequate information as per the requirement of SCTE&VT.
  - **Handing over data & back-up:** After each semester/session, the data has to be backed up & handed over to the authority in duplicate.

## 7. Instruction to Bidders

- OCAC Bhubaneswar invites sealed RFP for Selection of Implementing Agency (IA) for Implementation of ICT Solutions for Diploma in SCTE&VT. The bidder shall study, design, develop /customize, deploy, AMC of the ICT Solution at SCTEVT.
- There are two parts of Tender namely Pre-Qualification-*cum*-Technical bid and price bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelopes which should be super scribed as (a) " Pre-Qualification-*cum*-Technical Bid- RFP NO. \_\_\_\_\_ & (b) "Price Bid- RFP NO.\_\_\_\_\_. These envelopes should be placed in another sealed envelope and addressed to OCAC Bhubaneswar. The envelope must show the name of the bidder, address and should be super scribed as "Selection of Implementing Agency (IA) for ICT Solutions for Diploma in SCTE&VT, RFP NO. \_\_\_\_\_, on the top of the envelope. In addition, outer envelope should indicate tender opening date.
- A non-refundable demand draft of Rs. 5000 (Rupees Five Thousand) favour of Odisha Computer Application Centre payable at Bhubaneswar is to be submitted along with the

Pre-Qualification-*cum*-Technical bid towards the cost of the Tender document. Besides, the EMD as indicated later at clause 7.1 (Bid Security Clause) must be enclosed along with the Technical Bid document. Technical bid document not accompanying the requisite Tender document fee and EMD shall be considered as non-compliant, summarily rejected and will not be considered for further evaluation.

- The sealed tenders will be opened at OCAC Bhubaneswar as per the schedule mentioned above in presence of the bidders or their authorized representatives as may desire to be present.
- Technically qualified bidders will be considered as successful bidders for price bid opening.
- Bids shall be fully in accordance with the requirements of the general terms and conditions and the specifications attached hereto. Appropriate formats furnished with this specification shall be used in quoting tender prices. Incomplete, illegible, unsealed and without signature tenders will be rejected.
- All offers should be made in English and clearly type written.
- The bidder must submit all documents as asked in Annexure section.
- The bidders should furnish the following information and documents with the Technical and Price Bids.

**A) Pre-Qualification-*cum*-Technical Bid: (Annexure T1 to T6)**

- a) Copy of the Registration certificate of the firm with organization profile.
- b) Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India or any state Government or any PSU.
- c) Self Declaration that the bidder hasn't been black listed by any Govt. /PSU agencies.
- d) Authorized signatory for the bid from the bidder.
- e) Signed copy of the RFP document as an acceptance to the terms and conditions of the tender.
- f) Service Tax Registration Certificate and PAN no. allotted by Income Tax Department with up-to-date IT, GST Registration and up-to-date clearance.
- g) Similar Past Project Experience and proofs
- h) Project Approach and Methodology, Work plan

- i) Manpower Proposed
- j) RFP document fee as a non-refundable
- k) EMD as mentioned at clause 7.1 (Bid Security Clause)

**B) Price Bid: (Please Refer Annexure)**

- (a) The bidder shall submit the Price Bid submission letter, as given in the Annexure P1.
- (b) The rates quoted by the bidder, shall be inclusive of all Taxes as applicable in Odisha, as given in the Annexure P2.
- (c) Price bid should be unconditional and it should be as per the specified format.

**7.1. Bid Security (EMD):**

- (a) EMD of Rs. 10,00,000 (Rupees Ten Lakh only) shall be furnished along with the bid as bid security.
  - (b) The bid security shall be only in the form of Demand Draft drawn in favor of ODISHA COMPUTER APPLICATION CENTRE payable at BHUBANESWAR drawn in any nationalized bank.
  - (c) The demand draft shall be submitted along with Pre-Qualification-cum-Technical bid. Bids submitted without bid security shall be rejected.
  - (d) The bid security shall be forfeited if a bidder withdraws its bid during the period of bid validity.
  - (e) In case of a successful bidder the bid security may be forfeited if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/Purchase Order.
- Modification of specifications and extension of closing date of tender if required will be made by an Addendum. Copies of Addenda will be updated on the website of OCAC (www.ocac.in, www.odisha.gov.in) Bhubaneswar website. This shall form a part of the tender.
  - The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the examination centre, examination centre capacity, number of examination etc. at the time of placing orders.

- Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents, or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
- Submitted tender forms with overwritten or erased or illegible rate or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with date and initial of the bidder after scoring out of the wrong entries.
- Request from the bidders in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender may not be considered.

## 7.2. Pre-Bid, Clarifications & Amendment to the Tender Document

### 8.2.1. Pre-Bid Meeting

- a) A Pre-bid meeting will be held on the date and address mentioned in cover page. The representatives (Maximum Two persons) of the interested organisations may attend the pre-bid meeting at their own cost. The prospective participants have to inform the OCAC Bhubaneswar, on the mail id mentioned for attending the pre-bid meeting.
- b) The purpose of the meeting is to provide bidders with information regarding the Tender and the Solution, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the Tender.
- c) Request for clarifications from the bidders shall be received through email (in the format specified below), at least two days before the last date of pre-bid meeting. All requests shall be addressed to the OCAC Bhubaneswar.
- d) Request for clarifications Format:

Page No	Section	Sub-Section	Clarification	Remarks

Company Name	Person Name	Designation, E-Mail, Contact Number

### 7.2.2. Clarifications & Amendment

- a) Bidders may request a clarification of any item of the Tender document up to 2 days before the pre-bid meeting. Any request for clarification must be sent in electronic mail to the OCAC Bhubaneswar.
- b) At any time till 10 days before the deadline for submission of bids OCAC Bhubaneswar may, for any reason, whether an own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.
- c) All amendments made in the document would be published in the website [www.ocac.in](http://www.ocac.in), [www.odisha.gov.in](http://www.odisha.gov.in).
- d) Bidders are also advised to visit the aforementioned website on a regular basis for updates. OCAC Bhubaneswar also reserves the right to amend the dates mentioned in cover page for the bid process.

### 7.3. Technical Eligibility and Compliance:

- a) The Bidder must be a company registered under the Indian Companies Act, 1956. Copy of such certificate shall be enclosed as a proof.
- b) The Bidder should not bid under any Consortium. **No Consortium** bid shall be allowed for this RFP.
- c) Average turnover of the bidder for the last 3 financial years (FY 2015-16, 2016-17, 2017-18) ending on 31st March 2018 must be at least Rs.20 Crore. The Bidder shall submit copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports of last three financial years (up to 31st Mar-2018). The bidder should have been profitable for all these three financial years and must have positive net worth.  
Copies of Filed Audited Statements, IT Returns, and GST etc. are to be submitted to corroborate this.



- d) Bidder must have experience in the Design, Development, Maintenance of Web Based Software system in Education domain in any State Govt./PSU/Central Government/Government Institutes.

The Bidder must have successfully implemented at least One (01) project in the above mentioned area of minimum value of INR 5 Crore (Rupees Five Crore) in last 5 years ending on 31st March 2018 in any State Govt./Central Govt./Government Institutes/Large reputed established private Universities in India recognised UGC/AICTE/MHRD.

OR

The Bidder must have successfully implemented at least Two (02) project in the above mentioned area of minimum value of INR 3 Crore (Rupees Three Crore) in last 5 years ending on 31st March 2018 in any State Govt./Central Govt./Government Institutes/Large reputed established private Universities in India recognised UGC/AICTE/MHRD.

OR

The Bidder must have successfully implemented at least Three (03) project in the above mentioned area of minimum value of INR 2 Crores (Rupees two Crores) in last 5 years ending on 31st March 2018 in any State Govt./Central Govt./Government Institutes/Large reputed established private Universities India in India recognised UGC/AICTE/MHRD.

Copies of Work orders and successful completion certificate for each project proof must be enclosed.

- e) The bidder shall submit Rs. 5,000 (Rupees Five Thousand only) only towards the Cost of Tender document (non-Refundable) in form of DD from any nationalized or Schedule Bank favour of ODISHA COMPUTER APPLICATION CENTRE payable at BHUBANESWAR.
- f) The bidder shall submit Rs. 10,00,000 (Rupees Ten Lakh only) only towards the EMD in form of DD from any nationalized Bank favour of ODISHA COMPUTER APPLICATION CENTRE payable at BHUBANESWAR valid for 180 days from the date of opening of technical bid.
- g) The bidder must possess valid SEI CMMi Level 3 or above in software development, ISO 9001:2015 certification.
- h) The Bidder should not be under declaration of ineligibility for corrupt and fraudulent practices / Poor Performance issued by Govt. of India/State Governments/Court of Law. A declaration is to be submitted along with the bid.
- i) The Company should have qualified and experienced IT professionals. Minimum 100 technical professionals (BE/BTECH/MCA/MSC-IT) must be on pay roll of the company as on 31st March 2018. Self Attested copy of EPF return showing list of employees on pay-roll

shall be submitted towards evidence of employees on pay-roll or equivalent certification from the head of the firm to be submitted.

\* Necessary supporting documents on fulfilment of eligibility criteria should be attached for authentication along with a signed copy of the RFP document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.

#### 7.4. Technical Bid Evaluation Criteria are given below:

S. N	Technical Evaluation Criteria	Maximum Score	Score	Committee Remarks
<b>1</b>	<b>Project Health</b>	<b>45</b>		
1.1	Web based Software solution services in Education sector in Govt. Sector /PSU/Govt. Institutes in last 3 years	25	=2 project: 10 marks =4 project: 15 marks > 4 project: 25 marks	
1.2	Web based software solution and services in e-Question delivery	10	=1 project: 4 marks =2 project: 6 marks >2 project: 10 marks	
1.3	Web based software solution and services in Online Evaluation of answer scripts	10	=1 project: 4 marks =2 project: 6 marks >2 project: 10 marks	
<b>2</b>	<b>Presentation</b>	<b>30</b>		
2.1	Technical Presentation <ul style="list-style-type: none"> <li>• Similar Project Experience</li> <li>• Approach and Methodology</li> <li>• Work Plan &amp; SOP</li> </ul>	30	Marks shall be awarded by Committee	
<b>3</b>	<b>Financial Health</b>	<b>15</b>		
3.1	Avg. Turnover in last three FY (2015-16, 2016-17, 2017-18)	15	>10 Cr & ≤15 Cr: 10 Marks >15 Cr & ≤20 Cr: 13 Marks >20 Cr: 15 Marks	
<b>3</b>	<b>Quality Health</b>	<b>10</b>		
3.1	Certifications (CMMi)	10	CMMi Level 3: 5 Marks CMMi Level 4 & above: 10 Marks	
<b>Total Score</b>		<b>100</b>		

## 7.5. Evaluation Criteria

- (a) The bidder who has complied with the Technical eligibility (*Refer Section: 7.3*) criteria will be qualified for technical scoring; Noncompliance of any one of the criteria by the bidder is liable for rejection.
- (b) The bidders who are selected based upon Technical Bid Compliance (*Refer Section: 7.3*) criteria, to make a presentation of their online examination solution as per the scope mentioned in the RFP, at their own cost. OCAC in its best interest reserves the right to reject/modify the proposed solution.
- (c) The evaluation committee may invite the eligible bidders to make a presentation to the OCAC at a date, time and location notified by the OCAC. The purpose of such presentations would be to allow the bidders to present their Approach & Methodology for the Solution to the committee and the key points in their proposals.
- (d) The Bidder shall be required to make a presentation on the following areas.
  - Project Understanding
  - Proper Approach and Methodology of Solutions
  - Manpower proposed and Detailed Work Plan
- (e) Depending on the evaluation methodology, each Technical Bid will be assigned a technical score out of a maximum of 100 points as per the below Technical Evaluation Table stated earlier. The Bidder has to score minimum 70 marks to qualify for further evaluation.
- (f) Technically qualified bidders, the bidder with the lowest financial quote shall be considered as L1 and will be award with the work.

## 8. General Terms & Conditions of Tender

### 8.1. Purchaser

Odisha Computer Application Centre, OCAC Building, N-1/7-D, Acharya Vihar Square, Bhubaneswar – 751 013 Odisha.

### 8.2. Performance Bank Guarantee

The selected bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price maximum within 30 days of date of issue of Work Order. The PBG must be from any Nationalized Bank in India. The Performance Bank Guarantee

needs to be valid for 3 years and 60 days (60 days beyond the entire contract period of 3 years) from the date of signing of contract. However, the selected bidder may furnish the PBG annually which must be valid for one year and 60 days. In such case, the selected bidder shall be responsible for extending the validity period before completion of one year of the contract failing which OCAC may revoke the BG. Failure of submission PBG within the specified time period may lead to cancellation of the Work Order. In that event OCAC may award the Contract, at L1 rate, to the next best value bidder (L2), whose offer is valid and substantially responsive and determined by OCAC. OCAC shall invoke the performance guarantee in case the selected Service Provider 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. No interest will be paid by OCAC on the amount of performance Bank Guarantee

### **8.3. Award Criteria**

The selection will be based on Least Cost Based method. The technically qualified bidder quoting lowest price will be awarded the work.

### **8.4. Price**

The Bidder shall quote price in clear terms. The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in Form 2. The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

Bids shall remain valid for 180 days after the date of bid opening prescribed by the OCAC. The OCAC holds the rights to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

## 8.5. Submission of Bid

### Number of Copies of Bid

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid. The hard copy of the Pre-Qualification-cum-Technical Bid shall be placed in sealed envelopes clearly marking as "A. Pre-Qualification-cum-Technical Bid and Price bid shall be placed in sealed envelopes clearly marking "B. Financial Bid". Both bids will be placed in a sealed outer envelope super scribed as "RFP Ref. No. \_\_\_\_\_ RFP Name \_\_\_\_\_" and "Don not open before <<Date & Time of Bid Opening>>".

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

The bid shall be submitted at the below address:

### By Regd. Post -

General Manager, Odisha Computer Application Centre, OCAC Building, N-1/7-D, Acharya Vihar Square, Bhubaneswar – 751 013. Odisha.

### Physically -

General Manager, Odisha Computer Application Centre, OCAC Building, N-1/7-D, Acharya Vihar Square, Bhubaneswar – 751 013. Odisha.

## 8.6. Deadline for Submission of Bids

### Last date for Submission

In the event of the specified date for the submission of Bids being declared a holiday for the OCAC, the Bids will be received up to the appointed time on the next working day.

### Extension for Last date for Submission

The OCAC may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the OCAC and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

**Late Bids**

Any bid received by the OCAC after the deadline for submission of bids prescribed by the OCAC, will be summarily rejected and returned unopened to the Bidder. The OCAC shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

**8.7. Terms of Payment**

No advance payment shall be made to the Bidder under any circumstances.

- a) The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- b) In case the bidder fails to execute the contract, SCTE&VT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- c) All payments shall be subject to current applicable statutory taxes.
- d) The rate quoted should be firm.
- e) In case of any difference between the rates quoted in figures and words, the latter shall prevail.

SN	Phase	Billing Cycle	Payment (%)	Deliverables
1.	e-Question Delivery	Half Yearly	50%	Completion certificate from SCTE&VT
2.	e-evaluation of Answer Scripts	Each exam cycle	100%	Completion certificate from SCTE&VT

**8.8. Termination of Contract**

**Termination for Default**

The OCAC may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the OCAC.
- The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

### **Termination for Insolvency, Dissolution etc**

OCAC may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the OCAC.

### **8.9. Negotiation**

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. OCAC, however, will have the discretion to choose to enter into any price negotiations.

### **8.10. Single RFP**

In case only one bid is found to be eligible on evaluation of technical bid, OCAC reserves the right to consider the bid.

### **8.11. Billing**

The Bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

### **8.12. Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Purchaser, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern.

### **8.13. Service Level Requirements and Penalty**

The aim of this SLR is to provide a basis for close co-operation between SCTE&VT and the vendor, for services to be provided to SCTE&VT, thereby ensuring that timely and efficient support services are available to SCTE&VT and its end-users.

### 8.13.1. Service Level Definition

Depending on the criticality and severity of service levels are defined as follows:

Severity of Services	Severity Type	Definition
SLR-1	Critical	Develop/customization of the on-line Software and User Requirement Acceptance Testing such as <b>Application Availability (high)</b> along with all the modules working flawlessly. <b>Application Availability (high) of the application should be at least 99% per day.</b>
SLR-2	Crucial	<b>Proper Response Time</b> of all modules. <i>*Response time should be not above 3 to 6 Seconds.</i>
SLR-3	Crucial	<b>UAT and First level Demonstration to the SCTEVT before the Examination (at least 15 days before the each examination Cycle)</b>
SLR-4	High	Registration of SME , Question bank, Online Evaluation
SLR-5	High	Allotment of SME, Distribution of Question bank, Generation of Answer Scripts
SLR-6	Crucial	Issue in Data Security e.g. Data Encryption and Decryption. PKI encrypted questions sets
SLR-7	Major	Delay in Audit Trail of all transactions

### 8.13.2. Service Level Target Time for Resolution

Service Level Requirements	Max. Resolution Time	Penalty
SLR-1	Within 15 Minutes	INR 8,000 Per 30 Minutes or part thereof
SLR-2	Within 20 Minutes	INR 6,000 Per 30 Minutes or part thereof
SLR-3	Within 30 Hour	INR 8,000 Per 30 Minutes or part thereof
SLR-4	Within 30 Minutes	INR 6,000 Per 30 Minutes or part thereof
SLR-5	Within 30 Minutes	INR 8,000 Per 30 Minutes or part thereof
SLR-6	Within 48 Hours	INR 4,000 Per 30 Minutes or part thereof
SLR-7	Within 48 Hours	INR 4,000 Per 30 Minutes or part thereof



The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution formally recorded.

The downtime calculated shall not include the following:

- a) Any planned shutdown

The penalty shall be recovered for delayed services from the payment due or the Performance Bank Guarantee, without prejudice to any other right or remedy available under the contract. The vendor shall be considered as a Black-listed /Fraud company/vendor, if the vendor withdraws the work at any time during the contract with/without notifying SCTE&VT.

#### **8.14. Force Majeure Condition**

If the execution of the contract is delayed beyond the period stipulated in the consultancy as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

#### **8.15. Modifications & Withdrawal**

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

#### **8.16. Right to Reject/Accept the Tender**

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

#### **8.17. Patent Rights etc.**

The vendor shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copy write protected

either in the country of origin or in India by use of any equipment supplied by the vendor claims if made on the purchaser, shall be notified to the vendor of the same and the vendor shall at his own expense either settled such dispute or conduct any litigation that may arise there from.

### **8.18. Jurisdiction of High Court of Odisha**

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

### **8.19. Confidentiality**

- The Bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, plan, Data, Question Bank, Question Bank sample or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- The Bidder shall not without the Purchaser prior written consent, make use of any document or information.
- Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the contract if so required by the Purchaser.

### **8.20. Obligation to Carry out Purchaser's Instructions**

The Bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

### **8.21. Change Request Management**

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows:

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – The Purchaser will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis. However, the bidder has to implement at least 5 no. of Change Request, during the project period, without any additional cost.

- Approval or disapproval of the change request – Technical Committee constituted by the Purchaser will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to the Purchaser accordingly.
- The costing of change request shall be finalised as per cost mentioned in financial bid format- Software Enhancement Service.

### **8.23. Intellectual Property Rights (Source Code)**

The source code of entire applications along with necessary documentations developed under this RFP/Contract should be shared with OCAC/Govt. of Odisha after Go-live of the application.

### **8.22. Final Authority**

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to General Manager, Odisha Computer Application Centre, OCAC Building, N-1/7-D, Acharya Vihar Square, Bhubaneswar – 751 013 Odisha.

## 9. Annexure(s) - Bid Formats

### 9.1. Annexure (T1): General Information of Bidder

1.	Name of the Company/Firm/Agency		
2.	Year Established		
3.	Address of Registered office		
4.	Address of Head Quarter		
5.	Telephone No (business)		
6.	Fax No (business)		
7.	Email Address (business)		
8.	Website		
9.	Name of the Managing Director/CEO		
10.	PAN No		
11.	Goods Service Tax Regd. No		
12.	No of full time personnel (Technical in the Similar Domain) currently under employment		
13.	No. of years of proven experience of providing similar services (Refer: Sec-7.3 of the RFP)		
14.	Quality Certification (ISO, CMMi.etc) (Refer: Sec-7.3 of the RFP)		
15.	Annual turnover Audited Annual Turnover in last three years (Refer: Sec-7.3 of the RFP)	Annual turnover of the in Rs.	
		FY	Turnover (Rs.)
		2015-16	
		2016-17	
		2017-18	

Signature of the Bidder  
Date:  
Place:

Company Seal

## 9.2. Annexure (T2): Self Declaration

Date : \_\_\_\_\_

Ref/RFP : \_\_\_\_\_

To

GENERAL MANAGER (ADMN)  
ODISHA COMPUTER APPLICATION CENTER  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the RFP No. \_\_\_\_\_, Dt: \_\_\_\_\_. Ms. /Mr. \_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of witness  
Date:  
Place:

Signature of the Bidder  
Date:  
Place:

Company Seal

### 9.3. Annexure (T3): Acceptance of Terms & Conditions Contained In the Tender Documents

Date:

To

GENERAL MANAGER (ADMN)  
ODISHA COMPUTER APPLICATION CENTER  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 013

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender No. \_\_\_\_\_, regarding RFP Name < \_\_\_\_\_>.

I declare that all the provisions of this 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.

Signature of witness  
Date:  
Place:

Signature of the Bidder  
Date:  
Place:

Company Seal

#### 9.4. Annexure (T4): Self Declaration

Date : \_\_\_\_\_

Ref/RFP : \_\_\_\_\_

To

GENERAL MANAGER (ADMN)  
ODISHA COMPUTER APPLICATION CENTER  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the Tender No. \_\_\_\_\_, Ms./Mr. \_\_\_\_\_, as a  
\_\_\_\_\_, I / We hereby declare that our company  
\_\_\_\_\_ is having unblemished past record and have not been  
declared blacklisted by any Central/State Government/PSU institution and there has been no  
pending litigation with any government department on account of similar services.

I/We further declare that our company has not defaulted in executing any Government order in  
the past.

Signature of witness  
Date:  
Place:

Signature of the Bidder  
Date:  
Place:

Company Seal

### 9.5. Annexure (T5): Representative Authorization Letter

Date : \_\_\_\_\_

Ref/RFP : \_\_\_\_\_

To

GENERAL MANAGER (ADMN)  
ODISHA COMPUTER APPLICATION CENTER  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 013

Ms. /Mr. \_\_\_\_\_ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. \_\_\_\_\_, dtd: \_\_\_\_\_.

S/He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

\_\_\_\_\_  
Representative Signature

\_\_\_\_\_  
Signature attested

Company Seal



### 9.6. Annexure (T6): Past Project Experience

SL. No	Name of Client, Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Name of Project	Project Start Date, End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness

Signature of the Bidder

Date:

Date:

Place:

Place:

Company Seal

### 9.7. Annexure (T7): Compliance Check List

RFP No: \_\_\_\_\_, Date: \_\_\_\_\_

Please check whether following have been enclosed.

Sl. No	Enclosure description	Enclosed (Y/N)	Annexure/Attachment / Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy Goods Service Tax Registration Certificate, Copy of PAN allotted		
3.	Copies of Annual audited accounts statements (P&L and Balance Sheets FY 2015-16, 2016-17, 2017-18 certified by a Chartered Accountant		
4.	ISO 9001, CMMi L3 above		
5.	General Information (Annex-T1)		
6.	Self Declaration that the bidder hasn't been black listed / performance issues by any Govt./PSU (Annex-T2, T4)		
7.	Acceptance of Terms & Conditions Contained In The Tender Document (Annex-T3)		
8.	Representative Authorization Letter (Annex-T5)		
9.	Project Experience (Annex-T6)		
10.	Name, Signature with Date & Seal		
11.	EMD, RFP Document Fee		

Signature of the Bidder

Place & Date

Company Seal

## 9.8. Annexure (P1): Price Bid Submission Form

(To be submitted on the Letterhead of the responding Company)

[Location, Date]

To

GENERAL MANAGER (ADMN)  
ODISHA COMPUTER APPLICATION CENTER  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 013

Ref: RFP no <> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “-----  
-----”, RFP No \_\_\_\_\_.

Dear Sir,

We, the undersigned, offer to provide the consulting services for <Insert title of assignment>

in accordance with your Tender dated <Insert Date> and our Technical Proposal. Our attached Financial Proposal for the sum of <Insert amount(s) in words and figures>. This amount is inclusive of taxes as listed at Annexure P2 (Summary of Costs for each category) attached.

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.

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

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

### 9.9. Annexure (P2): Price Bid

Particulars	Unit	Unit Cost (INR)	Total Cost (INR) (A)	Applicable Tax (B)	Total Cost (INR) C=A+B
Per Candidate per Script (32 Pages-excluding Cover page)	One (Per Candidate per Script)				
Per Candidate per Script (16 Pages-excluding Cover page)	One (Per Candidate per Script)				
E-Question Delivery	Yearly (Lump Sum)				
<b>Total Amount (figure)</b>					
<b>Total Amount (words)</b>					

Signature & seal of the Bidder

Place & Date: