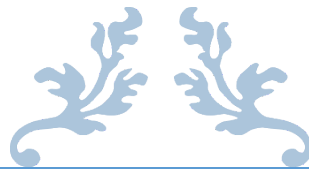


Request for Proposal



Selection of System Integrator for development, implementation, and support of a
Unified Pension Management Portal (UPMP)

RFP No.: OCAC-SEGP-SPD-0061-2025-26012



Vol-I

Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

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

DEPTT/OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

W: www.Deptt/OCAC.in | **T:** 0674-2567295/2567283 | **F:** 0674-2567842

Table of Contents

1	Glossary of Terms.....	4
2	Fact Sheet.....	5
3	Request for proposal.....	6
4	Structure of the RFP	6
4.1	Volume-I: Instructions to Bidder.....	6
4.2	Volume-II: Terms of Reference	6
5	Background Information	7
5.1	Basic Information	7
5.2	About OCAC.....	7
5.3	Project Profile.....	8
6	Instructions to the Bidders.....	8
6.1	General.....	8
6.2	Compliant Proposals / Completeness of Response	8
6.3	Pre-Bid Meeting and Clarifications	9
6.3.1	Pre-Bid conference	9
6.3.2	Responses to Pre-Bid Queries and Issue of Corrigendum	9
6.4	Key Requirements of the Bid	10
6.4.1	Right to Terminate the Process.....	10
6.4.2	RFP Document Fees.....	10
6.4.3	Earnest Money Deposit.....	10
6.4.4	Late Bids	11
6.5	Submission of proposal	11
6.5.1	Instructions to Bidders for Online Bid Submission	11
6.5.2	Guidelines for Registration	11
6.5.3	Searching for Tender Documents	12
6.5.4	Preparation of Bids.....	12
6.5.5	Submission of Bids.....	13
6.5.6	Clarifications on using e-Nivida Portal	14
6.5.7	Tender Validity	14
6.5.8	Submission and Opening of Proposals.....	14
6.5.9	Proposal Preparation Costs	28

RFP for Unified Pension Management Portal (UPMP)// OCAC-SEGP-SPD-0061-2025-26012	
6.5.10	Language28
6.5.11	Acceptance and Rejection of Bids28
6.6	Evaluation Process28
7	Criteria for Evaluation29
7.1	Pre-Qualification Criteria30
8	Technical Evaluation Scoring Matrix31
8.1	Technical Evaluation Criteria32
8.2	Evaluation of Commercial Bids34
8.3	Final Evaluation of Bids34
9	Appointment of system integrator or Service provider34
9.1	Award Criteria34
9.2	Right to Accept Any Proposal and to Reject Any or All Proposal(s)35
9.3	Purchaser’s Procurement Rights.....35
9.4	Notification of Award.....35
9.5	Contract Finalization and Award.....35
9.6	Performance Guarantee36
9.7	Signing of Contract.....36
9.8	Failure to Agree with the Terms and Conditions of the RFP36
9.9	Pre-Qualification Bid Formats.....36
9.9.1	FORM PQ-1: Cover Letter.....36
9.9.2	FORM PQ-2: Bidder’s Organization (General Details).....37
9.9.3	FORM PQ-3 [Acceptance of Terms and Conditions]38
9.9.4	FORM PQ-4: Project Citation Format32
9.10	Technical Bid Formats32
9.10.1	FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability.....32
9.10.2	FORM TECH-2: Description of Proposed Approach and Methodology32
9.10.3	FORM TECH-3: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies33
9.10.4	FORM TECH-4: Team Composition, Assignment and Experts’ Inputs34
9.10.5	FORM TECH-5: MANUFACTURER’S AUTHORIZATION FORM (MAF).....35
9.11	Financial Bid35
9.11.1	FORM FIN-1: Financial Bid Covering Letter35
9.11.2	Commercial Bid Format:36

1 Glossary of Terms

ATS	Annual Technical Support
CPU	Central Processing Unit
CBT	Computer Based Training
CV	Curriculum Vitae
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
HLD	High Level Design
ICT	Information Communication Technology
ISO	International Organization for Standardization
IT	Information Technology
LLD	Low Level Design
LOI	Letter of Intent
MIS	Management Information System
MUR	Monthly Utilization Reports
Nos	Numbers
OCAC	Odisha Computer Application Center
OSDC	Odisha State Data Centre
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
ROC	Registrar of Companies
RTI	Right to Information
SDLC	Software Development Life Cycle
SI/IA	System Integrator/Implementing Agency
SLA	Service Level Agreement

2 Fact Sheet

Sl#	Item	Description
a.	Project Title	Selection of System Integrator for development, implementation, and support of a Unified Pension Management Portal (UPMP)
b.	Name of Purchaser	Odisha Computer Application Centre
c.	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar, RRL Post Office, Bhubaneswar, Odisha – 751013, gm_ocac@ocac.in
d.	RFP Document Fees	₹ 11,800/- including GST
e.	Earnest Money Deposit	Rs. 30,00,000/- (Thirty lakhs). For details, please refer to Clause No. 6.4.3 of this document.
f.	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
g.	Date of Publication	31/01/2026 (www.enivida.odisha.gov.in)
h.	Last date for submission of queries by Bidders	10/02/2026, 2 PM.
i.	Pre-bid Meeting	10/02/2026, 5 PM.
j.	Last date and time for receipt of proposals from Bidders	23/02/2026, 4 PM in e-Nivida Portal (https://enivida.odisha.gov.in)
k.	Opening of Technical Proposals	23/02/2026, 4.15 PM in e-Nivida Portal (https://enivida.odisha.gov.in)
l.	Date and time for Technical Presentation	To be notified later
m.	Opening of Commercial Bids	To be notified later
n.	Bid Validity Period	180 Days from the date of opening of commercial bid
o.	Project Term	Implementation: 12 Months Operation & Support: 5 Years

3 Request for proposal

Sealed proposals are invited from eligible, reputed, qualified software application developers and implementers for development, implementation, and support of a Unified Pension Management Portal (UPMP). This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for Selection of System Integrator for development, implementation, and support of a Unified Pension Management Portal (UPMP) comprises of the following volumes:

4.1 Volume-I: Instructions to Bidder

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instructions to Bidders
- c) Criteria for evaluation
- d) Appointment of System Integrator/ Service Provider / Implementing Agency
- e) Formats for Pre-Qualification, Technical and Financial Bid response

4.2 Volume-II: Terms of Reference

The contents of this volume broadly cover following areas:

- a) Project Overview and its objectives
- b) Scope of work
- c) As-Is Analysis and Challenges in current System
- d) Functional Requirements
- e) Service level for System Integrator
- f) Timeline of Project implementation
- g) Payment Terms

5 Background Information

5.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development / System Integration firms (“Bidders”) for this RFP document for Selection of Selection of System Integrator for development, implementation, and support of a Unified Pension Management Portal (UPMP) as described in the Vol-II “Terms of Reference” of this RFP.

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet.

Proposals that are received late will not be considered in this procurement process.

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

5.2 About OCAC

The Department of Electronics & Information Technology is the nodal department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other departments for effective e-Governance and capacity building; Promotion of ICT based education in the State.

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

As a key driver of Odisha’s digital transformation initiatives, the department oversees the development and maintenance of critical digital infrastructure and citizen-facing platforms.

5.3 Project Profile

The Unified Pension Management Portal (UPMP) will serve as a single platform for end-to-end digitization of pension delivery—from online application and eligibility verification to sanction, disbursement, and annual life certificate submission—across all state and central schemes. The portal will integrate with SPDP, UIDAI, IFMS, OCAC Unified Payment Portal, PFMS, and NSAP Portal to ensure accuracy, transparency, and efficiency.

6 Instructions to the Bidders

6.1 General

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

6.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) DEPTT/OCAC shall hold a pre-bid meeting with the prospective bidders on **10/02/2026, 5 PM** at OCAC.
- b) The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.
- c) The Bidders should submit their queries in writing in below specified format (**in MS-Excel only**) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.
- d) At the meeting the representative of the bidders should only ask the showstopper queries and relevant queries, which was an obstacle for them to participate in the tender. All Other queries will be answered and published as response sheet.

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

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

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by DEPTT/OCAC will endeavor to provide timely response to all queries. However, DEPTT/OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DEPTT/OCAC undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, DEPTT/OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective bidders reasonable time for taking the corrigenda and/or addenda into account, DEPTT/OCAC may, at its discretion, extend the last date for the receipt of Proposals.

6.4 Key Requirements of the Bid

6.4.1 Right to Terminate the Process

- a) DEPTT/OCAC may terminate the RFP process at any time without assigning any reason. DEPTT/OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by DEPTT/OCAC. The Bidder's participation in this process may result in DEPTT/OCAC selecting the Bidder to engage towards execution of the contract.

6.4.2 RFP Document Fees

- a) RFP documents can be downloaded from www.enivida.odisha.gov.in. The bidders are required to pay the document Fee of ₹11,800/- (including GST) electronically through e-Nivida portal.
- b) Proposals received without or with inadequate RFP Document fees shall be rejected.

6.4.3 Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of **₹30,00,000/- (Rupees Thirty lakhs)**, in the eNivida Portal.
- b) Bidders can also submit, along with their Bids, EMD of **₹30,00,000/- (Rupees Thirty lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP)** issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- c) EMD of all unsuccessful bidders would be refunded by DEPTT/OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f) The EMD may be forfeited:
 - If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
 - In case, the successful Bidder fails to sign the agreement in accordance with Terms and Conditions (including timelines for execution of the Agreement) of this RFP or

fails to furnish Performance Bank Guarantee in accordance with the Terms and Conditions (including timelines for furnishing Performance Bank Guarantee)

- If a Bidder withdraws its bid during the period of bid validity.
- During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- If a Bidder's proposal contains deviations, conditional offers and partial offers.

6.4.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c) DEPTT/OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

6.5 Submission of proposal

6.5.1 Instructions to Bidders for Online Bid Submission

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

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

6.5.2 Guidelines for Registration

- a) Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of Rs. 2,500/- + Applicable GST.

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

6.5.3 Searching for Tender Documents

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

6.5.4 Preparation of Bids

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

in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.

- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

6.5.5 Submission of Bids

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

- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- i) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6.5.6 Clarifications on using e-Nivida Portal

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.
- c) Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering. Phone No.: 011-49606060/ Email id: odishaenivida@gmail.com

6.5.7 Tender Validity

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

6.5.8 Submission and Opening of Proposals

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

The Proposals submitted up to **23/02/2026, 4 PM** will be opened on **23/02/2026, 4.15 PM** by Proposal Evaluation Committee, in the presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

6.5.9 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by DEPTT/OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

DEPTT/OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6.5.10 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

6.5.11 Acceptance and Rejection of Bids

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

6.6 Evaluation Process

- a) DEPTT/OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by DEPTT/OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- c) The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/

discussion with the Committee.

- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) Initial bid scrutiny will be conducted, and incomplete details as given below will be treated as non-responsive if proposals are:
 - Not submitted as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Found with suppression of details
 - Found with incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in checklist
 - Submitted with lesser validity period
- h) All responsive Bids will be considered for further processing as below:

DEPTT/OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of RFP. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

7 Criteria for Evaluation

The overall objective of this evaluation process is to select capable and qualified firms and provide associated capacity building, training and operations & maintenance support.

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

All the bidders who secure a Technical Score of 70% will be declared as technically qualified for the next stage, i.e. Commercial Bid opening.

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

7.1 Pre-Qualification Criteria

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation in the field of software development for a period of at least 7 (Seven) years as of March 31, 2025.	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 7 years in S/W development.
		The company should be registered with the GST & Income Tax.	GST Registration Certificate & PAN
2	Business Experience	Bidder should be in operation for at least Seven (7) financial years as on 31st March 2025.	Copy of the work order/completion certificate as documentary proof of 7 years in operation
3	Sales Turnover of Implementing Agency	The bidder must have an average Annual Turnover generated only from Software development and related services during the last three financial years ending on 31.03.2025 should be at least ₹40 Crores. (Revenue generated from H/W sales and call center services will not be considered).	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor/CA Certificate The document submitted must clearly indicate the turnover from software development & implementation. CA certificate to this essential.
4	Net Worth	The company must be profit-making & have positive net worth for 3 years in the last three financial years, ending at 31/03/2025.	Statutory Auditor's Certificate/CA Certificate
5	Certification	The bidder must have valid CMMi Level 5 (from CMMI Institute) & ISO 27001 Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
6	Manpower Strength	The Bidder should have at least 250 technically qualified professionals with a minimum qualification of B.E/MCA or equivalent or higher on its payroll.	Certificate from Director / HR Head & PF copy showing the details of Manpower.
7	Technical Capability	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 12 Cr or two	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered)

		projects with minimum order value of ₹ 9 Crore each or three projects with minimum order value of ₹ 6 Crores each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	for evaluation)
8	Consortium	Consortium bidding/ sub-contracting is not allowed.	Self-Declaration
9	Blacklisting	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration
10	Expertise in Odisha	The bidder should have experience in development, Implementation & Support any E-governance project of State / Central Government/Govt. PSU/Govt. Autonomous body in Odisha with a minimum order value ₹12 Cr.	Work Order+ On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)
11	Existence in Odisha	The bidder must have a Centre operation in Odisha or submit a declaration to open an office in Odisha within a timeline of 3 months from the award of work.	Trade License/ Leased Agreement/Self Declaration
12	Earnest Money Deposit	Rs. 30,00,000/- (Rupees Thirty lakhs).	In the shape of Bank Draft/Online Transfer OR Bank Guarantee (in the format specified in this RFP).
13	OEM MAF	The bidder should submit OEM MAF against all the products/tools/licenses quoted as part of bid submission	Tender specific Original Equipment Manufacturer Authorization Form in OEM Letter Head

8 Technical Evaluation Scoring Matrix

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

Financial, Resource Strength	20 Marks
Project experience and expertise	50 Marks
Approach & Methodology	30 Marks
71 is the cut-off marks to open the financial bid	

8.1 Technical Evaluation Criteria

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
A	Financial & Resource Strength			20
1	Average sales turnover of the Bidder from Software Development and related Service only (excluding supply of hardware, hardware maintenance, supply of system software and call center) in last 3 Financial years (2022-2023,2023-2024 & 2024-2025)	Statutory Auditor/ CA certificate	≥ 40 crores: 3 marks [Additional 1 mark for each additional ₹2 crores subject to maximum of 10 marks]	10
2	The firm/ company should have IT professionals with a minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR Head. The bidder needs to produce the EPF return challan (any one month after 30.06.2025).	Minimum 250: 3 Marks Beyond 250 professionals, 1 mark for each 50 professionals maximum 10 marks	10
B	Project experience and expertise			50
1	The firm should have experience of implementing E-Governance Projects in any Department of State/Central Government / PSU/Govt. Autonomous body in Odisha with minimum order value ₹ 12 Cr	Work Order+ On Going/Phase Completion or Completion Certificates from the client	2.5 marks for each project subject to maximum 10 marks.	10
2	The firm should have developed and implemented Mobile application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India. (At least one Project having download 30K with proof Play store link)	Work Order + Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	5 marks for each project subject to maximum 5 marks.	10

3	The firm/company should have successfully developed, implemented, and integrated a project involving a beneficiary payment portal with bank/treasury integration for any Department of the State Government, Central Government, or Government-owned Public Sector Undertaking (PSU) in India.	Work order and Completion Certificates from the client.	5 marks for each project subject to maximum 15 marks.	15
4	The firm/ company should have developed and implemented a project having BI Tools for Dashboard and data Visualization for any Department in State/ Central Government/Govt. PSU in India. (Not into supply of License)	Work order and Completion Certificates from the client.	5 marks for each project subject to maximum 15 marks.	15
C	Approach & Methodology			30
1	Demo of Proposed Solution and its components with Prototype design.	Demo Solutions		15
2	<p>Work plan, approach & methodology for completing the work.</p> <ul style="list-style-type: none"> Technologies used, Risks and Mitigation Plan Data Migration Plan Training Methodology and plan time frame. Operation and maintenance road map. Clear and unambiguous narration of exit Management activities of the bidder. Post Implementation plan and methodology. Challenges likely to be encountered 	Technical Presentation and documentation submitted in technical bid		15

- a) The bidder with highest technical bid (H1) will be awarded 100% score.
- b) Technical Scores for other than H1 bidders will be evaluated using the following formula:
- $$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right\} \%$$
- (Adjusted to two decimal places)
- c) The commercial bids of only the technically qualified bidders will be opened for further processing.

8.2 Evaluation of Commercial Bids

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

8.3 Final Evaluation of Bids

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

9 Appointment of system integrator or Service provider

9.1 Award Criteria

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

9.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

DEPTT/OCAC reserves the right to accept or reject any proposal, and to annul the tendering process/ public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DEPTT/OCAC action.

9.3 Purchaser's Procurement Rights

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

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal

9.4 Notification of Award

Prior to the expiration of the proposal validity period, DEPTT/OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, DEPTT/OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG), DEPTT/OCAC will notify each unsuccessful bidder and return their EMD.

9.5 Contract Finalization and Award

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

9.6 Performance Guarantee

- a) DEPTT/OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- b) PBG would be 3% of the cost of the annual pay-out and should be valid for **75 months**. Each year the System Integrator should submit the fresh PBG accordingly or extend the PBG in each year.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non- completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, DEPTT/OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) DEPTT/OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or DEPTT/OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

9.7 Signing of Contract

After DEPTT/OCAC notifies the successful bidder that its proposal has been accepted, DEPTT/OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder.

A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.

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

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

9.9 Pre-Qualification Bid Formats

9.9.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of System Integrator for Unified Pension Management Portal (UPMP)

Ref: RFP Reference No. OCAC-SEGP-SPD-0061-2025-26012

Sir,

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

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

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

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

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

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

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	

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

9.9.3 FORM PQ-3 [Acceptance of Terms and Conditions]

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin), Odisha Computer Application Centre,

N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for *****

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. ***** regarding RFP for "RFP for Selection of System Integrator for *****".

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

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

9.9.4 FORM PQ-4: Project Citation Format

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

9.10 Technical Bid Formats**9.10.1 FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability**

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

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

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

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

9.10.2 FORM TECH-2: Description of Proposed Approach and Methodology

Selection of System Integrator for development, implementation, and support of a Unified Pension Management Portal (UPMP)

9.10.3 FORM TECH-3: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies

[illegible]

[illegible]

RFP for Unified Pension Management Portal (UPMP)// OCAC-SEGP-SPD-0061-2025-26012
9.10.5 FORM TECH-5: MANUFACTURER'S AUTHORIZATION FORM (MAF)

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of System Integrator for *****

Sir,

*****Bidder has to submit bid specific manufactures authorization*****

9.11 Financial Bid

9.11.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of System Integrator for *****

Ref: RFP Reference No*****

Sir,

I /We, the undersigned, offer to provide the service for ***Selection of System Integrator for ***** in Odisha as per RFP No. ***** and our Pre-Qualification, Technical and Financial Proposals.*** Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by DEPTT/OCAC and the price quoted by the bidder, DEPTT/OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

RFP for Unified Pension Management Portal (UPMP)// OCAC-SEGP-SPD-0061-2025-26012

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

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

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

9.11.2 Commercial Bid Format:

Costing for development, implementation, and support of a Unified Pension Management Portal (UPMP)

Sl#	Category	Module/Item	Unit	Qty	Unit Rate	Total Cost
a)	Study, Design, Development, Testing, Implementation, API Integration & Training of Unified Pension Portal	i) National Social Assistance Programme (NSAP) ii) Madhu Babu Pension Yojana (MBPY) iii) Mukhyamantri Kalakar Sahayata Yojana (MKSJ) iv) Baristha Bunakar Sahayata Yojana (BBSY) v) Labour Welfare Pension Schemes (Nirman Shramik Pension Yojana) vi) Pension to Indigent Sportsperson Scheme	Lump-sum	1		
b)	Mobile App	Mobile App for Android and IOS users	Lump-sum	1		
c)	Data Migration and Validation	Data Migration and validation from the Existing portal	Lump-sum	1		
d)	Onsite Hand Holding Support	2 Support Executive to be deployed for 5 years from the date of Go-Live	Man-Month	120		
e)	Operation & Maintenance	Application Support & Software Maintenance	Year	5		
f)	Enterprise Data Base License	Enterprise Data Base License Cost	Year	5		
g)	Software and Hardware Component for Hosting	Software and Hardware for Hosting Environment	Lump-sum	1		

RFP for Unified Pension Management Portal (UPMP)// OCAC-SEGP-SPD-0061-2025-26012

Sl#	Category	Module/Item	Unit	Qty	Unit Rate	Total Cost
h)	BI Analytics Tool cost for Dashboard	Enterprise Analytics Tool Cost	Number	20		
i)	UIDAI Compliance Audit	Third Party IS Audit	Number	5		
j)	Application Security Audit	Third Party Security Audit	Number	10		
k)	TSU for Monitoring of the Project	One Project Manager for 2 Year	Man-Month	24		
		One Solution Architect for 2 Year	Man-Month	24		
		One Data Analyst for 2 years	Man-Month	24		
Total Cost (*Excluding GST)						