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**RFP FOR SELECTION OF SOFTWARE AGENCY FOR DESIGN,  
DEVELOPMENT AND IMPLEMENTATION OF “ONLINE APPLICATION AND  
PROCESSING OF VARIOUS INCENTIVES UNDER ICT POLICY 2014”**

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REF NO : OCAC-IF&ITP-265/17-RFP-17038



**ODISHA COMPUTER APPLICATION CENTRE**

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVT. OF ODISHA]

OCAC BUILDING, ACHARYA VIHAR SQUARE,

BHUBANESWAR, ODISHA, INDIA – 751013

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## KEY EVENTS

<b>Sl. No.</b>	<b>Events</b>	<b>Date &amp; Time</b>
1.	Date of publication	10.10.2017
2.	Last date and time for Submission of Pre-bid queries	16.10.2017 by 4 PM
3.	Pre-Bid Conference	18.10.2017, 12:30 PM
4.	Issue of Corrigendum	23.10.2017, 05:00 PM
5.	Last date and time for Submission of Bid	06.11.2017 by 12 Noon
6.	Opening of Pre-Qualification/General and Technical bids	06.11.2017 at 12:30 PM
7.	Technical Presentation on Approach & Methodology	07.11.2017 at 11:30 AM onwards
8.	Opening of Commercial bids	14.11.2017 at 4 PM

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## 1. Fact Sheet

This **Fact Sheet** comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section 4.3.1	<p>A pre-Bid meeting will be held on <b>18.10.2017 at 12:30 PM</b> at Odisha Computer Application Center N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842</p> <p><u>Contact Person</u> General Manager (Admin) e-Mail : <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a> All the queries should be received on or before <b>16.10.2017 by 4 PM</b>, through email only to <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a> (with a copy to <a href="mailto:biswambar.panda@ocac.in">biswambar.panda@ocac.in</a> ) at the above mentioned address.</p>
Section 4.4.2	<p>RFP can be Downloaded from <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> or <a href="http://www.ocac.in">www.ocac.in</a> or <a href="http://www.tenders.gov.in">www.tenders.gov.in</a>. The bidders are required to submit the document Fee of Rs. 2,000/- in shape of Demand Draft in favour of <u>Odisha Computer Application Centre</u> and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid).</p>
Section 4.4.3	<p>The bidder is required to submit Earnest Money Deposit amounting to Rs. 1,60,000/- in shape of Demand Draft in favour of Odisha Computer Application Centre, payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid.</p>
Section 4.4.4	<p>Bidders must submit a soft copy of the Prequalification &amp; Technical Proposal in a non-editable CD along with original copy. However, One original copy of the Commercial Proposal (only hard copy) is to be submitted.</p>
Section 4.5.2	<p>The Proposal should be filled in by the Bidder in English language only.</p>

Section 4.5.3	The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Section 4.5.4	<p>The proposal submission address is:</p> <p>General Manager (Admin)  Odisha Computer Application Center  N-1/7-D, Acharya Vihar Square  P.O.- RRL, Bhubaneswar - 751013  Tel: 0674-2567280/ 2567064/ 2567295  Fax: +91-674-2567842  Email: <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a></p> <p>Proposals must be submitted on or before <b>06.11.2017 by 12 Noon</b></p>
Section 5	Least Cost Based Selection (L1) method shall be used to select a Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014". The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope. Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring 70% or above shall be opened. The bidder securing the lowest cost will be awarded the work. Consortium not allowed.
Section 4.6.2	Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.
Section 8	This project includes deliverables relating to Software Development, Training and maintenance for a period of 3 years (after Go-live of application). Source Code of the Software Application, Reports and other technical documents relating to each of above activities are important deliverables of this project. Bidder should carryout security audit of the application at least once in a year through any Cert-in empanelled firm.
Section 8.2	Total project period is 3 years and 4 months (3 years after Go-live). Post implementation operation & maintenance must be provided for a period of 40 months after Go-Live. The service provider must handover all deliverables to the OCAC within stipulated time.

## **2. Request for Proposal**

Odisha Computer Application center (OCAC) intends to engage a Software Development Agency for Design, Development and Implementation of a Single Window Clearance System as per ICT policy 2014 as per specification/ job scope mentioned below:

- a. OCAC intends to implement Single Window Clearance System (SWCS) with the objective of speedy processing of clearances and providing an investor-friendly environment.
- b. This Request for Proposal (RFP) is to solicit technical and financial proposals from the prospective bidders for undertaking design, development and implementation of single Window Clearance system and providing operations and maintenance support for the specified period for implementation of the SWCS for Odisha Computer Application Center under Electronics & Information Technology Department, Government of Odisha.
- c. The firm selected through this bidding procedure shall deliver requisite software application and related services directly to the OCAC and other organisations under Government of Odisha. OCAC shall also monitor the implementation and shall make related contractual payments based on acceptance and certification of deliverables.
- d. The development period for the requested tender is 4 months and all the specified operations and maintenance services shall be provided for a period of 3 years from the date of Go-live.
- e. The scope is detailed out in the Terms of Reference under Section 8 of this RFP Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Section 5.1 of this RFP Document.

## **3. Structure of the RFP**

This Request for Proposal (RFP) document for selection of Software Development Agency for Design, Development and Implementation of a Single Window Clearance System as per ICT policy 2014 comprises of the following.

- I. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
  - a. General instructions for bidding process



- b. Bid evaluation process including the parameters for Pre-qualification, Technical evaluation and commercial evaluation for determining bidder's suitability as the system integrator
  - c. Commercial bid and other formats
- II. Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
  - a. About the project and its objectives
  - b. Scope of work
  - c. Functional and Technical requirements
  - d. Project Schedule
  - e. Service levels for the implementation partner
  - f. Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Software developer & Implementation partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

#### **4. Background Information**

##### **4.1 Basic Information**

- a) OCAC on behalf of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from Software development/System Integration firms ("Bidders") for Selection of Software Development Agency for Design, Development and Implementation of a Single Window Clearance System as per ICT policy 2014 as described in Section 8 of this RFP, "Terms of Reference".
- b) 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.
- c) 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.

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## **4.2 Project Background**

### **4.2.1 About the Department**

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

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

### **4.2.2 Project Profile**

#### **4.2.2.1 About the Project**

Odisha Computer Application Centre (OCAC), in line with the vision of the Government of Odisha, is endeavoring to promote the development of IT/ITES industry in the state by incentivizing IT/ITES/ESDM companies in their operations. At present, a total of 17 fiscal initiatives has been identified and published which will offer incentives to primarily small and medium scale IT/ITES/ESDM enterprises. Under the current process, which is being conducted manually, applicants are required to first submit a formal letter in the company letterhead to OCAC and subsequently submit their application along with supporting documents, as per corresponding checklist, for receiving the incentives. The applications undergo a standard evaluation and appraisal process within OCAC and based on the eligibility of applicant and due diligence of its submitted documents, the incentive is approved or rejected by the Apex Committee and then disbursed, if approved.

#### **4.2.2.2 Objectives**

In order to increase the efficiency and turnaround time of the above process, OCAC needs to implement a web-based single window application that will allow the businesses to register and submit their application online and the OCAC officials as well as PIU can verify and evaluate the same using a workflow-enabled framework to

come up with the final decision of approval or rejection. We envisage the following benefits for such a solution:

- **Increased collaboration with businesses** – The single window application will provide a G2B collaboration platform which will facilitate the interaction between the government and the interested enterprises.
- **Increased efficiency of operations** – The work-flow based application will replace the existing manual process and increase the overall efficiency of the service delivery manifold by reducing the turnaround time.
- **Consolidation of data and content assets** – The system will provide a single repository for archival of all applications and related documents.
- **Improved decision making** - The reporting module of the application will furnish on-demand statistical information and support the OCAC officials in trend analysis and subsequent decision making.
- The envisaged application will be a web-based platform, hosted over the internet and accessible to both government officials and the interested businesses. The application, at the current stage, is planned to have the following modules/features:
  - **Authentication** – This feature will allow every OCAC official and the PIU staff to log in to the system using their unique access credentials (user id and password) and verify/approve the submitted applications. The interested companies will also be issued access credentials upon registration. All changes (submit, verify, approve, reject) to an application can be made only by an authenticated user so that transactions can be tracked later for audit purposes.
  - **Registration** – This module will be used by the public businesses for submitting their registration into the system. Upon submission of the registration request, the applicant will be registered into the system and a unique login credential will be generated. The process flow of registration will comprise the following steps:
    - Submit registration request – The interested company will submit a registration request in the system after furnishing the relevant details and receive the login credentials for further interactions in the system.
    - Verify registration request – The submitted request will be verified by the PIU team. In case of clarifications sought, the application can be sent back to the applicant for furnishing missing details.
    - Approve registration request – The verified request will be approved or rejected by the designated OCAC official.
  - **Application for incentive** – This module will be used by registered companies for submitting an application for incentives. The process flow for the incentive application is as below:
    - Apply for incentive – The registered company will duly fill the online application form, furnish all relevant documents and submit the application

in the system. A unique application number will be generated for further tracking of the application.

- Verify incentive application - The submitted application will be verified by the PIU team. In case of clarifications sought, the application can be sent back to the applicant for furnishing missing details.
- Approve incentive application – The verified application will be approved or rejected by the designated OCAC official.
- Update incentive application – After the decision of the APEX Committee on the amount of incentive that will be disbursed to the applicant (not a part of the system), the designated PIU officer will update the relevant details against the approved application and close the process
- **Notification** – At every stage of application processing i.e. whenever there is a status change to the application, an email notification will be dispatched to the applicant in the registered email address.
- **Reporting** – The system will have the facility to generate the following reports for OCAC:
  - Application Summary report
  - Incentive Summary reportThe reports can be downloaded in MS-Excel format for further processing and decision-making.

#### **4.2.3 Major Stakeholders of the project**

The main stake holder of the project will be as follows

- Govt. of Odisha
- OCAC
- IDCO
- IPICOL
- Industries Department
- Public Enterprise Department
- MSME Department

## **5. Instructions to the Bidders**

### **5.1 General**

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

### **5.2 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 set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
  - i. Include all documentation specified in this RFP;
  - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - iii. Comply with all requirements as set out within this RFP.

### **5.3 Pre-Bid Meeting & Clarifications**

#### **5.3.1 Pre-bid Conference**

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **18.10.2017 at 12:30** PM at Odisha Computer Application Centre, Bhubaneswar.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email ([gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in)) with a copy to [biswambar.panda@ocac.in](mailto:biswambar.panda@ocac.in) on or before **16.10.2017 by 4 PM**.
- c) 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.			
3.			

- d. OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

### 5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

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

## 5.4 Key Requirements of the Bid

### 5.4.1 Right to Terminate the Process

- a. OCAC may terminate the RFP process at any time and without assigning any reason. 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 OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

#### **5.4.2 RFP Document Fees**

RFP document can be downloaded from [www.ocac.in](http://www.ocac.in) or [www.odisha.gov.in](http://www.odisha.gov.in) or [www.tenders.gov.in](http://www.tenders.gov.in). The bidders are required to submit the document Fee of Rs.2,000/- in shape of Demand Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

#### **5.4.3 Earnest Money Deposit (EMD)**

- a. Bidders shall submit, along with their Bids, EMD of Rs.1,60,000/- (Rupees One Lakh Sixty Thousand only), in the shape of Demand Draft 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.
- b. EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. The EMD may be forfeited:
  - If a bidder withdraws its bid during the period of bid validity.
  - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
  - If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
  - The Bidder being 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
  - A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

#### **5.4.4 Submission of Proposals**

- a. The bidders should submit their responses as per the format given in this RFP in the following manner

- Response to Pre-Qualification Criterion : (1 Original in hard copy+ 1 CD) in first envelope
  - Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
  - Commercial Proposal - (1 Original in hard copy) in third envelope
- b. The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively.
  - c. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
  - d. The three envelopes containing Pre-qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked as Response to RFP for Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014" - RFP Ref No - OCAC-IF&ITP-265/17-RFP-17038 with the wordings "DO NOT OPEN BEFORE 06.11.2017". The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
  - e. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
  - f. The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
  - g. All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
  - h. In case of any discrepancy observed by OCAC in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
  - i. Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by OCAC in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.



## 5.5 Preparation and Submission of Proposal

### 5.5.1 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/ discussions/ presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

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

### 5.5.2 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 the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

### 5.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to OCAC at the address specified below:

<b>Addressed To</b>	General Manager(Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, PO : RRL Bhubaneswar - 751002
<b>Telephone</b>	0674-2567280/ 2567064/ 2567295
<b>Fax Nos.</b>	0674-2567842
<b>Email id</b>	gm_ocac@ocac.in
<b>Last Date &amp; Time of Submission</b>	06.11.2017 by 12 Noon

### 5.5.4 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 by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. OCAC shall not be responsible for any postal delay or non-receipt/ non delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.
- d. OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

### **5.6 Evaluation Process**

- a. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b. The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the 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 the Proposal Evaluation Committee in the 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.

### **5.7 Tender Opening**

The Proposals submitted up to 06.11.2017 by 12 Noon will be opened on 06.11.2017 at 12:30 PM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

### **5.8 Tender Validity**

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be 3 years from the date of agreement.

## 5.9 Tender Evaluation

a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals :

- ☐ are not submitted as specified in the RFP document
- ☐ received without the Letter of Authorization (Power of Attorney)
- ☐ are found with suppression of details
- ☐ with incomplete information, subjective, conditional offers and partial offers submitted
- ☐ submitted without the documents requested in the checklist
- ☐ with lesser validity period

b. All responsive Bids will be considered for further processing as below :

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. 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.

## 6. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Least Cost-based Selection (L1) system**. All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- c. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

### 6.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
a)	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 3 (Three) years as of March 31, 2017	Certificate of Incorporation
b)	Legal Entity	Also the company should be registered with the GST (for providing service) and Income Tax	GSTN Registration No. and copy of PAN

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
c)	Sales Turnover in System Integration	Average Annual Sales Turnover generated from IT services during the last three financial years ending on 31.03.2017 (as per the last published Balance sheets), should be at least Rs.8 Crores	- Copy of the audited Balance sheet and Profit & Loss account; - Statutory Auditor's Certificate
d)	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth.	Statutory Auditor's Certificate
e)	Certification	The bidder must possess ISO 27001 and ISO 9001:2008 Certification or more.	Copy of a Valid Certificate
f)	Technical Capability	The bidder must have implemented / in process of implementation at least one e-Governance software project in India with minimum order value of Rs 60 Lakh or two projects with minimum order value of Rs. 50 Lakh each or three projects with minimum order value of Rs. 30 Lakh each in State / Central Government / Govt. PSU/Govt. Autonomous body in last Ten financial years ending with 31-Mar-2017.	Completion Certificates from the client <b>OR</b> Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); <b>OR</b> Work Order + Phase Completion Certificate from the client
g)	Existence in Odisha	The bidder should have a center operational in Odisha or shall furnish an undertaking to open an operation center within 3 months from award of the project.	Trade License/Leased Agreement etc. / Declaration
h)	Black Listing	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 (at Clause 10.4)
i)	EMD & Document Fee	The bidder must submit Tender document fee amounting to Rs.2,000 in shape of DD and EMD amounting to Rs.50,000/- in shape of DD or Bank Guarantee from a schedule bank	Demand Draft and/or Bank Guarantee

## 6.2 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
<b>Financial &amp; Resource Strength</b>				
a)	Average Annual Turnover in last 3 years ending with March 2017 from IT/ICT and related services of last three years	Audited Balance Sheet and Statutory Auditor's Certificate	- Rs. 8 Cr. 2 marks - Beyond Rs. 8.0 Cr. 2 mark for each Rs. 50 Lakh to maximum 10 marks	10
b)	The firm/company should have IT professional with minimum qualification of B.E/MCA or higher having 2 years of experience	Letter from HR / Director	- Up to 20 – 2 Marks - Beyond 20 professionals, 1 mark for each 10 professionals maximum 10 marks	10
c)	Presence of bidder in Odisha	Documentary Proof like lease agreement or trade license etc.	- Only operation Centre: 3 Marks - Only Development Center – 5 Mark - Operation and Development Center – 7 Mark - Corporate office with Development Centre: 10 Marks	10
d)	Quality Certification	Copy of Certification	- ISO 27001 – 1 Mark - ISO 20000 – 3 Mark - CMM – 3 - 3 Mark - CMMI -5 - 6 Mark	10
<b>Previous experience and expertise</b>				
e)	The firm/ company should have completed software implementation in India for any Govt./PSU/Autonomous body during the last 5 years, each of the minimum value of the software design, development, implementation & operationalization support components of at least Rs. 30 Lakh.	Completion Certificates from the client <b>OR</b> Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) <b>OR</b> Work Order + Phase Completion Certificate from the client	- Each project 5 marks maximum 30 marks	30

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
f)	Experience of Bespoke Software Application, Development or COTS Implementation of any e-governance project involving development and implementation of Single Window System for industries facilitation (any industry) in Govt. sector (Value of the project should be at least Rs. 10 Lakhs )	Completion Certificates from the client <b>OR</b> Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) <b>OR</b> Work Order + Phase Completion Certificate from the client	- 5 Marks	5
<b>Approach &amp; Methodology</b>				
g)	Demonstration of understanding of the requirements of the RFP as per ToR through providing: <ul style="list-style-type: none"> <li>- proposed Solution and its components,</li> <li>- Technologies used,</li> <li>- Scale of implementation,</li> <li>- Learning on Issues</li> <li>- Challenges</li> <li>- Challenges likely to be encountered</li> <li>- Mitigation proposed</li> <li>- Client references:</li> </ul>	Technical Presentation	-	15
h)	Approach and Methodology to perform the work in this assignment <ul style="list-style-type: none"> <li>- Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of Work</li> <li>- Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference</li> </ul>	Technical Document & Presentation	-	10

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
	- Project work break down structure : timelines, resource assignment, dependencies and milestones			
<b>Total Score</b>				<b>100</b>
<b>Cut Off (to open the financial bid)</b>				<b>70</b>

- a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- b) The commercial bids of only the technically qualified bidders will be opened for further processing.

### **6.3 Evaluation of Financial Bid**

- a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives
- b) The bidder with lowest financial bid (L1) will be awarded the work.
- c) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- d) 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".



## **7. Appointment of System Integrator or Service Provider**

### **7.1 Award Criteria**

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

### **7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

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

### **7.3 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. Remove any of the item at the time of placement of order.
- e. 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.
- f. Make typographical correction or correct computational errors to proposals
- g. Request bidders to clarify their proposal.

### **7.4 Notification of Award**

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

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD.

## **7.5 Performance Guarantee**

The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 6 months (42 months). The Performance Guarantee shall be kept valid till completion of the project and maintenance period. 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 project and maintenance period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **7.6 Signing of Contract**

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

## **7.7 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

## **8. Contractual Clauses**

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

### **8.1 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)

### **8.2 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 breach happening due to reasons solely and entirely attributable to Bidder, provided prior thirty days written notice to rectify the same is given by the OCAC and failure by Bidder to rectify in the notice period.
- c) Termination by SI - The SI may terminate this Contract, by not less than Ninety (90) days' written notice to the OCAC, such notice to be given after the occurrence of any of the following events –
  - i. If the Purchaser fails to pay any money due to the SI pursuant to this Contract and not subject to dispute pursuant to Clause 7.10 hereof within forty-five (45) days after receiving written notice from the SI that such payment is overdue.
  - ii. If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause 7.10 hereof
  - iii. If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the SI may have subsequently approved in writing) following the receipt by the Purchaser of the SI's notice specifying such breach.

### **8.3 Effects of Termination**

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

### **8.4 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 measurable criteria. In case of any conflict between RFP and Proposal submitted by the Bidder in relation to Scope of Work or Deliverables, the Proposal submitted by Bidder (including clarifications, if any) shall prevail and apply.

#### **8.5 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 to the 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 for various works like system study, training etc. should be borne by the bidder.

#### **8.6 Fees and Payments**

- a) 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 per the rate prevailing at the time of submission of Bill.**
- b) Payments for additional services in case of change in scope will also be specified.
- c) 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.

#### **8.7 Audit**

- a) 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.
- b) 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.
- c) 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.

## **8.8 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.

## **8.9 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.

## **8.10 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 endeavors. 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.

## **8.11 Governing Law and Jurisdiction**

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suits, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

## **8.12 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 the 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- “Change Request Management”. In some cases there may be requirement for partial month, in such case the man month also converted pro-rata basis by considering 22 working days per month.

#### **8.13 Intellectual Property Rights (Source Code)**

The source code of entire applications along with necessary documentations developed for this project should be shared with OCAC/Govt. of Orissa after Go-live of the application.

#### **8.14 Liquidated Damages**

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the Implementation Agency/System Integrator shall be liable to a penalty @0.25% of the value of work order in respective phases, for every week of delay up to a maximum of 10%, after which OCAC shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week. Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. Decision of Chairman, OCAC in this matter is final.

#### **8.15 Limitation of Liability**

Except in cases of gross negligence or wilful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b. Maximum liability of the bidder for this project will be limited to the total value of the contract or the amount actually paid to the bidder whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue.

## **9. Terms of Reference**

### **9.1 Scope of Work**

Odisha Computer Application Centre (OCAC), in line with the vision of the Government of Odisha, is endeavoring to promote the development of IT/ITES/ESDM industry in the state by incentivizing IT/ITES/ESDM companies in their operations as per the ICT policy 2014.

In order to increase the efficiency and turnaround time of the manual process, OCAC needs to implement a web-based single window application that will allow the ICT industries to register and submit their claim application online. The authorised officials of OCAC as well as PIU can verify and evaluate the same using a workflow-enabled framework to come up with the final decision of approval or rejection.

To develop the web portal which should be flexible enough for modification and expansion with the addition of the following features:

- i. Design of the portal should be planned as per the GIGW guidelines and Disable friendly features should be implemented.
- ii. The web portal will be a bilingual web portal with the support of the language of Odia and English. The web portal should be mobile compatible.
- iii. Ability to use current interactive and social networking mediums such as Facebook, Twitter, and RSS feeds, as well as flexibility to add these types of features in the future.
- iv. Design of the citizen facing requirement with the admin interface to manage the client side requirement dynamically with unique role based user ID and Password to update the information in the web portal or to interact with the industries for their feedback updated through the portal.
- v. Completing Security Audit of the portal through the empanelled Cert-in certified organisations and make the portal go live after getting the certified audit report.
- vi. Hosting of the web portal in State Data Centre/NIC/IT centre as proposed by the OCAC. The URL of the web portal will be given by the OCAC.
- vii. After go live the agency will maintain it for 3 years with the quoted price after one year of free maintenance of go live.
- viii. Any requirement as an addition will be executed only after the approval of the change request.
- ix. The agency has the responsibility to deliver, install, and implement the web portal at the recommended hosting environment.

### **9.2 High Level Functional Requirements**

OCAC as the nodal agency for the Electronics and Information Technology Department is proposing development of the portal in the following two sections:

- a. Home and Inner page of the web portal for single window clearance system for incentive settlement as per the ICT Policy 2014
- b. Integrated Admin interface with role based multiple users to access the admin section with their unique user ID and Password to manage the requirement of the portal.

### **9.2.1 Scope of Information:**

A. Details of the functionality can be referred as mentioned in this section to interact by the ICT Industry and citizen:

- i. Home
- ii. About ITLF
- iii. Registration
- iv. Apply for land and build up space
- v. My account
- vi. Claim Incentive
- vii. Feedback
- viii. Contact
- ix. Notification
- x. Photo gallery
- xi. Policy

B. Admin Interface to Manage the Requirement

The Admin will have the following options through which relevant information will be managed in the portal with the option of Add, Edit, Delete and Publish/un-publish.

- a. Users
- b. Content Management
  - i. About IFITP
  - ii. Policy
  - iii. Notification
  - iv. ICT Infrastructure
  - v. Contact

### **9.2.2 Functional Modules Management**

- i. Registration
- ii. Claim incentive
- iii. Apply land and tower space
- iv. Photo Gallery
- v. Feedback



## 9.3 Scope Details

### 9.3.1 Registration

- i. On click to the registration, the web page will prompt the ICT industries to register by providing the relevant information. This section will have many step of registration which shall be Basic information, Credentials, Turnovers, Board of director's details, Resource Strength including women and Physical handicapped employees with their PF numbers, Resources deployed in Odisha and the percentage of local employment, Corporate and Office address in multiple locations if any with the reference number of space allocation from OCAC etc.
- ii. The organisation entitlement for claim of incentives will fill up all the steps of registration. The organisation who asks for the space or land will only fill up the basic information.
- iii. After successful submission of the basic information, system will generate the user ID and Password. PAN number can be used as the user ID. On first login the system will be prompted to modify the password.
- iv. Options to attach more than one documents which may be in PDF/JPEG/Other format as recommended.
- v. The system will have the option to verify the validity of the certificates with reference to their number online by accessing the reference website and it will auto verify the authenticity.
- vi. System will provide the option of change password and forgot password which will be verified with OTP in their registered mobile.
- vii. The request can be accessed by the PIU as the user from the admin section of the portal by giving their valid user ID and Password.
- viii. Admin user can view, delete, reject or contact to the organisation for more information if required.
- ix. The system should be able to find out the authenticity of the document and compliance to the requirement. Any wanting for the registration can be system generated and will be listed with a system generated document which will be stored in the database till the closing of the request. The document can be mailed in applicant's registered mail ID from the system and the subject matter can be informed as SMS to the registered mobile number.
- x. On rejection of the registration, the system should have the option to write the cause of rejection and to intimate the same in their provided mail ID and mobile numbers.
- xi. The system will have the option to print and forward the same to other authorities as and when required.

### 9.3.2 Claim Incentive

This module will facilitate to settle the claim of incentives as mentioned in the ICT policy as per the rules defined for particular incentive. The incentive will be settled as per the operational guidelines and provisions mentioned in the ICT Policy 2014. ICT Policy cover 23 incentive settlement with different stakeholders involvement for settlement of claims.

Stamp duty exemption, reimbursement of sales tax and VAT, Reimbursement of power incentives, Entry tax are as per the IPR Odisha, Decision of Energy department and as per the statutory rules and regulations of India which may change from time to time. Rest of the incentives will be settled as per the ICT policy 2014 and Operational Guidelines.

- i. The registered user can apply for the incentive as per the provision in the ICT Policy 2014 by filling all the relevant information and furnishing all relevant supportive documents in the system.
- ii. The system will have the option to auto assess the entitlement as per the eligibility to get the types of incentives as per their information provided at the time of registration. So only the list of entitled incentives will be displayed in their user ID.
- iii. A unique application number will be generated for further tracking of the application.
- iv. The submitted application will be verified by the PIU team or by authorised user from the admin interface by giving their authenticated user ID and password. In case of clarifications sought, the application can be sent back to the applicant for furnishing missing details.
- v. After verification, if it is found correct, the system will generate a report with the information for each incentives as incentives claimed, accepted, responsible department for settlement , total incentive, remarks if required which will be given by the PIU. It will be forwarded to the approving authority for their decision with the digital signature/e-sign of the PIU certifying user.
- vi. The detail settlement can be viewed by the next level of authorities as will be defined through the user module with the access rights and they can give their comments with their e-Sign or digital signature. The system will define the time line to get the feedback or comments, otherwise it will be deemed as accepted. On adverse comments, it will come back to the PIU to compliance or otherwise it is considered as approved.
- vii. After approval, it will be updated to the applicant through the system and if it is rejected then system will have the option to give the reason of the rejection. The status will be saved in the system for future reference.

- viii. The system will have the option to print the detail report with their digital signature and will be submitted to the IFITP Cell for further process.
- ix. Applicant can track their status from my account section of the portal.

### **9.3.3 Apply for land and build up space**

ICT industries can request to take the space from the TOWER and Info Valley or other areas as managed by the OCAC or E&IT department. The organisation that has already registered and beneficiary can also apply for more land/space.

The module will have the following functionality:

- i. On click to the Apply for Land and Space the system will ask for as whether earlier registered or not. If not registered, it will ask to give the basic information to be registered. After getting registered the system will allocate a login ID.
- ii. After getting the login ID, the organisation can fill-up the specified request form with the information asked for.
- iii. The form will retrieve the information already given at the time of registration. The following information will be asked to give:
  - a. Financial Performance
  - b. Project cost in details of the breakup on phase wise .
  - c. Financing details
  - d. Raw material sourcing
  - e. Infrastructure requirement
  - f. Implementation period
  - g. Employment potential
- iv. After successful submission, the system will generate a thanks message with the request ID and the details of submission can be generated as a report on PDF format which will be printed by the applicant. The request ID will link with the applicants registration login ID.
- v. Applicant will submit the system generated application form with the signature of the authorised representative and same will be submitted with the entire necessary document to the PIU of IFITP cell with in 7days of its submission in the application.
- vi. PIU will verify the details of the document as per the information submitted with the attached document in the application.
- vii. System will not give the scope to attach the credential and statutory documents rather will facilitate for online verification with the reference to the reference number.
- viii. After verification the PIU will give their observation and will generate the report with e-Sign which will be submitted with the application and document provided by the applicant to the approving committee.

- ix. The system will have the option for the approving authority to view the details and observation of PIU by accessing the portal with their valid user ID and password. Approving authority can give comments on the report submitted by the PIU, Any adverse comments which need more information will be returned to the PIU with the e-Sign of the authority.
- x. The system will store the decision of rejection or approval and the PIU will close the request accordingly.

#### **9.3.4 My Account**

- i. Registered user can login to enter into this section with their valid user ID and Password.
- ii. From My account, user can see their registered information and status of their claim incentive, application for land, build up space.
- iii. System will allow them to cancel or modify their request as and when required before the initiation by the PIU admin on the request, the same will be effective only after OTP authentication.
- iv. System will allow editing their information from this section and any update will be effective only after OTP authentication.

#### **9.3.5 Photo gallery**

- i. Option to create and manage different types of categories with the thumb image
- ii. Option to manage with captions under the category with auto compressive size of the photo as defined.

#### **9.3.6 Users Management**

- i. User can be of three types i.e. Admin, Operational user and General user.
- ii. Admin Users can be created more than one but always one will be active. Admin user can only create , manage different user and access audit logs.
- iii. Operation users will be created by admin user who will be provided with the module wise access rights and authentication for the functions as view, delete, edit, add, publish, approve or rejection, forward etc. More than one user can be created and more than one user can also be active. Operational users are the user of PIU and approving authority.
- iv. General users will be created by the admin user and will get the access to view the reports and more than one user can be created and active.

#### **9.3.7 Audit Logs**

- i. Audit logs will store the information on daily basis on addition, edit and delete of the information by the operation users.
- ii. Any changes in the database also will store in the audit logs.

- iii. The data will be stored for 15 days and after which it will be deleted automatically without any manual interventions.
- iv. Daily consolidated change will be stored as a report and the same will be auto forwarded to a specific mail ID which will be provided by the IFITP cell.

### **9.3.8 Content Management**

Information can be managed for the defined menu as:

- I. About IFITP: To publish information about the cell with the team working for it.
- II. ICT Infrastructure: Displaying the entire ICT infrastructure with their details of location, areas, Space for incubation and lease areas, status about applied, allocated, rejected and surplus for allocation to be displayed in table format.
- III. Contact : Contact person , contact address with telephone number, fax, mail ID
- IV. Notification : Any notification related to the ICT promotion
- V. Policy : Policies related to State and Entrepreneurs

The features of the Content Management:

- i. System should have the option to enable the features like Subject, Description, Attachment, links to URL and content editor to attach the information as per the requirement.
- ii. Content Editor should be user friendly with the features as inserting image, Presentation, Video, Links to URL, Font, Creation of tables, Graphs, inserting buttons, Different colours and shadings
- iii. Content editor shall support content in multiple formats including PDF, DOC, DOCX, TXT, JPEG, JPG, PPT, XML, etc.
- iv. Video Format as like MP4, FLV etc should be supported by the portal.
- v. Suitable content editor if is not available as open source, the Solution provider can propose the best content editor to be purchased by OCAC for optimum utilisation of the requirement in most efficient ways.

### **9.3.9 Feedback**

- a. On click to the feedback option of the page the industries or public can give their feedback by giving the information as asked for with any acknowledgement number and document which can be submitted by attaching it with the attachment option.
- b. The admin section of the system should have the option to display in the dashboard all the feedback on date wise in the order of last in first out.
- c. The admin section of the System should have the option to View, Accept & Reply, print and Delete the feedback as per the requirement.

- d. The admin section of the system should have the option to store all the communication to the senders in respect to the reply in tree structure for future reference.

#### **9.3.10 Integration:**

The web portal will be integrated with the following third party application for online document authenticity verification:

- i. Registration of Companies ( ROC )
- ii. GST Registration
- iii. PAN
- iv. Aadhaar
- v. IPICOL Single Window if required
- vi. Others as and when required.

#### **9.3.11 Master:**

- i. Necessary master form will be designed and developed to change the information as and when required by changing the information in the master page.
- ii. Rule of all the individual policies will be defined which will be linked to the incentive claim.

### **9.4 Overall Process flow of the application**

The logins should differ based on rights given to the stakeholders as discussed above.

#### **➤ FRONT END**

An investor front end should provide information about Government policies & schemes, raw material, infrastructure availability etc. The portal should act as a source of information to investor or the incentive application with regards to setting up of an industry in Odisha or the existing Unit. The information dissemination to the industry should be interactive with new features of data being made available. It should allow investor access to manuals regarding work-flow process of investment application. The investor should be able to apply for an intended investment and upload documents for the same. There should be single investment proposal form with no need of duplication of documents for all department approvals. The investor should also be able to make query to any department through system and track his proposal.

The department officer's front-end / processing module should apprise him of various proposals pending with him and proposals that have been escalated for not meeting timelines. The processing module should exhibit complete

application made by an investor and all documents attached with it. This module should also have feature for individual official to make his note on the proposal before forwarding it.

This module should also have features of MIS report generation based on investment data.

➤ **BACK END: Request Processing**

The system should identify list of clearances / approvals required and automatically send application to concerned departments online for approval. The system will allocate the request to the concerned officials for processing, by providing them pending list to be processed. On completion of the processing of the request, system will record the request completion details.

System should send alert to Investor and nodal officer informing them of the application being forwarded to these departments. The system should be integrated to available intra-department workflow to ensure usage.

**Request Monitoring Process**

There will be a stringent monitoring of the request processing and the system will generate alarms for any defaults. e.g. If a Departmental Officer doesn't comply to timelines, then the system would generate an alarm displaying the delay and escalation to the higher officials for further actions. If the request is delayed beyond the decided processing time, then also alarms will be flashed by the system.

Indicative process flow for one of such applications (NA Approval) is shown below for understanding purpose,

## **9.5 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.

### **9.6 Adherence to Open Standard**

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

### **9.7 Compliance with Industry Standards**

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarised below. However the list below is for reference purposes only and is not to be considered as exhaustive.

- o Portal development W3C specifications
- o Information access/transfer protocols SOAP, HTTP/HTTPS
- o Photograph JPEG (minimum resolution of 640 x 480 pixels)
- o Scanned documents TIFF (Resolution of 600 X 600 dpi)
- o Biometric framework BioAPI 2.0 (ISO/IEC 19784-1:2005)
- o Latest HTML standards

### **9.8 Security**

- Support for SSL & digital certificate/Aadhaar based e-Sign
- Single Sign On
- Authorization by the transaction type, User Name, User Role
- Facility of one user multiple roles and vice versa
- Automatic timeout for user (log out)



- Password encryption while passing on wire
- Ability to define rules for password composition and password encryption
- Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on
- Ability to configure the number of permissible log-in attempts.
- data updation/deletion/creation only through application layer
- Session limits must exist for the application. For each session type, there must be limits on the number of sessions per user or process ID and the maximum time length of an idle session
- Shall not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on HTTP or HTTPs
- support role based access control, user based privileges
- Password management mechanism for passwords having expiry and likewise for time bound password management rules
- Management of resource allocated to per user session.

System shall follow Open Web Application Security Project (OWASP) guidelines

### 9.9 Technology Standards

- **Browser Compatibility:** The solution should support common web and mobile browsers like Google Chrome, Internet Explorer, Microsoft Edge, Firefox, Safari and Opera etc.
- **Bi-Lingual Support:** Application shall support at least Unicode 5.1/ 6.0 standard based Bi-lingual versions for user interface. It is expected to be in the Odia and English (India) languages.
- **Device Support:** Application shall be accessible on all popular devices (PC, mobile or tablets) and across all popular operating system platforms like Windows/ Apple for PCs and Android/ IOS for mobiles through browsers.
- **Scalability, Reliability and Flexibility:** The technology must be scalable with Department's emerging requirements and must continue to be reliable as the information handling needs of the government increases. The architecture must be scalable and flexible for modular expansion. The bidder shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.
- **Interoperability:** The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.

## 9.10 Security Standards

- **Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems), specifically: SSO Login. Establish authorizations for applications by affiliation, membership, or employment, rather than by individual. If individual authorizations are used, these should expire and require renewal on a periodic (at least annually) basis.
- **Security:** application shall support both HTTP and HTTPS (SSL certificate shall be provided by OCAC).

## 9.11 Disable Friendly/other features as per GIGW

Web accessible simply means that web pages are usable by all and on all different devices. Features to be incorporated in the website for persons with disabilities to make it accessible are:

- i. Skip to main content i.e Quick access to the core content is provided without going through repetitive navigation without using keyboard.
- ii. Keyboard support for drop down menus by pressing enter key to show or hide the information.
- iii. Accessibility options to change the size of text, set a colour scheme and increase the text spacing are provided.
- iv. Descriptive link text
- v. Identification of file type i.e. PDF, Word, Excel etc and file size
- vi. Consistent navigation mechanism i.e. consistent navigation and style of presentation throughout the website.
- vii. Keyboard support i.e. website can be browsed by using a keyboard by pressing tab and tab plus shift keys.
- viii. Customised text size that is the size of the text in the web pages can be changed either through the browser or by clicking on the text sizing icons present at the top of each page
- ix. Alternate text as brief description about an image should be provided for users with visual disabilities.
- x. Adjust Contrast Scheme to enable users with visual impairments with such as low visions and colour blindness to view the web page information with ease.
- xi. Visually challenged people can access the website with the help of Screen Reader facility to support speech software and keyboard.
- xii. To support text to speech engine Indian language text should be written using standard Unicode based characters.
- xiii. Each web portal will have three theme colour in contrast with the original colour combination
- xiv. Screen Magnifier to present **enlarged screen content** and use open source screen magnifier tool compatible with Windows and Linux.

### **9.12 Training and application support**

- The bidder should provide adequate training to the concern staffs of IF & ITP Cell and the Project Implementation Unit. The number of applicants will be about 30.
- The bidder should provide application support during maintenance period of 3 years as and when required.
- The bidder have to publish on-line help manual for use of applications by the companies and other stake holders

### **9.13 Security Audit**

Bidder should carryout security audit of the application at least once in a year through any Cert-in empanelled firm and furnish "Safe to Host" certificate to OCAC. 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. The Application is to be audited as per OWASP (Open Web Application Security Project) 2017 standards.

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**

### **9.14 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.

### **9.15 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.

### **9.16 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 and UAT	Major milestone during development and implementation as per project plan document.	65 Days	<p>After scheduled date penalty @ 0.25% per week and beyond 4 weeks penalty will be 0.5% per week of the development cost. 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	Security Audit	Security Audit of the application through Cert-in empaneled agency and issuance of "Safe to Host" certificate	21 days from Final Acceptance	<p>After scheduled date penalty @ 0.25% per week and beyond 4 weeks penalty will be 0.5% per week of the Security Audit cost. Week means full week (7 days) or part thereof.</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>

Note: Maximum penalty cap of the entire project will be 10% of the work order value.

### 9.17 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 OCAC.
- b) Any observations/feedback from the OCAC related to the test plan and test cases shall be duly factored in as relevant.
- c) OCAC 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.

### 9.18 Timelines for Project Implementation

<b>Deliverables-Website and portal.</b>	<b>Timeline</b>	<b>Milestone ( In days)</b>
Meetings and Discussions with Nodal Agencies and IFITP cell and submission of work plan	2 days of award of contract.	T+2
Submission of website design document/prototype for approval	14 days of award of contract	T+16
Approval of design document by Nodal Agencies	5 days from receipt of design document from the agencies	T+21
Offering initial version of the website to Nodal Agencies/Departments for User Acceptance Testing (UAT)	30 days from approval of design by Nodal Agencies.	T+51
UAT by Nodal Agencies/Departments	7days from receipt of portal from Solution Provider	T+58
Remedy for defect functions find out at the time of UAT and Final Acceptance Test	7days from getting the feedback from Nodal Agencies/Department about UAT	T+65
Carrying out Security Audit of website and acceptance of Audit Report by Nodal Agencies/SDC or other hosting service provider	21 days from completion of UAT and sign off by Nodal Agencies	T+86
Launch of web portal and submission of application source code to Nodal Agencies including training and user manual	7 days from acceptance of Security Audit Report by OCAC/SDC or NIC	T+93
<b>Submission of source code and closure of the project report</b>	Within 1 week after commissioning of Website.	T+100

T- Date of issue of work order.

## 9.19 Payment Milestone and deliverables

*Desirable Timelines for Project Implementation with the milestones deliverables*

Sl#	Milestones	Payment %	Deliverables
Development of application			
1.	Submission and approval of technical document, prototype of the web portal	20% of the Application Development Cost	SRS, Data Structure, Prototype, ER Diagram
2.	Completion of Development, UAT and Go-Live	40% of the Application Development Cost	UAT report, Training manual, Administration manual.
3.	After successful running of application for a period of 3 months from date of Go-live	20% of the Application Development Cost	Report issued by competent authority of OCAC
4.	After successful running of application for a period of 12 months from date of Go-live	20% of the Application Development Cost	Report issued by competent authority of OCAC
5.	Integration Cost – Completion of integration with respective application and successful running for a period of one month from UAT of integration	100% of integration cost	Report issued by competent authority of OCAC
6.	Completion of Security Audit (each year)	100% of security audit cost	Audit Report(s) and Safe to host certificate
7.	Maintenance cost to be paid half yearly basis	50% of yearly maintenance cost for respective year.	

## 10. Formats for Submission of Proposal

### 10.1 Pre-qualification bid Checklist

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal	Page Reference No. in Bid response
j)	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 3 (Three) years as of March 31, 2016	Certificate of Incorporation	
k)	Legal Entity	Also the company should be registered with the GST (for providing service) and Income Tax	GSTN Registration No. and copy of PAN Tax	
l)	Sales Turnover in System Integration	Average Annual Sales Turnover generated from IT services during the last three financial years ending on 31.03.2017 (as per the last published Balance sheets), should be at least Rs.8 Crores	- Copy of the audited Balance sheet and Profit & Loss account; - Statutory Auditor's Certificate	-
m)	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth.	Statutory Auditor's Certificate	
n)	Certification	The bidder must possess ISO 27001 and ISO 9001:2008 Certification or more.	Copy of a Valid Certificate	
o)	Technical Capability	The bidder must have implemented / in process of implementation at least one e-Governance software project in India with minimum order value of Rs 60 Lakh, or two projects with minimum order value of Rs. 50 Lakh each or three projects with minimum order value of Rs. 30 Lakh each in State / Central Government/Govt. PSU/Govt.	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);	

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal	Page Reference No. in Bid response
		Autonomous body in last Ten financial years ending with 31-Mar-2017.	OR  Work Order + Phase Completion Certificate from the client	
p)	Existence in Odisha	The bidder should have a center operational in Odisha or shall furnish an undertaking to open an operation center within 3 months from award of the project.	Trade License/Leased Agreement etc. / Declaration	
q)	Black Listing	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 (at Clause 10.4)	
r)	EMD & Document Fee	The bidder must submit Tender document fee amounting to Rs.2,000 in shape of DD and EMD amounting to Rs.50,000/- in shape of DD or Bank Guarantee from a schedule bank	Demand Draft and/or Bank Guarantee	
s)	Clause 10.5	Bidders Authorisation Certificate		
t)	Clause 10.6	Acceptance of Terms and Condition		
u)	Clause 10.7	Format for fairness of document		
v)		RFP copy with seal and signature		



## 10.2 Technical bid Checklist

Sl#	Basic Requirement	Documentary Evidence	Page Ref. No
a)	Technical Bid Cover Letter	Clause No. 10.8	
b)	Average Annual Turnover in last 3 years ending with March 2017 from IT/ICT and related services of last three years	Audited Balance Sheet and Statutory Auditor's Certificate	
c)	Net Worth (average 3 years)	Statutory Auditor's Certificate	
d)	The firm/company should have IT professional with minimum qualification of B.E/MCA or higher having 2 years of experience	Letter from HR / Director	
e)	Quality Certification	Copy of Certification	
f)	Presence of bidder in Odisha	Documentary Proof like lease agreement or trade license etc.	-
g)	The firm/ company should have completed software implementation in India for any Govt./ PSU/ Autonomous body during the last 5 years, each of the minimum value of the software design, development, implementation & operationalization support components of at least Rs. 30 Lakh.  (Please Submit Project Citation Format as per Clause no. 10.9)	Completion Certificates from the client  OR  Work Order + Self Certificate of Completion (Certified by the Statutory Auditor)  OR  Work Order + Phase Completion Certificate from the client	
h)	Experience of Bespoke Software Application, Development or COTS Implementation of any e-governance project involving development and implementation of Single Window System for industries facilitation (any industry) in Govt. sector (Value of the project should be at least Rs.10 Lakhs )  (Please Submit Project Citation Format as per Clause no. 10.9)	Completion Certificates from the client  OR  Work Order + Self Certificate of Completion (Certified by the Statutory Auditor)  OR  Work Order + Phase Completion Certificate from the client	

<b>Sl#</b>	<b>Basic Requirement</b>	<b>Documentary Evidence</b>	<b>Page Ref. No</b>
a)	Technical Bid Cover Letter	Clause No. 10.8	
i)	Technical Proposal as per ToR		-
j)	Team Composition	Clause no. 10.11 & 10.11.1	-
k)	Undertaking on Pricing of Items of Technical Response	Clause no 10.12	-

### **10.3 Commercial bid Checklist**

- a. Financial Bid letter as per clause no. 10.13
- b. Commercial bid as per Clause No. 10.15

**10.4 Self Declaration: Not Blacklisted (in company letterhead)**

To

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

Sir

In response to the RFP Ref.No. OCAC- OCAC-IF&ITP-265/17-RFP-17038 for RFP titled "Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014"", as an owner/ partner/ Director of (organisation name)\_\_\_\_\_ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,  
Name of the Bidder: .....  
Authorised Signatory: .....

Signature:  
Seal:

Date:  
Place:

## 10.5 Bidder's Authorisation Certificate

(Company letter head)

To

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

Sub : Bid Ref No : OCAC-IF&ITP-265/17-RFP-17038 on Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014"

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. S/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. His contact mobile no is \_\_\_\_\_ and e-Mail id is\_\_\_\_\_. 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:

## 10.6 Acceptance of Terms & Conditions Contained In The RFP Documents

To,

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

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No.----- ] regarding Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014"

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Thanking you,

Name of the Bidder: -  
Authorised Signatory: -

Seal of the Organization: -

Date:  
Place:

**10.7 Format for fairness of documents**

(Company letterhead)

To

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

Sir

In response to the RFP Ref. No. OCAC-IF&ITP-265/17-RFP-17038 for RFP titled "Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014"". 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:

## 10.8 Technical Bid Cover Letter

To

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

**Subject:** Proposal for the RFP on Selection of Software firm for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014"

Bid Reference No - OCAC-IF&ITP-265/17-RFP-17038

Dear Sir/Madam,

We, the undersigned, offer to provide solution to OCAC, for Design, Development and Implementation of "Online Application and Processing of Various Incentives under ICT Policy 2014" with maintenance for 3 years

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 180 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: \_\_\_\_\_

## 10.9 Project Citation Format

(Company Letterhead)

<b>Relevant IT project experience</b>	
<b>General Information</b>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	





### 10.11 Team Composition

<b>Name of Staff with qualification and experience</b>	<b>Area of Expertise</b>	<b>Position Assigned</b>	<b>Task Assigned</b>	<b>Time committed for the engagement</b>

**10.11.1 Curriculum Vitae (CV) of Key Personnel**

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: (i) Degree (ii) Academic institution graduated from (iii) Year of graduation (iv) Specialization (if any) (v) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	

<p>Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)</p> <p>Prior Professional Experience covering:</p> <ul style="list-style-type: none"> <li>• Organizations worked for in the past <ul style="list-style-type: none"> <li>○ Organization name</li> <li>○ Duration and dates of entry and exit</li> <li>○ Designation Location(s)</li> <li>○ Key responsibilities</li> </ul> </li> <li>• Prior project experience <ul style="list-style-type: none"> <li>○ Project name</li> <li>○ Client</li> </ul> </li> </ul>	
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<ul style="list-style-type: none"> <li>○ Designation</li> <li>○ Role</li> <li>○ Responsibilities and activities</li> <li>○ Duration of the project</li> </ul> <p>Please provide only relevant Projects.</p>	
<p>Proficient in languages (Against each language listed indicate if speak/read/write)</p>	

## 10.12 Undertaking on Pricing of Items of Technical Response

(Company Letterhead)

To

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

Sub: Undertaking on Clarifications

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against bid Ref No : OCAC-IF&ITP-265/17-RFP-17038) 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:

**10.13 Financial Bid Letter** <in company letterhead>

To

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

**Subject:** Submission of the financial bid for selection of Software firm for Design, Development and Implementation of “Online Application and Processing of Various Incentives under ICT Policy 2014” (bid reference no OCAC- OCAC-IF&ITP-265/17-RFP-17038)

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for Design, Development and Implementation of “Online Application and Processing of Various Incentives under ICT Policy 2014” with maintenance of entire application for a period of 3 years RFP No. OCAC-IF&ITP-265/17-RFP-17038 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> inclusive of taxes and duties.

**1. PRICE AND VALIDITY**

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 3 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

**2. UNIT RATES**

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

**3. TENDER PRICING**

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

**4. QUALIFYING DATA**

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

**5. 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 Commercial Bid attached with our Tender as part of the Tender.

**6. 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 the clause 6.6 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

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

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

#### 10.14 Performance Security

To

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

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Design, Development and Implementation of “Online Application and Processing of Various Incentives under ICT Policy 2014” to Odisha Computer Application Centre, Bhubaneswar (hereinafter called “the beneficiary”)

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

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

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

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



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

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <*Insert Expiry Date*>
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <*Insert Expiry Date*>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

**10.15 Commercial Bid (in company Letterhead)**

<b>SL#</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Cost in Rs.</b>	<b>Total Cost (Excluding Taxes)</b>
1.	Design and Development of application as per Terms of Reference at Section 9 of the RFP	Lumpsum		
2.	Integration cost for One Application ( Ref 9.3.10) * 4 Application	4 application		
3.	Security Audit of entire application for 1 <sup>st</sup> Year	Lumpsum		
4.	Security Audit of entire application for 2 <sup>nd</sup> Year	Lumpsum		
5.	Security Audit of entire application for 3 <sup>rd</sup> Year	Lumpsum		
6.	Cost for Man month for Change Request Management as per 8.12 (to be paid as per actual, if required)	20 man month		
7.	Cost of maintenance of entire application for 2 <sup>nd</sup> Year from the date of Go-Live. Maintenance period to be started after one year of maintenance from the period of go Live.			
8.	Cost of maintenance of entire application for 3 <sup>rd</sup> Year from the date of Go-Live			
	<b>Sub Total</b>			
	<b>Taxes @ _____ % (please Specify)</b>			
	<b>Grand Total</b>			

L1 in Grand total will be awarded the work of commercial bid.

Authorised signatory

Seal & Date