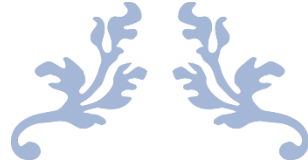


Request for Proposal



**Selection of Consultancy Firm for Consultancy Support
for implementation of Cell Broadcasting System (CBS)
under “Strengthening Resilience Through Deployment
of Early Warning Dissemination Technology Systems
[EWDTS] ”**

RFP REF. No.: OCAC-SEGP-INFRA-0060-2023-24025



ODISHA COMPUTER APPLICATION CENTRE

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

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1 Glossary of Terms

EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods and Services Tax
ICT	Information and Communication Technology
IT	Information Technology
ITES	Information Technology Enabled Services
OCAC	Odisha Computer Application Center
PBG	Performance Bank Guarantee
CBS	Cell Broadcasting System
OSCRGP	Odisha State Capability and Resilient Growth Program
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
EWDTS	Early Warning Dissemination Technology Systems

2 Fact Sheet

Sl#	Item	Description
a)	Project Title	Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTs]”
b)	Name of Purchaser	Odisha Computer Application Center (OCAC)
c)	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 gm_ocac@ocac.in
d)	RFP Document Fees	NIL
e)	Submission of proposal	The proposals must be submitted online in the portal enivida.odisha.gov.in . Submission of proposals in other forms or portal shall not be considered. For details on submission of proposal in e-Nivida portal. For details, please refer to Clause No. 6.5 of this document.
f)	Earnest Money Deposit	₹6,00,000/- (Rupees Six Lakhs Only). For details, please refer to Clause No. 6.4.3 of this document.
g)	Selection Method	Quality-cum-Cost Based Selection [QCBS] method (80% Weightage on Technical and 20% Weightage on Commercial Evaluation)
h)	RFP Reference	RFP REF. No.: OCAC-SEGP-INFRA-0060-2023-24025
i)	Date of Publication	09.02.2024
j)	Submission of pre-bid queries by bidders	17.02.2024 by 5 PM. For details, please refer to Clause No. 6.3 of this document.
k)	Pre-bid Query submission mail id	gm_ocac@ocac.in (with a copy subrat.mohanty@ocac.in and kumar.pritam@ocac.in)

Sl#	Item	Description
l)	Pre-bid meeting	19.02.2024 at 12 Noon. For details, please refer to Clause No. 6.3 of this document.
m)	Response to pre-bid clarifications and issue of corrigendum (if required) by OCAC.	<<date>> by <<time>>. For details, please refer to Clause No. 6.3 of this document.
n)	Last date and time for receipt of proposals from Bidders	14.03.2023 by 2 PM
o)	Schedule for opening of bids	14.03.2023 at 4 PM
p)	Date and time for Technical Presentation	To be notified later via email
q)	Date and time for opening of Commercial Bids	To be notified later via email
r)	Bid Validity Period	180 days
s)	Contract Term	30 months

3 Request for proposal

- a) OCAC invites sealed tenders comprising of Eligibility Bid, Technical Bid and Commercial Bid from experienced prospective bidders having proven capabilities for providing IT Consultancy Services to various organizations.
- b) The prospective bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to OCAC.
- c) Sealed offers / Bids (Bid) prepared in accordance with this RFP should be submitted as per details given in the [Bid/Tender Fact Sheet](#).
- d) The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at OCAC’s discretion.

4 Structure of the RFP

This RFP document comprises of the following volumes:

4.1 Instructions to Bidder

The contents of this volume broadly cover following areas:

- a) Background Information
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Appointment of consultant / service provider
- e) Formats / Templates for Bid response

4.2 Terms of Reference/Scope of Work

The contents of this volume broadly cover following areas:

- a) About the project and its objectives
- b) Scope of work
- c) Functional Requirements
- d) Project Schedule
- e) Payment Terms and Schedule
- f) Time line of Project implementation
- g) Bill of Material and Quantity

5 Background Information

5.1 Basic Information

- a) OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from IT Consultancy firms (“Bidders”) for this RFP document for selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]” as described in the “Terms of Reference (Scope of work)” of this RFP.
- b) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet.
- c) Proposals that are received late will not be considered in this procurement process.
- d) 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.

5.2 Project Background

5.2.1 About OCAC

The Department of Electronics & Information Technology 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 and 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.

5.2.2 Project Profile

Odisha, a coastal state in India, faces frequent natural disasters like cyclones, floods, and droughts. These events cause immense human and economic losses, highlighting the critical need for robust early warning dissemination systems. The Odisha State Capability and Resilient Growth Program (OSCRGP), supported by the World Bank, aims to address this challenge through the deployment of Early Warning Dissemination Technology Systems (EWDTS). One key component of EWDTS is the Cell Broadcasting System (CBS), a powerful tool for reaching large populations in real-time.

Cell Broadcasting System (CBS) is a technology that allows mobile network operators to send text messages directly to all mobile phones within a specific area, regardless of their network provider or subscription status. This makes it an ideal tool for disseminating critical information during emergencies, as it can bypass overloaded communication networks and reach even those without internet access.

Implementing CBS in Odisha under OSCRGP:

The OSCRGP plans to leverage the power of CBS in several ways:

- Disseminating early warnings: Real-time alerts about impending cyclones, floods, and other disasters can be sent directly to mobile phones, enabling timely evacuation and preparedness measures.
- Providing essential information: CBS can be used to share updates on relief efforts, shelter locations, and other vital information during and after disasters.
- Raising awareness: Regular messages can be sent to educate communities about disaster preparedness, mitigation strategies, and safety protocols.

Implementing CBS under OSCRGP offers several advantages:

- Wide reach: CBS can reach a vast majority of the population, even in remote areas, ensuring timely warning and information dissemination.
- Speed and efficiency: Alerts and information can be delivered instantly, minimizing response time during critical situations.
- Cost-effectiveness: CBS utilizes existing mobile networks, making it a cost-effective solution compared to other communication methods.
- Accessibility: CBS messages are received even on basic phones, ensuring inclusivity and reaching even the most vulnerable populations.

5.2.3 Purpose of the RFP

The purpose of this RFP is to select a consulting agency who has the competency, capacity to provide the required e-Governance advisory and consultancy support to OCAC for selection of implementing agency for deployment of early warning dissemination technology systems [EWDTS].

The consulting firm will be responsible for the implementation of the cell broadcasting system in Odisha. The objectives of the engagement are as follows:

- Evaluation of different information/alert broadcasting systems at the state level
- Conduct a feasibility study to identify the most suitable technology and vendor for the cell broadcasting system
- Develop a detailed project plan for the implementation of the cell broadcasting system
- Selection of System Integrator for implementation of Cell Broadcasting System along with procurement of hardware and software

- Overall Project Management and supervision of implementation of Cell Broadcasting System
- Develop and implement a training program for government officials and citizens on the use of the cell broadcasting system with the support of System Integrator
- Integrate the cell broadcasting system with other safety nets, such as the State Disaster Risk Management Plan and the Social Protection Delivery Platform
- Conduct a pilot test of the cell broadcasting system in select areas of Odisha to ensure its effectiveness and efficiency
- Provide ongoing technical support and maintenance for the cell broadcasting system

6 Instruction to the Bidders

6.1 General

- e) While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.
- f) 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.
- g) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- h) This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

6.2 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 of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) OCAC will hold a pre-bid meeting with the prospective bidders as per the schedule in the fact sheet, either Virtual or Physical (OCAC building) or Hybrid mode.
- b) Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy subrat.mohanty@ocac.in and kumar.pritam@ocac.in) as per the schedule in the fact sheet.
- c) The representatives of Bidders (restricted to two persons) may attend the pre-bid meeting.
- d) The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.

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

- e) OCAC shall not be responsible for any Bidders’ queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by OCAC will endeavor 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 corrigenda and/or addenda.

- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

6.4 Key Requirements of the Bid

6.4.1 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 in OCAC selecting the Bidder to engage towards execution of the contract.

6.4.2 RFP Document Fees

The bidders are not required to furnish RFP document fee. However, they should pay the required fees in e-Nivida System as described at clause no. 6.5

6.4.3 Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of Rs. 6,00,000 (Rupees Six Lakh Only) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in 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, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
- If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
 - In case, the successful Bidder fails to sign the agreement in accordance with Terms and Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms and Conditions (including timelines for furnishing Performance Bank Guarantee)
 - If a Bidder withdraws its bid during the period of bid validity.
 - During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - If a Bidder has been 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.
 - If a Bidder’s proposal contains deviations, conditional offers and partial offers.

6.5 Submission of proposal

6.5.1 Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

6.5.2 Guidelines for Registration

- a) Bidders are required to enroll themselves on the e-Nivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
- b) As part of the enrolment process, the bidders will be required to choose a unique

username and assign a password for their accounts.

- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

6.5.3 Searching for Tender Documents

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

6.5.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

6.5.5 Submission of Bids

- a) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c) Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee and EMD as applicable and enter details of the instrument.
- d) In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed,

the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement and a bid summary will be displayed with the unique id and date and time of submission of the bid with all other relevant details.
- i) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6.5.6 Clarifications on using e-Nivida Portal

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

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

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

6.5.7 Tender Validity

Proposals shall remain valid for a period of **180 Days** from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent, if felt necessary.

6.5.8 Submission and Opening of Proposals

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
 - Response to Pre-Qualification Criteria (Cover-1)
 - Technical Proposal (Cover-1)
 - Commercial Proposal (Cover-2)
- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted (as per the schedule in the fact sheet) will be opened (as per the schedule in the fact sheet) 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.

6.5.9 Late Bids

- a) The e-Nivida portal does not allow submission of bids after due date and time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.
- b) The bids submitted by any other means like physical submission / telex / telegram / fax / e-mail etc. except online in e-Nivida Portal shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need vis-à-vis urgent commitments.

6.5.10 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 or discussions or 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.

6.5.11 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 Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

6.5.12 Acceptance and Rejection of Bids

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder’s capability and capacity. The decision of OCAC shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

6.6 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 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 Proposal Evaluation Committee in 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.

g) Initial bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if proposals are:

- Not submitted as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- Found with incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in checklist
- Submitted with lesser validity period

h) 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 RFP. 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.

7 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified firm and providing associated capacity building, training and operations and maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next level of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve more than 70% marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

7.1 Pre-Qualification Criteria

Sl#	Basic Requirement	Specific Requirement	Documents required
a)	Legal Entity	The bidder should be a company incorporated under Companies Act, 1956/2013 or a partnership firm registered under LLP Act, 2008 and must be in consultancy business and operational for at least 5 years, as on the date of submission of the bid.	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation / Registration – Copy of GST Registration Certificate
b)	Sales Turnover	The bidder should have a minimum of Rs. 15 Crores (Indian Rupees Fifteen Crores) average annual turnover from Consultancy services from consecutive three financial years 2020-21, 2021-22 and 2022-23	<ul style="list-style-type: none"> – Copy of audited Profit and Loss Statement – Certificate from the Statutory Auditor/CA
c)	Net Worth	The bidder must be making profit and positive net worth in last three financial years ending on 31 st March 2023.	<ul style="list-style-type: none"> – Copy of audited Profit and Loss Statement OR – Certificate from the Statutory Auditor
d)	Manpower	The bidder should have at least 100 full time employees in Consultancy services in the firm as on 31 st December 2023	Certificate from the Director (HR) or Managing Director / CEO on the company letterhead on the number of employees in specific to IT / consultancy services vis-à-vis total number of employees
e)	Certifications	The bidder must have any three Valid Quality certifications of the following:	Copy of the valid certificate issued by

Sl#	Basic Requirement	Specific Requirement	Documents required
		<ul style="list-style-type: none"> – ISO 9001:2015 – ISO 14001 – ISO 20000 – ISO 27001 – CMMi (5) <p>All the certificates should be valid at the time of release of this Tender.</p>	accredited organizations
f)	Technical Capability	The bidder should have experience of successfully completing at least 2 (two) Consultancy projects (not as IT implementing agency) in India related to consultancy / advisory services with Government Department, PSUs (Central/State), Autonomous body, Urban Local Bodies with each order value more than Rs. 2.5 Cr during last 3 years from 31.12.2023	Copy of work order /Completion certificate
g)	Similar Experience	The bidder should have provided / providing consultancy services related to Disaster Management, Early Warning/Humanitarian and Emergency Response Assistance/ disaster related Community Resilience/ Setting up of Integrated Command and Control Centre at-least in 1 (one) project of value not less than ₹1 Crore for Disaster Management to Government Department, PSUs (Central/State), Autonomous body in India in the during last 5 years from 31.12.2023	Copy of work order/ relevant pages of contract/ completion certificate
h)	Blacklisting	1. Bidder must not be currently under declaration of ineligibility for corrupt and fraudulent practices or blacklisted / debarred by Central	Self-declaration in this regard by the authorized signatory of the bidder on the

Sl#	Basic Requirement	Specific Requirement	Documents required
		Government or any State Government organization / department / PSU in India at the time of submission of the bid 2. The bidder should not be in the list of debarred companies of the world bank.	company letterhead (as per template provided in this RFP document)
i)	Consortium/ Sub-Contracting	Consortium/ Sub-Contracting is not allowed under this assignment	
j)	Earnest Money Deposit	₹ 6,00,000/- (Rupees Six Lakh only). Details <u>under clause 6.4.3</u> .	In the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP).

7.2 Technical Evaluation Criteria

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

Sl#	Criteria	Description	Max Score	Documents Required
a)	Large Scale Project Experience	The Bidder shall have prior experience of providing large-scale e-Governance / Consultancy / Advisory services in India with each order value not less than ₹2.5 Crore with Government Department, PSUs (Central/State), Corporation, Urban Local Bodies, international donor / funding agencies during last 5 years from 31.12.2023 (Ongoing or Completed)	5	Copy of work order / Lol / relevant pages of contract/Client certificate/ completion certificate with clear indication of cost and scope of work

Sl#	Criteria	Description	Max Score	Documents Required
		<u>Each Project 2.5 marks</u>		
b)	Geographical / Odisha Experience	<p>The Bidder must have experience of providing Advisory/Consultancy Services for a minimum contract value of Rs. 2.5 Crores for any State Government agencies in Odisha during last 5 years from 31.12.2023 (Ongoing or completed project)</p> <ul style="list-style-type: none"> – 5 Marks for each project (Max 15 Marks) – In case any single project has on-ground team presence across 20+ districts in Odisha- 5 marks 	15	Copy of work order/ copies of the LoA/ work order/ contract/ Client Certificate/ completion certificate
c)	Experience of bidder handling Multilateral / Bi-Lateral / International funding Agencies (such as World Bank, ADB, IMF, United Nations, BMGF, DFID, DFAT, etc.) funded Project	Experience of bidder on providing consultancy services for Multilateral / Bi-Lateral / International funding Agencies (such as World Bank, ADB, IMF, United Nations, BMGF, DFID, DFAT, etc.) funded Project during last 5 years as on 31.12.2023	5	Work order copy/Client certificate indicating Project detail
d)	Disaster Management and Technology	The bidder must have the experience in Disaster Management projects in India or Globally (*Similar project experience across range of	20	Copy of work order/ copies of the LoA/ work order/ contract/Client

Sl#	Criteria	Description	Max Score	Documents Required
	integration Experience	<p>disasters, countries of experience – please refer domain list below this table) with Central Government / any State Government / PSU / Urban Local Bodies/ Autonomous Bodies / National or International Donor / Funding agencies of value not less than ₹1 Cr. in the last 5 years from the date of publishing this RFP.</p> <p>Part-A- 9 Marks will be distributed as per the following matrix</p> <ul style="list-style-type: none"> i) 3 Marks – areas of expertise are in 5 domains or more ii) 2 Marks – areas of expertise are in 4 domains iii) 1 Mark – areas of expertise are in 3 domains <p>Part-B – 11 Marks will be given to the bidder holding highest work order value from the above submitted projects among all bidders. Other bidders will be given marks in proportion to the highest work order value.</p>		Certificate/ completion certificate
e)	Experience of Bidder on Early Waring	Experience of bidder on providing consultancy services/involved in implementation of Early Waring Dissemination System which	5	Copy of work order/Client certificate

Sl#	Criteria	Description	Max Score	Documents Required
	Dissemination System	<p>involves any one of the following technologies</p> <ol style="list-style-type: none"> 1. MPLS/Mobile/internet connectivity 2. Satellite Based Communication Network 3. Alert Siren System 4. Cell Broadcasting 5. Location based SMS 6. HAM Radio Systems 7. Any other technology 		
f)	Quality of the Proposed Team	<p>Disaster Risk Specialist cum Project Manager (Maximum 4 Marks)</p> <ul style="list-style-type: none"> – Base Qualification & Experience – 1 mark – Each year of related experience after 6 years – 0.5 mark up to 2 marks – Preference : 1 marks – 	15	CV evaluation as part of the Technical Proposal (CV should be counter signed by HR of the bidder)
g)		<p>Communication system Expert (Maximum 4 marks)</p> <ul style="list-style-type: none"> – Base Qualification & Experience – 1 mark – Each year of related experience after 6 years – 0.5 mark up to 2 marks – Preference : 1 mark 		
h)		<p>Telecom Solution Architect (Maximum 3 marks)</p> <ul style="list-style-type: none"> – Base Qualification & Experience – 1 mark – Related experience above 6 years – 1 mark 		

Sl#	Criteria	Description	Max Score	Documents Required
		– Preference : 1 mark		
i)		<p>Business Analyst (Maximum 2 marks)</p> <ul style="list-style-type: none"> – Base Qualification & Experience – 1 mark – Related experience above 6 years – 1 mark 		
j)		<p>Procurement and Contract Management Expert (Maximum 2 marks)</p> <ul style="list-style-type: none"> – Base Qualification & Experience – 0.5 mark – Related experience above 6 years – 1 mark <p>Preference : 0.5 mark</p>		
k)	Technical Presentation and Technical Response on understanding the Project	<p>Technical Presentation on Approach and Methodology to perform the work in this assignment:</p> <ol style="list-style-type: none"> 1) Understanding of the objectives of the assignment: The extent to which the consultant’s approach and work plan respond to the objectives indicated in the RFP 2) Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work <p>Presentation and Documentation</p> <ul style="list-style-type: none"> – Understanding of Scope – Work Plan 	35	Demonstration

Sl#	Criteria	Description	Max Score	Documents Required
		<ul style="list-style-type: none"> – Innovation and Bidder Implemented relevant Disaster Management Case Studies – Risk mitigation plan 		

Note: *Similar projects in disaster management shall include the below mentioned domains:

- i) Disaster Management related Program Management
- ii) Disaster Management related Procurement and Logistics
- iii) Humanitarian & Emergency Response Assistance / Gender and Social Inclusion or Social Protection in disaster related program
- iv) Technology integration for setting up Command and Control Centre
- v) Disaster Risk Reduction and Climate Resilience,
- vi) Disaster related Mitigation and preparedness / Monitoring and Evaluation
- vii) Disaster related Community Resilience, Disaster related Training and Capacity Building
- viii) Hazard Data Analysis and Risk Assessment
- ix) Disaster related Information, Education and Communication (IEC) and Knowledge Management / Climate Governance
- x) Climate Information Service / Support for Early Warning System and Alert

- a) Credentials of Bidder or its Parent / Member firm shall be considered for evaluation of Pre-Qualification and Technical Evaluation Criteria – Bidder’s Experience.
- b) CV of all the profiles should be counter signed by HR head. Copy of the certifications should be enclosed.
- c) For order value that is not in INR, the RBI conversion rate as on date of release of this RFP of the order value to INR can be considered.
- d) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- e) The bidder with highest technical bid (H1) will be awarded 100% score.
- f) Credentials of Bidder or its Parent/Member firm shall be considered for evaluation of Technical Criteria No. (a), (b), (c) in the above Table for Technical Evaluation Scoring Matrix. For order value that is not in INR, the conversion rate of the order value to INR as on date of release of this RFP can be considered.
- g) Technical Scores for other than H1 bidders will be evaluated using the following formula:

$$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} * 100 \right\} \% \text{ (Adjusted to two decimal places)}$$

- h) The commercial bids of only the technically qualified bidders will be opened for further processing.

7.3 Evaluation of Commercial Bids

- a) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) Any conditional bid would be rejected.
- d) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected”.
- e) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- f) In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as “Best responsive bid” for award of the Project.
- g) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: $F_n = \left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of Bidder}} * 100 \right\} \%$.

7.4 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of 80% and 20% respectively to compute composite score. The composite score will be computed as under:
- b) $B_n = 80\% * T_n + 20\% * F_n$
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

8 Appointment of Consultancy Firm

8.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

8.2 Right to Accept Any Proposal and To Reject Any or 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 OCAC action.

8.3 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 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

8.4 Notification of Award

Prior to the expiration of the proposal validity period, OCAC will notify the successful bidder in writing or by fax or email, 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 formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), OCAC will notify each unsuccessful bidder and return their EMD.

8.5 Contract Finalization and Award

OCAC may also like to reduce or increase the quantity of any item in the Scope of Work defined in RFP. Accordingly, total contract value may change on the basis of rates defined in the financial proposal.

8.6 Performance Guarantee

Within 15 days of notifying the acceptance of a proposal for award of contract, qualified bidder shall have to furnish a Performance Security in shape of Bank Guarantee amounting to 10% of the contract value from a scheduled commercial bank situated in Bhubaneswar in favour of OCAC , as per the Form-10, for a period of 32 months as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract, provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

8.7 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder incorporating all clauses, pre-bid clarifications and proposal of the bidder.

Additionally, World Bank’s guidelines on preventing and combating fraud and corruption in Program for Results Financing and Anti-Corruption Guidelines (ACG) shall be applicable to the program. Copies of the same are available at Annexure for reference.

The bidder must submit acceptance of “World Bank’s “Anti-Corruption Guidelines and Sanctions Reform” as mentioned at Form 4 and also submit “Declaration for non-debarment” at Form 5.

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

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.

8.9 Conflict of Interest

The selected bidder will be barred from participating in any bid process for downstream activities falling within the Scope of Work/assisted by the selected bidder or its personnel, till the duration of their contract with OCAC in which the selected bidder is providing its services under this contract. The selected bidder would not be barred from executing existing projects for which it is already selected within the department.

9 Scope of Work (Terms of Reference)

9.1 Background

Odisha, a coastal state in India, faces frequent natural disasters like cyclones, floods, and droughts. These events cause immense human and economic losses, highlighting the critical need for robust early warning dissemination systems. The Odisha State Capability and Resilient Growth Program (OSCRGP), supported by the World Bank, aims to address this challenge through the deployment of Early Warning Dissemination Technology Systems (EWDTs). One key component of EWDTs is the Cell Broadcasting System (CBS), a powerful tool for reaching large populations in real-time.

Cell Broadcasting System (CBS) is a technology that allows mobile network operators to send text messages directly to all mobile phones within a specific area, regardless of their network provider or subscription status. This makes it an ideal tool for disseminating critical information during emergencies, as it can bypass overloaded communication networks and reach even those without internet access.

Implementing CBS in Odisha under OSCRGP:

The OSCRGP plans to leverage the power of CBS in several ways:

- Disseminating early warnings: Real-time alerts about impending cyclones, floods, and other disasters can be sent directly to mobile phones, enabling timely evacuation and preparedness measures.
- Providing essential information: CBS can be used to share updates on relief efforts, shelter locations, and other vital information during and after disasters.
- Raising awareness: Regular messages can be sent to educate communities about disaster preparedness, mitigation strategies, and safety protocols.

Implementing CBS under OSCRGP offers several advantages:

- Wide reach: CBS can reach a vast majority of the population, even in remote areas, ensuring timely warning and information dissemination.
- Speed and efficiency: Alerts and information can be delivered instantly, minimizing response time during critical situations.
- Cost-effectiveness: CBS utilizes existing mobile networks, making it a cost-effective solution compared to other communication methods.

- **Accessibility:** CBS messages are received even on basic phones, ensuring inclusivity and reaching even the most vulnerable populations.

9.2 About SPDP

SPDP is envisioned to be a one-stop platform for beneficiary registration and update processes across the social protection schemes and will be an integrated social registry that would serve as a critical foundation for various program operations by facilitating seamless data sharing.

SPDP will enable various State departments to streamline their scheme management processes, facilitate data-driven policymaking and better expenditure planning for the Government, as well as simplify the benefit delivery experience for beneficiaries.

9.3 Project Objective

The objective of the cell broadcasting system under the Odisha State Capability and Resilient Growth Program is to strengthen disaster-related impact forecasting systems for improved response and coverage of early warning alerts. The system will be used to disseminate early warning information to citizens in real-time, enabling them to take necessary precautions and actions to protect themselves and their property. The system will also be integrated with other safety nets, such as the State Disaster Risk Management Plan and the Social Protection Delivery Platform, to create an adaptive social protection system.

9.4 Scope of Work

The scope of work of the consultant, but not limited to, as follows

9.4.1 Deliverable 1: Assessment of the existing messaging system available in Odisha

The consultant will be responsible for conducting an assessment of different information/alert broadcasting systems at the state level and. It should include

- a. Conduct a review of existing information/alert broadcasting systems at the state level
- b. Assess the technology, infrastructure, and processes in place.
- c. Identify the strengths and weaknesses of each system
- d. Identify strengths, weaknesses, opportunities, and threats (SWOT analysis) of the existing systems.

- e. Measure the effectiveness and efficiency of the existing systems in terms of timely and accurate dissemination of information.
- f. Evaluate response times and system reliability.
- g. Examine the integration of information/alert broadcasting systems with other relevant systems, such as weather monitoring, disaster management, and communication networks.
- h. Preparation and submission on assessment report with OCAC

9.4.2 Deliverable-2: Report on Technology Assessment & Innovation

- a. Conduct a comprehensive analysis of current technologies and innovations within the field of cell broadcasting systems.
- b. Explore and assess the latest global developments in Cell Broadcasting Systems, including a thorough examination of best practices adopted by various countries.
- c. Identify emerging technologies, protocols, and standards in the cell broadcasting system domain.
- d. Investigate the feasibility of integrating these emerging technologies into the proposed Cell Broadcasting System.
- e. Evaluate the potential for interoperability with other safety nets and platforms.
- f. Recommend cutting-edge technologies to enhance the efficiency and effectiveness of the Cell Broadcasting System.
- g. Assess the scalability of the proposed technologies, ensuring their capability to accommodate future growth in users and data.
- h. Prepare a detailed functional requirement document for the Cell Broadcasting System, outlining specifications for necessary hardware, software, connectivity, regulatory compliance, emergency response protocols, data security, and privacy measures required for successful implementation.
- i. Conduct a comprehensive cybersecurity assessment of proposed technologies, identifying vulnerabilities, and proposing effective mitigation strategies.
- j. Undertake a feasibility study to assess the technical, financial, and operational viability of implementing the Cell Broadcasting System in the designated region during disasters.
- k. Develop a detailed system design and architecture for the Cell Broadcasting System, giving consideration to scalability, interoperability, and seamless integration with existing disaster management systems.

- l. Ensure the selected technologies align with data privacy regulations and adhere to relevant guidelines.
- m. Prepare detailed documentation summarizing findings and recommendations, including the system design, architecture, feasibility report, functional requirements, specifications, project plan and comprehensive cost estimates. The cost estimate should cover hardware and software procurement costs, implementation and integration expenses, training and capacity-building costs, as well as maintenance and support costs. This documentation serves as a comprehensive guide for subsequent stages of Cell Broadcasting System implementation.
- n. Submit a report with recommendations for the most suitable technology and OEMs for the cell broadcasting system.

9.4.3 Deliverable-3 : Request for Proposals (RFP) for Selection of System Integrator for development and implementation of cell broadcasting system with a primary focus on early warning information dissemination.

- a. The consultant shall conduct a thorough Technology Assessment & Innovation study to inform the preparation of Request for Proposals (RFPs) for the selection of a System Integrator. This will include a focus on the development and implementation of a Cell Broadcasting System with a primary emphasis on early warning information dissemination.
- b. The RFP shall be prepared in accordance with the procurement guidelines outlined by the Government of India, Government of Odisha, specifically adhering to the Odisha Government Financial Rules 2023, and World Bank procurement norms, including international competitive bidding (ICB) guidelines when necessary.
- c. The consultant shall present detailed RFPs to the Committee constituted by OCAC as required during the selection process.
- d. The RFPs shall include, among other detail:
 1. Description of the project background and context
 2. Purpose of the RFP; the scope of the services requested
 3. Project objectives. The objectives should broadly address aspects related to availability, service levels, efficiencies, security and resilience factors, flexibility, scalability and cost.
 4. List of key stakeholders along with roles and responsibilities
 5. Scope of work, roles and responsibilities of service provider. This section should itemize the specific services requested through the RFP. The consultant shall provide the detailed scope of work in the

- RFP based on exact requirements of the project in consultation with the OCAC, OSDMA and other relevant stakeholders.
6. Suggested Requirements for high availability & security
 7. Requirements for Strategic Control of the infrastructure assets
 8. Compliance to regulatory requirements
 9. Operational requirements
 10. Acceptance criteria & system and security audit requirements
 11. Go-live criteria
 12. Commercial specifications & bid process requirements, including:
 - i. Bidders’ eligibility and pre-qualification
 - ii. Bid process activities
 - iii. Bid formats and submission requirements
 - iv. Bid evaluation criteria and process
 - v. General terms and conditions for bidding including: cost of RFP, conflict of interest, modification and withdrawal of bids, etc
 - vi. Payment terms
 13. Legal and contractual specifications. The contract agreement should be based on the Conditions of Contract as defined by Government of India, Government of Odisha and World Bank’s procurement norms
 14. Service Level Agreement (SLA) based on service-level goals and objectives. The SLA should provide the following:
 - vii. SLA terms and definitions
 - viii. SLA calculation principles and metrics
 - ix. Calculation of downtime and uptime
 - x. Audit compliance
 - xi. Service levels during peak hours and extended business hours
 - xii. Service level enforcement, penalties
 - xiii. Issue resolution time
 15. Indicative broad scope of work for RFP: The consultant shall develop detailed scope of work to be included in “RFP: Selection of System Integrator for development and implementation of cell broadcasting system with a primary focus on early warning information dissemination”, which shall contain all, but not limited to following:
 - a. Functional and technical requirements
 - b. Regulatory requirements
 - c. Detailed specifications
 - d. Integration Requirement

- e. Early Warning Information Dissemination Requirements, emphasizing the importance of timely alerts, coverage, user accessibility, and any features related to alert customization or localization
- f. Emphasize Integration with Safety Nets: Highlight the need for seamless integration with other safety nets, such as the State Disaster Risk Management Plan and Social Protection Delivery Platform. Ensure that the Cell Broadcasting System complements and enhances the overall disaster management framework.
- g. Procurement, supply, installation, and commissioning of requirements infrastructure & Services.
- h. Detailed deliverables, timeline, and milestones
- i. Implementation of information security management systems and infrastructure monitoring management systems;
- j. Testing and benchmarking
- k. Documentation and training
- l. Operations support and maintenance
- m. Managed services for all operations and processes of the Cell Broadcasting System
- n. Proposed agreement to be signed between purchaser and System Integrator for implementation of project
- o. Exit Criteria with knowledge transfer criteria

9.4.4 Deliverable 4: Bid Process Management

After floating of RFP, the consultant shall support OCAC on following activities

- a. Assist in finalizing key areas of Scope of Work, Bid evaluation framework and criteria, service levels etc. during Tender preparation
- b. Assistance in response to pre-bid queries
- c. Assistance in issuance of corrigendum etc.
- d. Pre-qualification/General evaluation of bids ensuring that bidders meet the specified criteria and requirements.
- e. Technical evaluation of bids as well as assessing the proposed technical solutions against the project's requirements.
- f. Commercial evaluation of bids
- g. Provide recommendations to OCAC regarding the selection of the most suitable agency based on the comprehensive evaluation of technical and commercial aspects.
- h. Assist in the preparation of the Letter of Intent (LoI), outlining the intention to award the contract to the selected agency.

- i. Preparation of purchase orders including the definition of terms and conditions governing the contractual relationship.
- j. Assistance regarding finalization and signing of contract & SLAs
- k. Coordinate with the legal consultant of OCAC and the System Integrator to clarify and explain contract clauses if needed, ensuring a comprehensive understanding before the contract signing.

9.4.5 Deliverable 5: Project Management and, Implementation Monitoring

- a. Project Management and Monitoring: Oversee the overall project management and monitoring activities, ensuring adherence to timelines, budgets, and quality standards.
- b. Deliverable Review: Review all project deliverables, including design reports, UAT plans, hardware inspection reports, etc., to ensure compliance with project requirements and quality standards.
- c. Stakeholder Meetings: 1Conduct regular meetings with the implementing agency, other consultants, and stakeholders to ensure effective communication and collaboration throughout the project.
- d. Vendor Management: Liaise with the System Integrator, addressing issues, obtaining updates, and coordinating support. Stay informed about the System Integrator’s roadmaps that may impact system quality and timelines.
- e. Quality Assurance Monitoring: Monitor quality assurance processes to verify that the delivered solution meets specified standards and aligns with the requirements outlined in the RFP.
- f. Financial and Risk Management: Assist OCAC with the preparation of project accounts, financial management, and risk management. Ensure compliance with statutory and World Bank requirements in these areas.
- g. Issue Resolution: Facilitate the resolution of issues that may arise during the project implementation, coordinating with relevant parties to ensure timely solutions.
- h. Stakeholder Coordination: Coordinate with different stakeholders during both the implementation and operations & maintenance phases to ensure smooth collaboration and project success.
- i. Monitoring and Reporting: Inform OCAC of potential delays, cost overruns, and non-compliances. Recommend corrective actions as necessary.
- j. User Acceptance Test (UAT): Preparation of test cases in consultation with System integrator, Coordinate and review the User Acceptance Test (UAT) process, ensuring it aligns with project requirements and objectives.

- k. **Training and Capacity Building:** Conduct training and capacity-building sessions for stakeholders to enhance their understanding and effective utilization of the cell broadcasting system.
- l. **System Integrator Oversight:** Oversee the work of the System Integrator, proactively identifying and addressing deviations and issues to ensure project success.
- m. **Workshops and Discussion Meetings:** Coordinate workshops and discussion meetings between the System Integrator and the Department to foster collaboration and address project-related matters.
- n. **Adherence to Technology Standards:** Ensure adherence to technology standards, guidelines, and frameworks as per the guidelines suggested by IT Act, DPDP Act, UIDAI, DeITY, and the E & IT Department of the Government of Odisha.
- o. **Capacity Building and Training Programs:** Suggest and coordinate capacity-building needs and training programs for departmental personnel to enhance their skills and knowledge.
- p. **Progress Reporting:** Prepare and submit Monthly Progress Reports to keep stakeholders informed of project developments and milestones.
- q. **Project Completion Reports:** Prepare and submit comprehensive Project Completion Reports, summarizing the overall project outcomes, lessons learned, and recommendations for future initiatives.

9.4.6 Deliverable 6: Monitoring and Performance Management review during Operations & Maintenance

- a. **Post-Implementation Review:**
 - i. Conduct a comprehensive review of the implementation process, identifying successes, challenges, and lessons learned.
 - ii. Document insights and recommendations for future improvements.
- b. Review all the deliverables submitted by the implementing agency
- c. Maintain an ongoing relationship with the System Integrator, ensuring effective communication and collaboration.
- d. Stay informed about updates, patches, and roadmaps provided by the vendor.
- e. Review of Quarterly operations and maintenance monitoring reports submitted
- f. Continuously monitor the operational performance of the Cell Broadcasting System on the basis of periodic report submitted by System Integrator
- g. Work with the System Integrator to implement enhancements and updates based on evolving needs.

- h. SLA monitoring- Monitor the operations and maintenance of the overall system as per the standards and requirements defined in RFP including but not limited to resolution of issues, availability of the system, upgradation of the hardware or system software etc.
- i. Emergency Response and Preparedness:
 - i. Develop and implement plans for emergency response and preparedness, especially in the context of early warning information dissemination.
 - ii. Test and validate emergency response mechanisms regularly.
- j. Conduct periodic mock drill with support of system integrator

9.4.7 Deliverable 7: Project Appraisal and Future Roadmap Report

- a. After completion of 4 quarter of operation and maintenance of the Cell Broadcasting System (or one year from Go-live of the system which ever is earlier) , the Consultant shall conduct appraisal of current project which should cover following aspects
- b. Current Project Appraisal:
 - i. Evaluate the current project's objectives, scope, and alignment with organizational goals.
 - ii. Assess project performance against the initial plans, including timelines, budget, and deliverables.
 - iii. Review the effectiveness of project management processes and methodologies.
- c. Stakeholder Engagement:
 - i. Identify and engage with key stakeholders to gather their perspectives on the project's success and areas for improvement.
 - ii. Conduct interviews, surveys, or workshops to understand stakeholder expectations and concerns.
- d. Documentation Review:
 - i. Review project documentation, including contracts, reports, and other relevant documents.
 - ii. Assess the accuracy and completeness of project records.
- e. Financial Analysis:
 - i. Conduct a financial analysis to evaluate the project's cost-effectiveness.
 - ii. Assess budget allocation, expenditure, and the return on investment.
- f. Risk Assessment:
 - i. Identify and assess risks encountered during the project lifecycle.

- ii. Evaluate the effectiveness of risk management strategies implemented.
- g. Lessons Learned:
 - i. Analyze lessons learned from the current project, considering successes and challenges.
 - ii. Document and communicate insights that can be applied to future Projects.
- h. Future Roadmap Development:
 - i. Propose a detailed roadmap for the future of the project or similar initiatives.
 - ii. Define specific objectives, milestones, and deliverables for the next phases.
- i. Technology Assessment:
 - i. Evaluate the relevance of existing technologies and recommend any necessary upgrades or changes.
 - ii. Identify new technologies that could enhance project efficiency. Consider emerging trends and technologies that may impact the project's goals.
- j. Capacity Building Needs:
 - i. Assess the skills and capabilities of the stakeholder responsible for managing the system.
 - ii. Identify gaps and recommend training or capacity-building Programs.
- k. Cost-Benefit Analysis for Future Phases:

Provide a cost-benefit analysis for proposed future phases of the Project.
- l. Sustainability and Scalability:
 - i. Assess the project's sustainability and scalability.
 - ii. Recommend strategies to ensure the project's long-term viability.
- m. Legal and Regulatory Compliance:
 - i. Review and ensure compliance with relevant legal and regulatory requirements.
 - ii. Identify any changes or updates needed to meet current Standards.
- n. Submission of Report:
 - i. Prepare a comprehensive Project Appraisal and Future Roadmap Report.
 - ii. Present findings and recommendations to key stakeholders, including project sponsors and decision-makers.

9.4.8 Deliverable 8: Miscellaneous

- a. The consultant should went through the agreement signed with World Bank, Project Appraisal Document of World Bank, any other related document and prepare the necessary document for OCAC, draft scope of work/deliverables for System Integration as well as support Independent Verification Agency
- b. Coordination with World Bank Team, Independent Verification Agency engaged by World Bank, committee members constituted by OCAC and other stakeholders from Government Department and provide support with respect to Cell broadcasting and related matters as per the norms of World Bank.
- c. The consultant will be required to participate in various discussions / meetings / missions as may be called upon by OCAC and provide required information / documents. These may require frequent travelling to the different stakeholders place.
- d. The consultant shall assist OCAC, Finance Department, SRC Office and OSDMA in overall strategy development and need-based advisory support for effective early warning dissemination support disaster management in Odisha and assist in policy implementation and rollout till the last mile.
- e. The consultant will conduct predictive analysis to optimize the integration and strategic alignment of the Social Protection Delivery Team (SPDP). By crafting an integrated roadmap, the consultant will enhance collaboration between the SPDP's consulting agency and Systems Integrator (SI). The deliverable includes a comprehensive strategy for stakeholder engagement, ensuring a unified approach to social protection initiatives. Additionally, the consultant will develop performance metrics and a risk mitigation plan to ensure the project's success and resilience. Regular progress reports will provide transparency, facilitating informed decision-making within the SPDP framework.
- f. The consultant shall undertake the updation of the project plans of the state, district, block, village, and various line department for various hazards covering the actions to be taken, the protocols to be followed, the communication and coordination mechanisms during and post disasters.
- g. The consultant shall provide inputs on the identification and implementation of innovative solutions aligned with international disaster management best practices and frameworks, such as priorities of the Sendai Framework, PM 10 point agenda, and COP 26 recommendations, among others.

10 Timelines

T- Start Date of Assignment (i.e. Date of joining of the first resource)

Sl#	Deliverable	Details of Deliverables	Timeline
1.	Deliverable 1	Assessment of the existing messaging system available in Odisha	T + 30 Days (T ₀)
2.	Deliverable 2	Report on Technology Assessment & Innovation	T ₀ + 60 Days (T ₁)
3.	Deliverable 3	Request for Proposals (RFP) for Selection of System Integrator for development and implementation of cell broadcasting system with a primary focus on early warning information dissemination.	T ₁ +30 days (T ₂)
4.	Deliverable 4	Bid Process Management	T ₂ +60 days (T ₃)
5.	Deliverable 5	Project Management and, Implementation Monitoring	T ₃ +180 Days (T ₄)
6.	Deliverable 6	Monitoring and Performance Management review during Operations & Maintenance	T ₄ + 18 months (T ₅)
7.	Deliverable 7	Project Appraisal and Future Roadmap Report	To be started after 12 months of T ₄ and report submitted within 90 Days
8.	Deliverable 8	Miscellaneous	Entire engagement period starting from Day-1

(Total Engagement Period will be 2 years and 6 months. However, the engagement period may be extended further for another one year depending upon requirement)

The consult has to deploy adequate resources to meet the timeline of the project and mention the staffing schedule (with resource type and number of man-months) in the technical bid.

11 Resource Requirements

- a) The Consultant shall make its own assessment for the requirement of any additional key or non-key expert, which it feels is required for the successful and satisfactory completion of the services; and shall submit financial proposal accordingly.
- b) The consultant has to include its proposed resource deployment plan in Approach and Methodology, as part of technical presentation.
- c) The CVs proposed by bidder for evaluation should be deployed. There is no change in the resources during initial 6 months. However, replacement is allowed in case of resignation or medical exigencies of personnel subject to prior approval of OCAC.
- d) The deployment plan should be aimed towards achieving the milestones/ timelines/ deliverable within targeted timelines as mentioned in this RFP.
- e) The Consultant will engage the minimum key experts of required qualification and experience as outlined below. **However, the bidder is free to deploy more resources full time/short term basis (on-site or off-site mode) to meet the timeline.**
- f) Below proposed resources shall be engaged by the consultant to accomplish the assignment. The consultant has to include its proposed resource deployment plan in Approach and Methodology, as part of technical presentation. The deployment plan should be aimed towards achieving the milestones/deliverable within targeted timelines as mentioned in the RFP.
- g) The consultant shall furnish the resource deployment plan along with proposed resource category and their CVs in the technical bid.
- h) Suggested qualification and experience of the resources are as follows in different stages of the assignment.

11.1 Required Qualifications and Experience

Sl#	Position of the Team Member	Minimum number of resources	Professional profile
1.	Disaster Risk Specialist cum	1	<u>Base Qualification & Overall Experience:</u> – Graduate in Engineering/ Planning / Disaster Management with minimum of 15

Sl#	Position of the Team Member	Minimum number of resources	Professional profile
	Project Manager		<p>years of overall post qualification experience</p> <p><u>Related Experience:</u></p> <ul style="list-style-type: none"> – At least 5 years experience in technologies for disaster management. The Project Manager must have previous experience in leading teams. <p><u>Preference:</u></p> <ul style="list-style-type: none"> – Experience of working in Early warning system with International Funding Agencies/ Donors/ Disaster Management Authorities/ Govt.
2.	Communication system Expert	1	<p><u>Base Qualification & Overall Experience:</u></p> <ul style="list-style-type: none"> – Graduate in Engineering with 8 years of overall post qualification experience in the field of communication technology <p><u>Related Experience:</u></p> <ul style="list-style-type: none"> – At least 5 years of experience in disaster communication technology and experience in implementation of geo-spatial disaster communication solutions, conducting hazard vulnerability assessment. <p><u>Preference:</u></p> <ul style="list-style-type: none"> – Emergency Operation Centre (EOC) related technologies would be preferred.
3.	Telecom Solution Architect	1	<p><u>Base Qualification & Overall Experience:</u></p> <ul style="list-style-type: none"> – Graduate in Engineering/MCA with 8 years of post qualification experience in the field of IT/Telecom Technologies

Sl#	Position of the Team Member	Minimum number of resources	Professional profile
			<p><u>Related Experience:</u></p> <ul style="list-style-type: none"> – Minimum 5 years of experience in telecommunications industry and knowledge of telecommunications networks, protocols, and technologies <p><u>Preference:</u></p> <ul style="list-style-type: none"> – Any of the certifications relating to telecommunication such as Certified Telecommunications Analyst, Certified Telecommunications Network Specialist, TM Forum Framework etc.
4.	Business Analyst	1	<p><u>Base Qualification & Overall Experience:</u></p> <ul style="list-style-type: none"> – Graduate in Engineering/ MCA with 8 years of post qualification experience in the field of IT Project implementation <p><u>Related Experience:</u></p> <ul style="list-style-type: none"> – Minimum 5 years of relevant experience in IT projects with government stakeholders at the state/ central government.
5.	Procurement and Contract Management Expert	1	<p><u>Base Qualification & Overall Experience:</u></p> <ul style="list-style-type: none"> – Engineering with MBA(Finance) /CA with valid registration at ICAI having minimum of 7 years of post qualification experience in procurement and Contract Management related activities. <p><u>Related Experience:</u></p> <ul style="list-style-type: none"> – 4 Years experience handling procurement related activities for

Sl#	Position of the Team Member	Minimum number of resources	Professional profile
			<p>Government/PSUs/Autonomous Body/Government Societies in India</p> <ul style="list-style-type: none"> – Knowledge of guidelines such as GFR, CVC, Model RFP of MeitY, procurement rules etc. <p><u>Preference:</u></p> <ul style="list-style-type: none"> – Experience of handling procurement/Contract Management related activities relating to contract management for any funded by multilateral or other international funding agencies.

- a. CV of all the profiles should be counter signed by HR head. Copy of the certifications should be enclosed.
- b. “Base Qualification & Overall Experience” and “Related Experience” are mandatory for each of the profiles
- c. The number of manpower resources mentioned above are “minimum”. However, bidder may put additional manpower resources as well as other profiles (which is also not mentioned at Clause 11.1) as per the requirement of project/meet the timeline/maintain the quality of work.

11.2 Deployment Mode

Sl#	Skill / Position of the Team Member	Minimum number of positions	Deployment Period (indicative)	Deployment mode
1.	Disaster Risk Specialist cum Project Manager	1	30 months	Onsite
2.	Communication system Expert	1	16 months	Onsite till Go-live. Rest of

Sl#	Skill / Position of the Team Member	Minimum number of positions	Deployment Period (indicative)	Deployment mode
				the time offsite
3.	Telecom Solution Architect	1	16 months	Onsite till Go-live. Rest of the time offsite
4.	Business Analyst	1	30 months	Onsite
5.	Procurement and Contract Management Expert	1	6 months	Onsite during RFP finalization and evaluation and rest of the time Offsite

- a. The Deployment period mentioned above is indicative in nature. Hence bidder is free to increase the deployment period as per the need of the project.
- b. The bidder is free to change the mode of “Communication system Expert” from “Onsite” to “Offsite” after UAT on request. However, he should review the operation/progress periodically or available onsite/offsite as and when required by OCAC.
- c. In case of additional manpower resources, bidder has to mention the deployment period and mode of deployment in technical bid.
- d. If the bidder intends to allocate additional personnel to the specified position in an offsite capacity, and if the cost of offsite manpower is lower than that of onsite manpower, they are encouraged to provide a separate quotation for the additional offsite manpower. For instance, if the bidder wishes to include a "Telecom Solution Architect" in offsite mode, and the offsite cost for this role is lower than the onsite cost, they should include a distinct quote for the "Telecom Solution Architect" in the financial bid.
- e. The consulting firm/bidder shall ensure services of any resources (including Procurement and Contract Management Expert) as and when required within the contract period without any additional financial implications even

the tenure of deployment period is less than 30 months.

11.3 Deployment Plan (indicative)

Sl#	Deliverable	Deployment Plan	Timeline
1.	Deliverable 1	<p>Assessment of the existing messaging system available in Odisha</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert 3. Telecom Solution Architect 4. Business Analyst 	T + 30 Days (T ₀)
2.	Deliverable 2	<p>Report on Technology Assessment & Innovation</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert 3. Telecom Solution Architect 4. Business Analyst 	T ₀ + 60 Days (T ₁)
3.	Deliverable 3	<p>Request for Proposals (RFP)</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert 3. Telecom Solution Architect 4. Business Analyst 5. Procurement and Contract Management Expert 	T ₁ +30 days (T ₂)
4.	Deliverable 4	<p>Bid Process Management</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert 3. Telecom Solution Architect 4. Business Analyst 5. Procurement and Contract Management Expert 	T ₂ +60 days (T ₃)

Sl#	Deliverable	Deployment Plan	Timeline
5.	Deliverable 5	<p>Project Management and, Implementation Monitoring</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert 3. Telecom Solution Architect 4. Business Analyst 5. Procurement and Contract Management Expert (periodically short term basis for review of contract management) 	T ₃ +180 Days (T ₄)
6.	Deliverable 6	<p>Monitoring and Performance Management review during Operations & Maintenance</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert (periodically short term basis for review) 3. Telecom Solution Architect (periodically short term basis for review) 4. Business Analyst 	T ₄ + 18 months (T ₅)
7.	Deliverable 7	<p>Project Appraisal and Future Roadmap Report</p> <ol style="list-style-type: none"> 1. Disaster Risk Specialist cum Project Manager 2. Communication system Expert (periodically short term basis for review) 3. Telecom Solution Architect 4. Business Analyst 	To be started after 12 months of T ₄ and report submitted within 90 Days
8.	Deliverable 8	<p>Miscellaneous All profiles. As and when required resource should be available in offsite/onsite mode</p>	Entire engagement period starting from Day-1

12 Payment Terms

Payment shall be made to the selected consultancy firm as per the following milestones/ deliverables:

Sl#	Deliverable	Payment Criteria
1.	Deliverable 1	10% of the first year resource deployment value
2.	Deliverable 2	10% of the first year resource deployment value
3.	Deliverable 3	20% of the first year resource deployment value
4.	Deliverable 4	20% of the first year resource deployment value
5.	<u>Deliverable 5</u>	40% of the first year resource deployment value to be made in 2 QGR (20% cost in each 3 months)
6.	From 2 nd year onwards payment shall be made equally in 6 QGRs	

13 Penalty Terms

Penalty terms, as described below, will be applicable on payments to be made to the Consultant.

Sl#	Description	Penalty
a)		
b)	Any change of resource for any role, during team deployment or during project duration, from the CV as proposed during evaluation and approved by State Government.	Any change of resource from the proposed CVs, either during team deployment or project duration, must be replaced by equivalent resource, in terms of qualification, certification and experience, as mentioned in this RFP, in consultation and prior approval of OCAC. Any deviation w.r.t qualification, certification and experience will not be accepted. In case of any delay in providing such equivalent replacement either during team deployment at project commencement or in mid-course of project, it is the responsibility of the bidder to ensure the deployment duration of the required resource is completed within three months of the

Sl#	Description	Penalty
		project completion with no additional cost. Beyond three months 1% of work order value per replacement per month of delay shall be deducted from payment.
c)	Delay in submission of deliverables.	Delays on account of the consultant will attract a penalty of 0.5% per week of work order value.
<i>The maximum ceiling limit of penalty would be 10% of the work order value.</i>		

14 Formats for Response

14.1 Pre-Qualification Bid Formats

14.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar, P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]”

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your RFP Ref. No. OCAC-SEGP-INFRA-0060-2023-24025. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,
(Authorized Signatory)
Name, Designation & Contact No. and Seal

14.1.2 FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
a)	Name of Bidder	
b)	Registered Address of Bidder	
c)	Address for Communication	
d)	Address of local office in Odisha (if any)	
e)	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
f)	Mobile no. of contact person	
g)	E-mail address of contact person	
h)	GST Number of the Firm	
i)	PAN No. of the firm	

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

14.1.3 FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTs]”

Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No: OCAC-SEGP-INFRA-0060-2023-24025 regarding RFP for “RFP for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTs]””.

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

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

14.1.4 FORM PQ-4: Acceptance of the World Bank’s Anticorruption Guidelines and Sanctions Framework

To (Company letter head)
The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]”

Ref: RFP Reference No OCAC-SEGP-INFRA-0060-2023-24025

Madam,

We, M/s _____ acknowledge and agree to abide by the World Bank’s policy regarding Fraud and Corruption (corrupt, fraudulent, collusive, coercive, and obstructive practices), as set out and defined in the World Bank’s Anti-Corruption Guidelines in connection with the procurement and execution of the contract described above (“the Contract”), including any amendments thereto.

We declare and warrant that we are not subject to, and are not controlled by any entity or individual that is subject to, a temporary suspension, early temporary suspension, or debarment imposed by a member of the World Bank Group, including, inter alia, a cross-debarment imposed by the World Bank Group as agreed with other international financial institutions (including multilateral development banks), or through the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement.

We confirm our understanding of the consequences of not complying with the World Bank’s Anti-Corruption Guidelines, which may include sanctions, pursuant to the Bank’s Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the Bank’s Sanctions Framework. This may include a public declaration of ineligibility, either indefinitely or for a stated period of time, (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner; (ii) to be a nominated sub-contractor, sub-consultant, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm

being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project.

We understand that we may be declared ineligible as set out above upon:

- a. completion of World Bank Group sanctions proceedings according to its prevailing sanctions procedures;
- b. cross-debarment as agreed with other international financial institutions (including multilateral development banks);
- c. the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement; or
- d. temporary suspension or early temporary suspension in connection with an ongoing World Bank Group sanctions proceeding.]

We shall permit, and shall cause our sub-contractors, sub-consultants, agents (whether declared or not), personnel, consultants, service providers or suppliers, to permit the Bank to inspect all accounts, records, and other documents relating to the procurement process and/or Contract execution , and to have them audited by auditors appointed by the Bank.

We agree to preserve all accounts, records, and other documents (whether in hard copy or electronic format) related to the procurement and execution of the Contract.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

14.1.5 FORM PQ-5: Project Citation Format

1) General Information	
a) Name of the project	
b) Name of the client for which the project was executed	
c) Name and contact details client’s nodal officer for the project	
d) Date of award of the project	
2) Project Details	
a) Objective / brief description of the project	
b) Scope of services / deliverables	
c) Service levels being offered / quality of service	
d) Technologies used	
e) Outcomes of the project	
3) Commercial Details	
a) Total cost of the project	
b) Total cost of the services provided by the respondent	
c) Duration of the project (<i>no. of months, start date, completion date</i>)	
d) Present status of the project	
4) Other Relevant Information (if any)	
Copy of the work order along with relevant credentials required for compliance	Enclosed

14.1.6 FORM PQ-6: Bank Guarantee Template

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E & IT Dept, Govt. of Odisha)

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

Bhubaneswar - 751013

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP No: OCAC-SEGP-INFRA-0060-2023-24025 for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]” (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 Odisha Computer Application Centre (hereinafter called "the Purchaser") in the sum of Rs. 6,00,000/- in (Rupees Six Lakhs Only 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:

- a) If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
- b) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - i) Withdraws his participation from the bid during the period of validity of bid document; or
 - ii) 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 6 months 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:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- b) This Bank Guarantee shall be valid up to <<insert date>>)
- c) 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.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

14.1.7 FORM PQ-7: Format for Non-blacklisting Declaration

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Non-Blacklisting declaration in connection with RFP for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]”

RFP Ref No: OCAC-SEGP-INFRA-0060-2023-24025

Madam/Sir,

This is to notify you that our <<Name of the Firm/Company/Organization>> is not declared ineligible for corrupt and fraudulent practices or blacklisted/debarred by Central Government or any State Government organization / department / PSU in India at the time of submission of the bid.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

14.1.8 FORM PQ-8: Declaration for non-debarment by World Bank

To (Company letter head)
The General Manager (Admin)
Odisha Computer Application Centre
Bhubaneswar

Subject: RFP for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTS]”

Ref: RFP Reference No OCAC-SEGP-INFRA-0060-2023-24025

Madam,

This is to (hereby confirms that M/S -----(name of the firm) have not been sanctioned under the World Bank system of debarment and cross-debarment.

Should this declaration found to be false then Borrower has the right to declare the proposal /bid as non-responsive.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

14.2 Technical Bid Formats

14.2.1 FORM TECH-1: Proposed Work Plan

Sl#	Activity ¹	Months							
		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)									

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.

14.2.2 FORM TECH-2: Team Composition

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
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
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

14.2.3 FORM TECH-3: CV Format

CV Format (To be used for providing resumes for profile as per and for all projects in the future)

Sl#	Requirement	Response
1.	Proposed Position/Skill	
2.	Full name of the staff	
3.	Date of Birth	
4.	Gender	
5.	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6.	Membership of Professional Associations / Societies	
7.	Summary of the key training and certifications	
8.	Country of work experience [list of countries where the resources has worked in the last ten years]	
9.	Language proficiency	
10.	Employment Record (Starting with present position- List in reverse order every employment held by staff member since graduation, giving for each Employment as per format provided)	From [Year]: _____ To [Year]: _____ Employer: Positions held:
11.	Highlights of assignments handled And significant accomplishment.	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

Sl#	Requirement	Response
12.	Project Specific Experience in different category of resources	
13.	Extra qualification / certification / experience as mentioned at “Preference”	

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

14.2.4 FORM TECH-4: Comments and Suggestion

Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client

A. On the Terms of Reference / Scope of Work:

[The consultant needs to present and justify in this section, if any modifications to the Terms of Reference he is proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process modifications). Such suggestions should be concise and to the point, and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

B. On Input and Facilities to be provide by the Client:

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and Study Implementation]

14.2.5 FORM TECH-5: Approach and Methodology

DESCRIPTION OF APPROACH, METHODOLOGY AND WORKPLAN TO UNDERTAKE THE ASSIGNMENT

[Technical approach, methodology and work plan are key components of the Technical Proposal. In this Section, bidder should present the required information divided into following six sections]

- A. Approach for the conducting evaluation on different information/alert broadcasting systems at the state level
- B. Approach for conducting best practices study
- C. Approach for RFP preparation and bid process management including System Integrator on-boarding
- D. Approach for Project Management and co-ordination with various stakeholders for implementation of project
- E. Approach for O & M
- F. Approach for training and capacity building
- G. Approach for Project Appraisal and Future Roadmap Report
- H. Any other points related to value addition

14.3 Financial Bid

14.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: RFP for Selection of Consultancy Firm for Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTs]”

Madam,

I /We, the undersigned, offer to provide Consultancy Support for implementation of Cell Broadcasting System (CBS) under “Strengthening Resilience Through Deployment of Early Warning Dissemination Technology Systems [EWDTs]” as per RFP No: OCAC-SEGP-INFRA-0060-2023-24025 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Clause no. 9. These prices are indicated in the Financial Bid as part of this RFP response. 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 prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) 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 this RFP document.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the

information contained in the proposal is true and correct to the best of our knowledge and belief.

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No. and Seal

14.3.2 FORM FIN-2: Financial Quote

Sl#	Skill / Position of the Team Member	Proposed number of positions by bidder	No. of Months	Unit cost per month excluding GST	Total Cost excluding GST
A	B	C	D	E	F (C*D * E)
1.	Disaster Risk Specialist cum Project Manager				
2.	Communication system Expert				
3.	Telecom Solution Architect				
4.	Business Analyst				
5.	Procurement and Contract Management Expert				
6.	Additional resources proposed by bidder, if any (Specify)				
7.	Additional resources proposed by bidder, if any (Specify)				
8.	Additional resources proposed by bidder, if any (Specify)				
Sub-Total (excluding tax)					
GST					
Grand Total inclusive of tax					
Grand Total in Words					

Note :

1. Grand Total will be considered for commercial valuation
3. Payment of Taxes and Duties shall be made as per actual during the time of

billing

4. For additional resources, bidder to mention resource type, cost and duration of deployment

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

15 Annexure I - Guidelines on Preventing and Combating Fraud and Corruption in Program for Results Financing

Purpose and General Principles

1. These Guidelines address Fraud and Corruption (as defined in paragraph 5) that may occur in connection with the preparation and implementation of programs financed, in whole or in part, by the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA) through Program-for-Results Financing. They set out the general principles, requirements, and sanctions applicable to such programs.
2. The Loan Agreement¹ providing for the Loan² governs the legal relationships between the Borrower³ and the Bank⁴ with respect to the Program⁵ for which the Loan is made. The responsibility for the implementation of the Program under the Loan Agreement, including the primary responsibility for preventing and combating Fraud and Corruption, rests with the Borrower. The Bank, for its part, has a fiduciary duty under its Articles of Agreement to “make arrangements to ensure that the proceeds of any loan are used only for the purposes for which the loan was granted, with due attention to considerations of economy and efficiency and without regard to political or other non-economic influences or considerations.”⁶ These Guidelines constitute an important element of those arrangements and are made applicable to the preparation and implementation of the Program as provided in the Loan Agreement.

¹ References in these Guidelines to “Loan Agreement” include any Loan Agreement providing for an IBRD loan; Financing Agreement providing for an IDA credit or IDA grant; Trust Fund Grant Agreement or Loan Agreement providing for a recipient-executed trust fund grant or loan in cases where these Guidelines are made applicable to such agreement; and the Program Agreement with a Program Implementing Entity related to any of the above.

² References to “Loan” or “Loans” include IBRD loans as well as IDA credits and grants, project preparation advances, and recipient-executed trust fund grants or loans for programs to which these Guidelines are made applicable under the agreement providing for such grant and/or loan. These Guidelines do not apply to investment project financing (to which separate guidelines apply) or to development policy financing.

³ References in these Guidelines to “Borrower” include the recipient of an IDA credit or grant or of a trust fund grant or loan.

⁴ References in these Guidelines to the “Bank” include both IBRD and IDA.

⁵ Reference in these Guidelines to the “Program” means the Program as defined in the Loan Agreement.

⁶ IBRD Articles of Agreement, Article III, Section 5(b); IDA Articles of Agreement, Article V, Section 1(g).

3. Recognizing that Fraud and Corruption leads to wasted resources and undermines development effectiveness, the Bank and the Borrower agree that all individuals and entities participating in the Program must observe the highest standard of ethics and, specifically, that all such persons and entities must take all appropriate measures to prevent and combat Fraud and Corruption, and refrain from engaging in Fraud and Corruption, in connection with the Program. In furtherance of these principles and purposes, the Bank and the Borrower further agree and commit to undertaking the actions set out in these Guidelines for the purpose of preventing and combating Fraud and Corruption in connection with the Program.

Definitions of Practices Constituting Fraud and Corruption

4. These Guidelines address the following defined practices in connection with the Program:⁷
 - (a) A “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.⁸
 - (b) A “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly⁹ misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
 - (c) A “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.

⁷ Unless otherwise specified in the Loan Agreement, whenever these terms are used in the Loan Agreement, including in the applicable General Conditions, they have the meanings set out in paragraph 4 of these Guidelines.

⁸ Typical examples of corrupt practice include bribery and “kickbacks.”

⁹ To act “knowingly or recklessly,” the fraudulent actor must either know that the information or impression being conveyed is false or be recklessly indifferent as to whether it is true or false. Mere inaccuracy in such information or impression, committed through simple negligence, is not enough to constitute fraudulent practice. ¹⁰ As used in the definition of “obstructive practice”, the term “investigation” includes any inquiry undertaken under these Guidelines.

- (d) A “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
- (e) An “obstructive practice” is (i) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation¹⁰ into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or (ii) acts intended to materially impede the exercise of the Bank’s contractual rights of audit or access to information.

5. The above practices, as so defined, are referred to collectively in these Guidelines as “Fraud and Corruption.”

Borrower Actions to Prevent and Combat Fraud and Corruption in Connection with the Program

6. In furtherance of the above-stated purpose and general principles, except as otherwise agreed in writing by the Borrower and the Bank, the Borrower:
- (a) takes all appropriate measures to ensure that the Program is carried out in accordance with these Guidelines;
 - (b) takes all appropriate measures to prevent Fraud and Corruption in connection with the Program, including (but not limited to) adopting and implementing appropriate fiduciary and administrative practices and institutional arrangements;
 - (c) promptly informs the Bank of all credible and material allegations or other indications of Fraud and Corruption in connection with the Program that come to its attention, together with the investigative and other actions that the Borrower proposes to take with respect thereto;
 - (d) unless otherwise agreed by the Borrower and the Bank with respect to a particular case, takes timely and appropriate action to investigate such

allegations and indications; reports to the Bank on the actions taken in any such investigation, at such intervals as may be agreed between the Borrower and the Bank; and, promptly upon the completion of any such investigation, reports to the Bank the findings thereof;

- (e) if the Borrower or the Bank determines that any person or entity has engaged in Fraud and Corruption in connection with the Program, takes timely and appropriate action, satisfactory to the Bank, to remedy or otherwise address the situation and prevent its recurrence; provided that nothing in this sub-paragraph (e) or in sub-paragraph (d) above obligates the Borrower to take action in direct contradiction of the applicable law of the Member Country;
- (f) cooperates fully with representatives of the Bank in any inquiry conducted by the Bank into allegations or other indications of Fraud and Corruption in connection with the Program, and takes all appropriate measures to ensure the full cooperation of relevant persons and entities subject to the Borrower’s jurisdiction in such inquiry; and
- (g) ensures that any person or entity debarred or suspended by the Bank is not awarded a contract under or otherwise allowed to participate¹⁰ in the Program during the period of such debarment or suspension.

Sanction and Related Action by Bank in Case of Fraud and Corruption

7. In furtherance of the above-stated purpose and general principles, except as otherwise agreed in writing by the Borrower and the Bank, the Bank:
- (a) promptly informs the Borrower of all credible and material allegations or other indications of Fraud and Corruption in connection with the Program that come to its attention, consistent with Bank policies and procedures;
 - (b) in cases where the Bank determines it necessary to do so to fulfill its fiduciary duty, may conduct an inquiry into such allegations or other indications, independently of or in collaboration with the Borrower;

¹⁰ For purposes of paragraph 6(g), participation does not include the performance under contracts entered into or other engagements began prior to the date of the Loan Agreement

- (c) reports to the Borrower on the outcome of any such inquiry; and
- (d) may sanction¹¹ any individual or entity other than the Member Country¹² if at any time the Bank determines that such individual or entity has engaged in Fraud and Corruption in connection with the Program or any other Bank-financed activity, or is otherwise subject to sanction pursuant to its prevailing policies and procedures.

Miscellaneous

8. For avoidance of doubt, nothing in these Guidelines is intended to restrict or otherwise affect the Member Country’s sovereign right to investigate, prosecute or take any other action in furtherance of its own laws and regulations. Any inquiries conducted by the Bank pursuant to these Guidelines are administrative in nature, for the purpose of determining compliance with the Bank’s policies, directives and procedures. Inquiries include, but are not limited to, the review of relevant accounts, records and other documents, and interviews with relevant persons.
9. Without prejudice to any provision hereof, in the event that any action to be taken by the Borrower under these Guidelines may conflict with requirements of the applicable laws and regulations of the Member Country, the Bank and the Borrower will consult with a view to identifying and agreeing on alternative actions that will avoid such conflict while ensuring compliance herewith.

¹¹ Sanctions include (but are not limited to) publicly declaring such individual or entity ineligible, either indefinitely or for a stated period of time, to: (i) be awarded a Bank-financed contract; (ii) benefit from a Bank-financed contract, financially or otherwise, for example as a subcontractor; and (iii) otherwise participate in the preparation or implementation of the Program or any other project or program financed, in whole or in part, by the Bank. The Bank may publish the identity of any individual or entity sanctioned under subparagraph 7(d).

¹² For purposes of these Guidelines, “Member Country” includes (i) officials and employees of the national government or of any of its political or administrative subdivisions, and (ii) non-autonomous government-owned enterprises.

10. The provisions of these Guidelines do not limit any other rights, remedies¹³ or obligations of the Bank or the Borrower under the Loan Agreement or any other document to which the Bank and the Borrower are both parties.

16 Annexure II - Applicability of Anti-Corruption Guidelines (ACG) to the Program

The WB “Guidelines on Preventing and Combating Fraud and Corruption in Program for Results Financing” dated February 1, 2012, and revised on July 10, 2015, shall apply to this activity which is within the Program Boundary accordingly the following shall be applicable:

- (i) Bidder shall prepare and furnish to the Borrower and/or the Bank, all such information that the Borrower, and/or the Bank shall reasonably request in relation to the Program.*
- (ii) Bidder accept the carrying out of inspections by the Borrower and/or the Bank for the monitoring of, and in relation to, the carrying out of the activities under the Program.*
- (iii) Any inquiries conducted by the Bank pursuant to these Guidelines are administrative in nature, for the purpose of determining compliance with the Bank’s policies, directives, and procedures. Inquiries include, but are not limited to, the review of relevant accounts, records and other documents, and interviews with relevant persons.*
- (iv) The Guidelines address the following defined practices in connection with the Program:¹⁴*

- (a) A “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.¹⁵*

¹³ The Loan Agreement provides the Bank with certain rights and remedies that it may exercise with respect to the Loan in the event of Fraud and Corruption in connection with the Program, in the circumstances described therein.

¹⁴ Unless otherwise specified in the Loan Agreement, whenever these terms are used in the Loan Agreement, including in the applicable General Conditions, they have the meanings set out in paragraph 4 of these Guidelines.

¹⁵ Typical examples of corrupt practice include bribery and “kickbacks.”

- (b) A “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly¹⁶ misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- (c) A “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
- (d) A “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
- (e) An “obstructive practice” is (i) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation¹⁰ into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or (ii) acts intended to materially impede the exercise of the Bank’s contractual rights of audit or access to information.

The above practices, as so defined, are referred to collectively in these Guidelines as “Fraud and Corruption.”

¹⁶ To act “knowingly or recklessly,” the fraudulent actor must either know that the information or impression being conveyed is false or be recklessly indifferent as to whether it is true or false. Mere inaccuracy in such information or impression, committed through simple negligence, is not enough to constitute fraudulent practice. ¹⁰ As used in the definition of “obstructive practice”, the term “investigation” includes any inquiry undertaken under these Guidelines. not enough to constitute fraudulent practice. ¹⁰ As used in the definition of “obstructive practice”, the term “investigation” includes any inquiry undertaken under these Guidelines.