REQUEST FOR PROPOSAL

SELECTION OF IMPLEMENTING AGENCY FOR THE INSTALLATION, IMPLEMENTATION, AND MAINTENANCE SUPPORT OF THE SURVEY SOLUTION – A COMPUTER-ASSISTED PERSONAL INTERVIEWING (CAPI) TOOL – AND NADA, THE WORLD BANK'S DATA CATALOGUE TOOL, ALONG WITH THE DEVELOPMENT OF SCHEME-SPECIFIC MONTHLY PROGRESS REPORTS (MPR) AND AN INVENTORY MANAGEMENT SYSTEM (IMS) FOR ASSET TRACKING FOR THE DIRECTORATE OF ECONOMICS & STATISTICS (DE&S), GOVERNMENT OF ODISHA.

RFP Reference No. OCAC-SEGP-MISC-0014-2022-25105

Date: 14/11/2025

ODISHA COMPUTER APPLICATION CENTRE

[Technical Directorate of E & I.T. Department, Government of Odisha]
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1. Glossary of Terms

AMC	Annual Maintenance Contract
ATS	Annual Technical Support
CPU	Central Processing Unit
CBT	Computer-Based Training
DE&S	Directorate of Economics & Statistics
EMD	Earnest Money Deposit
DPMU	District Project Management Unit
FRS	Functional Requirement Specification
HLD	High-Level Design
ICT	Information Communication Technology
ISO	International Organization for Standardization
IMS	Inventory Management System
IT	Information Technology
KB	Kilobytes
LAD	Local Area Development
LLD	Low-Level Design
LOI	Letter of Intent
LGD	Local Government Directory
MIS	Management Information System
MPR	Monthly Progress Reports
MSE	Micro & Small Enterprise
MUR	Monthly Utilization Reports
MFA	Multi-Factor Authentication
Nos	Numbers
OCAC	Odisha Computer Application Center
OSDC	Odisha State Data Centre
P&C	Planning & Convergence
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
QCBS	Quality & Cost-Based Selection

RBAC	Role-Based Access Control
RFP	Request for Proposal
ROC	Registrar of Companies
RTI	Right to Information
SDLC	Software Development Life Cycle
SI	System Integrator
SLA	Service Level Agreement

2. Definitions

In this document, unless otherwise explicitly defined, the following terms shall have the following respective meanings: -

a) **"Acceptance"** means the Government's written certification that, following installation, the system(s) (or specific part thereof) have been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.

b) **"Authorized Representative"** shall mean any person/agency authorized by either of the parties.

c) **"Contract"** is used synonymously with agreement.

d) "**Documentary evidence**" means any matter expressed or described upon any substance by means of letters, figures, or marks intended to be used for the recording of that matter and produced before a court.

e) **"GoI"** shall mean the Government of India

f) **"Government"** shall mean the Government of Odisha.

g) **"Go-Live"** Shall mean that the successful completion of the installation of the software is ready in all respects i.e., designing, development, testing, STQC/ Cert-in empaneled certification & implementation of the software application. This implies the software can now be used by all the end users together as will be defined in the detailed Software Requirement Specifications document.

h) **"IT"** stands for **Information Technology**, which involves the use of computers, networks, storage, and other physical devices to create, process, store, secure, and exchange all forms of electronic data. It includes software development, system management, and various other activities related to computing technology.

i) **"ITeS"** stands for **Information technology-enabled services**, which refers to services that rely on IT infrastructure for delivering solutions. Examples of ITeS include customer support, telemarketing, data entry, and medical transcription. It focuses more on outsourcing processes and services to achieve business objectives.

j) **"Law"** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order, or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of a government agency.

k) "**MSE**" Micro & Small Enterprise (MSE) means an Industrial Unit or Enterprise as defined in Odisha MSME Development Policy, 2022 and as amended from time to time.

l) **"Rates/Prices"** means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract.

m) **"RFP"** – **Request for proposal** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

n) **"Services"** means the work to be performed by the System Integrator pursuant to this Contract, as detailed in the Scope of Work.

o) **"Site"** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement.

p) **"UAT"** – **User acceptance test** shall mean the developed application functionalities are accepted and signed off by the end users.

3. Fact Sheet

#	Item	Description
a.	RFP Ref. No.	**OCAC-SEGP-MISC-0014-2022-25105** **Date: 14/11/2025**
b.	Project Title	Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalogue Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.
c.	Name of Purchaser	Odisha Computer Application Centre (OCAC)
d.	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**
e.	e-Nivida Registration Fees	**₹ 2,500/-** plus Applicable GST
f.	Earnest Money Deposit	Bidders shall submit, along with their Bids, an EMD of **₹5,00,000/— (Five Lakhs)** in the form of a 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. The EMD should be submitted in the general bid and be valid for 180 days from the due date of the tender / RFP. The EMD may also be paid through electronic mode to the following financial Bank A/c No.: 149311100000195 Payee Name: Odisha Computer Application Centre Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar Account Type: Savings IFSC: UBIN0814938.
g.	Selection Method	**QCBS (70%** Weightage on Technical and **30%** Weightage on Commercial Evaluation)
h.	Bid publication date	**14/11/2025**
i.	Last date for submission of queries by Bidders	**19/11/2025, 04:00 PM**
j.	Pre-bid Meeting	**25/11/2025, 4:30 PM** – through a virtual meeting by MS Teams
k.	Pre-bid clarifications/Corrigendum by OCAC (if any)	**28/11/2025, 05:00 PM**
l.	Last date and time for receipt of proposals from Bidders	**16/12/2025, 02:00 PM**
m.	Date and time for opening of Pre-Qualification cum Technical Bid	**16/12/2025, 04:00 PM**
n.	Date and time for Technical Presentation	Will be communicated later

#	Item	Description
o.	Date and time for opening of Commercial Bids	Will be communicated later
p.	Bid Validity Period	180 Days
q.	Project Term (Overall)	29 Months
r.	Online proposals	This is an online proposal; interested bidders/parties are required to submit online only on the website mentioned above. No hard copies will be entertained from the bidders

Disclaimer

All information contained in this Tender Document is provided in good faith and in the interest of all parties. This is not an agreement and does not constitute an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this Tender Document, interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested bidders are required to make their inquiries and assumptions whenever necessary.

Odisha Computer Application Center (OCAC) reserves the right to reject any or all proposals submitted in response to this Tender Document at any stage without assigning any reasons whatsoever. OCAC also reserves the right to withhold or withdraw the process at any stage, notifying all who submitted a response to the Tender Document. OCAC reserves the right to change, modify, or amend any or all provisions of this Tender Document. Such changes will be posted on the website (www.ococ.in & www.odisha.gov.in).

Neither OCAC nor its employees and associates will have any liability to any prospective respondents interested in applying or to any other person under the law of contract, the principles of restitution or unjust enrichment, or otherwise for any loss, expense, or damage that may arise from or be incurred or suffered in connection with anything contained in this Tender Document, any matter deemed to form part of this Tender Document, the award of the Assignment, the information, and any other information supplied by or on behalf of OCAC or their employees, or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of the Tender Document process is confidential to OCAC and shall not be used by the respondent for any other purpose, nor distributed to or shared with any other person or organization.

4. Introduction

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites proposals, in response to this Request for Proposal ("RFP") for **Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalogue Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

This RFP document comprises the following sections/ sub-sections as mentioned below:

a) About the project and its objectives

b) Project Background

c) Instruction to Bidders

d) Criteria for evaluation

e) Appointment of System Integrator / Implementing Agency

f) Scope of Work

g) Functional Requirements

h) Project Milestones and Timelines

i) Payment Terms and Schedule

j) Service Level Agreement for the Implementing Agency

k) Formats for Pre-Qualification, Technical, and Commercial Bid response

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

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

5. Project Background

5.1   About OCAC

The Department of Electronics & Information Technology is the nodal department for the Government of Odisha in 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 departments for effective e-Governance and capacity building; Promotion of ICT-based education in the State.

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

OCAC, on behalf of the Directorate of Economics & Statistics, Govt of Odisha, intends to Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.

Both Survey Solution and NADA are open-source platforms and tools provided by the World Bank, and these tools are to be leveraged by DE&S.

Whereas the Monthly Progress Report and Inventory Management Systems will be a robust platform with upgraded technology & improved performance, making it more user-friendly. OCAC is pleased to engage a qualified and preferred implementing agency to execute this project.

OCAC is pleased to engage a qualified and preferred implementing agency to execute this project.

5.2 Project Objective

a. CAPI & NADA

The Directorate of Economics and Statistics (DE&S) is the Nodal statistical agency under the State Government, responsible for collecting, compiling, analysing, and disseminating socio-economic data. DES plays a pivotal role in evidence-based policymaking, monitoring development programs, and supporting research and planning across sectors. To enhance data quality, accessibility, and transparency as a part of the digital transformation of the directorate, it was planned to leverage the open-source tools and platform provided by the World Bank

- Survey Solution as a CAPI tool
- NADA as a Data catalogue solution

This will facilitate the directorate for
- Transition from paper-based surveys to digital data collection using Survey Solution (CAPI).
- Establish a centralized, searchable, and user-friendly data catalog using NADA.

The major activities to be performed by the selected bidder is as follows:

1. Deployment of both open-source applications (Survey Solution and NADA) in the agency's Servers
2. Conduct a Security Audit and Compliance to obtain a "Safe to Host" Certificate
3. Deployment of the application in the production server at the State Data Center and support for go-live.
4. Technical training and handholding for Survey Solution and NADA
5. Provide Operation and Maintenance support for both the application for 12 months.

b. Monthly Project Report (MPR)

The Directorate of Economics & Statistics (DE&S), Odisha, as a nodal agency for planning and statistical development, is involved in several strategic initiatives, including centrally sponsored schemes, externally aided projects (such as World Bank-supported reforms), and state-funded programs. For effective monitoring and transparent governance, a central reporting portal, i.e., a Monthly Progress Report (MPR), must be designed. This document serves as a key performance

tracking tool for DE&S and relevant stakeholders to review implementation progress and facilitate timely decision-making.

The DE&S envisioned implementing a portal for automation of online Monthly Progress Reports (MPRs) specific to various schemes and to overcome the following challenges.

i　Paper-based manual Monthly Progress Report
ii　Lacks real-time progress monitoring for refining objectives
iii　Manual compilation and validation at the district levels
iv　Delays in consolidation of district status due to manual data entry and processing at the state level
v　Analysis limited to basic tabulations
vi　No capability of analytics and integration with external data
vii　Hardcopy or digital reports (pdf) shared
viii　No dashboards or real-time data access for users
ix　No formal workflow for quality improvement

The objective of the MPR Portal is to ensure the following:

1. Providing a structured update on completed and ongoing activities.
2. Enhance transparency in reporting and tracking project progress.
3. Streamline data collection for better decision-making.
4. Improve efficiency in monitoring and support operations.
5. Facilitate communication between stakeholders for timely updates.
6. Ensure compliance with regulatory and operational standards.

c. **Inventory Management System (IMS)**

The Inventory Management system is required for tracking and monitoring of various assets available at the state, district, and block levels. The objective of an Inventory Management System (IMS) is to efficiently oversee, control, and optimize the flow of goods and materials within the state, range offices, districts, and blocks. Its purpose is to ensure that the right products are available at the right time, in the right quantity, and at the right cost, while minimizing wastage and operational inefficiencies.

The objective of the Inventory Management system is to ensure the following:

1. To establish a centralized, web-based Inventory Management System (IMS) for effective **tracking, monitoring, and management of assets** across the State, Range, District, and Block levels.
2. To ensure **real-time visibility of assets** available with DE&S across locations.
3. To enhance **accountability, transparency, and efficiency** in asset utilization.
4. To enable **data-driven decision-making** for planning procurement, allocation, and disposal of assets.
5. To integrate with **existing Government systems/portals** (if required) for seamless reporting and governance.

6. Instructions 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 the requirements. Additionally, bidders may wish to consult their legal advisors regarding 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 based on this RFP.

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

6.2 Compliant Proposals/ Completeness of Response

a) Bidders are encouraged to thoroughly review all instructions, forms, terms, requirements, and additional information included in the RFP documents. Submitting a bid indicates that you have carefully studied and understood the RFP document and its implications.

b) Failure to meet the requirements outlined in this RFP may result in the proposal being deemed noncompliant and could lead to its rejection.

Bidders must:

i   Include all documentation specified in this RFP.

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

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

iv   Documents in support of MSE

6.3 Code of Integrity

No official of a procuring entity or a bidder shall act in violation of the code of conduct, which includes the following prohibitions:

a) Prohibitions on:

i.   Making an offer, solicitation, or acceptance of a bribe, reward, gift, or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to influence the procurement process inappropriately.

ii. Omitting or misrepresenting information that may mislead or attempt to mislead, leading to the acquisition of financial or other benefits or the avoidance of obligations.

iii. Engaging in collusion, bid rigging, or any anti-competitive behavior that undermines the transparency, fairness, and integrity of the procurement process.

iv. Improperly using information provided by the procuring entity to gain an unfair advantage in the procurement process or for personal gain.

v.   Entering into any financial or business transactions between the bidder and any official of the procuring entity related to the tender or contract execution could influence the procuring entity's decisions directly or indirectly.

vi. Coercing or threatening to harm any party or its property to influence the procurement process directly or indirectly.

vii. Obstructing any investigations or audits related to the procurement process.

viii. Making false declarations or providing false information to participate in a tender process or to secure a contract.

b) Disclosure of Conflict of Interest.

c) In the event of reported violations, the procuring entity shall provide a reasonable opportunity for the involved bidder or prospective bidder to be heard. If it concludes that the code of integrity has been violated, the entity may take appropriate measures.

6.4 Pre-Bid Conference

6.4.1   Pre-Bid Queries

a. OCAC shall hold a pre-bid meeting with the prospective bidders on **25/11/2025, 4:30 PM**

b. A link will be provided to the interested bidders by 25/11/2025, 3:00 PM

c. Bidders' representatives (restricted to two persons) may attend the Pre-bid meeting.

d. The Bidders should submit their queries in writing in the below-specified format (in MS Excel only) by the schedule mentioned in this RFP before attending the pre-bid meeting to gm_ocac@ocac.in (with a copy to manas.pati@ocac.in, debashis.pujari@odisha.gov.in, and sanmisra@deloitte.com) by **19/11/2025, 04:00 PM**.

During the meeting, the representatives of the bidders should only ask showstopper queries and relevant queries that seem to be an obstacle to their participation in the tender. All other queries will be answered and published as a response sheet.

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

OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarification post the indicated date and time mentioned will not be entertained by OCAC.

6.4.2   Responses to Pre-Bid Queries and Issue of Corrigendum

a. The Nodal Officer designated by OCAC will strive to provide timely responses to all queries. However, OCAC does not guarantee the completeness or accuracy of any responses made in good faith and does not commit to answering all questions posed by the Bidders.

b. At any time before the final date for submitting bids, OCAC may, for any reason—whether on its initiative or in response to a clarification requested by a prospective Bidder—modify the RFP document through corrigenda and/or addenda.

c. Any corrigendum or clarifications regarding queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in.

d. Such corrigenda and/or addenda will be considered an integral part of this RFP.

e. To give prospective bidders a reasonable amount of time to consider the corrigenda and/or addenda, OCAC may, at its discretion, extend the deadline for receiving Proposals.

6.5 Key Requirements of the Bids

6.5.1   Right to Terminate the Process

a. OCAC reserves the right to terminate the RFP process at any time and without providing any reason. There are no commitments, either express or implied, from OCAC that this process will lead to a business transaction with any party.

b. Additionally, this RFP does not represent an offer made by OCAC. While a bidder's participation in this process may lead to OCAC selecting them for contract execution, it does not guarantee such an outcome.

6.5.2   Earnest Money Deposit (EMD)

Bidders are required to submit an Earnest Money Deposit (EMD) of ₹7,50,000 (Rupees Seven Lakh Fifty Thousand Only) along with their bids. This deposit may be provided in the form of a Bank Draft or a Bank Guarantee, using the specified format outlined in this RFP. The deposit must be issued by any scheduled bank in favor of the Odisha Computer Application Centre and should be payable at Bhubaneswar. The EMD must remain valid for 180 days from the due date of the tender/RFP and must be included with the General Bid.

a) The EMD may also be paid through electronic mode to the following Bank:
    Bank A/c No.: 149311100000195
    Payee Name: Odisha Computer Application Centre
    Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
    Account Type: Savings
    IFSC: UBIN0814938

b) OCAC will refund the EMD of all unsuccessful bidders within 60 days after notifying them of their unsuccessful bid. For the successful bidder, the EMD will be returned upon submission of the Performance Bank Guarantee.

c) The EMD amount is interest-free and will be refunded to unsuccessful bidders without any interest accrued.

d) Bids or proposals submitted without the required EMD will be summarily rejected.

e) The EMD may be forfeited under the following circumstances:

  i.   If a bidder withdraws their bid during the bid validity period.
  ii. If a successful bidder fails to sign the contract in accordance with this RFP.
  iii. If a bidder is found to have a record of poor performance, such as abandoning work, being blacklisted, causing significant delays, or facing commercial failures.
  iv. If a bidder is discovered to have engaged in the suppression of facts, submitted fraudulent statements, committed misconduct, or participated in any other dishonest or unethical activities related to this RFP.
  v.   If a proposal contains deviations from the specified requirements (except when such deviations are explicitly allowed in the RFP), or if it includes conditional offers or partial offers.

6.5.3   Lack of Information to the Bidders

The bidder shall be deemed to have carefully examined the RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfil his obligation under the tender.

6.5.4   Language

The Proposal must be completed by the Bidder in English only. If any supporting documents are submitted in a language other than English, they must be accompanied by an English translation, which should be duly attested by the Bidders. In case of any discrepancies in interpretation, the English translation will take precedence.

6.5.5   Proposal Preparation Cost

a. The bidder is responsible for all costs associated with participating in the RFP process. This includes but is not limited to expenses related to conducting due diligence, attending meetings, discussions, and presentations, preparing the proposal, providing any additional information requested by OCAC to facilitate the evaluation process, and negotiating a definitive contract, as well as any other activities related to the bidding process.

b. OCAC will not be responsible or liable for any of these costs, regardless of the conduct or outcome of the bidding process.

6.6   Submission of proposal

6.6.1   Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing 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 the 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

6.6.2   Guidelines for Registration

a. Bidders are required to enrol themselves on the eNivida Portal https://enivida.odisha.gov.in or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of R 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 addresses 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 a 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 the 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.

6.6.3   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 (NON-REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees, tenders will be moved to the respective 'requested' Tab. This would enable the e-Tender Portal to inform the bidders through SMS/e-mail in case any corrigendum is issued to the tender document.

6.6.4　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 with 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 the Colour option, which helps in reducing the 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.

6.6.5　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 & 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 & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

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

6.6.6   Clarifications on using the 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 the 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

6.6.7   Tender Validity

Proposals shall remain valid for a period of **180 Days** from the date of opening of the technical proposals. OCAC reserves the right 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.

6.6.8   Submission and Opening of Proposals

a. The bidders should submit their responses as per the format given in this RFP in the following manner:
  – Response to Pre-Qualification Criteria
  – Technical Proposal
  – Commercial Proposal

b. Please note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

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

The Proposals submitted up to **16/12/2025, 02:00 PM** will be opened on **16/12/2025, 04:00 PM** by the Proposal Evaluation Committee.

6.6.9   Late Bids

a. Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever shall not be entertained and shall be returned unopened.

b. The bids submitted in hard copy or by post/e-mail etc. shall not be considered, and no correspondence will be entertained on this matter.

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

7.   Tender Evaluation Process

a. Odisha Computer Application Centre (OCAC) will establish a Proposal Evaluation Committee to evaluate the responses from bidders.

b. The Proposal Evaluation Committee, formed by OCAC, will assess the proposals submitted in response to the Request for Proposal (RFP) along with all supporting documents and evidence. Failure to provide the required supporting documents may result in the rejection of the bid.

c. The decisions made by the Proposal Evaluation Committee regarding the evaluation of RFP responses

are final. No correspondence will be entertained outside the negotiation or discussion process with the Committee.

d. The Proposal Evaluation Committee may request meetings with bidders to seek clarifications on their proposals if necessary.

e. The Committee reserves the right to reject any or all proposals based on any deviations from the specified requirements.

f. All proposals will be evaluated according to the criteria and requirements outlined in this RFP.

g. An initial scrutiny of bids will take place, and those deemed non-responsive will include proposals that are:

    i   Not submitted as specified in the RFP document

    ii Received without a Letter of Authorization (Power of Attorney)

    iii Found to have omitted details

    iv Incomplete, subjective, conditional, or partially submitted offers

    v Submitted without the requested documents from the checklist

    vi Submitted with a shorter validity period than required

h. All responsive bids will be considered for further processing as follows:

i. OCAC will compile a list of responsive bidders who comply with all the terms and conditions of the RFP. All eligible bids will be evaluated further by the committee according to the defined evaluation process in this RFP document. The Committee's decision in this matter will be final.

8. Criteria for Evaluation

8.1 Pre-Qualification Criteria

Before opening and evaluating the technical proposals, the bidder's eligibility would be evaluated to assess their compliance with the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting the requisite proof for supporting pre-qualification criteria are liable to be rejected at the preliminary level. The bidder shall fulfil all the following Pre-Qualification criteria independently, as on the date of submission of the bid.

Pre-Qualification Criteria			
Sl. No.	Basic Requirement	Eligibility Criteria	Supporting Documents
1	**Legal Entity**	Bidder should be a: — Registered as a company/ LLP under the Companies Act, 1956/2013; or — Partnership Firm registered under the Limited Liability Partnership Act 2008/India Partnership Act 1932, or Additionally, Bidder should be: • registered with Goods and Services Tax Network (GSTN); & • in operation for at least three (3) financial years as on 31st March 2025; &	(i) Copy of Certificate of Incorporation/ Registration, along with a Copy of the work order/completion certificate as documentary proof in S/W development (ii) Valid GSTIN and a copy of the GST Registration Certificate. (iii) PAN Copy

		• having a registered office in India.	
2	**Average Annual Turnover**	The average annual turnover of bidders from IT/ITES operations & services, in the last three Commercial years (FY2024-25, FY2023-24, FY2022-23) must be at **least 4 Cr.**	Turnover certificate/audited balance sheet and profit & loss statement from the Statutory Auditor/CA for the last three years, i.e., FY 24-25, FY 23-24 & FY 22-23 - specifying the required average annual turnover
3	**Net-worth**	The company must have positive net worth in the last three financial years (FY2024-25, FY2023-24, FY2022-23).	Certificate from the Statutory Auditor; OR Copy of Audited Balance Sheet
4	**Manpower Strength**	The Bidder must have **at least 30** technically qualified professionals having a minimum qualification B.E/B Tech/MCA or equivalent or higher on its payroll.	Certificate from HR Head (on the Company letterhead) showing the details of resources with qualifications.
5	**Certifications**	The bidder must possess: CMMI Level 3 or above **and** ISO 9001:2008	Copy of a valid certificate
7	**Earnest Money Deposit (EMD) Fee**	EMD fee of **₹5,00,000 /- (Five Lakhs)** - as specified in this RFP	• In the shape of Bank Draft OR Bank Guarantee issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. • In the shape of DD in favor of Odisha Computer Application Centre (OCAC) for Tender Fee. • The tender fee may also be paid through electronic mode.
8	**Blacklisting**	The bidder should not continue to be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India at the time of submission of the bid.	Self-Declaration - duly signed by an authorized representative of the Bidder
9	**Authorized Representative from Bidder**	A power of attorney/board resolution in the name of the person signing the bid.	Original Power of Attorney on legal paper/ Board resolution copy
10	**Technical Capacity- 1**	The Bidder should have successfully completed at least the following IT/ITES Projects for any Government Department / Government Agency / PSU in India during the last 10 years as on bid submission date and value specified below: − 1 project not less than 1.50 Cr. OR − 2 projects not less than 1Cr. each OR − 3 projects not less than 75 Lakh each.	• Work Order/EoI/Testimonials • Project completion / Go-live certificate. • RFP/ EoI of the said project

11	Technical Capacity- 2	The project components of the above-mentioned projects must include the following activities: I. Design and development of application system (scope must include Portal Design, Development, Integrations, dashboards, etc.), II. Any Survey/ Data collection Applications. III. Assets Management IV. Mobile App development	Work order + Completion Certificates/Testimonials from the Client /Competent Authority. **Note:** A copy of the Work Order and Completion certificate signed by a competent authority should clearly mention the scope of work done and the project value. In case of Ongoing projects, it must be ensured that the project must have gone live. Also, the total work order value must comply with the criteria mentioned in this clause of the RFP. Bidders must produce a Go-Live Certificate/a Substantial Completion Certificate / Phase Completion Certificate.
12	Consortium bidding / Subcontracting	A consortium of any kind is not allowed.	• Self-Declaration
13	Local Presence	The Bidder must have an established presence in Odisha for a minimum of 5 years. In case the bidder does not have a local presence, the successful bidder shall be required to set up a registered office in Odisha within 3 months from the date of receiving the work order.	• Address proof of the local office of the bidder or its local enterprise, along with a copy of the Goods and Services Tax (GST) registration certificate indicating the GSTIN, or a copy of the rental agreement in case the GSTIN has not yet been issued.

8.2 Technical Qualification 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 the technical evaluation criterion as provided below:

Sl. No.	Evaluation Criteria	Documents Required	Max Score
1	The Bidder should have an average annual sales turnover in INR from IT/ITeS projects during the preceding three financial years, ending on 31st March 2025. −INR > 4 Cr: 6 Marks. **and** For every additional turnover of 5 Cr. 2 marks each, subject to a maximum of 10 marks.	• Statement to that effect should be certified by a Chartered Accountant. • Copies of audited balance sheets, profit & Loss Accounts, and Annual Reports of the last 3 financial years (up to 31 March 2025) should be enclosed.	10

2	The Bidder must have successfully executed projects of similar scope, including design, development, integration, operation, maintenance, and support of web-based software applications. Such projects should involve components such as workflow management and integrated online and offline data collection through mobile platforms within a single application, with successful compliance to Cyber Security Audit requirements. These projects should have been executed for State/Central Government Departments or PSUs during the last five financial years (FY 2020-21 to FY 2024-25).
	
	(This should not include Software License Cost)
	
	For 3 Projects of value >= 75 Lakhs or
	  2 Projects of value >= 1 Cr or
	  1 Project of value >= 1.5 Cr
	
	Total Marks = 12
	
	and
	For every additional project of value >= INR 75 Lakh, 2 marks up to a maximum of 20 Marks.
		• Work Order
		
		• Project completion / Go-live certificate.
		
		• RFP/ EoI/Testimonials of the said project
			20

3	The bidder should have successfully developed and implemented a Web portal and a Standalone Mobile App for any State Department / PSU / Govt. Agency in India.	• Work Order • Project completion / Go-live certificate. • RFP/ EoI/Testimonials of the said project	10

	1 Project= 5 Marks 2-3 Projects= 8 Marks > 3 Projects = 10 Marks		
4	The bidder must have successfully customized/augmented, implemented, and maintained at least one application developed using .NET Core and at least one application developed using PHP, for any Government Department, Government Agency, or Public Sector Undertaking (PSU) in India. • One project in both .NET and PHP = 6 marks. **and** Each additional project, either in .NET or PHP, will secure 2 marks, up to a maximum of 10 Marks.	• Work Order • Project completion / Go-live certificate. • RFP/ EoI/Testimonials of the said project	10
5	The bidder must have successfully customised and implemented at least one COTS or similar application for any State Government Department, Central Government Department, Government PSU, or Government Autonomous Body. • 1 Project = 6 marks • 2–3 Projects = 8 marks • More than 3 projects = 10 marks	• Work Order • Project completion / Go-live certificate. • RFP/ EoI/Testimonials of the said project	10
6	The bidder should possess the additional certifications as part of their credentials. (**Valid certificate to be produced**)	• CMMi Level 3- 1 marks • CMMi Level 5- 3 marks • ISO 20000- 1 marks • ISO 27001- 1 marks	5
7	The Bidder must have **more than 30** full-time resources in its payroll as on the date of submission of the bid. − 30 Resources: 2 Marks **And** For every additional 5 resources,1 mark each subject to a maximum of 5 marks	Certificate from HR/ Director (on the Company letterhead) showing the details of resources with the latest EPF copy.	5
8	Technical Presentation including Demonstration of ▪ World Bank Survey Solution for CAPI ▪ NADA for Data Cataloguing Solution, along with the ▪ Development of Scheme-Specific Monthly Progress Reports (MPR) and an ▪ Inventory Management System	▪ Understanding the project Requirement and Proposed Solution Architecture (functional and Technical Architecture) = **5 Marks** ▪ Approach & methodology for completing the work = **10 Marks**	30

	(IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha. (A technical expert, who will be deployed in the project, should be included in the presentation team.)	▪ Demonstration of both Survey Solution and NADA in the Agency server, with functionality = 10 **Marks** ▪ Technologies used and Project management plan with Risks and Mitigation Plan = 5 **Marks**	
		Total Marks	**100**

Note:

1. *The bidder should furnish a document on the approach & methodology adopted to accomplish this assignment in the technical bid.*
2. *The bidder should furnish documentary evidence of experience of e-governance projects, Web Portal and workflow-based web application development.*
3. *The bidder has to submit the work order along with the completion OR phase completion certificate.*
4. *The proof of document should be in proper order and well-indexed.*

9. Selection Methodology

a) **Quality-cum-Cost Based Selection** (QCBS) with Technical and Financial ratios **70:30** will be adopted for the evaluation of bids.

b) **Evaluation of Technical Bid**

  i. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

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

  iii. Technical Scores for other than H1 bidders will be evaluated using the following formula:

  a. Technical Score of a Bidder =
  {(Technical Bid score of the Bidder / Technical Bid Score of H1) X 100} %
  (Adjusted to two decimal places)

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

c) **Evaluation of Financial Bid**

  i. The Financial Bids of the technically qualified bidders will be opened in the presence of bidders' representatives.

  ii. The bidder with the lowest financial bid (L1) will be awarded 100% score.

  iii. Financial Scores for other than L1 bidders will be evaluated using the following formula:

  a. Financial Score of a Bidder =
  {(Financial Bid of L1 / Financial Bid of the Bidder) X 100} %
  (Adjusted to two decimal places)

  iv. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.

  v. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.

  vi. Any conditional bid would be rejected.

vii. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

d) Combined Evaluation of Technical & Financial Bid: -

i. The technical and financial scores secured by each bidder will be added using weightage of 70% (Technical) and 30% (Financial) respectively to compute a Composite Bid Score.

$$Bn = 0.70 * Tn + 0.30* Fn$$

Where,

Bn = overall score of the bidder

Tn = Technical score of the bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the bidder

ii. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

iii. Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score(70% of B)	Weighted Financial Score(30% of C)	Composite Score (F=D+E)
A	B	C	D	E	F

10. Appointment of the Implementing Agency

10.1 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.

10.2 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 before 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.

10.3 Purchaser's Procurement Rights

Without incurrence any liability whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

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

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

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

d. Exclude any of the module(s)

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

f. Increase or decrease the number of resources supplied under this project.

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

h. Make typographical corrections or correct computational errors to proposals.

i. Request bidders to clarify their proposal.

10.4   Notification of Award

a. Prior to the expiration of the proposal validity period, OCAC will notify the successful bidder in writing or by fax or by 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.

b. The notification of award will constitute the 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.

10.5   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, the total contract value may change on the basis of rates defined in the financial proposal.

10.6   Performance Guarantee

a. Selected Service to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award to OCAC.

b. PBG would be 10% of the total Project cost and valid for 48 months.

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 a 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.

10.7   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 the proposal of the bidder.

10.8   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 the award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of the successful bidder.

11. Scope of Work

11.1 Scope of Work for CAPI and NADA

11.1.1 Introduction

The selected bidder shall be responsible for the comprehensive deployment, customization, and maintenance of the World Bank's CAPI-based tool "Survey Solutions" and data catalogue tool "NADA" for DE&S, Odisha. The detailed scope of work is as follows:

11.1.2 Customization, Configuration, and Deployment

11.1.2.1 Activities to be performed for CAPI

a. The selected agency shall assess the application architecture, including front-end, back-end, and mobile layers.

b. Review data collection workflows and compatibility with DE&S survey methodology.

c. Evaluate role-based access control, authentication, and user management features and examine offline survey capability and data synchronization processes.

d. Install and configure the World Bank CAPI (Computer-Assisted Personal Interviewing) Survey Solution on its own server environment before the security audit.

e. The User Department will access the application from the agency's server on a temporary basis.

f. During the entire period of the project, the SI will be responsible for following (including but not limited to this only), etc., as per the requirements of the user department.

    i   System Setup & Configuration

    ii   Integration & API Usage

    iii Testing & Deployment

    iv Data Management & Export

    v   Performance Optimisation

g. Upon successful completion of UAT and receipt of formal sign-off from the User Department, the agency shall coordinate and conduct a Cyber Security Audit through a CERT-In empaneled Cyber Security Audit firm.

h. Following the successful audit, the User Department/OCAC will provision the necessary production environment on the State Data Centre (SDC) for deployment of the solution. Once the application is deployed at SDC, the User Department will officially declare the Go-Live of the application and commence the Survey using the newly implemented CAPI solution.

i. During the entire period of the project, the SI will be responsible for the configuration of master data, summary reports, etc. (including but not limited to this only) as per the requirements of the user department.

11.1.2.2 Obligations of Stakeholders

A. Implementing Agency

1. Install and configure the World Bank CAPI Survey Solution on its own server.

2. Provide access to the User Department for testing and UAT, which includes:

    i.   Set up the UAT environment with real survey parameters.

    ii. Load sample survey forms and dummy data.

    iii. Provide a UAT checklist to DE&S for validation.

    iv.   Log all bugs, enhancement requests, and UI/UX issues.

    v.   Coordinate with developers for quick resolution.

    vi.   Retest after issue fixes.

    vii.   Maintain the UAT sign-off sheet.

    viii.   Prepare a feedback summary report.

    ix.   Finalize readiness for Go-Live based on UAT success.

3. Address feedback and finalize the solution based on UAT observations.

4. Conduct a Cyber Security Audit through a CERT-In empaneled firm post-UAT sign-off, which includes:

    i.   Identify a CERT-IN empaneled security audit firm.

    ii.   Prepare an audit checklist in line with government IT security policies.

    iii.   Share application access and documentation with the audit team.

    iv.   Implement required security patches and changes.

    v.   Document audit findings and compliance status.

    vi.   Validate fixes through re-testing.

    vii.   Maintain a register of risks and mitigations.

    viii.   Submit the final audit clearance certificate.

5. Coordinate deployment of the application at the SDC once the production server is provisioned.

6. Identify areas requiring code-level customization (back-end/frontend/mobile).

7. Integrate with APIs provided by NIC, OCAC, or other relevant bodies.

8. Change the UI for the creation of the departmental Logo, signature, look and feel.

9. Ensure the technical customization of in line with the requirement of user department like master data management, user management, and form design as needed.

10. Preparing and delivering specific reports based on the needs of stakeholders, management, or regulatory bodies.

11. Provide necessary technical support during the transition from testing to production.

B.   User Department (DE&S and OCAC)

1. Participate actively in solution testing and provide timely feedback during UAT.

2. Provide formal sign-off upon successful completion of UAT.

3. Declare Go-Live of the application post-deployment.

4. Initiate the Statistics Survey using the CAPI solution.

5. Facilitate provisioning of the production server at the State Data Centre (SDC) upon request from the User Department.

6. Extend necessary coordination support for deployment and Go-Live activities.

11.1.3 Customization, Configuration, and Deployment of NADA

11.1.3.1 Activities to be performed

1. The selected agency/bidder shall be responsible for the customization, installation, and configuration of NADA, a Data Catalogue Solution, within its own server environment.

2. The User Department will access the application from the agency's server on a temporary basis.

3. Necessary customizations, such as of theme of the user department, to be done on the agency server and confirm the user department for User Acceptance Testing (UAT).

4. Upon successful completion of UAT, the agency shall coordinate and conduct a Cyber Security Audit through a CERT-In empaneled Cyber Security Audit firm.

5. Following the successful audit, the User Department/OCAC will provision the necessary production environment on the State Data Centre (SDC) for deployment of the solution.

6. Once the application is deployed at SDC, the User Department will officially declare the Go-Live of the NADA application.

7. During the entire period of the project, the SI will be responsible for following (including but not limited to this only), etc., as per the requirements of the user department.

   a. Customization & Theming as per the Odisha government.
   b. Data & Metadata Management
   c. Access Control & User Roles for DE&S officials and end users.
   d. API Integration & Automation
   e. Monitoring & Reporting
   f. Performance optimization
   g. Mobile application on the Android platform

8. **Mobile Application**: The selected agency shall design, develop, and deploy a mobile application for NADA on both Android and iOS platforms. The app will serve as a public-facing dashboard to disseminate key statistical insights of Odisha in a visually engaging and accessible format. It will act as a companion to the NADA portal, offering simplified access to curated data visualizations for the general public.

   The mobile app shall include the following features:

   - Graphical and Infographic Display: Present key statistics from various statistical activities of DE&S using interactive charts, graphs, and infographics (e.g., bar, pie, line, heatmaps).
   - Download and Share Options: Allow users to download charts/infographics as images and share them via social media, messaging apps, or email.
   - Dataset Linking: Each chart or infographic must be linked to its corresponding dataset hosted on the NADA portal. Users should be able to navigate to the dataset page via a direct link.
   - Thematic Browsing: Enable users to explore statistics by theme (e.g., health, education, agriculture), geography (State/District), or year.
   - Bilingual Interface: Support both English and Odia languages with an easy toggle option.
   - Public Accessibility: No login required; the app should be freely accessible to all users.
   - Compliance and Security: The app must comply with CERT-IN security guidelines and undergo a security audit prior to Go-Live.

11.1.3.2　Obligations of Stakeholders

A.　Implementing Agency

1. Customize, install, and configure NADA Data Catalogue Solutions on its own server.
2. Address feedback and assist during the evaluation phase.
3. Conduct a Cyber Security Audit of the selected Data Catalogue Solution post-UAT through a CERT-In empaneled firm.
4. Deploy the final recommended solution in the production environment at the SDC after a successful audit.

B.　User Department (DE&S and OCAC)

1. Provide all required approvals and sign-offs in a timely manner.

2. Support UAT and coordinate with the selected agency for the resolution of issues and finalization.
3. Coordinate with the User Department and the selected agency for provisioning the required infrastructure at the State Data Centre.
4. Facilitate deployment of NADA in the SDC production environment.
5. Provide administrative and technical support as necessary during the deployment phase.

11.1.4 Cyber Security Audit and SSL Configuration of Both Applications

The selected agency shall ensure the security and compliance of both the World Bank CAPI Survey Solution and the NADA Data Catalogue Solution by undertaking the following activities:

11.1.4.1   Activities to be performed

i. **Engagement of CERT-In Empaneled Cyber Security Audit Firm**
   - Coordinate and engage a CERT-In empaneled cybersecurity audit firm to conduct security assessments of both applications.
ii. **Submission of Audit Report**
   - Obtain and submit a detailed Cyber Security Audit Report highlighting identified risks, severity levels, and recommended remediation measures.
iii. **Remediation of Vulnerabilities**
   - Address and fix all critical and high severity required vulnerabilities identified during the audit, in consultation with the audit firm and as per industry best practices.
iv. **Re-Audit and Final Compliance**
   - Coordinate re-audit (if required) and obtain a final compliance certificate from the audit firm confirming that all security gaps have been resolved.
v. **SSL Configuration**
   - Generate SSL certificates for relevant domains.
   - Install certificates on application servers.
   - Configure HTTPS redirection for all URLs.
   - Update application configuration to enforce secure cookies.
   - Document SSL installation and configuration steps.
vi. **Securing the Server and Application Infrastructure**
   - Implement security hardening of the server and application environments based on audit recommendations to minimize attack surfaces.
vii. **Documentation and Handover**
   - Comprehensive delivery of all relevant documentation covering the customization details, results, and compliance of the security audit, deployment procedures, system architecture, and configuration specifications, user manuals for both administrators and end-users, troubleshooting guides, and any other relevant technical or operational documents.
   - The agency/bidder shall ensure that all documentation is accurate, up-to-date, and sufficient to enable the User Department to independently operate, maintain, and troubleshoot the deployed solutions without additional support.
   - Prepare comprehensive security implementation documentation, including SSL configuration steps, credentials management, and compliance certificates.
   - Submit the documentation to OCAC and the User Department for record and future reference.

11.1.5 Operation and Maintenance (O&M) of Both Applications

The Operation and Maintenance (O&M) phase for both the World Bank's CAPI tool Survey Solution and the Data Catalogue tool NADA shall commence from the respective Go-Live dates of each application.

The duration of the O&M phase shall be 12 months for each application, starting from their respective Go-Live dates.

11.1.6 Scope of O&M Activities

i.   Monitoring and Support
- Daily monitoring of application uptime, performance, and health status.
- Monitor server and application health 24x7.
- Track incidents and maintain resolution logs.
- Timely resolution of bugs, glitches, and all issues encountered during regular use.

ii.   User Support & Issue Resolution
- Helpdesk support for end-users via email, phone, or messaging system.
- Resolution of user-reported issues within agreed SLAs.

iii.   Backup and Data Management
- Regular data backup and restore support as per OSDC protocol.
- Management of log files and archival of relevant system data.

iv.   Performance Tuning and Optimization
- Minor performance improvements and configuration adjustments to enhance system efficiency.

v.   Version update of the Software
- Backup existing system and data – Ensure all current data and configurations are backed up safely before starting the update.
- Review release notes and compatibility – Check the new version's release notes for changes, system requirements, and compatibility issues.
- Test update in staging – Apply the update in a test or staging environment first to identify any issues before deploying to production.

vi.   Patch Updates
- Application of necessary patches, including security patches, OS updates, and framework-level updates (if required and approved).

vii.   Periodic Reporting
- Submission of monthly reports on system performance, incidents, resolution status, and uptime.

11.1.6.1   Obligations of Stakeholders

A.   Implementing Agency

- Initiate O&M support from the date of Go-Live for each application.
- Provide dedicated technical and functional support during the 12-month O&M phase.
- Resolve bugs, provide user support, and maintain system performance as per agreed SLAs.
- Submit periodic reports and maintain documentation of activities.
- Escalate issues beyond the defined scope to OCAC and the User Department for further guidance.

B.   User Department (DE&S and OCAC)

- Log and report issues encountered during operations in a timely manner.
- Provide timely approvals and access required to facilitate the resolution of issues.
- Support coordination between field-level users and the technical support team.
- Flag any new requirements outside the scope of O&M for formal approval and change management.

11.1.6.2   Deployment of Dedicated Manpower Support during O&M Phase

The selected agency shall deploy the following dedicated manpower resources to support the implementation and survey, and the Operation and Maintenance (O&M) phase for a period of 12 months from the respective Go-Live dates of the applications.

The resources will be placed in the Bhubaneswar office of the Directorate of Economics and Statistics, and follow the working hours of the DE&S and also adhere to the survey timeline

S.N.	Type of Resources	Requirement	
		Resource	**Months**
1	Software Developers /Programmers	2	12
2	Support Associate	3	12

The deployed personnel shall be responsible for facilitating smooth operation, coordinating with the user department, assisting in issue resolution, gathering feedback, and supporting change management activities as applicable.

The agency shall ensure:
  a. Timely deployment of competent and qualified personnel.
  b. Availability of resources throughout the O&M period without interruption.
  c. Prompt replacement in case of non-performance or resignation of any resource, in compliance with the prescribed norms.

11.1.7   Resource Credentials

No.	Resources	Location	Qualification and Experience	Deliverables
1	Support Associates	Onsite – Bhubaneswar	• Bachelor's or Associate Degree in Information Technology, Computer Science, or a related field (preferred but not mandatory). • 2+ years' experience in help desk support, IT support, or technical assistance. • Experience supporting data collection or survey platforms (preferred).	• Assist users with issues related to Survey Solutions Designer, Interviewer App, and Headquarters. • Troubleshoot questionnaire logic errors, sync failures, and device compatibility problems. • Guide interviewers, supervisors, and HQ users through account setup and role assignment. • Conduct training sessions on using the Designer tool, managing assignments, and syncing devices. • Help users navigate the NADA interface for browsing, searching, and downloading datasets. • Resolve issues related to metadata display, file uploads, or catalog search functionality. • Coordinate with developers to escalate bugs or system errors. • Create user manuals, FAQs, and video tutorials for field teams.

No.	Resources	Location	Qualification and Experience	Deliverables
				• Support data validation and cleaning workflows.
2	Software Developer/Programmer- in .net core, PHP My SQL, PostgreSQL	Onsite – Bhubaneswar	• Bachelor's or master's degree in computer science, Software Engineering, Information Technology, or a related field. • Certifications in relevant programming languages or software development methodologies are optional but beneficial. • 3–7 years of software development experience. • 2+ years of experience in survey platforms, data collection, or field-based research applications.	• Use Designer tool to build complex questionnaires with C# scripting for logic and validation. • Test and debug skip patterns, dynamic rosters, and enabling conditions. • Integrate Survey Solutions with external dashboards or analytics platforms. • Ensure compatibility across Android devices and troubleshoot sync issues. • Assist with data cleaning and validation workflows. • Upload datasets and document metadata to NADA. • Configure access levels (open, public-use, licensed, restricted). • Use NADA's RESTful API to automate catalog updates and metadata publishing. • Implement security best practices and backup strategies. • Participate in training sessions and provide technical support to field teams.

11.1.8 Obligations of Stakeholders

A. Implementing Agency

  i. Ensure that within the agreed timeline (within 1 week after Go-Live), the vendor or service provider assigns the required manpower who meet the required qualifications, certifications, and experience levels.

  ii. The Support Associates should have expertise in handling user issues, troubleshooting, system monitoring, and providing technical assistance.

  iii. The Business Analysts should have strong analytical, documentation, and communication skills to support system optimization, gather business requirements, and ensure alignment with user needs.

  iv. Profiles, resumes, and qualification details of these resources should be shared in advance with the User Department and OCAC for verification and approval.

  • **Maintain continuous availability of the deployed resources for the entire 12-month O&M phase.**

    i. Guarantee that all the resources remain fully deployed and available throughout the entire O&M phase, ensuring there are no gaps or downtimes in resource coverage.

    ii. Establish proper backup mechanisms, shift management (if applicable), and leave planning so that critical support and analysis tasks continue uninterrupted.

    iii. Clearly define working hours, response times, and on-call arrangements (if required) to ensure continuous service delivery.

- **Replace any resource, if required, with a suitable and equally qualified replacement within 7 working days, with prior approval from the User Department and OCAC.**
    i. In case any assigned resource resigns, is unavailable, or does not meet performance expectations, the vendor must replace them within 7 working days.
    ii. The replacement resource should have equal or higher qualifications, certifications, and relevant experience, ensuring no degradation in service quality.
    iii. The replacement process requires prior approval from both the User Department and OCAC, meaning that proposed replacement profiles must be submitted, reviewed, and approved before onboarding.
    iv. Clear transition and handover processes should be followed to minimize disruption during the replacement phase.
- **Provide timesheets, work reports, and resource utilization details on a monthly basis to DE&S and OCAC.**
    i. Maintain detailed timesheets capturing daily working hours, activities performed, and attendance records for each deployed resource.
    ii. Submit monthly work reports summarizing key tasks completed, challenges faced, solutions provided, progress against deliverables, and performance metrics.
    iii. Provide resource utilization reports that show how effectively the resources' time and effort are being used, including percentage breakdowns across major tasks or projects.
    iv. Ensure these reports are submitted within the first week of each subsequent month and are reviewed jointly by the vendor, User Department, and OCAC for alignment, accountability, and performance tracking.

11.1.9 User Department (DE&S and OCAC)

   i. Facilitate onboarding, workspace, and required access for the deployed resources.
  ii. Assign day-to-day tasks and guide the deployed personnel on domain-specific requirements.
 iii. Review and monitor the performance and attendance of the deployed resources regularly.
  iv. Issue a monthly attendance and performance report of the deployed personnel to OCAC for record and compliance monitoring.
   v. Verify resource deployment and monitor compliance with empanelment norms.
  vi. Review the monthly attendance and performance reports submitted by the User Department.
 vii. Address any resource-related issues escalated by the User Department or the selected agency.
viii. Ensure the selected agency adheres to manpower deployment timelines and contractual obligations.

11.1.10 Software Enhancement Service / Change Management Request

Any requirement for enhancement, modification, or significant functional change beyond the scope defined in this RFP shall be treated as a Change Request (CR) and must follow a structured Change Management Process.

   a. Any change request proposed by the bidder shall be considered by the department only when the efforts involved are less than 15% of the total project cost/ corresponding stage as applicable.
   b. Identification and documentation of the requirement for the change - The information related to the initiator, initiation date, and Priority of the change will be documented by the department.

c. Analysis and evaluation of the Change Request: The impact of the change in terms of the estimated effort changed schedule, cost based on the financial Bid and the items impacted will be analyzed and documented by the bidder

d. Approval or Disapproval of the change request: The department shall approve or disapprove the change requested after discussion with the bidder on the impact of the change.

e. Implementation of the change: The change will be implemented in accordance with the agreed cost, effort, and schedule.

f. Verification of the change – The change will be verified by the department upon implementation of the change request.

11.1.11 Functional Requirement- CAPI and NADA

As per the existing scope of the RFP:

a. Configuration-level changes and minor customizations only for both the World Bank CAPI Survey Solution and the Data Catalogue Solution are included under the base scope.

b. Major customizations, however, shall be handled exclusively through the Change Request Management Process as detailed above.

11.1.11.1 Classification of Customization

Application	Category	Definition	Indicative Examples of Activities
Survey Solution for CAPI	Configuration (No Code Change)	Functional setup performed through the application's admin interface or configuration files, with no changes to source code.	- Creating user roles (HQ, Supervisor, Interviewer) - Assigning survey templates and schedules - Configuring export formats (SPSS, STATA, CSV) - Enabling authentication and access control - Setting survey versioning and sync intervals
	Minor Customization	Code-level changes that are limited in scope and do not alter core logic, data flow, or system architecture.	- Adding department logo and theme to UI - Defining field-level validations (e.g., required, numeric range) - Customizing data labels or terminology in the dashboard - Creating printable PDF summaries of survey responses - Adding non-functional dashboard visualizations
	Major Customization *(Requires CMR)*	Substantial code changes that affect core workflows, user experience, system language, or introduce new functionalities or integrations.	- Odia language localization of full interface and forms - Custom Android APK with advanced sync or security features - Designing a new dashboard analytics module - Integration with external APIs - Custom multi-stage or branching logic for survey flows
NADA for Data Catalogue Solution	Configuration (No Code Change)	Initial setup and configuration are performed via the system UI or configuration layers, without modifying the source code.	- Setting metadata schema (Dublin Core, DDI, etc.) - Defining user roles and access controls - Tagging and organizing datasets - Branding (logos, headers, themes) - Enabling license terms, download controls

Application	Category	Definition	Indicative Examples of Activities
	Minor Customization	Changes to front-end templates, styles, or metadata do not alter the behavior that impacts business logic or workflows.	- UI customization (CSS, layout tweaks) - Modifying metadata form field labels - Adding search filters and sorting criteria - Inserting department-specific help or support pages - Lightweight dashboard view with simple counts or charts
	Major Customization *(Requires CMR)*	Functional enhancements or integrations involving language localization, workflow logic, third-party systems, or custom dashboards.	- Interface translation to Odia (full application) - Integration with SSO or department login systems - Approval workflow for dataset publication - Building a public-facing dataset API - Incorporating interactive visualizations or advanced search tools

*Note: The examples listed below are **indicative in nature** and intended to illustrate the **typical scope of activities** under each customization category. Final classification shall be determined based on impact assessment and mutual agreement.*

11.1.12 Handling Major Customization Identified During Cyber Security Audit

During the course of the Cyber Security Audit, the audit firm may recommend certain changes that go beyond configuration or minor adjustments—for example:

a. Replacement of authentication mechanisms (e.g., switching to multi-factor authentication),

b. Overhaul of session management or encryption standards,

c. Complete restructuring of access control or role-based privileges,

d. Secure API development to replace insecure modules or services.

Such audit-driven major changes shall also be treated as Major Customizations and will follow the Change Request Management Process described above.

In such cases:

a. The audit recommendation shall be reviewed jointly by OCAC, the Selected Agency, and the User Department.

b. OCAC will coordinate the effort estimation, timeline, and cost, and submit it to the User Department for approval.

c. Implementation will begin only upon receipt of formal approval from the User Department.

11.2 Scope of Work- Monthly Progress Report (MPR)

11.2.1   Introduction

The requirements proposed are to carry out the following activities for Design, Development of the MPR Portal for the Directorate of Economics & Statistics, Govt. of Odisha:

- **Automation of Monthly MPR Submission**
    - Develop an online system to automate the process of monthly **Progress Report (MPR)** submission by District-level authorities.
    - Cover multiple statistical schemes (Census, Surveys, and Secondary Data Collection).
    - Ensure a **standardized, uniform format** of reporting across all districts and blocks.
    - Reduce manual errors and delays by enabling **digital submission and automated consolidation**.

- **Design, Development, UAT, and Implementation of MPR Portal & Mobile App**
    - Design a **web-based MPR Portal** with a responsive UI for accessibility across devices.
    - Develop a **Mobile App** for Android/iOS to facilitate field-level data submission.
    - Implement **end-to-end workflows** for reporting, review, and monitoring.
    - Conduct **User Acceptance Testing (UAT)** with DE&S and stakeholders before final rollout.
    - Go-Live implementation with **phased rollout** (Pilot → Statewide).

- **Master Data Management**
    - Centralized management of master data such as:
        - **Schemes** (e.g., Census, NSS, Agricultural Surveys).
        - **Departments** (responsible for different schemes).
        - **Indicators & Units of Measurement** (quantitative and qualitative).
        - **Geographic hierarchy**: State → District → Block → Village.
    - Ensure easy updation and version control of master data by authorized users.

- **Scheme-wise District/Block/Village Mapping with LGD Code**
    - Maintain a repository of scheme-to-location mapping.
    - Integration with **Local Government Directory (LGD) codes** for uniform identification of administrative units.
    - Enable dynamic association of schemes with geography for flexible reporting.

- **DPMU-wise User Mapping**
    - Map users to **District Project Monitoring Units (DPMUs)**.
    - Assign relevant schemes, indicators, and reporting responsibilities to each user.
    - Provide flexibility to update user mapping as per organizational changes.

- **User Management & Role-Based Access Control**
    - Create a **role hierarchy** (State Admin, District Admin, Block Officer, Data Entry Operator, Reviewer, Approver, etc.).
    - Role-based permissions for data entry, validation, approval, reporting, and dashboard access.

- Authentication using **MPR Data Entry & Submission**
    - Online form-based MPR data entry by DPMU officers.
    - Data entry accessible via **Portal and Mobile App**.

- o Facility to save drafts, validate entries, and submit final reports.
  - o Support for **multilingual/localization** (as required by the state).

- **Dynamic Workflow Engine (Review & Approval)**
  - o Configurable workflows for **data validation, review, and approval** at multiple levels.
  - o Auto-routing of submitted MPRs to designated reviewers/approvers.
  - o Provision for **rejection with remarks** and resubmission.
  - o Escalation mechanism for delayed submissions.

- **Mobile App for Field-Level Data Collection**
  - o Offline data entry capability (sync when the internet is available).
  - o **GPS-based geo-tagging** of field entries for authenticity.
  - o Capture images/documents as supporting evidence.
  - o Push notifications for pending tasks and reminders.

- **Activity-wise & Component-wise Tracking**
  - o Break down scheme-level reporting into **activities and sub-components**.
  - o Track progress against planned targets at the District/Block level.
  - o Auto-compute achievement percentages and variance analysis.

- **Dashboard & Data Visualization**
  - o Intuitive dashboard with **interactive charts, graphs, and heatmaps**.
  - o Real-time visibility of status at State, District, and Block levels.
  - o Drill-down features to navigate from State → District → Block → Village level.
  - o KPI monitoring with performance indicators.

- **Reports & Export Functionality**
  - o Predefined MIS reports (scheme-wise, district-wise, activity-wise).
  - o Custom report generation with filters.
  - o Export options in **Excel, PDF, and CSV** formats.
  - o Scheduled auto-emailing of reports to stakeholders.

- **Alerts & Notifications**
  - o Auto-generated email/SMS/App notifications to users at different workflow stages.
  - o Reminders for **pending MPR submissions or approvals**.
  - o Escalation alerts to higher authorities for delays.

- **Audit Trail & Logs**
  - o Maintain **comprehensive logs** of user activities (login, data entry, approval, modification, deletion).
  - o Support audit requirements for transparency and compliance.
  - o Provide admin reports on system usage.

- **Application Maintenance & Support**
  - o Annual Maintenance Contract (AMC) covering bug fixes, patches, and version upgrades.
  - o Performance tuning and regular database housekeeping.
  - o Technical support through **helpdesk (Level 1/2/3 support)**.
  - o SLA-based response and resolution timelines.

- **Security & Certification**

- o Conduct a **Security Audit by CERT-IN empaneled agency** before go-live.
- o Implement OWASP security guidelines, SSL, data encryption, and role-based security.
- o Ensure compliance with GIGW 3.0 and the IT Act.

- **Migration from Staging to Production**
  - o Deploy the application first on staging for testing and validation.
  - o Perform functional, security, and load testing.
  - o Migration to **State Data Centre (SDC) or Cloud infrastructure** after approval.

- **Training & Capacity Building**
  - o Training sessions for State, District, and Block-level officers.
  - o Preparation of **user manuals, quick reference guides, and video tutorials**.
  - o Train-the-Trainer approach for sustainability.

- **Helpdesk & Support (Optional, Non-Technical)**
  - o Provide a central helpdesk for user queries and troubleshooting.
  - o Support through toll-free number, email, and ticketing system.
  - o Track resolution times and generate service reports.

11.2.2   Functional requirement – MPR

The purpose of the application is to develop a **centralized MPR portal & Mobile App** to digitize, streamline, and automate the progress of work, review, and monitoring of monthly activities across various schemes and field offices. The system comprises the following functionalities and activities:

a. Master Database Management

b. User Management & Roles

c. Workflow Setup & Scheme-wise MPR Form Module

d. MPR Submission

e. MPR Verification & Approval (Workflow)

f. Activity-wise & Component-wise Status Tracking

g. Dashboard

h. Alerts & Notification

i. MIS Reports

j. Audit Trail & Activity Log

11.2.2.1   Master Database Management

- User Designation Master

- State & District Master

- Departments Master

- Scheme Master & Department – Scheme mapping

- Scheme-wise Indicators (For data collection) & Units Master

11.2.2.2   User Management & Roles

The proposed system should comprise the following user-level hierarchy.

- The Directorate of Economics & Statistics (DES) has the administrative rights to manage the entire system.

- Administrator can have the authorization to register system users (State level & District level) and set permissions for the user.

- Administrator can manage user designations.

- Administrator can create DPMU users and assign districts to the users in the system.

- Administrator can map the Scheme-wise districts & district-wise DPMU user Mapping.

- Administrator can set SMTP settings to be used in the application for sending emails in the MPR workflow.

- Administrator can be able to view the activity log for audit trail and tracking of user activities in the system.

- Administrator can configure the MPR approval workflow in the web portal.

- Administrator can be able to view and generate reports.

11.2.2.3   Workflow Setup & Scheme-wise MPR Form Module

- Administrator can configure scheme-wise multi-stage approval flow for MPR submission.

- Administrator can configure district-level & scheme-wise users for the approval process.

- The system should send notifications (Notification/Email) at each stage of the Workflow.

- System should forward the MPR automatically as per the defined time-bound escalations matrix in the Workflow.

11.2.2.4   MPR Submission

- Robust and user-friendly Monthly Progress Report (MPR) submission module that allows district-level officer (DPMU – Statistical Officer) to digitally submit monthly performance and activity reports, Scheme-wise/Department-wise.

- Statistical Officer needs to submit the MPR form in the Mobile App / Web portal as per the Scheme assigned by the Administrator, along with all the Indicators (KPI) & Units.

- MPR needs to be submitted by the DMPU Statistical officer for that specific district monthly.

- MPR submission form should have the draft-save option before final review & submission.

- Statistical Officer can attach supporting documents if required (Images, PDF, Excel, etc.)

- Once MPR is submitted by the Statistical Officer, it cannot be edited/resubmitted until the MPR is rejected. The system should send a notification to the Assistant. Director for verification & approval.

11.2.2.5   MPR Verification & Approval (Workflow)

- Once MPR is submitted by the Statistical Officer, the system should send a notification to the Assistant. Director for verification & approval.

- Upon submission, the MPR moves to the next level in the approval hierarchy as below:
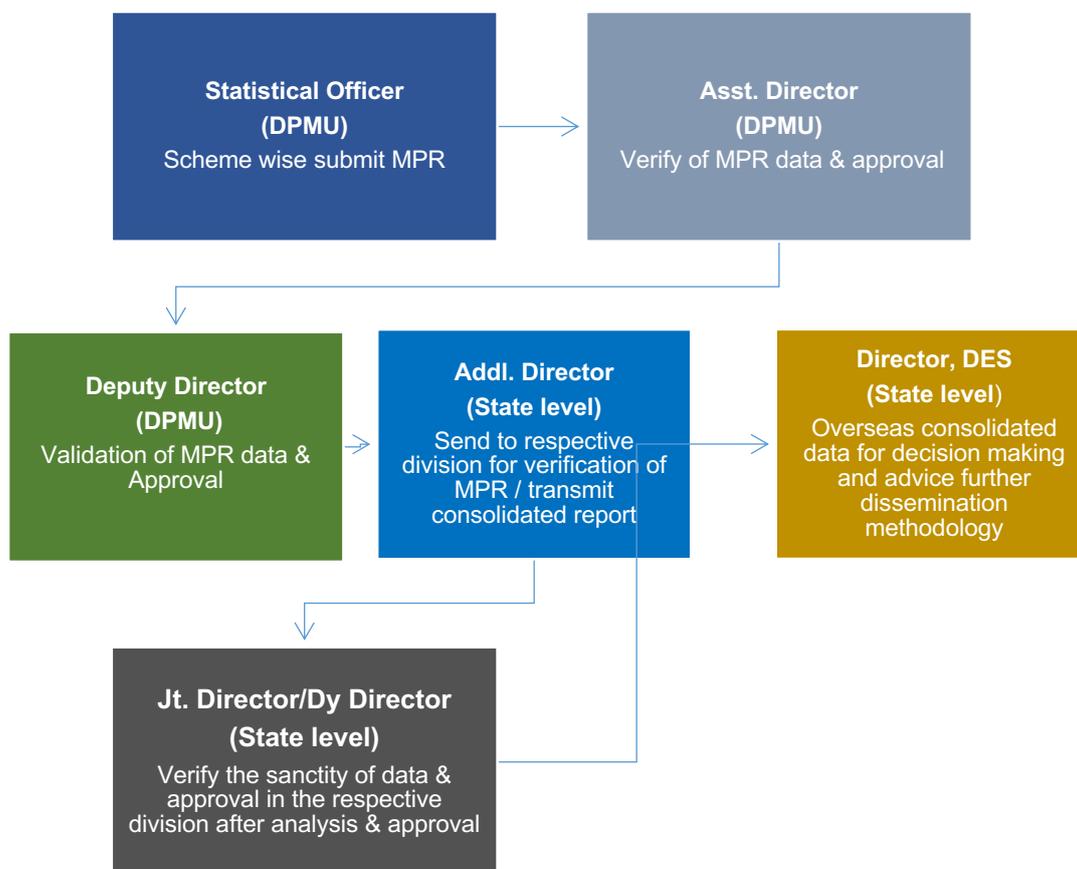
(Workflow of MPR Submission and Approval)

- **Asst. Director** (DPMU) user can view the MPR details & can verify the MPR data submitted and ensure the submitted MPR is error-free.

- Asst. Director can forward the MPR to the Deputy Director for sample checks and further processing, and Approval.

- Asst. Director can return the MPR with remarks if any discrepancy in the MPR data submitted by the Statistical Officer.

- Once MPR returned by the **Asst. Director**, it will be displayed to the Statistical Officer for resubmission of the MPR.

- Statistical Officer needs to resubmit the MPR after correcting the data & again MPR Workflow will be started from Asst. Director for further verification & approval.

- If the MPR data will be approved by the Asst. Director, it will be forwarded to **Deputy Director** (DPMU) for further validation of MPR data & approval.

- **Deputy Director** (DPMU) can be able to return the MPR data along with Note sheet/remarks. Once returned by Deputy Director, system will notify Asst. Director & Statistical Officer.

- Once returned by the **Deputy Director**, again Statistical Officer need to resubmit the MPR data & again same workflow will continue.

- If the MPR data will be approved by the **Deputy Director** (DPMU), it will be displayed to the **Addl. Director** (DES State level) user for further analysis of the MPR data.
- After receiving the MPR data approved by the district level user, send to respective divisions of DES (**Joint Director / Deputy Director - State level**) for verification with Note sheet/remarks.
- Once approved by the respective department (**Joint Director / Deputy Director - State level**), MPR data can again be forwarded to the Additional **Director** (State level – DES) for oversee the consolidated data. He will thereafter forward the same to the Director for decision-making and advice on further dissemination methodology.
- The system should send email/ notifications at each stage of the MPR approval workflow.
- In the MPR approval workflow, remarks/note sheet will be mandatory for **Forward/Return/Reject** actions.

11.2.2.6   Activity-Wise & Component-Wise Status Tracking

- This module will help the DES to track the MPR status using activity-wise, scheme-wise, and Component / Indicator-wise.
- This functionality will allow DES officials to identify bottlenecks, assess performance, and take informed actions at a granular level.
- It helps the DES users to track the scheme-wise activity & component-wise:
  - Centralised management of Schemes, their associated Activities, and Sub-components
  - Targets (physical & financial)
  - Units (e.g., km, nos., lakhs)
  - Responsible roles/offices for each component
  - Link activities/components to departments and district-wise jurisdictions
  - Physical Target vs. Achievement
  - Financial Target vs. Expenditure
  - Auto-calculate progress percentage
  - Validation on mismatches (e.g., expenditure > financial target)

11.2.2.7   Dashboard

- Interactive dashboard with graphical and statistical data.
- Dashboard for pending/in-progress/approved reports statistics.
- View statistical & graphical information.
- Track & monitor the progress of Complaint.
- Graphical view of the month-wise & Scheme-wise MPR submitted, pending etc.
- Statistics for Scheme-wise & Indicator-wise monthly data.
- Department-wise, District-wise, Scheme-wise, Monthly/Quarterly/Yearly data.

11.2.2.8   Alerts & Notification

- The system should have the provision for sending notifications to the stakeholders of the system at different stages of the workflow.
- The system should send the email reminder for non-submission of MPR on a monthly basis to the DPMU users.
- System should send notifications to the state-level users & district-level users in real-time on status changes of MPR submission in the workflow approval process.
- The system should send a notification to the DPMU level user when the MPR status has been forwarded, rejected, or approved.
- System should send notifications for the following cases:
  - Delays in component-level progress
  - Financial underutilization
  - Zero reporting for a specific district/scheme/ month
  - Escalation to higher authorities for critical deviations

11.2.2.9　MIS Reports

- All the reports need to be displayed as per the module permissions defined in the system.
- DES state level users can be able to view every report by filtering (Districts, Indicator-wise, Scheme-wise, Month-wise wise etc.) as per requirements.
- Month-on-Month comparison report based on Scheme & District wise.
- The system should have the provision to generate the reports in textual formats.
- The system should have the provision to download the reports to Excel format.
- DPMU users can be able to view reports only that belongs to the district that the user belongs.
- Activity-wise Status Report
- Component Progress Report (monthly/quarterly)
- Financial Achievement Summary

11.2.2.10　Audit Trail -Performance Analytics

- Auto-generated summaries:
  - Underperforming districts/schemes (e.g., <50% achievement)
  - Top-performing districts/Schemes
  - Budget utilisation rate (District-wise / Scheme-wise)
- Graphs/Charts:
  - Bar graphs for achievement vs. target
  - Pie charts for scheme-wise progress
  - Trend lines for month-wise improvement

11.2.2.11　Activity Log

- The DE&S administrator can be able to track and monitor activities/operations by different users in the system.

- This information is read-only and cannot be modified by any user of the system.
- Records all the actions performed on the system and enables support to reproduce the problem and troubleshoot it.
- Track & provide a detailed report for every user action.

11.2.3 Non-Functional Requirement: MPR

- The application should have the facility to submit Scheme-wise MPR (Monthly Progress Report) every month or on any defined schedule by the district level user – **Statistical Officer** (**DPMU**) by filling the form and uploading the documents required in the form.
- The system should have the provision for uploading of documents in .PDF, Excel, Csv, Jpeg, PNG format, in the MPR if required.
- The system will be developed using open-source technology like Microsoft .NET Core / Java Spring Boot Framework.
- The system should contain of SMTP provision for sending emails.
- System should be integrated with the SMS Gateway of the Odisha Govt. If 3rd Party SMS gateway will be used, then SMS gateway pricing & details to be provided by DE&S, Govt. of Odisha.
- The web application should follow the design guidelines for better UI/UX.
- Odisha Govt. SMTP Email Gateway APIs needs to be integrated into the system for sending email gateway.
- SMTP Email APIs needs to be provided by DE&S (Directorate of Economics & Statistics, Govt. of Odisha).
- Mobile App to be hosted on Google Play Store & to be provided by OCAC. Google Play Store Account details will be facilitated by DE&S through OCAC.
- The application will be audited by **CERT-IN** empaneled agency and necessary security compliance to be made by the selected agency.
- To ensure data integrity and recoverability in case of unforeseen events, a proper data backup policy to be maintained by the OSDC team / Hosting Provider as below:
  - **Data Backup Policy**:
    - **Daily Incremental Backups**: All transactional data generated in the MPR portal shall be backed up incrementally every 24 hours.
    - **Weekly Full Backups**: A complete backup of the database and file storage shall be scheduled once every week.
    - **Off-site Backup Replication**: Backup data will be replicated to a secondary location (as per OSDC disaster recovery policy) to ensure protection against data center-level failures.
  - **Data Retention Policy**:
    - Daily backups: Retained for 7 days
    - Weekly backups: Retained for 4 weeks
    - Monthly backups: Retained for 12 months

- All the periodic backups, Server Management, OS patch management services, and data backup to be managed & maintained by the OSDC / Hosting Provider.

- SSL certificate & Domain/DNS to be provided by DE&S through OCAC for MPR portal.

- Reports like month-wise, scheme-wise, and month-wise need to be generated by the system.

- Additionally, any ad-hoc basic report needed by DE&S to be developed by the SI during the support & maintenance period.

- DE&S users can be able to view the scheme-wise & district-wise consolidated MPR status in the system for further decision making.

- Post the final go-live, the SI will provide five years of comprehensive support. This includes the mandatory deployment of one qualified, full-time technical resource at the DES Headquarters for the full 5 years of the O&M period, **subject to the renewal of the contract, every year under satisfactory performance.**

11.3 Scope of Work- Inventory Management System (IMS)

11.3.1 Introduction

The Directorate of Economics & Statistics (DES), Odisha, as part of the World Bank-funded Odisha State Capability & Resilient Growth Policy Programme (OSCRGPP), is undertaking a significant digital transformation initiative. A cornerstone of this initiative is the implementation of a modern, centralized Inventory Management System (IMS). The current manual and disparate methods of asset tracking present challenges in maintaining a real-time, accurate, and consolidated view of assets, which hinders efficient resource management and audit compliance. The objective of this project is to overcome these challenges by developing a unified digital platform. This Scope of Work outlines the comprehensive requirements for a System Integrator (SI) to deliver this end-to-end solution.

11.3.2 Core Modules and Functionalities

The SI shall be responsible for developing a solution that includes the following core modules. While the detailed functionalities are exhaustively specified in the Functional Requirement Specification (FRS), this section provides a high-level overview of the system's integrated capabilities to guide the SI's technical approach.

a. User & Organizational Unit Management:

This foundational module will serve as the backbone of the system's security and operational logic. It will be used to digitally replicate the complex administrative and hierarchical structure of DES, defining all organizational units such as the HQ, Range Offices, DPMUs, BSOs, and external teams. This module will also manage all user roles and their corresponding access rights, ensuring that the strict principles of hierarchical visibility and control are enforced throughout the application. All other modules will depend on the relationships and permissions established here.

b. Asset Registration:

This module will function as the single, controlled gateway for all physical and digital assets entering the Directorate's purview. It will provide a centralized interface at the HQ level for the initial entry of new items into the inventory pool. The system will create a unique digital identity for each physical asset by generating a Unique Asset ID and a corresponding printable QR code.

A key feature will be the robust support for both automated data fetching from the GeM portal to streamline procurement entries and bulk manual uploads to efficiently handle large-scale acquisitions.

c.   Asset Allocation & Lifecycle Management:

This is the core operational engine of the IMS, designed to manage the complete journey of an asset from the central inventory to the end-user. The module will govern the allocation of assets based on the defined hierarchical rules, allowing for the controlled movement of items from HQ down to field offices. It will meticulously track an asset's status in real-time—whether it is 'In Use', 'In Storage', 'Defunct', or 'Under Repair'—and manage inter-office transfers through formal approval workflows. The module will also handle the final disposal process, ensuring a complete and auditable record of the asset's lifecycle.

d.   Audit & Verification:

This module is designed to transform the current audit process from a manual, time-consuming task into a modern, digital, and efficient workflow. It will allow administrators to create and assign audit tasks to designated personnel. The primary functionality will be delivered through the companion mobile application, which will empower auditors to conduct on-field physical verification by simply scanning an asset's QR code, viewing its recorded details, and updating its status in real-time. This will significantly improve the accuracy and speed of the audit cycle.

e.   Integration Services:

This module will act as the vital bridge connecting the IMS to the broader Government of Odisha digital ecosystem. It will provide secure, API-based integration with external platforms to automate processes and ensure data consistency. This includes connecting with HRMIS to manage employee data, with the GeM portal to automate procurement entries, and with OISS to link physical assets to specific statistical operations, thereby ensuring the IMS functions as an intelligent and interconnected component of the Directorate's IT landscape.

f.   Mobile Application:

The companion mobile app is a key component of the solution, designed to provide convenience and enhance field operations. For DE&S employees and users, it will offer a secure, view-only portal to check the details of assets allocated to them or their office. For auditors, it will transform into a powerful and interactive tool, providing access to assigned audit tasks and leveraging the device's camera as a QR code scanner to conduct and record verification activities on-site.

g.   Dashboards, Reports, and Alerts:

This module represents the decision-making and analytical layer of the system. It will provide users with role-based dashboards for an immediate, at-a-glance overview of key inventory metrics. A comprehensive suite of standard and consolidated reports will offer deep-dive analysis for strategic planning, operational monitoring, and compliance. The proactive alerts system will use both email and SMS to ensure that critical, time-sensitive events, such as pending approvals or expiring warranties, are communicated to the right personnel instantly.

11.3.3   Detailed Scope of Work

The responsibilities of the System Integrator are delineated across several distinct phases. The SI must ensure that the entire solution is developed in strict adherence to the final FRS.

Phase I: Requirement Analysis & System Design

11.3.3.1   Project Planning and Analysis

The initial phase will focus on meticulous planning and design. Upon commencement, the SI will conduct a formal project kick-off meeting and subsequently submit a Detailed Project Plan (DPP). Concurrently, the SI will engage in in-depth workshops with DES stakeholders to perform a detailed analysis of current

operational processes. The findings will be consolidated into a formal "Requirement Analysis & Findings Report," which must validate and elaborate upon the requirements detailed in the FRS.

11.3.3.2   Technical Strategy and Design

As a critical activity within this phase, the SI must liaise with the respective technical teams of the HRMIS, GeM, and OISS platforms to formulate a comprehensive "Integration Strategy Document" that details the technical approach, APIs, and security protocols. Based on all findings, the SI shall prepare the **System Requirement Specification (SRS)**, which will serve as the single source of truth for all development activities. Following the approval of the SRS, the SI will prepare detailed System Design Documents, including both High-Level Design (HLD) and Low-Level Design (LLD), covering the proposed application architecture, database schema, and security framework. This phase will conclude with the creation and formal sign-off of high-fidelity, interactive UI/UX wireframes and mock-ups for both the web and mobile applications.

Phase II: System Development & Testing

11.3.3.3   Application and Integration Development

The SI will proceed with the development of the application using an agile methodology. The development work will encompass all modules specified in the FRS, with a specific focus on implementing the complex hierarchical allocation and visibility rules. This includes building the request management functionality for Office Users. A significant component of this phase is the development of robust connectors for all mandatory integrations and the development of the native mobile application for both Android and iOS platforms to serve its multi-faceted role

11.3.3.4   Quality Assurance

The SI will be responsible for conducting and providing detailed reports for all quality assurance activities. This must include rigorous performance testing to validate support for a minimum of 1,000 concurrent users. Furthermore, comprehensive security testing, including Vulnerability Assessment and Penetration Testing (VAPT), is mandatory. The SI must submit a detailed VAPT report and a compliance certificate confirming that all identified vulnerabilities have been remediated.

Phase III: Pilot Rollout

11.3.3.5   Deployment and Data Migration for Pilot

The project will move into a controlled pilot rollout phase at DES Headquarters and two pre-selected districts to ensure system stability and user readiness. The SI will coordinate with OCAC to deploy the IMS application on the approved infrastructure at the Odisha State Data Centre (SDC) and will execute the migration of cleansed and validated asset data for the pilot locations.

11.3.3.6   User Acceptance and Training for Pilot

A formal User Acceptance Testing (UAT) will be conducted with a representative group of users, including Office Users and Auditors, to validate the system against real-world scenarios. The UAT must include extensive testing of the mobile app's functionalities for all designated roles. Concurrently, the SI will conduct targeted training sessions for all users within the pilot locations.

Phase IV: State-wide Rollout

11.3.3.7   Full Deployment and Data Migration

Upon the successful sign-off of the pilot phase, the SI will commence the full state-wide rollout. This will begin with the complete data migration of asset information for all remaining offices, followed by the deployment of the system across all remaining locations.

11.3.3.8   Capacity Building and Go-Live

The SI will execute a comprehensive, state-wide training plan, which includes "Training of Trainers" (ToT) sessions. The goal of the ToT program is to create internal champions and super-users within DES who can provide first-level support post-implementation. This phase concludes with the formal declaration of the state-wide "Go-Live," at which point the project will officially transition into the long-term support phase.

Phase V: Operations & Maintenance

11.3.3.9   Comprehensive Support Structure

Post the final go-live, the SI will provide One year for CAPI & NADA and 2 years for MPR & IMS of comprehensive support. This includes the mandatory deployment of five (5) qualified, full-time technical resource (2 Software Developers /Programmers and 3 Support Associate) at the DES Headquarters for the full 1 year of the O&M period.

11.3.3.10   Ongoing Maintenance Activities

Regular maintenance activities throughout the One year for CAPI & NADA and 2 years for MPR & IMS period will include all necessary bug fixes, security patching, periodic application upgrades, performance tuning, and the development of a limited number of pre-approved ad-hoc reports as requested by DES.

11.3.4   General Obligations and Compliance

Throughout the project lifecycle, the SI must ensure the entire solution complies with all relevant national and state-level guidelines, including policies from MeitY, CERT-In, and the Odisha IT Policy. The SI will provide a dedicated Project Manager and must submit monthly progress reports. The SI must also develop and submit a comprehensive Disaster Recovery (DR) Plan that aligns with the RTO/RPO objectives set by DES.

11.3.5   Key Deliverables

The System Integrator shall be responsible for the timely submission of all project deliverables for formal review and sign-off by DES and OCAC. These deliverables include:

- Inception Report & Detailed Project Plan
- System Requirement Specification (SRS)
- System Design Documents (including HLD, LLD, and UI/UX Mockups for Web & Mobile)
- Integration Strategy and Design Documents for HRMIS, GeM, and OISS
- Disaster Recovery (DR) Plan Document
- Fully Developed and Tested IMS Web Application and Mobile Application
- All Testing Reports (Performance, Security, etc.) and VAPT Compliance Certificate
- Pilot UAT Sign-off Document
- Training Manuals, Videos, and FAQs in English and Odia
- Final Go-Live Sign-off Document
- Service Level Agreement

11.3.6 Functional Requirement Specification – Inventory Management System (IMS)

a) User & Role Management Module

This module defines the various entities and hierarchical structures within the DES for the purpose of asset management.

FRS ID	Functionality
USR-01	User Role Definitions: The system shall be built around the following core user roles: ●System Administrator (Super Admin): Top-level user with complete system control. ●Asset Manager: A category of users with permissions based on their hierarchy (e.g., Store Manager, District Admin, Range Office User) responsible for asset registration and allocation. ●Inspection Officer: A special, read-only role for conducting physical verification. ●Office User: The end-user (employee/consultant) who is allocated assets. ●Super User / Trainer: A special role with extended permissions, responsible for user training. ●Integration Operator: Manages API integrations with HRMIS, GeM, and OISS systems. ●Helpdesk Support: Provides user support, issue logging, and escalation during rollout and maintenance phases.
USR-02	**Organizational Units**: The system shall allow the System Administrator to manage Organizational Units (e.g., Sections, Range Offices, DPMUs, BSOs, PMCs) to which assets can be allocated.
USR-03	**Hierarchical Structure:** The system shall enforce the strict organizational hierarchy (DES HQ > Range Offices > DPMUs > BSOs) for both visibility and allocation permissions. DES HQ shall have a complete, state-wide view.
USR-04	**User Profile Management**: The system shall manage user profiles either through HRMIS integration for permanent staff or via manual creation for external personnel.

b) Asset Registration Module

This module is the single point of entry for all new assets into the Directorate's central inventory.

FRS ID	Functionality
REG-01	The system shall provide a dedicated module for registering all new assets into the central inventory pool they are allocated. The system shall support asset registration at multiple levels, including Headquarters, Range, District, and Block offices, to facilitate timely and decentralised asset onboarding.
REG-02	Upon registration, the system shall automatically generate a Unique Asset ID (UAID) and a printable QR code for physical tagging. QR code tagging shall be mandatory for all durable assets and optional for consumable items as per operational guidelines.

REG-03	The system shall maintain a complete asset profile, including category, make, model, serial number, vendor, purchase date, cost, warranty, and AMC details.
REG-04	**Bulk Asset Registration:** The system must support the registration of multiple assets at once by uploading a predefined Excel/CSV template, especially for large procurements.
RG-05	**Document Attachment:** The system shall allow users to upload and attach relevant documents (e.g., invoice PDFs, warranty card images) to an asset's profile during registration.

c) Asset Allocation & Lifecycle Management Module

This is the core operational module for managing the distribution, status, and movement of assets.

FRS ID	Functionality
ALM-01	The system shall provide a dedicated module to manage the allocation, transfer, and lifecycle of assets *after* they have been registered.
ALM-02	Assets can be allocated from one Organizational Unit to another, or from an Organizational Unit to an Individual User.
ALM-03	The system shall enforce **Hierarchical Allocation Rules**: • **DES HQ** can allocate assets to any entity (Range Office, DPMU, BSO, etc.). • A **Range Office** can allocate assets to DPMUs and BSOs under its jurisdiction. • A **DPMU** can allocate assets only to BSOs under its jurisdiction.
ALM-04	The system shall maintain a complete, threaded audit trail of an asset's allocation history, showing the entire chain from HQ down to the end-user or final office.
ALM-05	**Asset Status Management:** The system shall allow users to update the status of an asset. The master list of statuses must be configurable by the Admin and include states like 'In Use', 'In Storage', 'Defunct', 'Under Repair', and 'Disposed'.
ALM-06	**Repair Workflow:** If an asset is marked as 'Defunct', the system shall automatically check its warranty/AMC status. Users must be able to log details of the repair process (e.g., "Sent to vendor," "Repaired").
ALM-07	**Return** to **HQ Workflow:** The system shall support a workflow for field offices (Range, DPMU, BSO) to return defunct or unused assets to the DES HQ inventory. This action must remove the asset from the field office's inventory and place it back into the HQ's central pool with an appropriate status.
ALM-08	**Disposal Management:** The system shall provide a formal workflow for disposing of assets. This must include a field to capture the method of disposal (e.g., 'e-Waste', 'Auction', 'Scrapped').

| ALM-09 | **Request Management:** An Office User must be able to log in to the system (Web & Mobile) to raise requests related to their allocated assets (e.g., "Report an Issue," "Request Repair"). |

d) Audit & Verification Module

This module provides the tools necessary to conduct physical verification of assets.

FRS ID	Functionality
ADT-01	The web application shall allow an administrator to create an "Audit Task" by assigning a list of specific assets (at a location or allocated to a user) to a designated Inspection Officer.
ADT-02	The primary execution of the audit will be done via the mobile application, including QR Code Scanning and real-time status updates.
ADT-03	The mobile application shall capture geo-location data in real-time during asset verification activities for enhanced accountability.
ADT-04	The web application shall receive the audit data from the mobile app and allow administrators to view the results and generate asset verification and discrepancy reports.

e) Dashboard, Reports & Analytics Module

This module provides insights and data exports for monitoring and decision-making.

FRS ID	Functionality
RPT-01	The dashboard and all reports shall respect the **Hierarchical Visibility** rules defined in UOM-05.
RPT-02	All reports must be exportable in various formats, including PDF, Excel, and CSV.
RPT-03	The system shall generate standard reports, including the Master Asset Register, Location-wise Report, and the Employee-wise Report.

f) Integration Requirements

This module defines how the IMS will interact with other critical government systems.

FRS ID	Functionality
INT-01	**GeM Integration:** The system must prioritize integration with the **Government e-Marketplace (GeM) portal**. The SI is expected to utilize GeM's APIs to automate the fetching of purchase order details to pre-populate the asset registration form.

INT-02	**HRMIS Integration:** The system shall integrate with the Government of Odisha's HRMIS to automate the creation, updating, and deactivation of profiles for all permanent employees.
INT-03	**OISS Integration:** The IMS shall provide APIs to allow for the mapping of specific assets (e.g., tablets, laptops) to field surveys or statistical operations being managed within OISS.

g)   Alerts & Notifications Module

This module will provide proactive communication for important events.

FRS ID	Functionality
ALR-01	The system shall send automated email notifications via the Odisha Govt. SMTP Email Gateway.
ALR-02	The system shall be integrated with the SMS Gateway of Odisha Govt. to send critical notifications.

h)   Mobile Application Requirements

This section defines the scope and functionality of the companion mobile application.

FRS ID	Functionality
MOB-01	The SI shall develop a native mobile application for both Android and iOS platforms.
MOB-02	**Office User Access:** The Office User shall be able to log in to the mobile app to view a list of all assets allocated to them and to raise service/issue requests.
MOB-03	**Admin Dashboards & Reporting**: The mobile app shall provide a simplified, mobile-optimized dashboard for administrative users (Asset Managers and System Administrators) to view key reports and asset summaries.
MOB-04	**Audit Execution:** The mobile app shall be the primary tool for Auditors. An Auditor will be able to log in, see their assigned "Audit Tasks," and use an integrated QR code scanner to update the verification status of assets in real-time. The mobile audit application must capture and transmit geo-location data as part of the inspection process.

i)   UI/UX and Security Requirements

This section details the mandatory standards for user experience and system security.

FRS ID	Functionality

SEC-01	User Interface: The UI shall be modern, clean, intuitive, and fully bilingual (English and Odia).
SEC-02	**Accessibility:** The system must be compliant with the latest Web Content Accessibility Guidelines (WCAG) and GIGW 3.0 standards.
SEC-03	**Authentication:** The system shall enforce a strong password policy and implement Multi-Factor Authentication (2FA). It must also be capable of integrating with a state-level Single Sign-On (SSO) or LDAP platform.
SEC-04	**Authorization:** The system must implement a strict Role-Based Access Control (RBAC) model based on the defined user roles and hierarchy.
SEC-05	**Data Security:** All data must be encrypted, both in transit (using HTTPS/TLS) and at rest.
SEC-06	**Audit Trail:** All user actions and system events must be logged in a detailed, immutable audit trail.
SEC-07	**Compliance:** The solution must comply with all security guidelines from MeitY and CERT-In, and all relevant state-level IT policies, including the Odisha IT Policy.
SEC-08	The system shall comply with data protection and privacy principles to GDPR standards to ensure confidentiality and security of user and assets data.
SEC-09	All APIs shall implement secure authentication and authorization protocols such as OAuth2 and JWT to ensure secure and authenticated data exchange.

11.3.7 Non-Functional Requirements

This section defines the performance, scalability, and other technical quality attributes of the system.

FRS ID	Functionality
NFR-01	**Performance:** The system must be optimized to support a minimum of 1,000 concurrent users without performance degradation. The system shall maintain response times under 3 seconds for key operations under peak load conditions.
NFR-02	**Scalability**: The architecture must be scalable to handle a significant increase in the number of assets and users over the next 5-10 years.
NFR-03	**Hosting:** The application will be hosted at the Odisha State Data Centre (OSDC), with a Disaster Recovery (DR) setup.
NFR-04	**Data Migration:** The SI will be responsible for a one-time migration of existing asset data.
NFR-05	**Data Backup & Retention:** The SI must ensure the system adheres to the following policy: Daily incremental backups retained for 7 days, weekly full backups retained for 4 weeks,

	and monthly backups retained for 12 months. Backup strategy shall include off-site replication of backup data in accordance with Odisha State Data Centre disaster recovery policies.
NFR-06	**Availability:** The system shall be designed for high availability with a target uptime of 99.5% or higher, calculated on a monthly basis, excluding planned maintenance windows.
NFR-07	**Interoperability & Architecture:** The system must be built using a modern, Service-Oriented Architecture (SOA) or Microservices approach. It must have an API-first design to ensure that all functionalities are exposable as services for potential future integrations.
NFR-08	**Disaster Recovery (DR):** The SI must submit a comprehensive Disaster Recovery plan. This plan must define the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) and detail the procedures for failover to the DR site and failback to the primary site**.**
NFR-09	**Documentation & Source Code Handover:** Upon project completion, the SI must provide comprehensive technical documentation, including system architecture diagrams, database schema, and API documentation. The complete, unencrypted source code of the application must be handed over to DES.
NFR-10	**Browser Compatibility:** The web application must be fully functional and render correctly on the last two major versions of the following web browsers: Google Chrome, Mozilla Firefox, and Microsoft Edge.
NFR-11	Annual CERT-IN empaneled security audits shall be conducted during the Operations & Maintenance phase, in addition to pre-Go-Live VAPT tests.

11.3.8 Required Technology Stack

11.3.8.1 Development of IMS Portal and Mobile App

Web Application & Mobile App should be developed using the following frameworks:

Platform	Development Frameworks	Web Server	Underlying Technology	Deployment App Stores
Web Application Backend	Microsoft .NET Core / Java Spring Boot/Node.js	IIS 8.0 / Apache Tomcat/ nginx	C# .NET Core / Java, Node.js	OSDC
Web Application Frontend	React.js, Angular	Apache/IIS/nginx	Angular, ReactJS, JS	OSDC
Database	Microsoft SQL Server 2019/ MySQL/PGSQL	NA	Microsoft SQL/ MySQL/ MariaDB/ PostgreSQL	OSDC
Mobile Application	Flutter/React Native	NA	Flutter/React	Play Store/App Store

11.3.8.2   Development IDE

- Visual Studio 2022 and code editor Visual Studio Code, Android Studio
- Version control via Team Foundation, GitHub, or SVN

11.3.8.3   Database

- MS SQL version 2019 / MySQL is currently the most popular database server in existence and is very commonly used to create powerful and dynamic applications.

11.3.8.4   Hosting

- Following the hosting environment to be used for the deployment of IMS

Development Environment	Microsoft .NET Framework Core (C# .NET Core 8.0) / Java Springboot & Visual Studio 2022
Web Server	Microsoft IIS 8.0 / Apache Tomcat/ Nginx
Database Server	Microsoft SQL Server 2019 / MySQL / PostgreSQL
Hosting Server:	OSDC
Operating System	Windows Server 2016 or above / Linux

11.3.9   Development and Project Management Methodology

- **Development Methodology**

An open-source approach to be used to build the application. Like .NET Core, PHP, Java/Kotlin/React all are general-purpose frameworks that may be used to build software applications for Windows, Linux, and Mac OS applications / cross-platform mobile Apps. Unlike other software frameworks, .NET Core / Java Springboot is the most versatile framework and can be used to build all kinds of software, including Web applications, Cloud services, APIs, etc. Unlike other frameworks, .NET Core is not limited to a single programming language and supports C#, VB.NET, F#, XAML, and Typescript. These programming languages are open source and managed by independent communities. .NET Core offers the most advanced, mature, and extensive class of libraries, common APIs, multi-language support, and tools. Visual Studio 2019 and Visual Studio Code are the most advanced and modern developer IDEs that make .NET Core one of the most productive platforms for developers.

- **Project Management Methodology**

Considering the requirement for development of multiple entry forms for IMS, Agile Methodology to be adopted for the Vision, Planning and Design Phase and uses the empirical method - Scrum for the Build and Release Phase. Release Phase maps directly to Closure phase in Scrum. Some part of Design Phase can also be part of the Iterative cycle.
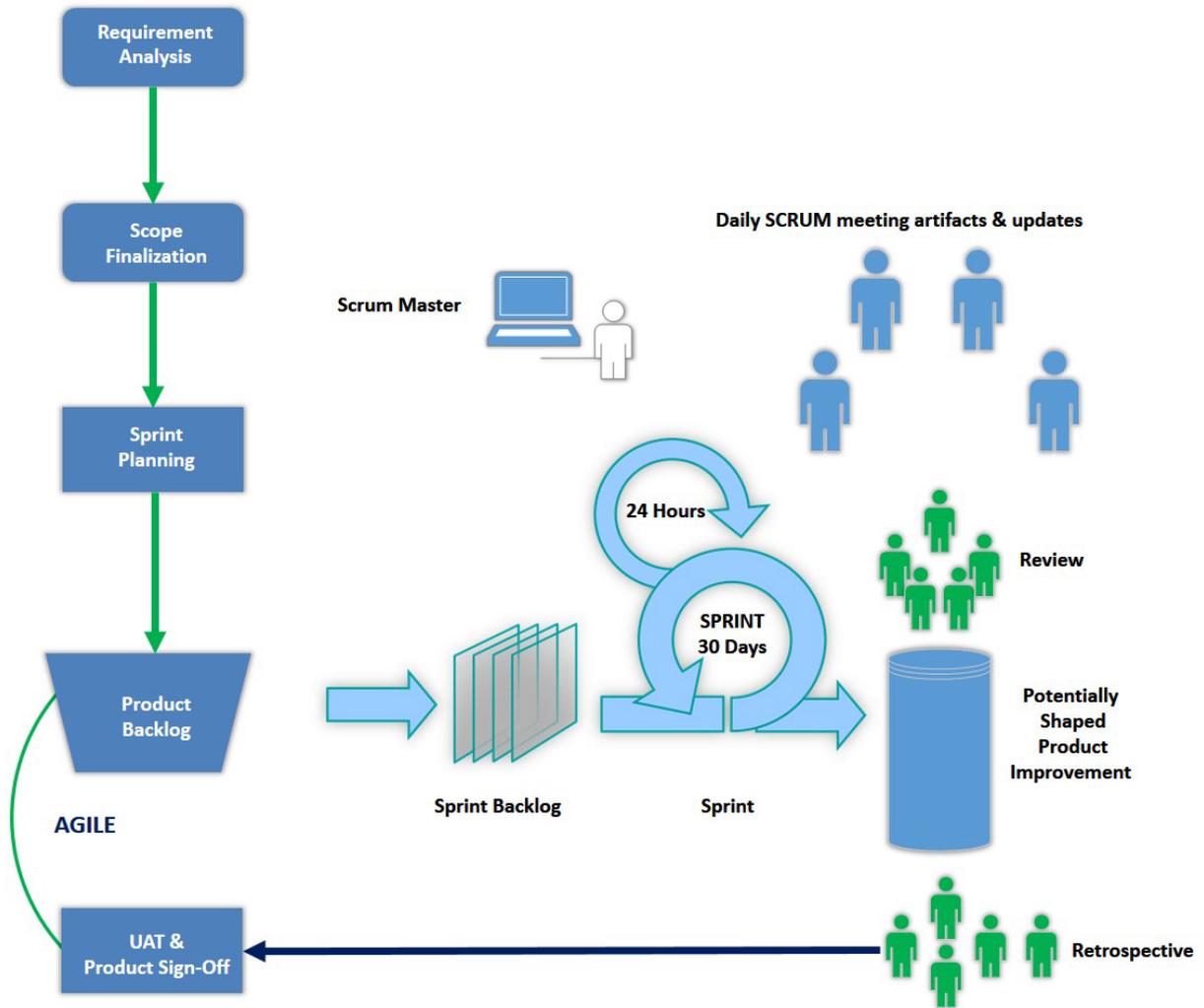
(Process flow diagram of Agile methodology)

Scrum, an agile approach, is an iterative, incremental process for developing products and managing projects. It is a world apart from traditional methodologies based on engineering disciplines, where a project is approached as a whole task rather than subsets, with progress marked at the time of project completion.

Scrum's adaptive and people-focused approach begins with the establishment of a 'product backlog' - a list of customer requirements. Each element of the backlog is prioritized as to what is most likely to deliver value, and the highest is worked on first. Under Scrum, each iteration is a Sprint of around a month's duration. Each Sprint starts with a planning meeting, where the self-organizing project team plan out the work they have committed to completing in the coming Sprint, and then each day begins with a 15-minute meeting to communicate progress, re-align the team members work plans and identify impediments to productivity.

11.3.10 Security Measures & Cyber Security Audit

Security Auditing will ensure that all the modules that will be developed will be error-free and hack-free. The Proposed IMS Portal that will be developed will undergo a Cyber Audit Test by CERT-IN empaneled

vendors. System Integrator will comply with the audit reports after receiving the audit reports from the CERT-IN empaneled vendors.

Security audit will be performed by the System Integrator during the project period before the go-live of the IMS Portal. An additional security audit shall be conducted by the SI yearly.

11.3.10.1 Cyber Security Auditing

The IMS Portal will go live after completing the CERT-IN security audit certification. To safeguard sensitive data and ensure secure access to the IMS Portal, the following security measures and best practices shall be adopted while development & deployment of the application in alignment with the Government of India and OSDC cybersecurity guidelines as defined below

a) Authentication & Access Control
- Role-Based Access Control (RBAC): Access to portal features and data shall be restricted based on user roles (e.g., Administrator, Statistical Officer, Asst. Director, Addl. Director, Deputy Director).
- Multi-Factor Authentication (MFA): Admin and sensitive user accounts shall use two-factor authentication for secure login with OTP based login.
- Strong Password Policies: Passwords must meet complexity requirements and have defined expiration policies.

b) Data Security
- Encryption in Transit: All data exchanged between client browsers and the server shall use HTTPS with valid SSL certificate.
- Database Hardening: Database access shall be limited to specific application IPs and secured through firewall rules.

c) Secure Application Development
- Input Validation & Sanitization: All user inputs shall be validated on both client and server side to prevent injection attacks.
- Protection Against OWASP Top 10: The application must be secure against common web vulnerabilities, including:
  - SQL Injection
  - Cross-Site Scripting (XSS)
  - Cross-Site Request Forgery (CSRF)
  - Broken Authentication

12. Project Implementation and O&M Timeline

12.1 Plan for CAPI

The total project duration shall be 14 months, divided into the following two phases:
   a. Implementation & Go-Live Phase: 2 Months
   b. Operations & Maintenance (O&M) Phase: 12 Months (Post Go-Live)

Sl. No.	Activity of World Bank Survey Solution	Timeline
1	Issuance of Work Order (T)	T
2	Installation, Configuration & demo of the tool on the agency's server	T + 10 Days
3	Requirement analysis and Customization	T + 30 Days
4	User Acceptance Testing	T + 40 Days
5	Cyber Security Audit	T + 55 Days
6	Go-Live	T + 60 Days
7	Operations & Maintenance (Post Go-Live for 12 Months)	T + 60 Days to T + 12 Months

12.2   Plan for Data Cataloging software (NADA)

The duration shall be 14 months, divided into the following two phases:

a. Implementation & Go-Live Phase: 2 Months

b. Operations & Maintenance (O&M) Phase: 12 Months (Post Go-Live)

Sl. No.	Activity of Data Catalogue Solution	Timeline
1	Issuance of Work Order (T)	T
2	Installation, Configuration, and demonstration of the Data Catalogue tool (NADA statistical tool) in the Agency's Server.	T + 10 Days
3	Requirement Analysis and Customization, and development of a Mobile Application	T + 30 Days
4	UAT (User Acceptance Testing	T + 40 Days
5	Cyber Security Audit & SSL Configuration	T + 55 Days
6	Go-Live	T + 60 Days
7	Operations & Maintenance (Post Go-Live for 12 Months)	T + 60 Days to T + 12 Months

Note: Any additional module development or major customization required during the course of the project, arising out of Change Management Requests (CMRs), shall not be part of the base scope. The timeline for such activities shall be governed by the effort and schedule proposed by the selected agency and mutually agreed upon by the User Department/OCAC under the CMR mechanism.

12.3   Project Implementation and O&M Timeline: MPR

a. Project Implementation: 5 months
b. Support and Maintenance: 2 years, subject to annual renewal based on satisfactory yearly performance.

Sl. No	Particulars	Timeline
1	Issuance of Work Order	T
2	Requirement Analysis & SRS Preparations	T+30 days= T1
3	Development of MPR Portal, Web Application, & Mobile App	T1+80 days=T2

4	Testing, Bug Fixing, and UAT	T2+15 days=T3
5	CERT-IN Security Audit	T3+20 Days=T4
6	Go-Live and Training	T4+5 Days=T5
7	Support & Maintenance	T5+2 Years

12.4   Project Implementation and O&M Timeline: IMS

a. Project Implementation: 5 months
b. Support and Maintenance: 2 years- subject to annual renewal based on satisfactory yearly performance.

Srl. No.	Particulars	No. of Days
1	Issuance of Work Order	T
2	Project initiation, Preparation of the Project Plan, Resource Allocation, finalization of project scope, and Kick-off meeting with stakeholders.	T+15 days=T1
3	Requirement Gathering & System Design and SRS with concurrence of DE&S	T1+15 days=T2
4	Development of IMS Web Application & Mobile App.	T2+60 days=T3
5	Testing, Bug Fixing, UAT, and quality assurance	T3+15 Days=T4
6	CERT-IN Security Audit	T4+30 Days=T5
7	Go-Live and Training	T5+15=T6
8	Support & Maintenance	T6+2 Years

- SD indicates the Start Date of the Project.
- Timeline does not include government holidays.

13. Exit Plan

a. The selected firm will provide a systematic exit plan and conduct a proper knowledge transfer process to hand over operations to the technical team in the production environment at least three months before project closure. All knowledge transfers should be documented.

b. The selected firm will ensure the capacity building of the technical team nominated by OCAC/DE&S in various aspects of documentation related to the maintenance of the application software and IT infrastructure (if applicable) provided under this contract.

14. Payment Terms

The payment to the selected agency shall be made in a phased manner based on deliverables completed and accepted by the Directorate of Economics & Statistics (DES) or OCAC. The payments shall be released against the following milestones for both the Survey Solution and the Data Catalogue Solution, after submission of valid invoices and verification of deliverables:

14.1 CAPI: The World Bank Survey Solution

Sl. No	Items	Deliverables	Payment Milestone
1	On Successful installation, the configuration and demo of the World Bank Survey Solution at the selected agency server	Detailed Installation, Configuration Report	20 % of the activity cost. **(Activity Cost = Sr. No 1+2 of Column G of Table B of the Form Fin. 2)**
2	Customization and UAT	• SRS document • Technical design document • UAT report	30 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table B of the Form Fin. 2)**
3	Cyber Security Audit and Production Go-Live	Safe-To-Host Certificate, Deployment Architecture, Detailed Vulnerability Report	50 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table B of the Form Fin. 2)**
4	Operation & Maintenance	Submission of O&M Report, attendance report	Four equal installations of the total cost at the end of each quarter **(Total Cost = Table B (Sr. No. 3) + Total of Table D of the Form Fin. 2)**

14.2 NADA: Data Catalogue Solution

Sl. No	Items	Deliverables	Payment Milestone
1	On the Successful installation and configuration of Data Cataloguing Solutions in the selected agency server	Detailed Installation, Configuration Report	20 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table C of the Form Fin. 2)**
2	Customization and UAT	• SRS document • Technical design document • UAT report	30 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table C of the Form Fin. 2)**
3	Cyber Security Audit and Production Go-Live	Safe-To-Host Certificate, Deployment Architecture, Detailed Vulnerability Report	50 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table C of the Form Fin. 2)**
4	Operation & Maintenance	Submission of O&M Report, attendance report	Four equal installations of the total cost at the end of each quarter **(Total Cost = Table C (Sr. No. 3) of the Form Fin. 2)**

14.3   Monthly Progress Report (MPR)

Sl. No	Items	Deliverables	Payment Milestone
1	On the Successful Installation and Development of the MPR Portal Web Application & availability of the Mobile App. In the Google Play Store.	Detailed Installation, Configuration Report	40 % of the activity cost. **(Activity Cost = Sr. No 1+2 of Column G of Table E of the Form Fin. 2)**
2	Customization and UAT	• SRS document • Technical design document • UAT report	20 % of the activity cost. **(Activity Cost = Sr. No 1+2 of Column G of Table E of the Form Fin. 2)**
3	Cyber Security Audit and Production Go-Live	Safe-To-Host Certificate, Deployment Architecture, Detailed Vulnerability Report	40 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table E of the Form Fin. 2)**
6	Operation & Maintenance	Submission of O&M Report, Call log, etc.	Four equal installations of the total cost at the end of each quarter **(Total Cost = Table E (Sr. No. 3) of the Form Fin. 2)**

14.4   Inventory Management System (IMS)

Sl. No	Items	Deliverables	Payment Milestone
1	On the successful development of the IMS Web Application & availability of the Mobile App. In the Google Play Store.	Detailed Installation, Configuration Report	40 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table F of the Form Fin. 2)**
2	Customization and UAT	• SRS document • Technical design document • UAT report	20 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table F of the Form Fin. 2)**
3	Cyber Security Audit and Production Go-Live	Safe-To-Host Certificate, Deployment Architecture, Detailed Vulnerability Report	40 % of the activity cost **(Activity Cost = Sr. No 1+2 of Column G of Table F of the Form Fin. 2)**
4	Operation & Maintenance	Submission of O&M Report, attendance report	Four equal installations of the total cost at the end of each quarter **(Total Cost = Table F (Sr No. 3) of the Form Fin. 2)**

14.5 Change Request

Sl. No	Items	Deliverables	Payment Milestone
1	Software Enhancement Services (Change Request)	On the Successful Go-Live of the Change Request Module	100% of the cost is to be paid after the successful Go-Live of the Change Request Module Note: The cost of the Change Request is to be ascertained as per the Change Request Clause of the RFP

15. Service Level and Penalty

Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser will reserve the right to levy Penalties on the Selected Agency.

15.1 Implementation Phase

Sl. No.	Service	Expected Service Level	Penalty in case of Default
1	Delay in deliverables as per the defined timeline.	As mentioned in the timeline.	0.5% of project value per week, up to 5% max.
2	Consecutive similar delays occurred more than 3 times	Similar nature	The Termination clause will be applied for the same.
3	Deployment of all personnel after signing the Contract with OCAC or any subsequent requirement from OCAC during the Contract Period, or intimation by OCAC	10 Days	5% of the monthly payment for each resource only in the succeeding month.
4	Replacement of personnel at the request of OCAC	Maximum 10 days from the date of intimation by OCAC	5% of the Monthly Payment Due for each case ONLY in the succeeding month.

15.2 Operation and Maintenance Phase

Sl. No.	Service	Expected Service Level	Penalty in case of Default
1	Availability of the application	99% Availability with max 7.2 hours downtime per month	0.5% of project value per week, up to 5% max.
2	Performance of the application	< 3 seconds for simple interactions	0.5% of project value per week, up to 5% max.
3	Resolution of issues from the end user	Max 2 Hours	0.5% of project value per issue, up to 5% max.

16. General Conditions

a. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.

b. All remittance charges will be borne by the selected bidder.

c. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. Resolution of the dispute should be as per agreed terms, preferably recorded and made part of Project Documentation

d. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

e. Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations at the time of billing. Legitimate payment shall be made within 30 working days of the receipt of the invoice along with supporting documents, subject to penalties, if any.

f. Anti-corruption Measure

    a. The World Bank anti-corruption guidelines are mandatorily applicable to all procurements done as part of the project, and all related protocols and procedures need to be followed during all stages of the procurement. Directorate of Economics and Statistics has to ensure none of the World Bank debarred firms is awarded a contract under the program and they can conduct due diligence by accessing the website: https://www.worldbank.org/en/projectsoperations/ procurement/debarred-firms.

    b. Any effort by Bidder(s) to influence the Directorate of Economics and Statistics in the evaluation and ranking of financial proposals and recommendations for award of contract, will result in the rejection of the proposal.

    c. A recommendation for the award of a contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Directorate of Economics and Statistics shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

    d. Self-declaration at Form-3 to be submitted by each participating bidder that their firm is not sanctioned or debarred under the World Bank system of debarment and cross-debarment.

g. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter shall be referred to the CEO, OCAC, or as decided by the Chairman, OCAC. If any dispute is not settled amicably, the same shall be referred to the sole arbitrator to be appointed by the Principal Secretary to the E&IT Department. The award given by the arbitrator shall be final and binding on both parties. The venue of the arbitrator shall be at the High Court, Cuttack.

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

17. Formats for Response

17.1 Pre-Qualification Bid Formats

17.1.1 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 Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

Ref: RFP Reference No. **OCAC-SEGP-MISC-0014-2022-25105**

Sir / Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. **OCAC-SEGP-MISC-0014-2022-25105**. 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.
Seal

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

(To be submitted on the Letterhead of Bidder)

Sl. #	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Name, Designation, and Address of the contact person to whom all references shall be made regarding this RFP	
5.	Mobile no. of contact person:	
6.	E-mail address of contact person:	
7.	GST Number of the Firm	
8.	PAN No. of the firm	

Yours faithfully,

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

17.1.2. 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 Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha**.**

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. **OCAC-SEGP-MISC-0014-2022-25105** regarding RFP for Selection of System Integrator for Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha**.**

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

17.1.3. FORM PQ-4 [Self-Declaration against Not-Blacklisted]

(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 Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

Ref: *RFP Ref No.* ***OCAC-SEGP-MISC-0014-2022-25105***

Sir,

In response to the RFP No.: **OCAC-SEGP-MISC-0014-2022-25105** for RFP titled "Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha**,** an owner/ partner/ Director of (organization name) _____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

                                         Thanking you,
                                         Yours faithfully,

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

17.1.4. FORM PQ-5 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:	

17.1.5. FORM PQ-6 Format for Bank Guarantee for Earnest Money Deposit

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

Sub: Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.

RFP Ref. No.: **OCAC-SEGP-MISC-0014-2022-25105**

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. **OCAC-SEGP-MISC-0014-2022-XXXXX**, for engagement of the Implementing Agency for Selection of Implementing Agency for Installation, Implementation and Maintenance Support of Survey Solution, A Computer-Assisted Personal Interviewing Tool (CAPI), and NADA, a Data Catalogue tool of the Directorate of Economics & Statistics (DE&S), Government of Odisha, (hereinafter called "the Bid") to OCAC. Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Odisha Computer Application Centre (hereinafter called "the Purchaser") in the sum of XXXXX/- (Rupees xxxxxx only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>. The conditions of this obligation are:

1. If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender; or
2. If the Bidder has been notified of the acceptance of his tender by the Purchaser during the period of its validity: -
   a. If the tenderer fails to furnish the Performance Security for the due performance of the contract, or
   b. Fails or refuses to accept/execute the contract;

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.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)
Seal:
Date:

17.1.6. FORM PQ-7 Bidder's Authorization Certificate

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

Sub: **Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

RFP Ref No.: **OCAC-SEGP-MISC-0014-2022-25105**

Sir,

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

Thanking you,

Signature   Verified Signature by
(Authorized Signatory)   Director/CEO

Seal:
Date:
Place:
Name of the Bidder:

17.2   Financial Bid

17.1.7. FORM FIN-1: Financial Bid Covering Letter

<div align="center">(To be submitted on the Letterhead of Bidder)</div>

To

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

Sub: **Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

Ref: *RFP Reference No.* **OCAC-SEGP-MISC-0014-2022-25105**

Madam/Sir,

I /We, the undersigned, offer to provide the service for the **Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha,** *as* per RFP No. **OCAC-SEGP-MISC-0014-2022-25015** 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)   <u>BID PRICE</u>
We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. 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)   <u>PERFORMANCE BANK GUARANTEE</u>
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.

<div align="right">Yours faithfully,</div>

<div align="center">(Authorized Signatory)
Name, Designation & Contact No.
Seal</div>

17.1.8. FORM FIN-2:

SL No	Items	Total Cost
	Cost Summary (Table –A)	
1	Installation, Configuration Report of **Survey Solutions** with Cyber Security Audit and SSL Configuration and Operation & Maintenance for 1 Year **(Table - B)**	₹0
2	Installation, Configuration Report of **NADA, Data Catalogue** with Cyber Security Audit and SSL Configuration and Operation & Maintenance for 1 Year **(Table - C)**	₹0
3	Cost of Manpower for O&M **(Table-D)**	₹0
4	Installation and Development of the **Monthly Progress Report (MPR)** Portal Web Application & Mobile App in the Google Play Store with Cyber Security Audit and SSL Configuration by CERT-IN empanelment auditors and Operation & Maintenance **(Table - E)**	₹0
5	Development of the **Inventory Management System (IMS)** Web Application & Mobile App. In the Google Play Store with Cyber Security Audit and SSL Configuration by CERT-IN empanelment auditors and Operation & Maintenance **(Table - F)**	₹0
	Total	**₹0**
	GST @ 18%	₹0
	Grand Total	**₹0**

Sl. No	Item	Descriptions	UoM	Quantity	Unit Cost	Total Cost
	Installation, Configuration, and Deployment of the Survey Applications - CAPI (Table B)					
A	B	C	D	E	F	G=E*F
1	One-time cost of successful installation, configuration, and demonstration of the **World Bank Survey Solution** at the SDC Server	Detailed Installation, Configuration Report of **Survey Solutions**	Lump sum	1	₹0	₹0
2	Cyber Security Audit and SSL Configuration	World Bank Survey Solution	Number	1	₹0	₹0
3	Operation and Maintenance	World Bank CAPI Solution	Months	12	₹0	₹0
					Total (Table B)	**₹0**

Sl. No	Item	Descriptions	UoM	Quantity	Unit Cost	Total Cost
	Installation, Configuration, and Deployment of the NADA & Data Catalogue (Table C)					
A	B	C	D	E	F	G=E*F
1	One-time cost of the Successful installation and configuration of **Data Cataloguing Solutions** in the SDC Server	Detailed Installation, Configuration Report of **NADA, Data Catalogue**	Lump sum	1	₹0	₹0
2	Cyber Security Audit and SSL Configuration	World Bank Survey Solution	Number	1	₹0	₹0

3	Operation and Maintenance	NADA Data Cataloguing Solution	Months	12	₹0	₹0
					Total (Table C)	₹0

Cost of Manpower (Table-D)					
Sl. No.	Type of Resources	Fixed Cost	Requirement		
		Rs	Resource	Months	Amt Rs.
A	B	C	D	E	F=C*D*E
1	Software Developers /Programmers	₹0	2	12	₹0
2	Support Associate	₹0	3	12	₹0
				Total (Table D)	₹0

Installation, Configuration, and Deployment of the MPR Portal (Table E)						
Sl. No	Item	Descriptions	UoM	Quantity	Unit Cost	Total Cost
A	B	C	D	E	F	G=E*F
1	One-time cost of successful Installation and Development of the **MPR Portal Web Application & Mobile App**. in the Google Play Store.	Detailed Installation and Configuration Report.	Lump sum	1	₹0	₹0
2	Cyber Security Audit and SSL Configuration by CERT-IN empanelment auditors	Monthly Project Report	Number	1	₹0	₹0
3	Operation and Maintenance	Monthly Project Report	Months	24	₹0	₹0
				Total (Table E)		₹0

Installation, Configuration, and Deployment of the IMS Portal (Table F)						
Sl. No	Item	Descriptions	UoM	Quantity	Unit Cost	Total Cost
A	B	C	D	E	F	G=E*F
1	One-time cost of the successful development of the **IMS Web Application & Mobile App.** In the Google Play Store.	Detailed Installation and Configuration Report.	Lump sum	1	₹0	₹0
2	Cyber Security Audit and SSL Configuration by CERT-IN empanelment auditors	Monthly Project Report	Number	1	₹0	₹0
3	Operation and Maintenance	Monthly Project Report	Months	24	₹0	₹0
				Total (Table F)		₹0

Note:

a. The above cost excludes Applicable Taxes (GST).

b. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.

c. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a

discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

d. Total Amount (Total Project cost) will be considered for commercial valuation.

e. Payment of Taxes and Duties shall be made as per the actual amount during the time of billing.

f. Payment of the cost of support associate & integrations shall be made as per actual during the time of billing.

17.2.1 **FORM FIN-3: Performance Security Format**

To

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of I.T. Dept., Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: **Selection Of Implementing Agency for The Installation, Implementation, And Maintenance Support of The Survey Solution – A Computer-Assisted Personal Interviewing (CAPI) Tool – and NADA, The World Bank's Data Catalog Tool, along with the Development of Scheme-Specific Monthly Progress Reports (MPR) and an Inventory Management System (IMS) for Asset Tracking for The Directorate of Economics & Statistics (DE&S), Government of Odisha.**

RFP Ref. No.: <mark>**OCAC-SEGP-MISC-0014-2022-XXXX Dated XX.xx.2025**</mark>

Whereas <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for ……….. (hereinafter called "the beneficiary")

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

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

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

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

We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<<insert date>>

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e. OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

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

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

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

(Authorized Signatory of the Bank)

Seal:
Date:

17.3   FORM-3: Self Declaration

(In Bidder's Letter Head)

SELF-DECLARATION TO BE SUBMITTED BY EACH PARTICIPATING BIDDER THAT THEIR FIRM IS NOT SANCTIONED OR DEBARRED UNDER THE WORLD BANK SYSTEM OF DEBARMENT AND CROSS-DEBARMENT.

RFP Ref. No.: **OCAC-SEGP-MISC-0014-2022-XXXXX Dated 25.06.2025**

Authorized Signatory [*In full and initials*]:_____

Name and Designation with Date and Seal: _____

THE END