



Request for Proposal (RFP) for Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed Under e-Governance Projects by Odisha Computer Application Centre (OCAC)

Reference No. – OCAC-SEGP-SPD-0078-2025-25108

Dated: 05/12/2025

Sl. No	Events	Date & Time
1.	RFP Document published on websites (http://www.ocac.in , https://enivida.odisha.gov.in)	05/12/2025
2.	Last date of receiving pre-bid queries (https://enivida.odisha.gov.in)	12/12/2025 by 12:00 Noon.
3.	Pre-bid meeting	16-12-2025 at 12:00Noon
4.	Last date and time for submission of Bid	30/12/2025 (2.00PM)
5.	Date and time for opening of Technical Bid	30/12/2025 (3.00PM)
6.	Date and time for Technical Presentation	To be intimated later
7.	Date and time for opening of Price Bid	To be intimated later

Odisha Computer Application Centre (OCAC)
(Technical Directorate of E&IT Department, Govt. of Odisha)
OCAC Building, Plot No.-N-1/7D, Acharya Vihar,
RRL Post Office, Bhubaneswar, Odisha

DISCLAIMER

The information contained in this Tender document or subsequently provided to **Bidder(s)**, whether verbally or in documentary or any other form by Odisha Computer Application Centre (OCAC) or any of their employees is provided to Bidder(s) on the terms and conditions set out in this Tender Document and such other terms and conditions subject to which such information is provided. This Tender is not an agreement and is neither an offer nor invitation by the OCAC to the Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this Tender (the "**Bid**"). This Tender includes statements, which reflect various assumptions and assessments arrived at by the OCAC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons, and it is not possible for the OCAC, to consider the technical capabilities, investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations, studies and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender and obtain independent advice from appropriate sources.

Information provided in this Tender to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OCAC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

OCAC, makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any

way in this Bid Stage. OCAC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this Tender.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender. The issue of this Tender does not imply that OCAC is bound to select a Bidder or to appoint the Preferred Bidder, as the case may be, for the Project and OCAC reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

OCAC reserves all the rights to cancel, terminate, change or modify this selection process and/or requirements of bidding stated in the Tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by OCAC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and OCAC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

Instructions to Bidders for Online Bid Submission

e-Nivida is a complete e-Tendering process starting from publishing of tenders online to inviting online bids , evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://enivida.odisha.gov.in> . Bidder Enrolment can be done using "**Bidder Enrollment**".

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 as per uploaded bid.

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

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enrol themselves (one time) on the eNivida Portal <https://enivida.odisha.gov.in> _ or click on the link "**Bidder Enrollment**" available on the home page of e-tender Portal by paying the Registration fee of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. 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.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Thereafter, the Bidder shall log in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token .
7. **The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.**
8. After completion of registration & payment, bidders need to send their acknowledgement copy to our help desk mail id odishaenivida@gmail.com for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, they can pay the

prescribed Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card after which he/she may download the required documents / tender schedules, Bid documents etc. Once payment of both the fees is done, tenders will be moved to the respective '**requested**' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. The bidder is required to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get the bid documents to be submitted ready as indicated in the tender document / schedule and generally, these should be in PDF formats. Original documents of the Bid may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. 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, 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.
5. 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 reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

ONLINE SUBMISSION OF BIDS

1. 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.
2. 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.
3. 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.
4. In case of BG, the 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 in original with required amount and validity by the said time, the uploaded bid will be summarily rejected.

5. 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 Coloured (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.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the datelines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. 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.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

1. 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.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

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

Phone No. 011-49606060

Mail id: - odishaenivida@gmail.com

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1. Fact Sheet

Proposal inviting agency	Odisha Computer Application Centre (OCAC)
Start date of Uploading document	05/12/2025
Sale of RFP Document	From 05/12/2025 onwards. RFP will be downloaded from our website www.ocac.in , https://enivida.odisha.gov.in
The contact information	<u>General Manager (Admin)</u> Odisha Computer Application Centre, N1/ 7D, Acharya Vihar Square, Near Planetarium, P.O. – RRL, Bhubaneswar 751013 Ph. - 0674-2582850/ 2588064 Website: www.ocac.in
Last date and time for submission of Bid	30/12/2025 by 02:00 PM
Earnest Money Deposit - (EMD)	Earnest Money Deposit (EMD) of amount ₹10,00,000/- (Rupees Ten Lakh only) (refundable) in shape of Demand Draft (DD)/Bank Guarantee (BG) in in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid. Note: Scanned copy of the Demand Draft (DD) / Bank Guarantee (BG) as applicable shall be submitted along with technical bid document during online bid submission and original copy of shall be submitted to OCAC on date of submission of bid. *EMD EXEMPTION ALLOWED FOR MSME subject to the documentary evidence against the same
Pre bid Conference	On 12/12/2025 at 12:00Noon (Bidders queries should reach as on before 11/12/2025 at 12:00Noon - Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to manas.pati@odisha.gov.in and lilandree.panda@ocac.in) as per the schedule in the fact sheet.
Posting of response to queries and release of corrigendum, if any	18/12/2025
Opening of Technical Bid	30/12/2025 by 03:00 PM

Opening of General cum Technical Presentation by the qualified Bidder.	Will be intimated later
Opening of Commercial Bids	Will be intimated later
Bid validity	Bid must remain valid up to 180 (One Hundred & Eighty) days from the actual date of submission of bid.
Address for Correspondence and Clarifications	<p>General Manager, OCAC,</p> <p>Odisha Computer Application Centre,</p> <p>N1/ 7D, Acharya Vihar Square, Near Planetarium, P.O. RRL, Bhubaneswar 751013</p> <p>Ph. - 0674-2582850/ 2588064</p> <p>Website: www.ocac.in</p> <p>The Bidder has to submit the bid online through https://enivida.odisha.gov.in through two bid system, i.e. General & Technical Bid and Commercial bid.</p>
Language of the proposal	This proposal should be filled in English language only. If any supporting documents are to be submitted, in any other language other than English, then translation of the same in English language, attested by the Bidder should be attached.
Proposal currency	Bidder shall be quote prices in Indian Rupees (INR) and will receive payment is Indian Rupees only
Scope of Work	Selected agency is expected to deliver the services listed in Scope of Work required for successful execution. Responsibility of the services for a period of three Year . Selected Bidder need to start the services at designated site within 15 days of signing of the Contract.
Method of Selection	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)

2. Background & Objective

Odisha Computer Application Centre (OCAC) the Technical Directorate of Electronics & Information Technology Department, Government of Odisha is a nodal Directorate in the matters of IT, ITES and Communication. The directorate 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. OCAC) has been actively implementing IT infrastructure projects across various departments, including educational institutions, law enforcement agencies, and administrative offices. These initiatives encompass the deployment of computers, IT and networking equipment, surveillance systems (CCTV), smart classrooms, and data centers. To ensure the seamless execution, functionality, and maintenance of these assets, a structured Comprehensive Monitoring System is essential.

OCAC invites proposals from eligible and qualified agencies to undertake the assignment of providing Comprehensive Monitoring Services of IT Infrastructure as described in the “Scope of Work” section of this RFP. The selected agency shall monitor both IP-based and non-IP-based IT assets across multiple departments under various e-Governance projects implemented by OCAC.

The **objective** of this Request for Proposal (RFP) is to onboard a competent and experienced agency to deliver comprehensive, technology-enabled monitoring services for IT and ICT infrastructure deployed under various e-Governance initiatives managed by Odisha Computer Application Centre (OCAC).

This engagement is designed to go beyond routine inspection and generate measurable outcomes that ensure uptime, asset integrity, accountability, and decision-making support across departments. The monitoring system must blend remote IP-based surveillance and on-ground physical verification using modern digital tools and analytics.

Vision of the Initiative:

- a. **Year-on-Year Improvement** in asset utilization and end-user feedback
- b. **Facilitate Effective Implementation of Monitored Projects/Schemes:** Ensure timely and accurate monitoring to support the efficient execution of projects/schemes, with a clear focus on achieving tangible outcomes for the intended beneficiaries.
- c. **Digital Accountability** of department-level in-charge officials through OTP-based verification, and secure digital sign-offs.
- d. **Training & Capacity Building Outputs:** Number of government officials trained on dashboard/report usage and escalation protocols.
- e. **Geo-Administrative Data Capture** (Block, GP, Pincode) for every monitored location to enable spatial analytics and targeted governance interventions.
- f. **Improved Public Service Delivery** by ensuring infrastructure readiness in sectors like education, public safety, administration, and health, which rely on these digital assets.

- g. **Outcome documentation** through structured reporting, periodic case studies focused on infrastructure status, usage trends, and field-level observations
- h. **Digital Empowerment of Stakeholders:** Ensure that key institutional stakeholders (such as Heads of Offices, In-charges of Departments, or Designated Nodal Officials) are digitally empowered to interpret and act upon monitoring insights. The selected agency shall conduct targeted trainings and onboarding sessions to equip these stakeholders with the necessary skills to use real-time dashboards, generate actionable reports, and trigger timely escalations. This will strengthen decentralized monitoring and enhance accountability at the grassroots level in alignment with the goals of Digital Governance and public asset optimization.

This assignment is critical to strengthening **Digital Odisha**, reinforcing technology governance principles, and building an agile, transparent, and responsive IT infrastructure ecosystem that enables efficient service delivery to citizens.

2.1 Basic Information

Any contract that may result from this RFP Processes will be issued for a term of Three Years (“the Term”) which would include, but not limited to, verify the deliverable, inspection of materials the deliver by the SI, as defined in the respective SLA’s.

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

Definitions

- a) Request for Proposal (RFP)”, means this detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- b) “State” shall mean the state of Odisha
- c) “GoO” shall mean Government of Odisha.
- d) “OCAC”, shall mean the Odisha Computer Application Centre, the Designated Technical Directorate of Electronics & Information Technology Department, Government of Odisha
- e) “GM” shall mean the General Manager (Admn) of Odisha Computer Application Centre or any authorized officer to act on his behalf for a specified work.
- f) “Authorized Representative” shall mean any person authorized by either of the parties.
- g) “Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder or Vendor with whom Government of Odisha signs the agreement for rendering of services.

- h) "Requirements" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
- i) "Service" means provision of Contracted service as per this RFP.
- j) "Site" shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.
- k) "Contract" is used synonymously with Agreement.
- l) "Default Notice" shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- m) "Termination Notice" means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
- n) "Final Acceptance Test (FAT)" means the acceptance testing of the network including equipment at all co-located & remote offices.
- o) "Fraudulent Practice" means a misrepresentation of facts in order to influence procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Government of Odisha of the benefits of free and open competition.
- p) "Implementation Period" shall mean the period from the date of signing of the agreement and up to the completion of time period of contract.
- q) "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 Central Government and/ or the Government of Odisha or any other Government or regulatory authority or political subdivision of government agency.
- r) "LoI" means issuing of Letter of Intent which shall constitute the intention of the Bidder to place the Purchase Order with the successful Bidder.
- s) "Party" means Government of Odisha or Bidder, individually and "Parties" means Government of Odisha and Bidder, collectively.

3 Eligibility Criteria

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for Bidder interested in undertaking the project. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully execute the work and support the services sought by OCAC for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all Bidders who qualify the eligibility criteria as given below:

3.1 Pre-Qualification Criteria

- Bidders are expected to meet all the conditions of the eligibility criteria as mentioned below. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting eligibility criteria are liable to be rejected summarily.
- The bidder must possess the requisite experience, strength, and capabilities in providing the services necessary to meet the requirements. The responses must be complete in all respects.

The invitation to the responses is open to all bidders who qualify the eligibility criteria as follows:

S.N.	Basic Requirement	Specific Requirement	Documents required
a.	Legal Entity	<p>The responding Bidder should be:</p> <ul style="list-style-type: none"> • Registered as a Company / LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. • Registered with Goods and Services Tax Network (GSTN). • Company in operation for last ten (10) years as on date of bid submission date • The Bidder should participate as a single entity, no consortium or group companies will be allowed. 	<ul style="list-style-type: none"> • Copy of Certificate of Incorporation / Registration in India • Copy of the work order • Completion certificate as documentary proof of 10 years in operation • Copy of GST Registration Certificate
b.	Turnover	<p>The average turnover of the Bidder should be at a minimum of Rs. 10 Crores in the last three consecutive financial years ending on 31st March 2024.</p>	<ul style="list-style-type: none"> • Copy of audited Profit & Loss Statement OR • Certificate from the

			Statutory Auditor
c.	Net Worth	The Bidder must be making profit and positive net worth in the last three financial years ending on 31 st March 2024.	<ul style="list-style-type: none"> • Certificate from the statutory auditor
d.	Earnest Money Deposit (EMD)	The bidder must submit Earnest Money Deposit (EMD) of INR 10,00,000/- (Rupees Ten Lakh only) in the form of Bank Guarantee with a validity of 180 days from the date of submission of bid. The BG should be from a scheduled commercial bank operating in India.	Amount of INR 10,00,000/- (Rupees Ten Lakh only) in the form of Demand Draft (DD) or Bank Guarantee (BG) with a validity of 180 days in shape of Bank Draft in favor of DDO, Directorate of Electronics & Information Technology Department, Government of Odisha and payable at State Bank of India, or Bank Guarantee issued from any of the Scheduled Banks/ Nationalized bank.
e.	Field Level Presence	The Bidder should have an established field-level presence in a minimum of 250 Blocks across the State of Odisha through its own offices, implementation associates, authorised local partners, or affiliated operational units, to ensure adequate coverage for monitoring activities.	<ul style="list-style-type: none"> • Declaration from HR
f.	Manpower	The Bidder must have a minimum of 50 in-house employees / Staffs	<ul style="list-style-type: none"> • Declaration from HR

		to support project management, coordination, monitoring operations, and centralized service delivery.	
g.	Certifications	The Bidder should have following valid certifications. <ol style="list-style-type: none"> 1. ISO - 27001 2. ISO - 20000 3. ISO - 9001 	<ul style="list-style-type: none"> • Copy of certificate issued by accredited organizations.
h.	Technical Capability	The Bidder should have successfully monitored similar projects in India related to: <ul style="list-style-type: none"> • Monitoring and Management of IT/ICT/ITES Infrastructure, • IT Services Monitoring and Performance Reporting, • Asset Verification or Compliance Audits for IT infrastructure, • Monitoring activities in Government Departments, Educational Institutions, Law Enforcement Agencies, or other Public Sector Entities. 	<ul style="list-style-type: none"> • PO, Sign off copy/Satisfactory working certificate/Completion Certificate by respective clients/ Payment invoice / MoU / Agreement
i.	Blacklisting	The Bidder must not be currently under declaration of ineligibility for corrupt and fraudulent practices or blacklisted/debarred by Central Government or any State Government organization / department / PSU in India at the time of submission of the bid	<ul style="list-style-type: none"> • Self-declaration in this regard by the authorized signatory of the Bidder on the company letterhead (as per template provided in this RFP document)
j.	Local Presence	The Bidder must have a functional presence in Odisha with operations at the district level. This may be through its own offices/ authorized local	<ul style="list-style-type: none"> • Agreement/ Trade licence/ Undertaking

		partners/ affiliated institutions, or documented operational arrangements.	
k.	Consortium	<ul style="list-style-type: none"> • The Bidder should participate as a single entity, no consortium or group companies will be allowed. • The Bidder shall be single point of contact with OCAC and shall be solely responsible for the execution and delivery of the work. 	
l.	Conflict of Interest Clause	<ul style="list-style-type: none"> • The Bidder must not be an existing supplier involved in the supply, delivery, installation, or commissioning of the IT/ICT infrastructure or any associated hardware for which this monitoring service is being procured under the present RFP. • The Bidder should not have worked with OCAC in the last five (5) years as a supplier for any IT/ICT infrastructure or related hardware. • Any bidder having a direct or indirect business relationship as a System Integrator, hardware vendor, or service provider for the infrastructure being monitored shall be deemed to have a conflict of interest and will be disqualified from participating in this tender. <p>Note: The Purchaser reserves the right to verify and reject any bid found to be in contravention of</p>	<ul style="list-style-type: none"> • Self-declaration from the Bidder with related documents, executed on a Non-Judicial Stamp Paper.

		this clause.	
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Note: It is to be noted that in case of non-compliance of any of the above clauses mentioned in the RFP pre-qualification criteria, the bids will be summarily rejected without entertaining any clarification from the Bidder.

3.2 Criteria for Evaluation of Technical Bids

In order to determine whether the Bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents, the Tendering Authority will examine the information supplied by the Bidders and shall award points to the Bidders on the basis of the following parameter. The Technical Evaluation criteria with the scores are given below.

3.3 Evaluation Criteria

The technical proposals will be evaluated based on the following parameters. Bidders must submit valid supporting documents for each criterion. In absence of formal documents, a self-declaration with relevant evidence may be submitted.

Technical Evaluation Criteria

Sl. No.	Criteria	Max. Marks	Weightage Parameters
1	<p>Average Annual Turnover (Last 3 Financial Years)</p> <p><i>Supporting Documents: Audited Financial Statements / CA-Certified Turnover Certificate</i></p>	10 marks	<p>Average Annual Turnover > ₹10 Crore and < ₹15 Crore - 5 Marks</p> <p>Average Annual Turnover ≥ ₹20 Crore - 10 Marks</p>
2	<p>Geographical Spread of Physical Monitoring Activities.</p> <p>The Bidder must have implemented physical monitoring activities in more than 250 Blocks under one or more Government / Public Sector projects. (IT /</p>	15 Marks	<p>≥ 100 and < 500 Project locations = 5 marks</p> <p>≥ 500 and < 1000 Project locations = 10 marks</p> <p>≥ 1000 Project locations = 15 marks</p>

	ICT Infrastructure / Project Monitoring) <i>Supporting Documents: Work Orders /Agreement / Client Certificate</i>		
3	District-Level Presence in Odisha <i>Supporting Documents: Agreement / Accreditation / Self-declaration with proof of office or operations</i>	5 Marks	Marks shall be awarded on a proportionate (pro-rata) basis for district presence, with 1 mark at 6 districts and up to 5 marks at 30 districts, subject to a maximum of 5 marks.
4	Block-Level Presence in Odisha <i>Supporting Documents: List of Implementation Associates / Authorized Local Partners with Undertaking document and Declaration on Company Letterhead certified by Authorized Signatory</i>	10 marks	Presence in > 100 Blocks – 3 Marks Presence in > 200 Blocks – 6 Marks Presence in > 300 Blocks – 10 Marks
5	Experience in Projects Using Software Frameworks for Project Management & Project Monitoring Description: Experience in executing Government or Public Sector projects where software frameworks or digital platforms were used for project management, field-level monitoring, reporting, dashboards, or workflow tracking. <i>Supporting Documents: Work Order / Agreement / LoI / Phase Completion Certificate</i>	20 marks	4 marks shall be awarded for each eligible project, subject to a maximum of 20 marks.
6	Experience in Physical Monitoring Activities (IT / ICT Infrastructure / Project Monitoring)	10 Marks	≥ 3 years and < 5 years = 5 marks

	<p>Description: Experience in field-level physical monitoring and verification of IT/ICT infrastructure - including site inspections, preparation of Site readiness and Installation & Commissioning reports, and submission of geo-tagged evidence-based reports..</p> <p><i>Supporting Documents: Work Order / Agreement / LoI / Phase Completion Certificate</i></p>		<p>≥ 5 years and < 7 years = 7 marks</p> <p>≥ 7 years = 10 marks</p>
<p>7</p>	<p>Technical Presentation: Approach & Methodology for Project / Service Monitoring</p>	<p>30 Marks</p>	<p>a) Understanding of Project Objectives & Requirements – <i>5 marks</i></p> <p>b) Proposed Approach & Methodology for Monitoring & Reporting – <i>8 marks</i></p> <p>c) Demonstration of Dashboard Design, Analytics & Visualization Features – <i>7 marks</i></p> <p>d) Demonstration of Issue Redressal Mechanism / Support Portal Functionality – <i>5 marks</i></p> <p>e) Best Practices and Innovation in Similar Assignments – <i>5 marks</i></p>

3.4 Criteria for Evaluation of Commercial Bids

Commercial bids of only those bidders shall be opened who score a minimum technical score of 70 marks out of 100 marks. The mode of selection of System Integrator will be by Quality and Cost Based selection (QCBS). Quality score will count towards 70% of the overall technical evaluation and commercial score will count for 30% of the overall evaluation.

a) The lowest evaluated Commercial Bid (Fm) will be given the maximum Commercial score (Sf) of 100.

- **The formula for determining the Commercial scores (Sf) of all other Bids will be calculated as below:**

$Sf = 100 \times Fm / F$, in which “Sf” is the commercial score, “Fm” is the lowest price, and “F” the price of the Bid under consideration.

b) The technical score is evaluated as follows:

- **The formula for determining the technical scores (St) of Bids is calculated as following:**

$St = 100 \times S / Sm$, in which “St” is the technical score, “Sm” is the highest technical score (out of 100), and “S” the score of the Bid under consideration.

c) The weights given to the Technical (T) and Commercial (P) Bids are:

$$T = 70\%$$

$$P = 30\%$$

Bids will be ranked according to their combined technical (St) and commercial (Sf) scores using the weights (T = the weight given to the Technical Bid; P = the weight given to the Commercial Bid; T + P = 1) as following: **Final Score = St x T% + Sf x P%**

3.5 Correction of Arithmetic Errors in Commercial Bids

The Evaluation Committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- 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, unless in the opinion of the Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

4 Instructions to Bidders

4.1 General terms and conditions

- a) The terms and conditions outlined in this Request for Proposal (RFP), along with any subsequent corrigenda issued by the Odisha Computer Application Centre (OCAC), shall be applicable and binding throughout the bidding process and subsequent contract period.
- b) Each Bidder shall submit only one Proposal in response to this RFP. Any Bidder who submits or participates in more than one proposal—either independently or as part of a consortium or joint venture—shall be disqualified from the bidding process.
- c) While every effort has been made to provide accurate and comprehensive background information and to outline the scope of responsibilities and requirements, Bidders are advised to conduct their own due diligence and rely on their professional judgment and prior experience in similar engagements to assess the support and effort required to meet the stated objectives.
- d) All information submitted by Bidders as part of their proposal shall be deemed contractually binding upon the Bidder, in the event that the assignment is awarded to them by OCAC.
- e) It is expressly clarified that no commitment of any kind, whether contractual or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any communication indicating the status of a Bidder as "preferred" shall not, under any circumstances, be construed as a contract or agreement. OCAC reserves the right to cancel or withdraw this procurement process at any stage, without incurring any liability or obligation, prior to the execution of a formal contract.

4.2 Authentication of Bid

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or by a person duly authorized to bind the Bidder to the Contract. A Letter of Authorization, Power of Attorney, or Board Resolution, as applicable, authorizing the signatory to sign the bid documents on behalf of the Bidder shall be enclosed with the bid.

All pages of the bid, except for unaltered printed brochures and literature, shall be initialed and stamped by the authorized signatory. Failure to comply with this requirement may result in the bid being considered non-responsive.

4.3 Validation of Interlineations in Bid

The bid shall be free from any interlineations, erasures, or overwriting, except as necessary to correct errors made by the Bidder. In such cases, the corrections shall be initialled and stamped by the authorized signatory of the Bidder. Any bid containing unauthorized alterations is liable to be rejected.

4.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, including any costs incurred for presentations, demonstrations, or clarifications that may be requested by the Purchaser. Under no circumstances shall the Purchaser be liable for these costs, regardless of the outcome or final decision of the tendering process.

4.5 Clarification on Tender Document

Prospective Bidders requiring any clarification on the RFP document shall submit their queries in writing through the e-tendering portal at <https://enivida.odisha.gov.in> only, in accordance with the timeline specified under “Invitation for Bids / Key Events and Dates.”

Queries must be submitted in the following format only to be considered for response:

Sl. No.	RFP Reference (Section No./Page No.)	Clause Description	Clarification Sought
1			
2			

No other mode of communication (email/post/phone) shall be entertained for submission of queries.

Pre-bid Conference will be held on XX/XX/2025 @ 12:30PM through online VC system. Meeting Link will be sent to Bidders through email, who will submit their queries.

4.6 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer mentioned in the RFP will endeavor to provide timely responses to all queries received. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response provided in good faith, and is not obliged to respond to all queries received.

- b. At any time prior to the last date for receipt of bids, OCAC may, for any reason—either at its own initiative or in response to a clarification request—modify the RFP by issuing a corrigendum.
- c. All corrigenda and clarifications, if any, shall be published on the e-tender portal: <https://enivida.odisha.gov.in>.
- d. Any such corrigendum shall be deemed to form an integral part of this RFP.
- e. In order to allow prospective Bidders reasonable time to take the corrigendum into account, OCAC may, at its discretion, extend the last date for submission of bids.

4.7 Documents Comprising the Bids

The bid prepared by the Bidder shall comprise the following components. Bids not conforming to the requirements shall be summarily rejected.

a) Pre-Qualification Bid

The Bidder shall submit the following documents in support of eligibility:

- **Format 1:** Covering Letter
- **Format 2:** General Information about the Bidder
- **Format 3:** Detailed Checklist for Pre-Qualification along with supporting documents
- **Format 4:** Declaration Regarding Ineligibility / Blacklisting
- **Format 5:** Declaration of Acceptance of Terms & Conditions

b) Technical Bid

- **Format 6:** Technical Bid Letter
- **Format 7:** Project Experience

c) Financial Bid

- **Format 8:** Commercial Bid Letter
- **Format 9:** Price Bid Format (Breakdown of Cost Components)

4.8 Bid Prices

The Bidder shall quote prices in the prescribed format, indicating unit rates and the total bid price. Prices should be shown separately for each component as per the scope of work. Any omission or incomplete price information may result in rejection of the bid. The quoted

prices are intended solely to facilitate evaluation and do not limit OCAC's right to negotiate final terms.

The Bidder is responsible for understanding the complete scope of work. Any additional efforts required to meet the functional requirements shall be carried out within the quoted price. No additional cost shall be entertained.

4.9 Firm Prices

Prices quoted must be firm and final and not subject to any upward revision. OCAC reserves the right to negotiate the quoted prices to seek downward revision, if necessary.

Disclosure of financial bid details in any form before opening of the commercial bid shall lead to outright rejection. Any changes in pricing, if required due to clarification, must be submitted only with prior written approval and at least seven days before the final bid submission date.

4.10 Bid Currencies

Prices shall be quoted in **Indian Rupees (INR)** only.

4.11 Bidder Qualification

The term "Bidder" refers to the entity that has submitted the bid. The person signing the bid should be either the Principal Officer or an authorized signatory supported by a valid Power of Attorney/Board Resolution. All bid documents and clarifications must be signed by the authorized representative.

4.12 Bid Validity

- Bids shall remain valid for **180 days** from the date of technical bid opening. A bid valid for a shorter period will be considered non-responsive.
- Prices quoted shall remain fixed throughout the contract period and shall not increase. In case of global price decline, OCAC reserves the right to renegotiate.
- OCAC may request an extension of the bid validity period. Such requests and responses shall be made in writing, and EMD validity shall be extended accordingly.

4.13 Modification and Withdrawal of Bids

- A Bidder may modify or withdraw its bid before the last date for bid submission by sending a **written request** to OCAC. Withdrawal requests via email or fax shall be followed by a signed confirmation.
- No modification or withdrawal will be allowed after the bid submission deadline. Any withdrawal during the bid validity period may lead to disqualification.

4.14 Opening of Bids

- Bids will be opened by OCAC or its appointed committee at the time and date specified under “Invitation for Bids.”
- Authorized representatives of Bidders may attend the bid opening. Names of Bidders, bid modifications, withdrawals, and EMD declarations will be announced.
- Bids that are incomplete or received late shall not be considered for further evaluation.

4.15 Rectification of Errors

- In case of a discrepancy between unit price and total price, the **unit price shall prevail**.
- If an item is not quoted but required, the **highest price quoted by other Bidders** for that item shall be added to the concerned Bidder’s total cost for evaluation.
- If there is a discrepancy between words and figures, the **amount in words shall prevail**.

4.16 Contacting the Purchaser

- No Bidder shall contact OCAC on any matter relating to its bid from the time of bid opening until the contract is awarded.
- Any attempt to influence the Purchaser’s decisions may lead to rejection of the bid.

4.17 Purchaser’s Right to Vary Scope or Extend Contract

- OCAC may issue the initial work order for **1 year** and extend the contract annually based on performance.
- Changes to scope may be made with mutual agreement, and cost/time adjustments will be incorporated through contract amendments.

4.18 Purchaser's Right to Accept or Reject Any or All Bids

OCAC reserves the right to accept or reject any bid, wholly or in part, or cancel the tender without assigning any reason and without incurring any liability.

4.19 Notification of Award

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 in the RFP.

After OCAC notifies the successful bidders that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidders taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Service Agreement (SA) would be signed for entire project period & value.

4.20 Failure to Abide by the Agreement

Failure to comply with the contractual obligations will result in termination and enforcement of penalties as specified.

4.21 Performance Bank Guarantee

- Within **15 days** of award, the successful Bidder shall furnish a **Performance Bank Guarantee (PBG)** equal to **3% of the contract value**, in the template provided.
- Failure to furnish the PBG shall result in cancellation of the award and may lead to reallocation at the Bidder's risk.

4.22 Rejection Criteria

a) Pre-Qualification Rejection

- Missing or invalid Tender Fee/EMD
- Non-submission of signed documents or authorization
- Misleading/fraudulent information
- Submission after the deadline

b) Technical Rejection

- Commercial details in Technical Bid
- Incomplete technical documentation
- Non-compliance with RFP terms
- Partial or non-quoting of required scope
- Deviations from project timelines

c) Commercial Rejection

- Incomplete or incorrect Financial Bid
- Deviations from prescribed commercial format

4.23 Concessions under Statutes

The Bidder is responsible for availing statutory concessions, if any. OCAC shall not be responsible for any additional financial burden arising due to non-availment.

4.24 Tax Liability

The Bidder shall be solely responsible for all statutory tax liabilities.

5 Terms of Reference

5.1 Scope of Work

I. Overview of Monitoring Services

Odisha Computer Application Centre (OCAC) seeks to engage an experienced agency for comprehensive monitoring of IT infrastructure deployed under various e-Governance projects. These monitoring services shall include:

- IP-Based IT Infrastructure Monitoring – Covering computers, networking equipment, surveillance systems (CCTV), smart classrooms, data centers, and other connected assets, ensuring real-time performance tracking and issue resolution through technology-driven monitoring frameworks.
- Non-IP-Based IT Infrastructure Monitoring – Involving physical verification and on-site visits to assess the condition, compliance, and operational efficiency of non-networked IT assets across multiple government departments, educational institutions, law enforcement agencies, and other public sector entities in Odisha.

The selected agency will be responsible for providing remote monitoring as well as physical verification to ensure uptime, compliance, asset health, and timely redressal of issues. These services are critical for sustaining performance and accountability in OCAC's deployed IT infrastructure across the state.

II. Pre-Monitoring Assessment & Preparation

Before commencing field-level monitoring, the selected agency shall undertake a detailed assessment to understand the project context, contractual deliverables, and monitoring expectations. The agency shall:

a) **Study of Contractual Documents:**

Review the contracts signed between OCAC and the respective System Integrators (SIs) to understand project-specific deliverables, timelines, and roles.

b) **Review of Project Communication and Operational Workflows:**

Analyze existing communication mechanisms among OCAC, departments, and implementation partners. The agency shall accordingly develop frameworks and procedures for streamlined monitoring, escalation, and reporting.

c) **Study of RFPs, Agreements, and SLAs:**

Examine relevant project documentation including RFPs, Agreements, and SLAs to ensure alignment of the monitoring framework with defined deliverables and performance standards.

The agency shall submit an **Inception Report** to OCAC summarizing project understanding, key findings, and the proposed monitoring approach prior to commencing full-scale operations.

III. Phase 1: Monitoring from Purchase Order (PO) to Installation & Commissioning

The agency shall monitor the supply, installation, and commissioning of IT infrastructure as per contractual obligations:

a) **Site Readiness Report**

Before installation and commissioning, the selected agency shall conduct a Site Readiness Assessment to confirm that the physical, electrical, network, safety, security, and environmental conditions at each location are adequate for safe and efficient deployment

of the proposed IT/ICT infrastructure (or any related equipment). This pre-installation verification prevents delays, rework, and asset damage, and establishes a baseline for later ICR/Final Handover.

Each location shall be documented through a Site Readiness Report (SRR) in the prescribed digital format within the Monitoring Application.

Purpose

Site Readiness Report verifies site adequacy in terms of space, power, network, safety, and environment; captures geo-tagged, time-stamped evidence of the pre-installation state; identifies gaps requiring rectification; and establishes a baseline for post-installation comparison.

Site Readiness Report details are comprised of the following:

- a. Location & Administrative Details
- b. Space & Layout Readiness
- c. Electrical & Power Readiness
- d. Network & Connectivity Readiness
- e. Safety & Security
- f. Furniture & Fixtures / Mounting Readiness
- g. Photographic Evidence
- h. Observations & Readiness Verdict

b) Verification of Supplied Equipment:

Ensure all items supplied match the specifications and quantities as per the Purchase Order or contract.

c) Installation & Commissioning Oversight:

Monitor adherence to installation schedules and verify that equipment has been set up correctly and made operational at the designated sites.

d) On-site Digital Monitoring:

The selected agency shall implement a robust mobile-based digital monitoring mechanism to ensure end-to-end visibility and accountability of asset performance at the field level. This includes:

- **Time-stamped and geo-tagged photographs** of the deployed IT/ICT infrastructure during installation, inspection, and verification visits along with **Digitally Installation Completion Reports (ICRs)**.
- **OTP-based Digital Authentication Mechanism:** To ensure enhanced **accountability and traceability** among designated departmental in-charge officials, the monitoring application must incorporate a secure **OTP-based digital verification mechanism** for each field entry and submission, including Installation Completion Reports (ICRs) and periodic monitoring records. This system shall serve as a digitally verifiable acknowledgment by the responsible officer, thereby strengthening data integrity and institutional ownership.
 - For **ICRs:** The completion report shall be digitally approved through a secure OTP-based eSign mechanism by the authorized representative (e.g., head/in-charge of the concerned location/department), ensuring tamper-proof and non-repudiable confirmation of completion.
 - For **all App-based periodic monitoring activities:** Every scheduled or surprise inspection conducted through the monitoring app shall also incorporate OTP-based authentication by the designated local authority, validating that the digital record of the visit is legitimate, verified, and accepted.

Note:

- i. OTP-based SMS Gateway services (for delivery and authentication of OTPs) shall be provisioned by the State Government or its designated agency to ensure uniform integration, operational efficiency, and centralized management across all project sites. The selected agency shall be responsible for integrating the provided SMS Gateway with the monitoring application and ensuring its proper functionality.
- ii. The server infrastructure for hosting the monitoring application shall be provisioned and maintained by OCAC. The selected agency shall ensure seamless integration, deployment, and performance of the application on OCAC's designated server environment.

As part of on-site monitoring through the mobile application, the agency shall ensure mandatory collection of **geo-administrative metadata** for each site. This includes capturing the **Block, Gram Panchayat (GP)**, and **Pincode** details of the monitored location. These fields, along with geo-tagged and time-stamped photographs, shall be securely stored and integrated into the centralized monitoring system. This structured data is essential for enabling spatial traceability, regional performance analytics, targeted governance

interventions, and archival referencing. Utilize a mobile application for field-level data collection, including:

- Time-stamped and geo-tagged photographs of installed assets
- Digitally signed Installation Completion Reports (ICRs)

The Installation Completion Report (ICR) is a digitally generated, site-specific document that certifies the successful installation, configuration, and functional readiness of IT or ICT infrastructure under a monitored project. It serves as an official and auditable record of completion for each individual site or asset.

Each ICR shall include:

- Project and location details (District, Block, GP, Pincode)
- List of installed equipment and specifications
- Date and time of installation
- Geo-tagged and time-stamped photographs of installed assets
- Field verification details including name and designation of the field officer
- Observations or remarks (if any)
- OTP-based digital approval from the designated departmental official (Department In-Charge)
- Digital signature or e-Acknowledgement confirming acceptance of installation
- In such cases, if required, the DSC (Digital Signature Certificate) application shall be provided by OCAC for integration and authentication purposes.

The ICR must be generated using the designated monitoring application and submitted within the stipulated timeline as prescribed in the deliverables. This report forms the basis for milestone verification, payment processing, and further monitoring.

e) Deployment of Monitoring Devices:

The selected agency shall provision smart handheld devices (smartphones or tablets) equipped with the pre-installed Monitoring Application. These devices will be used by field staff to carry out on-site inspections, collect geo-tagged and time-stamped data, upload photographs, verify assets, and complete OTP-based approvals from the department in-charge. Each device must meet the minimum technical specifications required to run the application smoothly, have basic security configurations, and include a three-year warranty. The devices must be delivered and configured for operational use as per deployment locations defined during project initiation.

f) Data Synchronization with Dashboard:

Ensure real-time synchronization of field-level data with the central dashboard maintained by OCAC.

The Centralized Dashboard is a real-time, web-based analytics and visualization platform integrated with the Monitoring System, designed to provide comprehensive oversight of all monitoring activities carried out under the project. It enables authorized users from the Client, Implementing Agency, and other stakeholders to access dynamic insights into the performance, functionality, and compliance status of IT/ICT infrastructure deployed across all locations.

The Centralized Dashboard shall include, but not be limited to, the following features:

- **Real-time Monitoring Summary** of IP-based and Non-IP-based equipment status (e.g., Active/Inactive, Faulty, Under Maintenance)
- **Geographical Coverage Overview** with district/block-wise deployment and inspection status
- **Inspection and Visit Logs** including date, time, geo-coordinates, and field staff details
- **Manpower Deployment Tracking** at Central, District, and Block levels
- **ICR and Final Handover Status Tracking**
- **Downloadable Reports** including Monthly Monitoring Reports, Attendance Reports, and Visit Logs

The dashboard must be securely hosted, mobile-responsive, and integrated with the Monitoring Application. It should support data export (Excel/PDF), be accessible to authorized government stakeholders, and be maintained throughout the contract period.

g) Reporting & Escalation:

Highlight delays, deviations, or discrepancies with proper supporting documentation and escalate to OCAC as required.

IV. Phase 2: Post-Commissioning Monitoring and Support

Post-installation, the agency shall conduct regular assessments to ensure proper functioning and utilization of IT assets.

a) Functionality Monitoring:

Verify operational status of installed equipment such as desktops, networking devices, smart classroom components, and surveillance systems.

b) Uptime/Downtime and Utilization Reporting:

Maintain logs on uptime, downtime, and utilization metrics; identify anomalies and performance trends.

c) Maintenance and Warranty Tracking:

Monitor compliance with vendor warranty obligations and ensure timely resolution of hardware issues.

d) Issue Redressal System (Portal) and Support Mechanism

The selected agency shall design, develop, host, and operate a secure Issue Redressal Portal integrated with the Monitoring Dashboard to ensure timely resolution of field-level issues and equipment faults identified during monitoring. Each issue shall be logged with a unique ticket ID, capturing site, equipment, and status details, and tracked through assignment, escalation, and closure workflows with defined Turnaround Time (TAT) benchmarks. The portal shall generate real-time status reports showing open, resolved, and pending issues, with digital approval by OCAC/departmental officials at closure.

e) Manpower Deployment

The selected agency shall deploy skilled manpower at central, district, and block levels to ensure effective monitoring, reporting, field coordination, and resolution of issues. The agency shall maintain a deployment plan with named personnel, ensure timely attendance, and submit monthly performance/activity reports.

f) Digital Tools and Systems to be Used

The agency shall utilize the following tools to ensure transparent, efficient, and technology-driven monitoring:

- GPS-enabled mobile application with geo-tagging and time-stamping
- Centralized web-based dashboard for real-time analytics and monitoring

g) Case Studies Documentation

The selected agency shall prepare and submit two to three comprehensive, outcome-oriented case studies during the project period. These case studies should be evidence-based and capture the status, usage, and performance of the monitored infrastructure, highlighting

recurring issues, successful interventions, and field-level observations. The documentation should reflect data-backed insights, testimonies (if available), and actionable recommendations for improvement. These case studies will form a part of the overall outcome documentation, contributing to strategic review, policy formulation, and long-term planning.

5.2 Manpower Deployment

To ensure efficient implementation, coordination, and real-time responsiveness during the monitoring and verification process, the selected agency shall deploy manpower at three levels with defined responsibilities:

I. Central-Level Manpower

Central-level personnel will be based at the Agency's Head Office or designated Project Management Unit (PMU) and shall be responsible for overseeing overall project execution, coordination with OCAC/client departments, technical supervision, data consolidation, analytics, and MIS/report generation.

Key Responsibilities:

- Project planning and execution strategy
- Coordination with client officials and field teams
- Technical support for monitoring software and dashboard
- Quality assurance of data and reports
- Generation and submission of consolidated MIS reports and deliverables

II. District-Level Manpower

District-level personnel will operate at each district and act as the first level of supervision over field operations. They will coordinate with Block-level manpower, ensure timely site visits, validate field reports, and address local challenges.

Key Responsibilities:

- Scheduling and supervising field visits in the district
- Coordinating with district officials and stakeholders
- Collecting and validating physical monitoring data
- Providing support to Block-level manpower
- Reporting escalation and feedback to the Central team

III. Block-Level Manpower

Block-level manpower will be the primary field force responsible for physical site visits, data collection, compliance verification, geo-tagging, photographing installations, obtaining OTP-based ICR approval, and real-time reporting via the mobile application.

Key Responsibilities:

- Physical verification of sites and equipment
- Uploading geo-tagged, time-stamped data using monitoring app
- Obtaining digital/OTP-based sign-off from officials
- Addressing field-level grievances and observations
- Assisting in ICR and final handover report preparation

5.3 Exit Management Plan

The agency shall prepare and submit a comprehensive **Exit Management Plan (EMP)** which shall be implemented during the exit transition period. This plan shall include:

- a. Provisions for continued support and smooth transition to OCAC or its nominated agency.
- b. Communication strategy with stakeholders, including OCAC staff, vendors, and departments.
- c. Detailed transfer schedule with continuity of services until full transition, including documentation and knowledge transfer.

5.4 Key Deliverables

S.N.	Deliverable	Periodicity	Description
1	Monitoring Report for Non-IP Based Equipment	Monthly	Detailed report capturing performance, functionality, and compliance status of Non-IP based equipment through physical verification. The report should include photographs, location tagging, status remarks, issue logs (if any), and corrective actions taken.
2	Monitoring Report for IP-Based	Monthly	Auto-generated or system-generated reports from the centralized monitoring dashboard

	Equipment via Online System		showing device uptime, connectivity status, and specifications. It should be filterable by location and date range.
3	Installation Completion Report (ICR)	One-time per project per location	A structured, digitally generated report capturing the post-installation status of assets. It must include site photographs, geo-tagging, equipment serial numbers, OTP-based verification by department official, and date of commissioning. Serves as initial baseline record of installation.
4	Site readiness Report	One-time per project per location	Before initiating installation and commissioning activities, the selected agency shall conduct a Site Readiness Assessment to evaluate the preparedness of each location for deployment of IT/ICT infrastructure. The assessment shall ensure that the physical, electrical, network, and environmental conditions are suitable for safe and efficient installation. For each location, the agency shall prepare a Site Readiness Report containing site details, geo-tagged and time-stamped photographs, and any observations affecting installation feasibility.
5	Final Hand-over Report	One-time per project per location	A closure report marking the formal conclusion of monitoring activities. It includes a summary of assets monitored, utilization status, issues resolved, performance snapshots, and certification by the department official or nodal officer.
6	Monthly Attendance & Deployment Report of Central, District, and Block-Level Resources	Monthly	Deployment details of field staff at each level (Central, District, Block), including daily attendance, location mapped activities, tasks completed, and movement logs where applicable. Should be submitted in a standardized template.

7	Summary Dashboard Reports	Monthly	<p>A web-based centralized dashboard should be made accessible to the Client for real-time and summary-level monitoring. The dashboard must contain:</p> <ul style="list-style-type: none"> • Real-time equipment status (IP & Non-IP) • Location-wise monitoring overview • Field manpower deployment status • Downloadable reports section
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Note on Price Discovery Items and Quantity Variation:

The above-mentioned deliverables shall form the basis for *price discovery* under this RFP. Bidders are required to quote their unit rates for each component as per the **Financial Bid Format** provided.

It is hereby clarified that:

- The **number of projects, types and quantity of equipment, frequency of monitoring, and manpower deployment requirements** may vary during the execution period, based on the actual scope and scale of assignments allotted by OCAC from time to time.
- The **payment to the selected agency** shall be made strictly on a **per-unit basis** against actual services rendered and deliverables submitted, verified, and approved by the Client.
- The quoted rates should be inclusive of all activities necessary for submission of the respective deliverables, including field visits, system access, manpower, reporting tools, coordination with stakeholders, and support services as applicable.
- OCAC does not guarantee any fixed volume of work under this RFP. However, the selected agency may be engaged for one or more projects depending on administrative requirements and performance.

This price discovery mechanism aims to ensure fair competition and enable scalable engagement based on the evolving needs of the Client across various projects and geographies.

6 Submission of Bids

- a. The Bidder shall submit their proposal in two separate digitally signed files, namely: “Technical Bid (Envelope-I)”, “Commercial Bid (Envelope-II)” through the e-Tender portal: <https://enivida.odisha.gov.in>.

- b. The contents of the Technical and Financial Bids shall be as specified in the RFP. All documents uploaded must be digitally signed by the authorized signatory of the Bidder.
- c. The Bidder shall submit the hard copy of the Pre-Qualification Proposal (1 original) within two (2) working days from the date of online submission, in the following manner:
Pre-Qualification Proposal: One original hard copy, duly signed and bound.
- d. Prices should not be mentioned anywhere in the Technical Proposal. Any violation of this clause shall result in rejection of the bid.
- e. The envelope containing the hard copy of the Pre-Qualification Proposal should be clearly marked as:
“Pre-Qualification Proposal for [Insert RFP Title]”, Enquiry No.: [Insert Tender Reference Number].
- f. All pages of the submitted proposal must be sequentially numbered and must contain a table of contents with page numbers. Any deficiency in documentation may result in rejection of the bid.
- g. The proposal shall contain no interlineations, erasures, or overwriting, except where necessary to correct errors made by the Bidder. Any such corrections must be initialed by the authorized signatory of the Bidder.
- h. All pages of the bid shall be initialed and stamped by the person or persons duly authorized to sign on behalf of the Bidder.
- i. In case of any discrepancy between the online submitted bid documents and the hard copy, the contents of the original physical bid document shall prevail.
- j. Detailed supporting documents, technical details, and other relevant information are to be submitted strictly as per the prescribed formats. Non-compliance may result in disqualification.

7 General Terms and Conditions of the Contract

7.1 Purchaser

Odisha Computer Application Centre,
OCAC Building, Plot No. N-1/7-D, Acharya Vihar,
RRL Post Office, Bhubaneswar – 751013.

7.2 Term of Contract

This will include the period as referred to in this Contract required to deliver the deliverables and other services specified in this Contract's terms of reference, including the duration of the support period (as may be applicable).

7.3 Use of Contract Documents and Information (Confidentiality)

- The Selected Agency shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, report, findings, data or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Selected Agency in performance of the services under the contract.
- The Selected Agency shall not, without the Purchaser's prior written consent, disclose any documents including (soft and hard copies), plan, report, findings, data, plans, specifications, process definitions/details and copies thereof furnished by the Purchaser, as well as all deliverables (hard and soft copies), including but not limited to methodologies, frameworks, models, plans, process documentation, program specifications etc., to any person other than a person employed by the Selected Agency in performance of the services under the Contract.
- The Bidder will sign a Non-Disclosure Agreement (NDA) with OCAC and/or other stakeholders of the project.

7.4 Insurance of Key Personnel

The Purchaser shall not be liable for or in respect of any payment for accidental injury to any personnel provided by the Selected Agency.

7.5 Term and Extension of Term

The term under this Contract will be for a period of nine months, which shall commence from the date of signing of the Contract. If required by the Purchaser, an extension of the term can be granted to the Supplier on mutual consent basis with existing terms and conditions.

7.6 Indemnity

The Selected Agency shall indemnify the Purchaser from and against any costs, losses, direct damages, expenses, or claims arising or incurred during and after the Contract period out of:

- a) Any infringement of patent, trademark or copyright due to Supplier's breach arising from third-party claims resulting from the use of the reports/deliverables provided by the Supplier or any part thereof; provided that this indemnity shall not apply in the following cases:
 - b) The modification of Supplier's deliverables/reports by any person other than the Selected Agency or its personnel; (b) Purchaser's failure to use any modification to Supplier's deliverables/reports made available by the Empanelled Agency where use of such modification would have avoided the infringement;
 - c) Information, materials, instructions, or specifications that are themselves infringing and are provided by or on behalf of the Purchaser, or which the Purchaser requests or requires the Supplier to use;
 - d) The use of the Supplier's deliverables/reports in a manner not agreed to under the Contract.
Provided that the Purchaser shall give the Supplier written notice of any such claim and sole control over the defence of any such claim.
- e) The Purchaser shall indemnify and hold harmless the Supplier, its affiliates and member firms for all losses, claims, damages, or expenses incurred in connection with any third-party claim or liabilities, except to the extent finally and judicially determined to have resulted primarily from the fraud or bad faith of the Supplier.

7.7 Limitation of Liability towards the Purchaser

Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits, loss of use, contracts, data, goodwill—whether or not deemed to constitute direct losses) arising out of or relating to the Contract.

Except in the case of gross negligence or willful misconduct on the part of the Supplier, or on the part of any authorised person acting on behalf of the Supplier in executing the work or in carrying out the Services under this Contract, under no circumstances shall the Supplier's total aggregate liability for any claims, losses or damages arising out of or in relation to this Contract—whether in contract, tort or otherwise, or with respect to damage caused by the Supplier, including to property and/or assets of the Purchaser or of any of Purchaser's vendors—exceed either (A) the Contract Value or (B) the proceeds the Supplier may be

entitled to receive from any insurance maintained by the Supplier to cover such a liability, whichever of (A) or (B) is higher.

For the purposes of this Clause, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety, or real property of the other Party—where such Party knew, or would have known if it was acting as a reasonable person, that such consequences would result.

Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. "Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew, or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety, or real tangible property of the other Party, but shall not include any error of judgment or mistake made in good faith.

7.8 Termination of Contract

A. Terms of Contract

- a) OCAC, without prejudice to any other remedy for breach of Contract or non-compliance with service levels, may terminate the Contract in whole or in part by written notice of default sent to the Supplier, under the following conditions:
- If the Supplier fails to deliver any or all contracted services as per service standards specified in the Contract; or
 - If the Supplier fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of the contract; or
 - If the Supplier has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In the event OCAC terminates the Contract in whole or in part, OCAC may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Selected Bidder shall be liable to OCAC for any excess costs for such similar services. However, the Bidder may continue performance of the Contract to the extent not terminated. OCAC will not be liable to pay any damages to the Selected Bidder in cases comprising termination for default.

In case it leads to termination for default, Odisha Computer Application Centre (OCAC) will give 30 days' notice to the Supplier of its intention to terminate the Contract and shall terminate the Contract unless, during the 30 days' notice period, the Bidder initiates remedial action acceptable to OCAC.

- b) In case of delays in the project not attributable to the Bidder, OCAC may take a final decision on the additional costs for the time overrun on a monthly basis (computation will be as per the quarterly payment). In case of inordinate delays beyond 15 months from the date of issue of the Work Order, not attributable to the Bidder, the Bidder will be permitted to hand over the due project deliverables at that point of time to OCAC and withdraw from the project after receiving the fees based on completed milestones.

B. Termination for Insolvency

OCAC may at any time terminate the Contract by giving written notice to the Selected Bidder if the Selected Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Selected Bidder, provided that such termination shall not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to OCAC.

C. Termination for Convenience

OCAC, by written notice of 30 days sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience.

In case of termination for convenience, OCAC will pay the Supplier the cost based on the milestones and delivery percentages as per the Work Order. For milestones and deliverables for which only part of the work has been completed by the Supplier at the time of closure, a fee based on the proportion of work completed will be paid. The Performance Bank Guarantee (PBG) in such case will be refunded to the successful Bidder.

7.9 Force Majeure Condition

The successful Bidder shall not be liable for forfeiture of its Performance Bank Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence, and not foreseeable. Such events may include, but are not limited to, acts of OCAC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of OCAC in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of OCAC in writing, the Bidder shall continue to

perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.10 Resolution of Disputes

- a) The Purchaser and the Supplier shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve a Contract dispute amicably, the dispute shall be referred to the Chief Executive Officer, OCAC, for resolution.
- c) If, after thirty (30) days from the commencement of such reference, the Chief Executive Officer, OCAC, is unable to resolve the Contract dispute between the Purchaser and the Supplier, either party may refer the dispute to the Principal Secretary to Government, E&IT Department, Government of Odisha.
- d) Any dispute or difference whatsoever arising between the parties (Purchaser and Supplier) to the Contract, out of or relating to the construction, meaning, scope, operation or effect of the Contract, or the validity of the breach thereof, which cannot be resolved through the process specified above, shall be referred to a sole arbitrator to be appointed by mutual consent of both parties. In the event the parties cannot agree to a sole arbitrator, such arbitrator shall be appointed in accordance with the Indian Arbitration and Conciliation Act, 1996.

7.11 Governing Law and Jurisdiction

This Agreement and all questions of its interpretation shall be construed in accordance with the Laws of India. The High Court at Cuttack shall have exclusive jurisdiction. Suits, if any, arising out of the Contract/Agreement shall be filed by either party in a court of law to which the jurisdiction of the High Court of Odisha extends.

7.12 Tender Prices and Taxes

The Supplier shall be responsible for the payment of taxes and other statutory levies payable under any or all statutes/laws/acts, now or hereafter imposed. Payment will be made to the Supplier after deduction of taxes at source, as per prevailing laws.

However, if there is a change in taxation policy by the Government, then only the tax component will change, based on the prevailing policy, on the base consultancy cost value, after deducting any penalty.

7.13 Payment Terms

The payment to the selected agency shall be released based on successful delivery of services and submission of verified reports/invoices, as per the following structure:

S.N.	Component	Payment Frequency
Category – A: Pre- & Post-Installation Verification Activities		
1	Site Readiness Report (SRR)	One-time per slab of up to 10 equipment per site (or part thereof)
2	Installation Completion Report (ICR)	One-time per slab of up to 10 equipment per site (or part thereof)
3	Final Hand-over Report	One-time per slab of up to 10 equipment per site (or part thereof)
Category – B: Ongoing Monitoring & Issue Redressal Activities		
4	Monitoring of IP-Based Equipment through Online Monitoring System	Monthly
5	Monitoring of Non-IP Based Equipment	Per Visit / Monthly (as applicable)
6	Issue Redressal System (Portal) including Issue Resolution Support	Per Issue (Ticket/Incident) – As per occurrence
Category – C: Manpower Deployment (Price Discovery Items)		
7	Central Manpower Deployment (if engaged)	Monthly
8	District-Level Manpower Deployment (if engaged)	Monthly
9	Block-Level Manpower Deployment (if engaged)	Monthly

Note:

Payments shall be made subject to TDS and other statutory deductions as per applicable rules, and only after submission of verified deliverables and valid invoices. For **S.N. 1 – 3**, payment shall be calculated in **slabs of up to 10 equipment per site**; the payable units shall be determined as *CEILING (No. of equipment ÷ 10)*.

General Notes:

- Project to Project-based responsibilities will be communicated to selected agency
- All payments shall be made **post-verification and approval** of the respective deliverables by the competent authority at OCAC.

- TDS and other statutory deductions, if applicable, shall be deducted at source.
- GST shall be paid extra at prevailing rates as applicable.

7.14 Penalty

- The time schedule for the entire project and for the major activities will be agreed upon between OCAC and the Bidder.
- In case of any delay solely on account of the Bidder's fault, a penalty of 2% will be imposed for a delay of every twelve (12) weeks or part thereof, subject to a maximum delay of thirty-six (36) weeks from the scheduled target date.

S.N.	Activity	Amount to be Penalized
1	Delay in deliverable/activities	2% of the QGR value for every 12 weeks of delay

The maximum penalty levied upon the Bidder shall not exceed 5% of the QGR.

- Beyond a delay of thirty-six (36) weeks, OCAC reserves the right to either terminate the project:
 - In the event of OCAC deciding to continue the project, the Bidder shall complete the verification and performance monitoring project without any extra fee for the specific period.
 - In the event of the State deciding to terminate the project, OCAC reserves the right to invoke the bank guarantee submitted by the Bidder and initiate action to recover the balance penalty amount.

8 Annexures (Forms & Formats)

8.1 FORMAT 1 – FORMAT FOR COVERING LETTER

(On the Bidder's Letterhead)

To,
General Manager (Admin)
 Odisha Computer Application Centre (OCAC)
 N1/7-D, Acharya Vihar Square, Near Planetarium
 P.O. – RRL, Bhubaneswar – 751013

Subject: Submission of Bid for *Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC*

Reference: Notification No. _____

Sir/Madam,

In response to the advertisement dated _____ issued by the General Manager (Admn), Odisha Computer Application Centre (OCAC), we hereby submit our proposal for *Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure* under various e-Governance projects implemented by OCAC.

Having examined the RFP documents including all addenda/amendments, we, the undersigned, offer to provide the services as mentioned in the Scope of Work of the RFP for the duration and in accordance with the terms and conditions set forth therein.

In our capacity as the applicant, we confirm that we possess the required technical competence, relevant experience, and financial capability to undertake the assignment. Our proposal is consistent with and fully compliant with the requirements specified in the RFP. We further understand and acknowledge that:

- Our qualification for this engagement will be based on the technical, operational, and financial information provided in our RFP response.
- Any development that affects our continued eligibility or any misrepresentation may result in our disqualification from the selection process.
- All material facts and circumstances relevant to this proposal have been fully disclosed in accordance with the terms of the RFP.

We also understand that OCAC reserves the right to reject any or all bids without assigning any reason. We look forward to the opportunity to associate with OCAC and contribute to the effective monitoring of IT infrastructure under e-Governance initiatives across Odisha.

Thanking you,

Yours faithfully,

(Signature of Authorized Signatory)

Name & Title: _____

Date: _____

Seal of the Organization

8.2 FORMAT 2 – GENERAL INFORMATION ABOUT BIDDER

(To be submitted on the Bidder's Letterhead)

No.	Particulars	Details to be Furnished
A. Details of the Bidder		
1.	Company Name	
2.	Month & Year of Incorporation	
3.	Details of Company's Registration	
4.	Registration Number & Name of Registration Authority	
5.	GST Registration No.	
6.	Permanent Account Number (PAN)	
7.	Address	
8.	Telephone	
	Fax	
9.	E-mail	
	Website	
B. Details of Authorized Person		
1.	Name	
2.	Designation	
3.	Address	
4.	Telephone & Mobile	
5.	Email	

Note: Please attach a copy of the Power of Attorney/Power of Authorization in support of the authorized signatory.

8.3 FORMAT 3 – Detailed Checklist for Pre-Qualification

(To be submitted on the Bidder's Letterhead)

Sl. No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Document Attached (Page No.)
a.	The Bidder is a legal entity registered under the Companies Act, 1956/2013 or LLP Act, 2008	Certificate of Incorporation / Registration		
b.	The Bidder is in operation for at least 10 years	Work Orders / Completion Certificates		
c.	GST Registration	Copy of GST Certificate		
d.	Average turnover of ₹15 Crores in last 3 FYs	Audited P&L or Certificate from CA		
e.	Positive net worth and profit-making in last 3 FYs	Certificate from Statutory Auditor		
f.	Minimum 50 technical and administrative staff	Declaration from HR		
g.	Valid ISO Certifications (9001, 20000, 27001)	Copies of Certificates		
h.	Successfully executed similar projects	Work Orders / Completion Certificates / Self-Declaration		

i.	Not blacklisted/debarred	Format 3: Self-Declaration		
j.	Presence in Odisha	Trade License / Office Proof / Undertaking		
k.	Conflict of Interest Declaration: Bidder is not involved as a current supplier/implementation partner for the same IT/ICT infrastructure being monitored	Self-Declaration on Company Letterhead		
l.	Earnest Money Deposit (EMD)	Copy of EMD document		

8.4 FORMAT 4 – Declaration Regarding Ineligibility for Corrupt or Fraudulent Practices or Blacklisting

(On the Bidder's Letterhead)

To,
General Manager (Admin)
Odisha Computer Application Centre (OCAC)
N1/7-D, Acharya Vihar Square, Near Planetarium
P.O. – RRL, Bhubaneswar – 751013

Subject: Declaration of Ineligibility / Blacklisting Status

Sir/Madam,

We have carefully examined the Terms & Conditions contained in the RFP Document [RFP No. _____] for *“Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC.”*

We hereby declare that our company/organization has **not** been declared ineligible for corrupt or fraudulent practices, nor has been debarred or blacklisted by the Government of India, any State Government, or any government agency/undertaking, as on the date of submission of this bid.

I further confirm that I am a duly authorized officer of my organization and competent to make this declaration on its behalf.

Thanking you,

Yours faithfully,

(Signature of the Authorized Signatory)

Name: _____

Designation: _____

Seal of the Organization

Date: _____

Business Address: _____

8.5 FORMAT 5 – Declaration of Acceptance of Terms and Conditions in RFP

(On the Applicant's Letterhead)

To,

General Manager (Admin)

Odisha Computer Application Centre (OCAC)

N1/7-D, Acharya Vihar Square, Near Planetarium

P.O. – RRL, Bhubaneswar – 751013

Subject: Declaration of Acceptance of RFP Terms and Conditions

Sir/Madam,

I have carefully reviewed the terms and conditions specified in the RFP document [RFP No. _____] for *“Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC.”*

I hereby declare that my organization accepts all the provisions, terms, and conditions mentioned in the above RFP document without any deviation.

I further confirm that I am a duly authorized signatory of my organization and am competent to make this declaration on its behalf.

Thanking you,

Yours faithfully,

(Signature of the Authorized Signatory)

Name: _____

Designation: _____

Seal of the Organization

Date: _____

Business Address: _____

8.6 FORMAT 6 – Technical Bid Letter

(On the Bidder's Letterhead)

To,

General Manager (Admn)

Odisha Computer Application Centre (OCAC)
N1/7-D, Acharya Vihar Square, Near Planetarium
P.O. – RRL, Bhubaneswar – 751013

Subject: RFP for *Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC*

Reference: Tender No: <TENDER REFERENCE NUMBER> dated <DD/MM/YYYY>

Sir/Madam,

We, the undersigned Bidders, having thoroughly read and examined all the tender documents in detail, hereby submit our Technical Proposal to provide the services as specified in the RFP document [No. <RFP REFERENCE NUMBER>] dated <DD/MM/YYYY>.

We submit our Technical Bid along with the following declarations:

1. **Earnest Money Deposit (EMD)**

We have enclosed an EMD in form of Demand Draft (DD) or Bank Guarantee (BG) with a validity of 180 days . We understand that this declaration is liable to be enforced in accordance with the provisions of the RFP and the General Conditions of the Contract.

2. **Contract Performance Guarantee**

We hereby declare that in the event the contract is awarded to us, we shall furnish the required Contract Performance Guarantee as stipulated in the RFP document.

3. **Bid Validity Period**

We agree that our bid shall remain valid for a period of 180 days from the date of opening of the bids, or for any extended period mutually agreed upon, and that our bid shall remain binding during the validity period.

We further confirm that:

- Our bid has been submitted in good faith and without collusion or fraud.

- The information provided in our bid is true, correct, and complete to the best of our knowledge and belief.
- We fully understand that OCAC is under no obligation to accept any bid and reserves the right to reject one or all bids without assigning any reason.

We respectfully request your kind consideration of our submission.

Thanking you,

Yours faithfully,

(Signature of the Authorized Signatory)

Name: _____

Designation: _____

Seal of the Organization

Date: _____

Business Address: _____

8.7 FORMAT 7 – Project Experience

S. No	Item	Details
1	Project title	
2	Name of the Client	
3	Name of the contact person from the client organization who can act as a reference with contact details <ul style="list-style-type: none"> • Name • Designation • Address • Phone Number • Mobile Number • Email ID 	
4	Duration (Start Date and End Date)	
5	Current Status of project	
6	Number of personnel deployed (Peak team size)	
7	Value of the engagement in INR	
8	Narrative description of project:	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is published.	
10	Description of the key areas where significant contributions are made for the success of the project.	
11	Supporting Documents (Work Order/LoA/Client Certificate etc.)	

8.8 FORMAT 8 – Commercial Bid Letter

(On Bidder's Letterhead)

To,

General Manager (Admn)

Odisha Computer Application Centre (OCAC)

N1/ 7D, Acharya Vihar Square, Near Planetarium

P.O. – RRL, Bhubaneswar – 751013

Subject: RFP for Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

Sir/Madam,

We, the undersigned Bidder, having read and examined in detail all the tender documents in respect of the **Selection of Agencies for Comprehensive Monitoring Services**, do hereby submit our Commercial Bid to provide the required services as specified in the tender documents [Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>].

1. PRICE AND VALIDITY

- All prices mentioned in our bid are in accordance with the terms specified in the tender documents.
- The prices quoted are valid for a period of **180 calendar days** from the date of opening of the commercial bid.
- We understand and accept that applicable taxes, including Income Tax, GST, Professional Tax, or any other levies as per Indian law, shall be paid by us.

2. UNIT RATES

We have provided unit rates in the prescribed format for payments and potential price adjustments due to scope changes, if any, during the contract period.

3. DEVIATIONS

We hereby declare that all services shall be delivered in full compliance with the scope, terms, and conditions outlined in the tender documents. We confirm **no deviations** have been proposed in our commercial offer.

4. TENDER PRICING

The prices quoted in our Commercial Bid are in line with the instructions provided in the RFP. We have not included any hidden or conditional costs.

5. QUALIFYING DATA

We confirm that all relevant qualifying data has been submitted as per the Instructions to Bidders. If any further information or documents are required, we agree to furnish them promptly to your satisfaction.

6. BID PRICE

We declare that the **Bid Price covers the entire scope of work**, as defined in the Schedule of Requirements and RFP document, and has been provided in the prescribed Financial Bid Format.

7. CONTRACT PERFORMANCE GUARANTEE

We hereby confirm that, if awarded the contract, we shall submit the required Contract Performance Guarantee as per the terms of the RFP.

We further declare that:

- This bid is made in good faith and without collusion or fraud.
- All information provided in this bid is true and correct to the best of our knowledge and belief.
- This commercial bid is binding upon us, and we understand that OCAC is not bound to accept the lowest or any bid it may receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name: _____

Designation: _____

Seal:

Date: _____

Business Address: _____

8.9 FORMAT 9 – Price Bid Format

(To be submitted on Bidder's Letterhead)

Name of the Bidder: _____

RFP Title: Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC

Tender Reference No.: _____

Date: _____

Financial Bid Format

S.N.	Component	Unit	Frequency	Rate per unit(₹)	Quantity	Price (₹)
Category – A : Field-Level Assessment & Verification Activities						
1	Site Readiness Report	Per Project Per Location	One-time per slab of up to 10 equipment per site (or part thereof)		50,000	
2	Installation Completion Report (ICR)	Per Project Per Location	One-time per slab of up to 10 equipment per site (or part thereof)		50,000	
3	Final Hand-over Report	Per Project Per Location	One-time per slab of up to 10 equipment per site (or part thereof)		50,000	
4	Monitoring of Non-IP Based Equipment	Per Project Per Location Per Equipment	Per Visit per slab of up to 10 equipment per site (or part thereof)		50,000	
Category – B : Ongoing Monitoring & Issue Management Activities						
5	Monitoring of IP-Based Equipment through Online Monitoring System	Per Equipment	Per Month		5,00,000	

6	Issue Redressal System (Portal) including Issue Resolution Support	Per Issue (Ticket/Incident)	As per occurrence		5,00,000	
Category - C: Indicative Manpower Deployment (Price Discovery Items)						
7	Central Manpower Deployment	Per Resource	Per Month		3	
8	District Level Manpower Deployment	Per Resource	Per Month		1	
9	Block Level Manpower Deployment	Per Resource	Per Month		1	

Financial Bid and Price Discovery Mechanism

The components listed in the Financial Bid Format above are to be treated as price discovery items. The quantities mentioned are indicative only and have been provided to ensure uniformity in evaluation and comparison of financial bids across all participating bidders.

The following clarifications are provided:

- The actual quantity of equipment to be monitored, manpower to be deployed, and reports to be generated will vary based on project-specific requirements, timelines, and geographic coverage as defined by OCAC during implementation.
- Slab computation for S.N. 1,2,3 & 4: Payment shall be calculated in slabs of up to 10 equipment per site. The payable units (quantity) shall be CEILING (No. of equipment ÷ 10) per site. *Examples:* 15 equipment ⇒ 2 units; 30 ⇒ 3 units; 35 ⇒ 4 units.
- S.N. 8 (District Level Manpower Deployment) and S.N. 9 (Block Level Manpower Deployment) are price discovery items.
- The quoted unit rates will be applicable on a per-unit execution basis, and payments will be released based on the actual deliverables completed, verified, and approved by OCAC.
- The bidder is expected to quote comprehensive rates, inclusive of all associated costs such as field mobility, manpower honorarium, monitoring tools, device usage, data connectivity, and report generation.
- The quantities mentioned under the "Quantity" column are not commitments by OCAC, but are indicative for evaluation purposes. Final quantities will be communicated through work orders issued by OCAC, and the selected agency shall be required to scale operations accordingly.

- No additional payment beyond the discovered unit rates shall be entertained for the defined components under any circumstances.

This price discovery approach is adopted to enable a transparent, scalable, and performance-linked engagement for delivery of comprehensive monitoring services under various e-Governance initiatives facilitated by OCAC.

Note:

- The quoted offer should be in **Indian Rupees (INR)** and **exclusive of applicable GST**. GST will be paid extra at prevailing rates.
- The **financial bid shall be evaluated** on the **Total Quoted Amount (Lump Sum)** excluding GST.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name: _____

Designation: _____

Seal:

Date: _____

Business Address: _____

8.10 Annexure - Template : Draft Performance Guarantee

(To be issued by a Scheduled Commercial Bank)

To
The General Manager (Admin)
Odisha Computer Application Centre (OCAC)
Plot No. - N-1/7-D, Acharya Vihar
P.O. – RRL, Bhubaneswar – 751013
Phone: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

WHEREAS, << Name of the Agency and Address >> (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. << Insert Contract Number >> dated << Insert Date >>, to provide **Comprehensive Monitoring Services of IT Infrastructure Deployed under e-Governance Projects by OCAC** (hereinafter called “the Beneficiary”).

AND WHEREAS it has been stipulated in the said contract that the Bidder shall furnish a **Performance Bank Guarantee** from a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we, << Name of the Bank >>, a banking company incorporated under the laws of India and having its registered office at << Address of the Registered Office >>, and one of its branch offices at << Address of the Local Branch >>, have agreed to give the Bidder such a bank guarantee.

NOW THEREFORE, we hereby affirm that we are the guarantors and responsible to you, on behalf of the Bidder, up to a total sum of Rs. << Insert Amount >> (Rupees << Insert Amount in Words >> only), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without any demur, cavil or argument within the cumulative limits of Rs.. << Insert Amount >> (Rupees << Insert Amount in Words >> only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said amount 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 contract to be performed thereunder or of any of the contract 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 Validity Date >>.

Notwithstanding anything contained herein:

- i. Our liability under this bank guarantee shall not exceed Rs. << Insert Amount >> (Rupees << Insert Amount in Words >> only).
- ii. This bank guarantee shall be valid up to << Insert Expiry Date >>.
- iii. It is a condition of our liability to pay the guaranteed amount or any part thereof under this bank guarantee that we receive a valid written claim or demand for payment under this guarantee on or before << Insert Expiry Date >>, failing which our liability under the guarantee shall automatically stand discharged.

(Authorized Signatory of the Bank)

Name: _____

Designation: _____

Bank Seal: _____

Date: _____