

## **CORRIGENDUM**

### **Development and Implementation of web based software for online submission of application and processing for refund of money under OIPD Act, 2011**

**(RFP Reference No: OCAC-TE-26/2005-ENQ-16001)**

1. The Clause 2.1 Eligibility Criteria, Point No. (b) has been amended as “Bidder must have a registered development centre in the State of Odisha”
2. Addition of point at clause no 4.2.6- Training : Training to be continued periodically till publication of final database
3. Clarification on “Go-live” at clause no 4.2.12 “Timeline for Project Completion” - Go-Live means hosting of application at public domain and at least one transaction by any stakeholders other than OCAC and bidder.
4. Addition of new clause at 4.2.14 “Application Maintenance Support” -Bidder has to support the application for a period of 5 years from the date of go-live. The bidder has to quote the year wise maintenance cost as per new format 5.8.1.4
5. Addition of new point at clause 4.2.13 Payment Milestone and deliverables – “100% Annual Application Maintenance support cost for the respective year will be paid after completion of each year from the date of Go-live”
6. The Clause 2.8 on consortium bidding was removed.
7. Amendment of clause 3.13 “Scope Changes” to “Change Request Management” which is as follows

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows :

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – OCAC will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis.
- Approval or disapproval of the change request – Technical Committee constituted by OCAC will approve or disapprove the change requested including the additional payments, after analysis and discussion with successful bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to OCAC accordingly.

The costing of change request shall be finalised as per cost mentioned in financial bid format- for Man month cost mentioned at Technical Support at EOW at 6.8.1.3 point no 3 (or mutually agreed rate, if the change request raised after 2<sup>nd</sup> year from the date of Go-live).

Addition of new format in Commercial Bid

5.8.1.4 Application Support & Maintenance Cost

Si No. (1)	Description (2)	Quantity (3)	Unit Price (4)	Taxes if any (5)	Total Unit Cost (6) (4+5)	Total Cost (7) (3 x 6)
1	Support and maintenance of application for 1 <sup>st</sup> Year from date of Go-live	1				
2	Support and maintenance of application for 2 <sup>nd</sup> Year from date of Go-live	1				
3	Support and maintenance of application for 3 <sup>rd</sup> Year from date of Go-live	1				
4	Support and maintenance of application for 4 <sup>th</sup> Year from date of Go-live	1				
5	Support and maintenance of application for 5 <sup>th</sup> Year from date of Go-live	1				
Total						
(in Words : _____)						

Apart from above clauses, other terms and condition mentioned in the RFP remain unchanged

**REQUEST FOR PROPOSAL FOR DEVELOPMENT AND  
IMPLEMENTATION OF SOFTWARE FOR  
ONLINE SUBMISSION & PROCESSING OF CLAIM  
APPLICATION UNDER OIPD ACT, 2011  
(Revised after issuance of Corrigendum)**

**RFP Enq. No.: OCAC-TE-26/2005-ENQ-16001**



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Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013  
EPBX: 674-2567280/2567064, Fax: + 91-674-2567842  
URL: <http://www.ocac.in>**

## 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.

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## Tender Reference

Tender Date	04.01.2016
Tender Reference Number	OCAC-TE-26/2005-ENQ-16001
Title	Request for Proposal for Development and implementation of software for online submission & processing of claim application for refund of money deposited with financial establishments booked under OPID act, 2011
Issuing Department	Odisha Computer Application Centre, Bhubaneswar
Contact Person Details	General Manager ( Admin ) Odisha Computer Application Centre (Technical Directorate of I.T. Deptt, Govt. of Odisha) N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 <b>Phone Number :</b> 0674-2567280/2567064/2567295/2588283 <b>Email ID :</b> <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a> ,
Availability of RFP Document	<a href="http://www.ocac.in">www.ocac.in</a> , <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> and <a href="http://www.tenders.gov.in">www.tenders.gov.in</a>

## Bid Process Schedule

Sl#	Event	Date & Time	Venue
1.	Date of Publication	04.01.2016	<a href="http://www.ocac.in">www.ocac.in</a> , <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> and <a href="http://www.tenders.gov.in">www.tenders.gov.in</a>
2.	Last date of submission of pre-bid queries	11.01.2016 by 5 PM	
3.	Pre bid Conference	12.01.2016 at 12:00 Noon	Conference Hall of OCAC
4.	Last date for submission of bid documents	15.02.2016 by 2 PM	OCAC
5.	Opening of General & Technical Bid	15.02.2016 at 4 PM	At Conference Hall, OCAC
6.	Technical Presentation	16.02.2016 at 11 AM onwards	At VC Room of OCAC
7.	Opening of Financial Bids of technically qualified bidders	18.02.2016 at 4 PM	At Conference Hall, OCAC

## Bid Costs

1.	Bid fee	₹1000	Payable along with the bid document submission
2.	Ernest Money Deposit	₹60,000	Payable along with the bid document submission in shape of Demand Draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar



## Document Structure

This document is divided into five parts as described below

**Part I:** Bid Overview

**Part II:** Instructions to Bidders

**Part III:** Contractual Clauses

**Part IV:** Terms of Reference

**Part V:** Formats for Submission of Proposal

## 1. Bid Overview

### 1.1 Requirement

It has been decided by the Government to develop an online application for online submission and processing of application for refund of money deposited with Financial Establishments booked under OPID Act, 2011. The detailed requirements are mentioned in the RFP. The Proposals are invited from software development with relevant experiences and credentials within last date mentioned at schedule of events.

The selected bidder shall design, develop, implement and support that application for a period of one year from the day for User Acceptance Test(UAT). All the activities related to services and support shall be done through a dedicated Technical Team. Details of the functionality can be referred as mentioned in the section entitled '**Terms of Reference**'.

### 1.2 Pre-bid Conference

A pre-bid conference shall be held with the prospective bidders on < Date & time > at OCAC premises. The Bidders will have to ensure that their queries for Pre-Bid conference should reach to by email only ([gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) with a copy to [saroj.tripathy@ocac.in](mailto:saroj.tripathy@ocac.in)) on or before 5 PM of 11.01.2016. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			

## 2. Instructions to Bidders

### 2.1 Eligibility Criteria

At the time of submission of bid response, the Bidder should conform to and/or be able to demonstrate the following:-

- (a) The bidder should be a company registered in India under companies Act 1956, registered with the Service Tax Authorities and operating for the last Five years in IT/ITeS Services as of 31st March 2016.
- (b) The bidder must have a registered development centre in the State of Odisha.
- (c) The bidder must be an ISO 9001 & ISO 27001 or CMM3/5 certified company and the certificate needs to be validity till the date of submission of bid.
- (d) The bidder should have a proven track record of successful implementation of at least one web based application worth of ₹24,00,000/- or two web based applications with value of ₹18,00,000/- each or three applications value of ₹8,00,000/- each. All the projects mentioned in this clause should be from Govt./PSUS in India.
- (e) The bidder should have a minimum strength of 50 IT professionals (having B. Tech/MCA or higher) in its pay roll. The bidder should submit copy of EPF return statement as documentary evidence.
- (f) The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government/PSU.
- (g) Bidders should possess valid registrations for all statutory requirements such as PAN, Service tax and VAT Clearance.
- (h) The bidder must have a turnover of not less than ₹1.00 crores in each of the last three financial years ending with FY2014-2015. Net worth of the firm should be positive. Audited balance sheet will need to be submitted in support of this requirement.
- (i) Consortium Bidding is not allowed

### 2.2 Bid Processing

#### 2.2.1 General Information

- a. The bid process involves a three-stage evaluation namely, Pre-qualification, followed by the evaluation of the Technical bid and Financial bid.
- b. The bidder shall submit only one Proposal.
- c. Proposal should be in the specified format .Any other format shall not be acceptable.
- d. Proposals should be in English Language only.
- e. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission

- f. Bid should be valid for a period of 90 days from the date of submission
- g. The original Proposal shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- h. An authorized representative of the bidder should sign on all the pages of the Proposal. The representative's authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
- i. Bidders should specify the price of their services in Indian Rupee (INR) only.
- j. Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- k. All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

### 2.2.2 Proposal Submission

- a. All the bid documents sealed in separate envelopes will need to be submitted.
- b. Each envelope should be super scribed on the left hand side top corner as "Bid reference Number" along with the **name of the project**.
- c. The bids must consist of the following documents:
  - i) Pre-qualification bid
  - ii) Technical Proposal.
  - iii) Financial Proposal
  - iv) EMD as per RFP in a separate envelope to be submitted with the General bid.
- d. All the proposals should be sealed separately super scribed as "General Bid", "Technical bid" and "Financial Bid" on the respective envelope along with the name of project and RFP reference number.
- e. Soft copies of Technical Proposal and presentation should be submitted in CD-ROM and all documents should be in PDF Format.
- f. Proposals should be comprehensive where necessary and unwanted material, including repetition of the bid document contents should be strictly avoided.

### 2.2.3 Bid Opening

- a. The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- b. Bidder's representatives are free to be present at the time of bid opening.
- c. The bidders names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- d. Bids that do not contain necessary security amount or which has substantive material deficiencies shall be rejected upon opening.
- e. Bids received after the deadline (i.e. late bids) shall be returned unopened to the respective bidder.

### 2.2.4 Earnest Money Deposit

- a. Earnest money deposit: The proposal must be accompanied by earnest money deposit of **₹60,000 (Rupees Sixty Thousand only)** in the form of Demand Draft from any nationalized bank in favour of **Odisha Computer Application Centre payable at Bhubaneswar** without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of EMD.
- b. The Earnest money deposit will be refunded or returned (along with necessary endorsement for payment) to the bidders whose offers are not accepted by the **Odisha Computer Application Centre within one months** of the placing of final order to the successful bidder. However for the successful bidder, the Earnest money deposit so submitted will be refunded on submission of Bank guarantee against security deposit or as per the decision by the authority of OCAC. EMD of Bidders disqualified on pre-bid qualification will be returned on spot or within 15 days of bid opening.
- c. Non-acceptance of an award resulting from this bid process would entail forfeiture of the Earnest Money Deposit.

### 2.3 Award

- a. The contract will be awarded to the bidder securing the highest Composite Bid Score.
- b. Prior to expiration of the period of bid validity, Department will notify the successful bidder in writing, that their proposal has been accepted.

- c. Department and successful bidder will formalize the Contract Agreement that has been finalized
- d. The successful bidder shall furnish Bank guarantee only after which disbursement of monies would be made in accordance with contractual terms or as may be decided by the Nodal Authority.
- e. After the contract is formalized with the successful bidder, the Department will promptly notify other bidders on the shortlist that they were unsuccessful and return their Security Deposit.
- f. Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR wilful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Department may choose to award the work to the next highest scoring bidder or call for fresh bids.

## **2.4 Bid Evaluation**

Bidders will be selected through **Quality & Cost Based Selection (QCBS)** Process.

### **2.4.1 Preliminary Scrutiny**

- a. Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.
- b. Bids not conforming to such preliminary requirements will be prima facie rejected.

### **2.4.2 Evaluation of Technical Bid**

- a. The bidder should give details of the technology architecture, project plan etc. in technical bid.
- b. Criteria for evaluation of technical bids have been specified in clause 2.5 of this document.
- c. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- d. The bidder with highest technical bid (h1) will be awarded 100% score.
- e. Technical Scores for other than H1 bidders will be evaluated using the following formula:

Technical Score of a Bidder =

$$\{( \text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1} ) \times 100\} \%$$

(Adjusted to two decimal places)

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

### 2.4.3 Evaluation of Financial Bid

- a. The Financial Bids of the technically qualified bidders will be opened on a the prescribed date in the presence of bidder representatives
- b. The bidder with lowest financial bid (L1) will be awarded 100% score.
- c. Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder =

$$\{( \text{Financial Bid of L1} / \text{Financial Bid of the Bidder} ) \times 100\} \%$$

(Adjusted to two decimal places)

- d. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e. The bid price will include of all taxes and levies and shall be in Indian Rupees.
- f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

### 2.4.4 Combined Evaluation of Technical & Financial Bids

- a. The technical and financial scores secured by each bidder will be added using weightage of 70% (T) and 30% (F) respectively to compute a Composite Bid Score.
- b. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c. In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

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

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

A	B	C	D	E	F

## 2.5 Technical Scoring Patterns

Sl#	Parameters	Max Points	Evaluation Criteria
<b>A</b>	<b>Organizational Capability-</b>	<b>60</b>	
(a)	Should have turnover of more than ₹1.0 Crores (average of last 3 years)	10	1 Cr-1.5Cr – 5 Marks >1.5Cr-2.0 Cr. – 7 marks - More than 2 Cr. – 10 marks
(b)	Quality Certification	10	- ISO9001+ISO27001-5 Marks - CMM3/5- 7 Marks - CMM3/CMM5+ ISO 9001+ISO 27001 – 10 Marks
(c)	<b>Manpower Strength:</b>  The bidder should have 50 Technical Resources [BE/B.Tech/MCA/M.Tech]  50 Technical resources – 1 mark  1 mark each for additional 10 resources subject	10	
(d)	Experience of development & implementation Web based applications in Govt. Sector (order value more than ₹10 lakhs will be considered)	30	5 point for each successfully completed project – up to 6 projects
<b>B</b>	<b>Technical Presentation</b>	<b>40</b>	
(a)	Technical Presentation on approach and methodology	40	1.Overall Understanding about scope (10 Marks)  2.Project Management methodology (10 Marks)  3.Software solution approach and implementation methodology (For the proposed solution ) (10 Marks)



Sl#	Parameters	Max Points	Evaluation Criteria
			4. Testing and Quality Assurance Approach (5 Marks)  5. Risk Management, Mitigation and Exit Management (5 Marks)

**Note :**

1. The bidder has to produce documentary evidence for awarding the marks.
2. Detailed documentation on project plan with work breakdown structure, Project Management methodology, Software solution approach and implementation methodology, Testing and Quality Assurance Approach, Risk Management, Mitigation and Exit Management plan in both hard copy and soft copy (in CD-R) to be submitted in Technical Bid.

## 2.6 Conditions Governing Receipt and Opening of Proposals

The Financial Proposal should only indicate prices **without any condition or qualification** whatsoever and should include of all taxes, duties, fees, levies and other charges levied by Central & State, as may be applicable in relation to activities proposed to be carried out which will be reimbursed on submission of payment bill.

The Technical Proposal (including Soft Copies) should be placed in one envelope. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and clearly marked, **“Do not open, except in presence of the Evaluation Committee.”**

- i. After the deadline for submission of proposals the General Proposal shall be opened immediately by the evaluation committee. Technical Proposal can also be opened on the same date on the decision of Evaluation Committee.
- ii. From the time the bids are opened to the time the contract is awarded, if any Bidders wish to contact the Department on any matter related to its proposal, it should do so in writing at the address of the nodal officer. Any effort by the Bidder to influence the bid proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.

## **2.7 Concessional Benefits**

As per Clause 4 of the office memorandum bearing number 13290/F/Dated 2<sup>nd</sup> April 2013 of finance department, SSI units registered in National Small Industries Corporation/DIC/OSIC will get 75% exemption from payment of Earnest Money Deposit (EMD).

## **2.8 Consortium**

~~Consortium bidding is allowed up to one members but the eligibility shall be met by the lead bidder. The roles & responsibility of the consortium partner if proposed shall be mentioned in an agreement which is to be submitted along with the bid.~~

## **2.9 Performance Bank Guarantee**

At the time of the signing of the contract/issuance of purchase order, the successful Bidder shall furnish the performance bank guarantee(PBG) in accordance with the Conditions of Contract, in the Performance Guarantee Bond.

This Performance Bank Guarantee will be for an amount equal to 10% of the bid value which shall be submitted by the successful bidder upon signing the contract. This performance bank guarantee shall be valid from date of acceptance of LOI, till 60 days after the completion of the project .The performance bank guarantee may be discharged/ returned by OCAC upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the bidder being unable to service the contract for whatever reason, OCAC would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Department under the contract in the matter, the proceeds of the PBG shall be payable to OCAC as compensation for any loss resulting from the bidder's failure to perform/ comply with its obligations under the contract. OCAC shall notify the bidder in writing of the exercise of its right to receive such compensation indicating the contractual obligation(s) for which the bidder is in default and the bidder will have to pay it within 14 days of the notice date. The decision of OCAC in this respect will be final.

The Performance Bank Guarantee may be forfeited if the buyer determines at any time that representatives of the bidder were found engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract.

### 3. Contractual Clauses

The Contract Agreement for this engagement would contain the following key clauses:-

#### 3.1 Term of Contract

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

#### 3.2 Termination

- a) Normal termination of the contract would happen at the end of the tenure.
- b) Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

#### 3.3 Effects of Termination

- a) In the event of a pre-mature termination of this agreement by Nodal Agency, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.
- b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

#### 3.4 Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria.

#### 3.5 Norms Governing Service Delivery

- a) Provide necessary performance guarantees on signing of the agreement;
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- c) Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune requirements;
- d) Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;

- e) The cost of travel & accommodation during visit to various places of Odisha various works like system study, training etc. should be borne by the bidder.

### **3.6 Fees and Payments**

- b) The total fees payable to the bidder including a milestone based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. Rate of taxes will be applicable as the rate prevailing at the time of submission of Bill.
- c) Payments for additional services in case of change in scope will also be specified.
- d) In case of a *bona fide* dispute regarding any invoice OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

### **3.7 Ownership and Audit**

- a) Software including source code, licenses(if any) and all technical documents/manuals shall be in favour of the OCAC and shall be submitted to the OCAC before final payment or on demand.
- b) All records pertaining to this work shall be made available to the OCAC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.
- c) The software and documents prepared for this project are subject to audit. The bidder should help OCAC during preparation of compliances of audit without any additional cost.
- d) The entire software developed under this contract shall be the property item of OCAC/Govt. of Odisha. OCAC will hold the **Intellectual Property Rights (IPR)** for the customized/developed software including software and documentations, which will be delivered in totality before beginning of Go-live and end of each release.

### **3.8 Confidentiality**

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to OCAC/Departmental data, wherever applicable. If required, the bidder will sign a Non Disclosure Agreement(NDA) with OCAC/ other stakeholders of project.

### **3.9 Indemnity**

The bidder shall indemnify, defend and hold OCAC and their officers, employees, successors and assigns harmless from and against any and all losses arising from

personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

### **3.10 Force Majeure**

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

### **3.11 Dispute Resolution**

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

On non settlement of the dispute, same shall be referred to the Principal Secretary to Government, E&IT Department, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

### **3.12 Governing Law and Jurisdiction**

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Cuttack (High Court) having jurisdiction.

### **3.13 Change Request Management**

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows :

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – OCAC will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis.

- Approval or disapproval of the change request – Technical Committee constituted by OCAC will approve or disapprove the change requested including the additional payments, after analysis and discussion with successful bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to OCAC accordingly.

The costing of change request shall be finalised as per cost mentioned in financial bid format- for Man month cost mentioned at Technical Support at EOW at 5.8.1.3 point no 3 (or mutually agreed rate, if the change request raised after 2<sup>nd</sup> year from the date of Go-live).

### **3.14 Limitation of Implementation Agency (IA) liability towards OCAC**

- a. Except in case of gross negligence or wilful misconduct on the part of the IA Team in executing the work or in carrying out the Services, the IA, with respect to damage caused by the IA to property and/or assets of OCAC or of any of OCAC vendors, shall not be liable to OCAC.
  1. for any indirect or consequential loss or damage; and
  2. for any direct loss or damage that is limited to Contract Value.
- b. This limitation of liability shall not affect the IA liability, if any, for damage to Third Parties caused by the IA Team or any person or firm/company acting on behalf of the IA in executing the work or in carrying out the Services

## 4. Terms of Reference

### 4.1 Features of the Software application

- 4.1.1 All the captions of the applications should be in bilingual i.e. in Odia and English.
- 4.1.2 Design of the application as per the GIGW guideline of Govt. of India and to make it disable friendly
- 4.1.3 Compatible to all the modern browser like Chrome, Mozilla firefox, Internet Explorer, Safari, Opera.
- 4.1.4 Web portal should be compatible to Mobile, Tabs, i-Pad
- 4.1.5 Since applications to be accessed from rural areas of Odisha, the application interface should run smoothly in low bandwidth.
- 4.1.6 Application should be Digital Signature and Barcode(2D & 1D) enabled
- 4.1.7 Application should support single sign-on
- 4.1.8 The software application should be integrated with workflow engine for multiple approval process on various inputs/processes/reports.
- 4.1.9 Database driven website with CMS (Content Management System) and User Management to manage the requirement from Admin Interface by the multiple users

### 4.2 Scope of Work

#### 4.2.1 Development of software application as per following requirement

##### 4.2.1.1 High Level Functional Requirements

Functional Area	Key Requirements
Application Interface for citizen	Through the citizen interface, the citizen can submit the claim application as per the following basic requirement <ul style="list-style-type: none"><li>1) <u>Data Entry Format</u> :- As given in Annexure-I</li><li>2) <u>Data Entry Location</u> :- At the Common Service Centres at District / Block / GP level or through internet. The data entry should suffice with scanning/upload of documents.</li><li>3) <u>Database</u> :- The database will be maintained in a centralised server located at IT Centre/SDC</li><li>4) <u>Unique ID</u> :- After submission, each online application should auto generate a unique running ID. The structure of the ID will be decided later)</li></ul>



	<p>5) <u>Alert for Mismatch</u> :- There should be internal validation for mismatches between data entry figures and auto-calculated figures.</p> <p>6) <u>Uploading of documents</u> - The software should have facility to upload photographs, scanned signature and relevant documents relating to investment. No of documents to be uploaded to the system will be decided later.</p> <p>7) <u>Receipt Generation</u> :- The system should generate two printouts of the application on completion of the data entry, which should contain the running unique ID. The applicant may check the particular, and if OK, may sign one copy and return to the CSC for record. The printout should contain the Unique ID at top of the application along with a Bar Code (1D/2D).</p> <p>8) <u>Authentication Mechanism</u> :- The software should have inbuilt role based authentication mechanism.</p>
Report Module	<p>a. The software should able to generate fixed format report and statistical reports.</p> <p>b. Functionality must be made in the software to generate dynamic reports based on the selection of attributes as well as conditions by the users.</p> <p>c. Report formats : Report should be generated in HTML/PDF format. However, the report module should have the facility to export the report in MS-Excel format.</p> <p>d. The reports have interface to search and filter the data of the report.</p> <p>e. Report should be capable of drill down and drill up with the report tool</p> <p>f. The users should not require knowledge of SQL or database to create self service adhoc reports.</p>

Other Database Integration	<ul style="list-style-type: none"> <li>a. The application may be integrated with other databases like Commission of Inquiry, depositor databases seized by investigating agencies.</li> <li>b. The solution should include an Extract, Transformation &amp; Load tool (ETL) tool that can be used to extract, transform and load data from different source systems and perform the necessary transformations to establish a common format for data analysis.</li> <li>c. The solution must have Business Intelligence facility identify the person(s) from different data sources based on certain criteria.</li> <li>d. The bidder has to extract data from other database and push to the new database for data analysis.</li> <li>e. <u>De-duplication</u> :- The new database will be linked to the database(s), with facility for de-duplication of repeat entries. (If name, Date of Birth and ID Number matches, it can be said to be a duplicate entry and hence should be either rejected or red-flagged as a duplicate entry.)</li> <li>f. <u>Red-flagging</u> :- Facility to flag doubtful applications/records</li> </ul>
Web Portal	The solution should have a CMS based web portal for hosting of information, reports and other contents as per the requirement
Workflow Engine	<ul style="list-style-type: none"> <li>1. The software should have inbuilt workflow engine for finalisation of final list of investors (the cross functional diagram at 4.2.1.3)</li> <li>2. The software should have the facility to upload the field verification reports/other investigation reports and tag the report with the received application.</li> </ul>
CMS ( Content Management System )	<ul style="list-style-type: none"> <li>a. Its CMS should able to store the photograph &amp; document(s) uploaded by the citizen during submission of application with the respective ID.</li> <li>b. Support template based content presentation.</li> <li>b. The template shall have capability to define place holders for content</li> <li>c. Support management of menu and sub-menu items</li> </ul>

	<ul style="list-style-type: none"> <li>d. Functionality to link content/activity/module to a menu/sub-menu item</li> <li>e. Modules for creating commonly used features such as feedback, sitemap, events, what's new, notifications etc.</li> <li>f. Shall support content in multiple formats including PDF, DOC, DOCX, XLS,XLSX, TXT, JPEG, JPG, PPT, XML, etc.</li> <li>g. Shall have an inbuilt functionality for search, print, etc. including option for contents including archived contents</li> </ul>
General Features	<ul style="list-style-type: none"> <li>a. Comprehensive Dashboard based on Login for specific level of users</li> <li>b. Adherence to formats as may be applicable to various documents.</li> <li>c. The entire application should be Digital Signature enabled.</li> <li>d. The system should be designed to have minimum satisfactory performance in low bandwidth (256 kbps)</li> <li>e. Each field/attribute in user interface of citizen should have a balloon help.</li> <li>f. Help manual of the entire application should be in both English &amp; Odia and should be available at user interface.</li> <li>g. The solution should maintain a database of frequently asked questions (FAQ)</li> <li>a. All the exceptions will store at DB end and pass the same at state/centre label for further escalation</li> <li>b. The application should store the IP/MAC address of user along with time in database while accessed.</li> </ul>
Other Technical requirements	<ul style="list-style-type: none"> <li>a. The application should send the unique ID of application to the citizen through e-Mail and SMS. SMS gateway will be provided by OCAC.</li> <li>b. The solution should be provided along with the product manuals, user manuals and functional specifications</li> <li>c. Data model should be flexible to add more data fields as per changing business needs</li> <li>d. All error messages produced by the System must be meaningful.</li> </ul>

	e. Frequently-executed system transactions must be designed so that they can be completed with a small number of interactions (e.g. mouse clicks)
User Access Management	<p>c. Access to modules / functions within modules restricted to authorized users.</p> <p>d. It should provide logging by user and terminal, the date and time of all transactions with details of creation, reading, updating, deletion or printing.</p> <p>e. Access should be restricted to different levels as program, module, transaction, etc.</p> <p>f. Notify security administrator of unauthorized access or attempted access and record in a log with reporting.</p> <p>g. Ability to support role based access control</p>

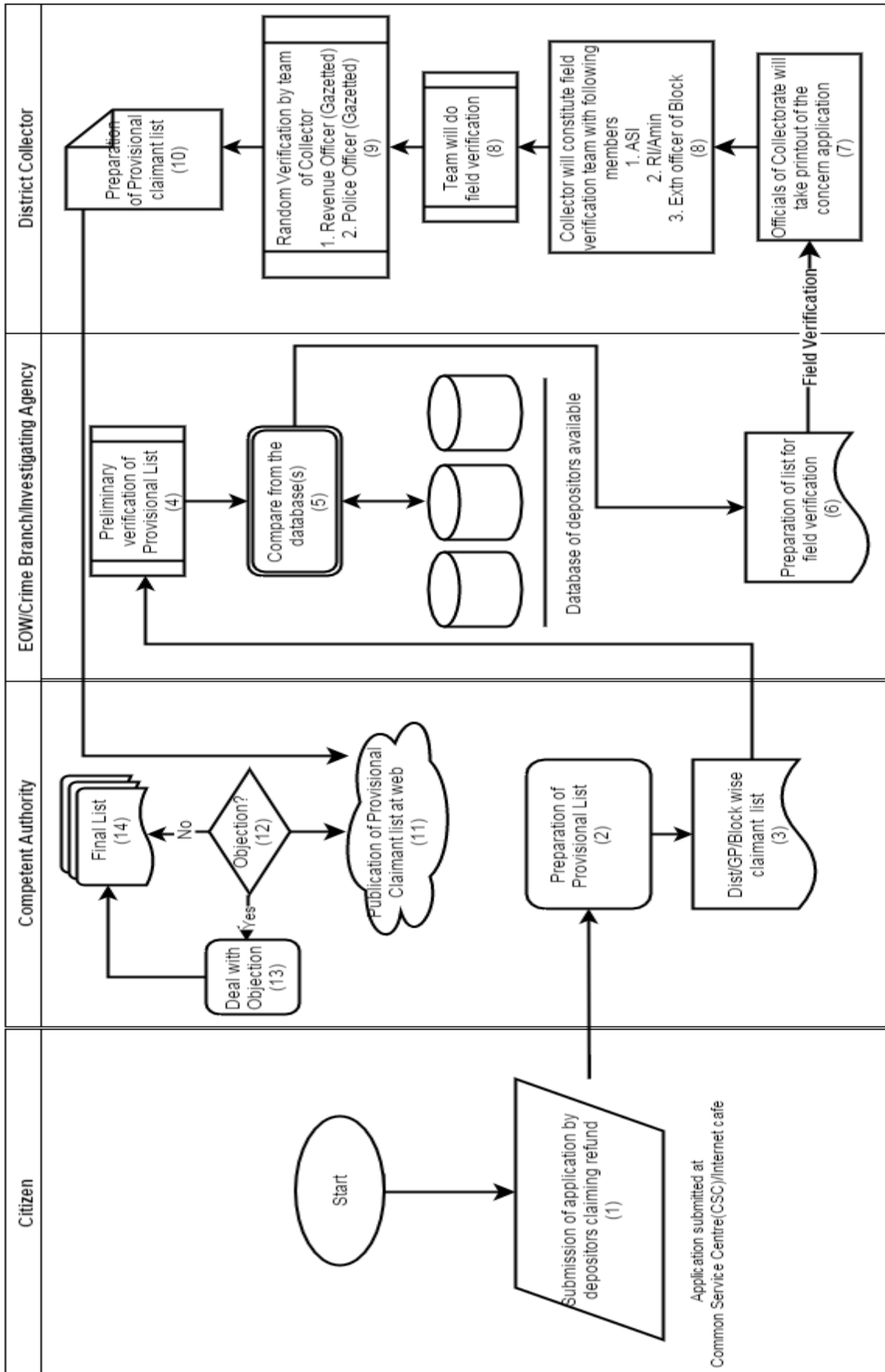
#### 4.2.1.2 Process Flow

- 4.2.1.2.1 Citizen (investor) apply the application form through CSC/internet café/or from any desktop computer having internet facility and upload the photo, scanned signature and relevant documents of investment.
- 4.2.1.2.2 After submission of online form, a PDF copy of the application form will be generated and displayed having unique id of application and Bar code. Citizen have to take printout of two copies of the application form and keep one copy; and send another copy of the application form to the address of concern 'Competent Authority'.
- 4.2.1.2.3 After receipt the hard copy of the application at 'Competent Authority', the IT resources (deployed by the bidder) will tag the 'hard copy receipt' acknowledgement with concern unique id of the application in the database/application and then keep the hard copy of the application in district wise sequencing order.
- 4.2.1.2.4 The Competent Authority may prepare provisional list of the claimants in District / Block/GP wise format and then forward the application to Economic Offence Wing(EOW)/Crime Branch/ investigating agency for verification online through work flow engine.
- 4.2.1.2.5 The application of each of the Citizen (investor) will be compared with the databases of depositors, if any, seized by EOW/Crime Branch. Here the bidder has to upload these databases to the new database (to be developed

under this contract) through ETL tool and analysis of data through BI. EOW/Crime Branch will prepare a one-to-one match report for each record or a consolidated report as they may deem fit.

- 4.2.1.2.6 After analysis of data, the matching records (online applications) would be flagged. The doubtful cases and un-match records will also be flagged.
- 4.2.1.2.7 After matching of the online application with EOW/Crime Branch database, all the applications (along with flagged one) will be forwarded to concerned district collector.
- 4.2.1.2.8 The concern official at District Collector will take printout of the online application and arrange the application block/GP wise for field verification.
- 4.2.1.2.9 Collector will create a field verification team and the printout of the application will be handed over to the field verification team.
- 4.2.1.2.10 Field verification team will do the field verification and upload the field verification report. Then the field verification report will be tagged online with the application. (for example, if there are 50 investors in a village, after field verification the team leader may prepare one report which will be tagged with all 50 investors)
- 4.2.1.2.11 After field verification, another team will also do a random sample check and upload the verification report to the application.
- 4.2.1.2.12 Collector, then, forward all the applications with the field verification report to the competent authority online.
- 4.2.1.2.13 After receipt of same at competent authority, the IT manpower deployed by the bidder will update the record on a separate screen. In no case the original information will be updated. The updated information will be kept separately, in order compare the modifications later stage.
- 4.2.1.2.14 Competent Authority, then prepare 'Provisional Claimant List' after due diligence at their level.
- 4.2.1.2.15 'Provisional Claimant List' will be hosted at the portal developed under this contract for raising of objection, if any.
- 4.2.1.2.16 After hearing of objection, Competent Authority will prepare Final List of Claimants.

### 4.2.1.3 Cross Functional Work Flow Diagram



#### **4.2.2 Project Documentation**

The bidder shall create / update and maintain all project documents that would be submitted to OCAC after UAT. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to OCAC. Project documents include but are not limited to the following:

- i. Latest version of Source Code
- ii. SRS documents. For all the new requirements/modification in existing process, bidder shall conduct a detailed system study and update the SRS documents.
- iii. High Level Design (HLD) documents (including but not limited to)
  - a. Application architecture documents
  - b. ER diagrams and other data modelling documents
  - c. Logical and physical database design
  - d. Data dictionary and data definitions
  - e. Application component design including component deployment views, control flows, etc.
- iv. Low Level Design(LLD) documents (including but not limited to)
  - a. Application flows and logic including pseudo code
  - b. GUI design (screen design, navigation, etc.)
- v. Test Plans and Reports
- vi. Requirements Traceability Matrix
- vii. Issue Logs
- viii. User Manual
- ix. Application Installation & Configuration Manual
- x. Service Provider shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every six months) during the course of the project.

#### **4.2.3 Helpdesk Support**

The bidder should deploy at least 6 persons for a period of 3 months for giving technical support through telephone/SMS/e-mail to citizens during online submission of application. The space and other infrastructure will be provided by OCAC. The schedule of support will be from 7 AM to 8 PM.

#### 4.2.4 Handholding Support

The bidder should deploy 8 numbers of dedicated IT resources at offices of Competent Authorities located at Cuttack, Sambalpur and Ganjam (4 Nos at Cuttack, 2 each at Ganjam & Sambalpur) for a period of one (1) year. The role of these IT resources is to receive hard copies of the application form, tag them in the database, arrange the hardcopies in order and update the information of investors, if any, on the basis of field verification report.

Note that the quantity of manpower/duration of engagement is indicative and it may be increased or decreased at the time of execution of work. However, payment (for handholding support) will be released as per the number of manpower deployed.

#### 4.2.5 Technical Support

If required, the bidder have to deploy 3 numbers of dedicated experienced IT professional for a period of 6 months at Economic Offence Wing (EoW)/Crime Branch/investigating agency at Bhubaneswar/Cuttack for uploading of data from different databases of the financial establishments (being investigated by EOW) through ETL tool and analyze the data through business intelligence and to provide technical help EOW officials during verification process of the application. The category of manpower to be deployed are as follows

Category of manpower	Quantity
System Analysts	1 No
Database Administrator (having knowledge of ETL and Business Intelligence)	1 No
Sr. Developer	1 No

Note that the quantity of manpower/ duration of engagement is indicative and it may be increased or decreased at the time of execution of work. However, payment (for technical support) will be released as per the number of manpower deployed.

#### 4.2.6 Training

- a. The bidder should provide adequate training to the concern staffs of the Competent Authorities and EOW on entire functionality of the application software. The venue of such training programme will be at Cuttack, Sambalpur and Berhampur and Bhubaneswar.



- b. The bidder should provide training on software processes for field verification to the staffs on collectorate. The venue(s) and mode (like train to trainer etc.) of such training programme will be decided later.
- c. Training to be continued periodically till publication of final database

#### **4.2.7 Security Audit**

**It is to be noted that the following is to be carried out for the web portal**

1. The bidder has to make security audit of websites and provide Safe to Host Certification.
2. Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third party Audit empanelled agency by Cert-in.
3. Web-enabled Application is to be audited as per OWASP (Open Web Application Security Project) 2013 standards.
4. The pre-requisite for the software to be accepted is that it should have ZERO Severity Level defects and should be audited and certified by the **Security Audit Organisation empanelled under Cert-in**

#### **4.2.8 Software License**

The list of third party software licenses (like Database, application server etc.) required for the proposed application shall be provided to OCAC by the selected bidder without any cost to OCAC. However, if the software is open source then a stable version should be identified by the bidder.

#### **4.2.9 Contents of technical bid**

The bidder should give details of the project methodology to be followed, technology architecture (with details of technology, software versions etc), project plan etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

#### **4.2.10 Performance Requirements (SLAs)**

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the bidder for the duration of the project.

SL#	Major Area	Parameter	Requirements	Penalty
1	Application System Development and Implementation	Major milestone during development and implementation as per project plan document.	12 Weeks	<p>Delay up to 4weeks after scheduled date @0.5% and beyond 4 weeks penalty will be 1% of the development cost per week. Week means full week(7 days) or part thereof.</p> <p>If delay is more than 8 weeks from the scheduled date, authority reserves right to cancel the order.</p>
2	Availability of application	Application covering all the features	<p>98% availability round the clock and Computation will be done on monthly basis.</p> <p>Note : Fault at application level only.</p>	<p>Up to 90-97.99% - 1% of application development cost</p> <p>Less than 90%-2% of application development cost</p>
3	Resolution Time (Only for Bug fixing)	Time taken by the Bidder to fix the problem	Within 6 hours of reporting	<p>6hrs to 24 hrs @0.01% of application development cost.</p> <p>Beyond 24 hrs 0.1% of application development cost.</p>

4	Resource Deployment	Initial deployment of resources for the project	15 days from date of intimation for deployment of resources	15 days to 30 days of delay - 2% of the total resource cost beyond 30 days 3%.
		Deployed resource would perform as per the expectation of the Department	Replacement of non performing resources within 2 week of intimation by the client/department	Delay after 15 days of delay - 15% of the respective resource cost per month (after deducting the resource cost for absence period)

Note: Penalty will be imposed on respective project cost

#### 4.2.11 Acceptance, Certification and Roll-out

As this project involves both the development and hosting of the web application the following points related to Acceptance, Certification and Roll out shall be considered:-

- a) An acceptance test plan along with test cases and expected results traced to the requirements shall be provided during the development and the same shall be accepted by the Department.
- b) Any observations/feedback from the Department related to the test plan and test cases shall be duly factored in as relevant.
- c) Department shall constitute a team of users who will facilitate the test process, but the bidder's personnel shall carry out the tests.
- d) The errors identified during testing, shall be duly rectified and resolved. Maximum of three rounds of testing shall be permitted.
- e) Hosting of the solution in the **State Data Centre/IT centre** should be carried out after the user acceptance testing and other certification has been successfully completed and the same will need to be factored in the work (project) plan.

#### 4.2.12 Timelines for Project Implementation

**The software application should be developed, security audited through any Cert-in empanelled firm and Go-live within the time duration of 3 months from the date**

of issuance of work order. Go-Live means hosting of application at public domain and at least one transaction by any stakeholders other than OCAC and bidder.

#### 4.2.13 Payment Milestone and deliverables

*Desirable Timelines for Project Implementation with the milestones deliverables*

SI#	Milestones	Payment %	Deliverables
Development of application			
i	After go live	60% of web development cost & 100% Security Audit cost	1. Approved SRS 2. Safe to host certificate issued by Cert-in empanelled agency 3. User Manual 4. Training Handouts
ii	Rest to be paid after three months from go live of the project	40% of web development cost	Deliverables as per clause no. 4.2.2
Training			
iii	Training on entire application to the staffs of Competent Authority and EOW/Crime Branch/investigating agency	100% of the cost after conducting training	Training attendance & feedback form
iv	After conducting training at 5 locations/districts	100% of the cost for conducting training at each location	Training attendance & feedback form
Resource Cost			
v	Cost of resources will be paid quarterly basis	100% of the resource cost	Attendance of the resources certified by concern authority.
Annual Maintenance Support			
Vi	Annual Maintenance support cost for respective year will be paid after completion of each year from the date of Go-live	100% of the annual maintenance support cost	

#### 4.2.14 Application Maintenance Support

Bidder has to support the application for a period of 5 years from the date of go-live.

The bidder has to quote the year wise maintenance cost accordingly as per format

5.8.1.4

## 5. Formats for Submission of Proposal

### 5.1 Pre-qualification bid Checklist

Sl. No	Criteria	Documents Required
1.	The bidder should be a company registered in India under companies Act 1956, registered with the Service Tax Authorities and operating for the last Five years in IT/ITeS Services as of 31st March 2014.	Copy of Certificate of Registration
2.	Bidders should possess valid registrations for all statutory requirements such as PAN, Service tax, VAT Clearance etc.	Copy of mentioned certificates and PAN Card
3.	The Bidder should deposit Earnest money and Tender fees (unless already paid for) along with the Technical bid. The bid received without the same will be summarily rejected.	Earnest Money Deposit and Tender fees as per RFP.
4.	Applicant Company must have a turnover of not less than Rs. 1 crore in each of the previous three financial years ending with FY 2014-2015. Audited balance sheet will need to be submitted in support of this requirement.	Turnover Statement and net profit statements from Auditors for previous year.
5.	The bidder must have been assessed and certified for ISO 9001 and ISO 27001 or CMM3/5 which shall be validity till the submission of bid.	Copy of Certificates (valid as on date of submission)
6.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government/PSU.	Declaration from Authorised Signatory as mentioned
7.	The bidder must have a proven track record of successfully implementing projects as per clause no 2.1 (d).	Details of the project in the specified Form, along with contract/Work Order and the client certificate about successful implementation.
8.	Authorised signatory of the bidder	Declaration in letter head
9.	The bidder should have a minimum strength of 50 I.T. professionals with the company.	EPF return statement for confirming the same.
10.	To get the Concessional benefits as per the clause 2.8	Copy of Certificate of Registration in NSIC/DIC/OSIC

## 5.2 Self Declaration: Not Blacklisted (in company letterhead)

To,

**General Manager (Admin)**

Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL,  
Bhubaneswar - 751013

In response to the RFP Ref.No. OCAC-TE-26/2005-ENQ-16001for RFP titled “Development and Implementation of web based application for refund of money under OIPD Act, 2011”, as an owner/ partner/ Director of (organisation name)\_\_\_\_\_ I/ We hereby declare that presently our Company/ firm is having unblemished record and is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Name of the Bidder: .....

Authorised Signatory: .....

Signature:

Seal:

Date:

Place:

### 5.3 Bidder's Authorisation Certificate

(Company letter head)

To,

**General Manager (Admin)**  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O.- RRL,  
Bhubaneswar - 751013

Bid Ref No : OCAC-TE-26/2005-ENQ-16001

Sir,

<Name>, , <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

#### 5.4 Particulars of the bidder

S No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited etc)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Contact Person:  Name  Address  eMail  Phone Nos  Mobile Number	



## 5.5 Technical Bid Formats

### 5.5.1 Technical Cover Letter

To

**General Manager (Admin)**

Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL,  
Bhubaneswar - 751013

**Subject:** Submission of the Technical bid for “Development and Implementation of web based software for online submission of application and processing for refund of money under OIPD Act, 2011”

Bid Reference No - OCAC-TE-26/2005-ENQ-16001

Dear Sir/Madam,

We, the undersigned, offer to provide solution to OCAC, for Development and Implementation of web based software for online submission of application and processing for refund of money under OIPD Act, 2011.

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 30 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

### 5.5.2: Certificate of Conformity and Non-Deviation

(Company Letterhead)

To,

**General Manager (Admin)**  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL,  
Bhubaneswar - 751013

Bid Reference No : OCAC-TE-26/2005-ENQ-16001

This is to certify that, the specifications of Software & Services which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the specifications of the Tender document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the tender document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization:

Date:

Place:

## 5.6 Format for fairness of documents

(Company letterhead)

To,

**General Manager (Admin)**  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O.- RRL,  
Bhubaneswar - 751013

Sir

In response to the RFP Ref. No. OCAC-TE-26/2005-ENQ-16001 for RFP titled "Development and Implementation of web based software for online submission of application and processing for refund of money under OIPD Act, 2011" As an owner/ partner/ Director of....., I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## 5.7 Format for Citations of the projects required to be evaluated for Technical evaluation

### *General Information*

Name of Project

Client for which the project was executed

Name and contact details of the client

### *Project Details*

Description of the project

Outcomes of the project (Completed/ in progress)

### *Other Details*

Total cost of the project

Total cost of the services provided by the respondent

Duration of the project

*Start Date...../...../.....*

*End Date ...../...../.....*

Security Certification ( Details)

### **Other Relevant Information**

*Mandatory Supporting Documents:*

## 5.8 Commercial Bid Format

### 5.8.1 Cost Summary

Si No. (1)	Description (2)	Total Cost (3)
1	Application Development & Implementation Cost (Total of 5.8.1.1)	
2	Training Cost (Total of 5.8.1.2)	
3	Resource Deployment Cost (Total of 5.8.1.3)	
4	Annual Support cost for Application for 5 years (Total of 5.8.1.4)	
Grand Total		
In Words		

5.8.1.1 Application Development Cost

Si No. (1)	Description (2)	Quantity (3)	Unit Price (4)	Taxes if any (5)	Total Unit Cost (6) (4+5)	Total Cost (7) (3 x 6)
1	Development & Implementation of web based application software as per scope of work (clause 4.2 Terms of Reference)	1				
2	Cost of ETL & BI tool, customisation and integration with application software thereof.	1				
2	Security Audit of application through any Cert-in Empanelled firm	1				
Total						
(in Words : _____)						

5.8.1.2 Training Cost

Si No. (1)	Description (2)	Quantity (3)	Unit Price (4)	Taxes if any (5)	Total Unit Cost (6) (4+5)	Total Cost (7) (3 x 6)
3	Training on entire application to end users at O/o Competent Authorities and EOW (for a batch of 30)	3				
4	Training relating to functionality on field verification process to end users at District Collectorate office	30				
Total						
(in Words : _____)						

5.8.1.3 Resource Cost

Si No. (1)	Description (2)	No. of resources (3)	No. of Months (4)	Cost per resource per month (5)	Taxes if any (6)	Total Cost per resource per month (7) (5+6)	Total Cost (8) (3 x 4 x 7)
1	Cost of each resource to be deployed at Helpdesk Support (as per clause 4.2.3 )	6	3				
2	Cost of each resource to be deployed for Handholding support at Competent Authority (as per clause 4.2.4 )	8	12				
3	Cost of each resource to be deployed for Technical Support at EOW (as per clause 4.2.5 )						
	System Analyst	1	6				
	Database Administrator	1	6				
	Sr. Developer	1	6				
Total							
(in Words : _____)							



5.8.1.4 Application Maintenance Support Cost

Si No. (1)	Description (2)	Quantity (3)	Unit Price (4)	Taxes if any (5)	Total Unit Cost (6) (4+5)	Total Cost (7) (3 x 6)
1	Support and maintenance of application for 1 <sup>st</sup> Year from date of Go-live	1				
2	Support and maintenance of application for 2 <sup>nd</sup> Year from date of Go-live	1				
3	Support and maintenance of application for 3 <sup>rd</sup> Year from date of Go-live	1				
4	Support and maintenance of application for 4 <sup>th</sup> Year from date of Go-live	1				
5	Support and maintenance of application for 5 <sup>th</sup> Year from date of Go-live	1				
Total						
(in Words : _____)						

## 5.9 Undertaking on Pricing of Items of Technical Response

(Company Letterhead)

To

**General Manager (Admin)**  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O.- RRL,  
Bhubaneswar - 751013

Sub: Undertaking on Clarifications

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against bid Ref No : OCAC-TE-26/2005-ENQ-16001) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

**Sample (indicative) Application for Refund of Deposits invested in Financial Establishments u/s 9(7) of OPID Act,2011**

**Application Number** :- [ to be auto generated]  
(may start from 1000001 to avoid confusion with Commission's Affidavits)

Name and Address of the Financial Establishment  
for which the Application is made :

Name (from pull-down menu as available in Commission's Data Entry)

Address :-

(separate application should be made for each Financial Establishment)

1. Name of the Depositor :  
Son / daughter / wife of :

2. Date of Birth : DD MM YY

3. Address : House No & Street Name  
Vill./Ward  
P.O.  
P.S.  
G.P. Block  
District :

Mob. No.

Tel.No.

E-mail :-

4. Identification details :- (photo copy of any one of the following documents to be attached)

i) Electoral Photo Identity Card No.

li) Aadhar Card No.

iii) PAN No.

iv) Any other (specify) :- Card No / Description

5. (a) Details of Deposits made with the Financial Establishment :-

(attach photo copy of receipts. Originals will be verified before refund is made)

Sl	Date of Deposit	Receipt No./ Deposit Certificate No	Amount deposited	Amount returned / received	Amount outstanding
1					
2					
3					

(b) Mode of payment : Cash / Cheque  
[ if cheque, then indicate Cheque Number, Date, Bank Name & Issuing Branch ]

6. Whether deposits were made directly to the financial establishment or through an Agent (tick one) :- **DIRECTLY / Through Agent**

If through Agent, then Agent's Name :

Agent's Father's name :

Address of the Agent : [ Single alphanumeric text field]

7. (a) Whether any compensation has already been received by the claimant from Corpus Fund and/or from insurance or any other source :- YES / NO

(b) If yes, name of the source and amount so received :-

(c) Total amount claimed for refund (in Rs) :-  
(after deducting the amount already received)

8. Bank account details of Claimant, to which refund amount may be credited :-

(a) Account Number :-

(b) Bank's Name :-

(c) Address of the branch of the Bank:-

(d) IFSC Code of Bank :-

(e) Whether bank A/c has been Aadhar linked :- YES / NO

Declaration :-

I declare that the details furnished in this claim application are true to the best of my knowledge and belief.

Signature of the Applicant :-

Date :- Place :-