

Request for Proposal

**Selection of the Bidder for Implementation of
Project Management, CRM, Asset Management
and Support Center for
Odisha Renewable Energy Development Agency
(OREDA),
Bhubaneswar, Odisha.**

OCAC-TH-04/2025/ENQ/25044

Vol-I	Instructions to Bidder
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ODISHA COMPUTER APPLICATION CENTRE

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

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1 Glossary of Terms

CIDR	Central Identities Data Repository
CCE	Call Centre Executive
DPI	Dots per inch
CM	Hon'ble Chief Minister
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods and Services Tax
ACD	Auto Call Dialler
ICT	Information and Communication Technology
IT	Information Technology
ITES	Information Technology Enabled Services
KYR	Know Your Resident
NMS	Network Management System
Nos	Numbers
OCAC	Odisha Computer Application Center
OSD	Original Software Developer
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
SSP	Software Solution Provider
SP	Service Provider

2 Fact Sheet

Sl#	Item	Description
a)	Project Title	Selection of Bidder for the Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar, Odisha
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	NA
e)	Submission of proposal	The proposals must be submitted online in the portal <u>enivida.odisha.gov.in</u> . 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	Rs. 10,00,000/- (Ten Lakhs). For details, please refer to Clause No. 6.4.3 of this document.
g)	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
h)	RFP Reference	RFP No.: OCAC-TH-04/2025/ENQ/25044
i)	Date of Publication	29.05.2025
j)	Submission of pre-bid queries by bidders	04.06.2025 by 3:00 PM. For details, please refer to Clause No. 6.3 of this document.
k)	Pre-bid meeting	09.06.2025 at 12:00 Noon. For details, please refer to Clause No. 6.3 of this document.
l)	Issue of Corrigendum If any	12.06.2025 by 6 PM

Sl#	Item	Description
m)	Last date and time for receipt of proposals from Bidders	24.06.2025 by 2:00 PM
n)	Schedule for opening of bids	24.06.2025 at 4:00 PM
o)	Date and time for Technical Presentation	To be notified later via email
p)	Date and time for opening of Commercial Bids	To be notified later via email
q)	Bid Validity Period	180 days
r)	Project Term	6 months development and 3 years of Operation and Maintenance
s)	Consortium	Consortium bidding is not allowed

3 Request for proposal

Sealed proposals are invited from eligible, reputed, qualified software application developers and implementers for “Implementation of Project Management, CRM, Asset Management and Support Center for Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar, Odisha”. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for Selection of Service Provider for Development, implementation, operation and maintenance of “Project Management, CRM, Asset Management and Support Center for Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar, Odisha” comprises following parts

4.1 Volume-I [Instructions to Bidder]

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Appointment of Software Solution Provider
- e) Formats for Pre-Qualification, Technical and Financial Bid response

4.2 Volume-II [Terms of Reference]

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) Service level Agreement for Software Solution Provider
- g) Timeline of Project implementation
- h) Bill of Material and Quantity

5 Background Information

5.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Service Provider firms (“Bidders”) for this RFP document for “Implementation of Project Management, CRM, Asset Management and Support Center for Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar, Odisha as described in the Vol-II “Terms of Reference” of this RFP.

The selected bidder shall provide necessary infrastructure (Hardware & Software as per scope of this RFP) and deploy adequate resources necessary and as required by the OREDA Help Line.

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

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.

Project Profile

Odisha Renewable Energy Development Agency was constituted as a State Nodal agency in 1984 under aegis of Dept. of Science and Technology, Government of Odisha with a view to popularize the exploitation and use of renewable energy resources in the State.

While the State's mission in renewable energy focuses on significantly increasing the use of these sources to achieve energy security, reduce carbon emissions, and promote sustainable development through initiatives like solar parks, wind power projects, and hydro-power development, aiming to reach a large-scale adoption of clean energy by setting ambitious targets for renewable energy capacity installation. India has also set a target of producing 175 GW by 2022 and 500 GW by 2030 from renewable energy.

In order to provide timely and effective services to customers OREDA established a Customer Relationship Centre (CRC) for better customer experience and to make it further sustainable, intends to set a standard by automating the associated customer interfacing process through strong CRM for queries and grievance management with ticketing system, Asset life-cycle management, workflow for faster decisions, Dashboard for central monitoring and management.

6 Instruction to the Bidders

6.1 General

- a) 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.
- b) 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.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- d) This RFP supersedes and replaces any previous public documentation 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

Pre-Bid conference

- a) OCAC will hold a pre-bid meeting with the prospective bidders as per the schedule in the fact sheet, in Physical mode at Conference Hall of OCAC.

b) The representatives of Bidders (restricted to one person) may attend the pre-bid meeting.

c) 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.

d) The Prebid queries to be submitted on mail to gm_ocac@ocac.in (with a copy to sudha.mohanty@ocac.in, and avijit.puhan@semt.gov.in) as per the schedule in the fact sheet.

e)

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

f) 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.

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, www.odisha.gov.in and enivida.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

Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitment, 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.

RFP Document Fees

Nil

Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of **Rs. 10,00,000/- (Rupees Ten Lakhs) 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.

The EMD may be paid through electronic mode to the following:

- Bank A/c No.: 149311100000195
 - Payee Name: OCAC Training
 - Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
 - Account Type: CURRENT
 - IFSC: UBIN081493
- 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

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>

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.

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 (NA) 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.

Preparation of Bids

- a) Bidder should consider 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.

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.

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

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.

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-2)
 - Commercial Proposal (Cover-3)
- 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.

Late Bids

- a) The eNivida 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 eNivida 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.

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.

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.

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 at least **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

S. No.	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	<p>Bidder should be a company registered under the provisions of the Indian Companies Act, 1956/2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or The Indian Partnership Act, 1932</p> <p>The Bidder should be in operation for the last 05 years as on 31st August 2024 in India.</p> <p>Bidder should be registered with the GST</p>	<p>Copy of Certificate of Incorporation OR Copy of LLP firm registration certificate as applicable</p> <p>Copy of Goods and Services Tax (GST) certificate with GST registration number (GSTIN)</p> <p>Copy of PAN Card</p>
2	Consortium bidding / Sub-contracting	Consortium of any kind is not allowed.	Self-Declaration
3	Sales Turnover	<p>The Bidder must have minimum average annual turnover of INR 10 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024.</p> <p>The bidder should have been profitable and Positive Net worth for all these three financial years.</p>	<p>Statement to that effect should be certified by Chartered Accountant.</p> <p>Net worth declaration/ certificate from CA.</p> <p>Copies of audited balance sheets, profit & Loss Accounts and Annual Reports of last 3 financial years (up to 31-March-2024) should be enclosed.</p>

4	Manpower Strength	The Bidder should have technically qualified IT workforce of at least 100 on its payroll as on bid submission date.	Certificate from HR/ Director Head (in Company letter head) showing the details of resources.
5	Certification	The bidder must have following certifications (with validity): CMMI 3 (from CMMi Institute) published in CMMi website ISO 27001 ISO 20000 ISO 9001:2008	Copy of a Valid Certificate
6	Technical Capability	The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below: a) 1 Project not less than 1.8 Cr. OR b) 2 projects not less than 1.2 Cr. each OR c) 3 projects not less than 1 Cr. Each	Work Order + Project completion / Go-live certificate/ Phase completion certificate from client.
7	Similar Relevant Experience	The Bidder should have successfully implemented at least one solution including Contact Centre, with comprehensive Web Application development for any Department in State/Central Government/ Govt. PSU/Govt. Autonomous body with minimum order value of ₹1 crore.	Work Order + Project completion / Go-live certificate/ Phase completion certificate from client.

8	Blacklisting	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization at the time of submission of the bid.	Self-declaration in this regard by the authorized signatory of the bidder on the company letterhead (as per template provided in this RFP document)
9	Local Presence	The Bidder should have presence in Odisha and this should be an existing set up established or agree to setup local office within one month from award of contract.	Address proof of local office of bidder/its Local Enterprise Partner OR Self-declaration for setting up office in letter-head of bidder only towards compliance of the same within one month of award of contract.
10	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document
11	RFP Document Fees	Nil	NA
12	Earnest Money Deposit	Rs. 10,00,000/- (Rupees Ten Lakhs). Details under Clause 6.4.3.	UTR No. in case of RTGS/NEFT Or Scanned copy of the Draft or BG (original should be submitted within 48 hours of bid opening).

7.2 Technical Evaluation Scoring Matrix

Technical proposals of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. 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.

The Evaluation Committee will evaluate the Technical Proposals based on technical evaluation criterion as provided below:

Organization Profile & Resource Strength	20 Marks
e-Governance Strength / Project Experience	45 Marks
Approach & Methodology	35 Marks

Sl#	Evaluation Criterion	Max Score	Documents Required
a)	Organization Strength	20	
i)	Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31 st March 2024. ≥ 10 Cr: 5 Marks [Additional 1 mark for each additional 3 crore subject to maximum 10 marks]	10	<ul style="list-style-type: none"> – Copy of audited Profit & Loss Statement – OR – Certificate from the Statutory Auditor
ii)	The Bidder must have at least 100 full time technical resources on its payroll as on date of submission of bid. 100 resource: 3 Mark [Additional 1 mark for each additional 25 resources subject to maximum 05 marks]	05	Certificate from HR/ Director Head (in Company letter head) showing the details of resources.
iii)	The bidder must have following certifications (with validity) CMMI Level 5 : 2 Marks CMMI Level3 : 1 Mark ISO 27001 : 1 Mark ISO 20001 : 1 Mark ISO 9001:2008 : 1 Mark	05	Copy of a Valid Certificate (from CMMi Institute) published in CMMi website.

S. No.	Parameters	Max Score	Supporting Document
b)	Project Experience	45	
i)	<p>The bidder should have experience in</p> <p>(i) implementation of End-to-End Automation system for any Government Department / Government Agency / PSU or</p> <p>(ii) any Maintenance projects with Contact Center Operations for any Government Department / Government Agency / PSU during last 10 years as on bid Submission date with minimum order value of 1 CR.</p> <ul style="list-style-type: none"> Each Project 5 marks max up to 10 mark 	10	Work Order or Agreement + (Project completion / Go-live/Partial Go Live with Payment Certificate / Ongoing certificate from the client.
ii)	<p>The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr.</p> <p>Each project 5 marks up to 15 marks</p>	15	Work Order + Agreement+ (Project completion / Go-live/Partial Go Live with Payment Certificate / Ongoing certificate.)
iii)	<p>The bidder should have experience in implementation of software development projects with Project management / monitoring / Asset Management for any Government Department / Government Agency / PSU in India during last 10 years as on bid Submission date.</p> <p>Each Project 5 marks max up to 10 mark</p>	10	Work Order + Agreement+ (Project completion / Go-live/Partial Go Live with Payment Certificate / Ongoing certificate.)

S. No.	Parameters	Max Score	Supporting Document
iv)	The bidder should have experience in Mobile application development for any Government Department / Government Agency / PSU during last 10 years as on bid Submission date. Each Project 5 marks max up to 10 mark	10	Work Order + Agreement+ (Project completion / Go-live/Partial Go-Live with Payment Certificate / Ongoing certificate)

3	Approach & Methodology	35	
3.1	Proposed Solution and its components with Proof of Concept. or Product Presentation by the Bidder including either (CRM/ Asset Management / Project Management)	15	Evaluation based on Technical Proposal submitted, Presentation & Demonstration by the Bidder
3.2	Approach and Methodology Understanding of the objectives of the assignment – 8 marks Completeness and responsiveness – 4 marks Risk management and mitigation plan – 2 marks Staff engagement plan – 3 marks Detailed Work Plan with activities – 3 marks	20	Quality of Technical Proposal and Presentation
Total		100	

- a) All the bidders who secure a Technical Score of **70%** or more will be declared as technically qualified.
- b) The bidder with highest technical bid (H1) will be awarded 100% score.
- c) Technical Scores for other than H1 bidders will be evaluated using the following formula:
- $$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right\} \% \text{ (Adjusted to two decimal places)}$$
- d) 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:
$$Fn = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100\} \%$$

7.4 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of **70% and 30%** respectively to compute composite score. The composite score will be computed as under:
- b) $Bn = 70\% * Tn + 30\% * Fn$
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

8 Appointment of System Integrator / Solution provider

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

- a) Selected bidder shall submit a Performance Bank Guarantee (PBG), by way of irrevocable and unconditional Bank Guarantee, within 15 days from the date of notification of award to OCAC.
- b) PBG would be 10% of the total Project cost excluding taxes and valid for 45 months from the date of submission of PBG.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

8.7 Signing of Contract

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

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 Termination for Default

- A. OCAC may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the SP, terminate the Contract in whole or in part:
- (i) if the SP fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or
 - (ii) if the SP, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or
 - (iii) Any representation made by the bidder in the proposal is found to be false or misleading
 - (iv) If the SP commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Client in its absolute discretion decide) provided in a notice in this behalf from the Client.
- B. In the event the Client terminates the Contract in whole or in part, pursuant to Clause 8.9.A. (i) the Client may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the SP shall be liable to the Client for any additional costs for such similar Goods or Related Services. However, the SP shall continue performance of the Contract to the extent not terminated.

8.9.1 Termination for Insolvency

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

8.9.2 Termination for Convenience

- A. The Client, by 30 days of written notice sent to the SP, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.

8.9.3 Consequences of Termination

Upon Termination of the Contract, the IA shall:

- (i) Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.
- (ii) The client and along with designated team will review the Exit plan. If approved, SP shall start working on the same immediately. If the plan is rejected, SP shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SP and it should be adhered by in totality.
- (iii) The Exit Plan should cover at least the following :-
 - a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
 - b. Handover all developed codes, related documentation and other Configurable items, if any in his possession;
 - c. Handover the list of all IT Assets, passwords at all locations to the Client.
- (iv) The IA and client (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

Note:

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

- (i) “Corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- (ii) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- (iii) “Collusive practices” means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;
- (iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

8.9.4 Expiration of Contract

Unless terminated earlier pursuant above, this Contract shall expire at the end of such time period after the Effective Date as specified in the Tender Documents or subsequently amended in the Contract Document.

9 Formats for Response

9.1 Pre-Qualification Bid Formats

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: RFP for Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar

Madam/Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your RFP No: OCAC-TH-04/2025/ENQ/25044. 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

9.2 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 bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
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	
j)	Average turnover from IT/ITES during last 3 FY ending on 31.03.2024	

Yours faithfully,

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

9.3 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: RFP for Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar.

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No: OCAC-TH-04/2025/ENQ/25044 regarding RFP for "Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar

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

9.4 FORM PQ-4: Project Citation Format

a)	Project Name:	
b)	Value of Contract/ Work Order (In INR):	
c)	Name of the Client:	
d)	Project Location:	
e)	Contact person of the client with address, phone and e-mail:	
f)	Project Duration:	
g)	Start Date (month/year): Completion Date (month/year):	
h)	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
i)	Narrative description of the project with scope:	
j)	List of Services provided by your firm/company:	

9.5 FORM PQ-5: 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-TH-04/2025/ENQ/25044 for Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar (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 OCAC (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

- 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 <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- 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

9.6 FORM PQ-6: Bidders Authorization Form

(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: Request for proposal for “Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar” - Bidder’s Authorization Certificate

Ref: OCAC-TH-04/2025/ENQ/25044

Madam/Sir,

Sir,

With reference to the RFP No.: OCAC-TH-04/2025/ENQ/25044, Ms./Mr. _____<Name>, <Designation> is hereby authorized to attend meetings & submit pre- qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is <_____> For the purpose of validation, his/ her verified signatures are as under.

Yours faithfully,

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

9.7 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 No: OCAC-TH-04/2025/ENQ/25044.

Madam/Sir,

In response to the RFP titled "Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar (bid reference no "OCAC-TH-04/2025/ENQ/25044" as an owner/ partner/ Director of (organisation name)_____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

9.8 Technical Bid Formats

9.8.1 **FORM TECH-1: Description of Proposed Solution**

[along with Technology, Scalability, Completeness, Simplicity and Interoperability]

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume-II of this RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- a) Functional Architecture
- b) Technical Architecture
- c) Network Architecture
- d) Deployment Architecture
- e) Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

9.8.2 FORM TECH-2: Description of Proposed Approach & Methodology

Bidder is free to propose any type of approach for Development of the Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar

9.8.3 FORM TECH-3: Detailed Work Plan

[with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies]

SL#	Deliverable/ Activity*	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)									

9.8.4 FORM TECH-4: Team Composition, Assignment and Experts' Inputs

No.	Name	Expert's Input (in person/month) per Deliverable (listed in TECH-3)								Total Time-input (in Months)		
		Position	Home/ Field	D-1	D-2	D-3	D-4	D-n	Home	Field	Total
KEY EXPERTS												
K-1			Home									
			Field									
K-2			Home									
			Field									
K-3			Home									
			Field									
K-4			Home									
			Field									
K-5			Home									
			Field									
NON-KEY EXPERTS (Bidder to determine no. of Non-Key Experts as per its proposed work plan)												
N-1			Home									
			Field									
N-2			Home									
			Field									
N-n			Home									
			Field									
Sub-Total												

9.9 Financial Bid

9.9.1 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 the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar

Madam/Sir,

I /We, the undersigned, offer to provide the service for Development of Implementation of Project Management, CRM, Asset Management and Support Center for the Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar per RFP No: OCAC-TH-04/2025/ENQ/25044 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is 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 Volume-II of this RFP. 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

9.9.2 FORM FIN-2: Financial Bid

Design development and implantation of Project Management, CRM, Asset Management and Support Centre for OREDA

Sl#	Category	Module/Item	Unit	Qty	Unit Rate	Total Amount
A	[Study, Design, Development, Testing, Implementation & Integration and Training]	Web Application	Lump-sum	1		
		Mobile Application (IOS/ Android)	Lump-sum	1		
B	Operation & Maintenance	Application Support & Software Maintenance	Year	3		
C	End-to-End on-premise Call Centre Set-Up at OREDA	(Infrastructure, IT/ITES Component, with Software)	Lump-sum	1		
		One supervisor cum Manager for three years	Man-month	36		
		Two (2) call centre executive for three years	Man-month	72		
D	SSL certificate	SSL certificate for 3 years Subscription	year	3		
E	Security Audit	Third Party Security Audit	Lump-sum	6		
F	Change Request	Blended Technical Resource	Man-month	10		
Total =						
Tax (18%) =						
Grand Total =						