



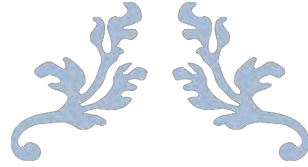
ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.: OCAC-SEGP-SPD-0035-2020-21006

Sealed proposals are invited from reputed Software firms having experience in development and end-to-end management of web based software application for selection of Service Provider for Development & Management of Web Based Application for Online Hostel Management System and Supply of Hardware. For details please visit websites www.ocac.in & www.odisha.gov.in. The last date for submission of proposal is **19.02.2021, 02:00 P.M.**

General Manager(Admin), OCAC, Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013, Ph.-2567280/ 2567064/ 2567295



Request for Proposal (RFP) for “ SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE”

RFP No.: OCAC-SEGP-SPD-0035-2020-21006 Dtd.29/01/2021



ODISHA COMPUTER APPLICATION CENTRE

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

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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 04/02/2021 at 12:30 PM at Odisha Computer Application Centre N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842</p> <p>Contact Person General Manager (Admin) Email : gm_ocac@ocac.in All the queries should be received on or before 03/02/2021 by 05:00 PM through email only to gm_ocac@ocac.in (with a copy to saroj.tripathy@odisha.gov.in) and jayashree.mishra@odisha.gov.in at the above mentioned address.</p>
Section 4.4.2	<p>RFP can be Downloaded from www.odisha.gov.in or www.ocac.in. The bidders are required to submit the document Fee of amount ₹.11,200/- (including 12% GST) in shape of Bank Draft in favour of Odisha Computer Application Centre 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. 5,00,000 (Rupees Five Lakh only) in shape of Bank Draft / Bank Guarantee in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks <u>as per the format prescribed in this RFP.</u></p>
Section 4.4.4	<p>Bidders must submit a soft copy of the Prequalification & 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>

Clause Reference	Topic
Section 4.5.2	The Proposal should be filled in by the Bidder in English language only.
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	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar – 751013 <i>Proposals must be submitted on or before 19/02/2021 by 2:00 PM.</i>
Section 4.6.2	Proposals/ Bids must remain valid for minimum period of 180 days from the last date of submission of Tender
Section 5	Quality and Cost Based Selection i.e. QCBS (80:20) method shall be used to select the Service Provider for this contract. 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 shall be opened.

RFP SCHEDULE

Sl. No.	Items	Date & Time
1.	Availability of Bid Document in the website (www.ocac.in , www.odisha.gov.in)	29/01/2021
2.	Last date for receiving queries through e-mail: gm_ocac@ocac.in, saroj.tripathy@odisha.gov.in jayashree.mishra@odisha.gov.in	03/02/2021 upto 05:00 PM
3.	Pre-bid Conference	04/02/2021 at 12:30 PM
4.	Issue of Corrigendum (If any)	05/01/2021
5.	Last date and time for Submission of Bid	19/02/2021 upto 02:00 PM
6.	Opening of Pre-Qualification Bids	19/02/2021 at 04:00 PM
7.	Opening of Commercial Bids	To be notified later

1 Request for Proposal

Sealed proposals are invited from reputed software firms having experience in development and end-to-end management of web based software application. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2 Structure of the RFP

This RFP document for "SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE" comprises of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider
 - iii) Commercial bid and other formats
- b) Functional and Technical Requirements of the project - the contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional and Technical Requirements
 - iv) Project Schedule
 - v) Service levels for the SI
 - vi) Timeline of Project implementation

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.

3 Background Information

3.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposal ("RFP") from Software Development / System Integration firms ("Bidders") for "SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE" as described in this RFP, "Terms of Reference".

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

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 in the RFP and accepted by the Tender Accepting Authority.

3.2 Project Profile

Odisha Government is constructing Working Women's Hostels in different locations of the State. The Working Women's Hostel is to promote availability of safe and conveniently located accommodation for working women who need to live away from their families due to professional commitments. The objectives of the working women hostel are:

1. To provide safe and secure accommodation facilities for the working women
2. To facilitate an enabling environment for so that women are encouraged to work in formal sector.

WCD is looking for an online (web-enabled) integrated rules-based system for centralized online hostel management system to provide working women accommodation tailored for evolving policy having transparent online allotment procedure, online payment management, grievance management and comprehensive reporting to fulfil requirements of WCD departments, District Administration and Hostel Administration, etc.

4 Instructions to the Bidders

4.1 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 bid process 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.

4.2 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.

4.3 Pre-Bid Meeting & Clarifications

4.3.1 Pre-bid Conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on 04/02/2021 at 12:30 PM at Odisha Computer Application Centre, Bhubaneswar.
- b) The Pre-Bid Conference will be held through Web-EX. The Link of Pre-Bid conference will be communicated to agency submitted the Pre-Bid Queries with in the specified timeline.
- c) 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) with a copy to saroj.tripathy@odisha.gov.in & jayashree.mishra@odisha.gov.in on or before 03/02/2021 by 05:00 PM.
- d) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

<i>Sl#</i>	<i>RFP Document Reference(s) (Section & Page Number(s))</i>	<i>Content of RFP requiring Clarification(s)</i>	<i>Points of clarification</i>

- e) 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.

4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the OCAC will endeavour 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. OCAC also does not guarantee that the suggestion(s) made by any prospective bidder through pre-bid query or otherwise shall be accepted.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether on 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.odisha.gov.in and/or www.ocac.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.

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason thereof. 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.

4.4.2 RFP Document Fees

RFP document can be downloaded from www.odisha.gov.in or www.ocac.in. The bidders are required to submit the document Fee of amount **Rs. 11,200 (including GST of 12%)** in shape of Bank 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.

4.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD **of Rs. 5,00,000 (Rupees Five Lakh only)** in the shape of Bank Draft **OR** Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 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 prescribed 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:
 - i) If a bidder withdraws its bid during the period of bid validity.
 - ii) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - iii) 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.
 - iv) 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
 - v) A Proposal contains deviations (except when provided in conformity with the RFP), conditional offers and partial offers.

4.4.4 Submission of Proposals

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
 - i) Response to Pre-Qualification Criterion: (1 Original in hard copy+ 1 CD) in first envelope
 - ii) Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
 - iii) Commercial Proposal - (1 Original in hard copy) in third envelope
- b) The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscripting "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 copies of Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single

sealed envelope clearly marked "Response to RFP for "SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", RFP Ref No.: – XXXXXXXX and the wordings "DO NOT OPEN BEFORE <<Date>> by <<Time>>".

- e) The outer envelope thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- f) 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.
- g) 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 initialled by the person (or persons) who sign(s) the proposals.
- h) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.
- i) 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.
- j) 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.

4.4.5 Contents of the technical bid

The bidder should give details of the Solution Proposed, understanding of the project, Infrastructure details, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plans, OEM authorization etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

The bidder has to furnish un-priced bill of material of all the hardware, licensed software , network equipments (if any) to be provided for the entire solution in the technical bid.

4.5 Preparation and Submission of Proposal

4.5.1 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.

4.5.2 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.

4.5.3 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:

Addressed To	General Manager (Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013, Odisha, India
Submission Schedule	19/02/2021 by 02:00 PM

4.5.4 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.

4.6 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.

4.6.1 Tender Opening

The Proposals submitted up to 19/02/2021 by 02:00 PM will be opened on 19/02/2021 at 04:00 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.

4.6.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the last date of submission of Tender. However, validity of the price bid of selected bidder will be for entire contract period including extension period mentioned in the RFP.

4.6.3 Deviations

The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP.

The Proposal evaluation committee would evaluate and classify them as "material deviation" or "non-material deviation ". In case of material deviation, the committee may decide to "monetize" the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

The Bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

4.6.4 Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
- i) are not submitted as specified in the RFP document
 - ii) received without the Letter of Authorization (Power of Attorney)
 - iii) are found with suppression of details

- iv) with incomplete information, subjective, conditional offers and partial offers submitted
- v) submitted without the documents requested in the checklist
- vi) 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.

5 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (80:20) i.e. the bidder who will secure highest Composite Score will be awarded the work. 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 eligible 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.

5.1 Prequalification Criteria

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidders interested in undertaking the project. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI No	Eligibility Criteria	Supporting Docs
1	Registration- The Bidder should be registered under Companies Act, 1956 or a partnership firm registered under Partnership Act and should be in existence for last five years ending on 31 March 2020.	Company Registration Certificate. PAN Copy GST Registration Copy
2	The Bidder should be profit making for last three financial years ending with 31.03.2020 and should positive net worth.	Audited Report and CA/Statutory Auditor Certificate to that effect shall be furnished in support of Networth.
3	The Bidder must have average turnover of not less than INR 35 crore per annum for preceding 3 years (2017-18, 2018-19, 2019-20) from IT/ICT and related services.	Audited Report and CA/Statutory Auditor Certificate to that effect shall be furnished in support of turnover.
4	The Bidder must have a valid CMMi Level 3 or above (SVC & DEV), ISO 27001 and ISO 9001 certifications as on date of submission of this RFP	CMMi Level 3 or above SVC CMMi Level 3 or above DEV ISO 27001 ISO 9001
5	The Bidder should have their registered office in Odisha.	Documents like Lease Agreement, Trade License etc. to be furnished as proof. In case the bidder does not have an Office in Odisha , in such case the bidder

		must provide an undertaking to set up an office within 30 days from the date of agreement sign off.
6	Manpower: The Bidder firm must have minimum 30 nos of professional manpower on its payrolls as on 31 December 2020 .	The Bidder shall submit the corresponding EPF statement or Letter from HR as documentary evidence.
7	Blacklist: The Bidder should not have been blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid.	Declaration on company letter head signed by authorized signatory.
8	<p>The Bidder should have minimum three (3) years' experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr.</p> <p>The end users must be a corporations or government departments or PSUs or undertakings within minimum three years preceding 31 December 2020.</p> <p>The Bidder should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.</p>	WorkOrder and Completion/On going Certificate from client
9	The bidder must furnish the required Earnest Money Deposit (EMD) and tender Fee as specified in this bid document.	Please refer the EMD clause

5.2 Technical Evaluation Criteria

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 80% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or 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.

- a. Each bidder shall submit the soft copy of the presentation and document on "approach and methodologies" in an external device enclosed with the technical bid.
- b. Criteria for evaluation of technical bids have been specified in the section below.
- c. Parameters used for evaluation of technical bids will inter alia be based on the nature and relevance of past experience, project approach, work plan and the professional/expert team deployed in relation to the requirements of this engagement.
 - i. All the bidders who secure a Technical Score of 80% (80/100) or more will be declared as technically qualified for QCBS evaluation.
 - ii. The commercial bids of only the technically qualified bidders will be opened for further processing

1.	Financial & Resource Strength	30 Marks
2.	Previous experience and expertise	20 Marks
3.	Approach, Methodology & PoC	50 Marks

5.2.1 Financial & Resource Strength

SI #	Criteria	Documentary Evidence	Marks	Max. Marks
a)	Average Annual Turnover in last 3 years from IT/ICT and related services.	Audited Balance Sheet and Statutory Auditor's Certificate	= ₹35 Cr: 5 marks ≥ ₹35 Cr and < ₹40 Cr: 7 Marks ≥ ₹40 Cr and above: 10 marks	10
b)	The firm/company should have 30 professional	Letter from HR or EPF statements	= 30: 1 Marks >30 and ≤ 40: 3 Marks >40 and ≤60: 5 marks	5
c)	Presence of bidder in Odisha	Documentary Proof like lease agreement or trade license, Company incorporation certificate etc.	Only Operation Centre: 1 Marks Development Centre: 4 Marks Both Operation Center & Development Center: 5 Marks	5
d)	Quality Certification	Relevant copy of certificate highlighting validity	CMMI (DEV &SVC) -3 or above - 6 Marks Additional 1 mark each for ISO 9001 & ISO 20000 and additional 2 marks for	10
TOTAL				30

5.2.2 Previous experience and expertise

SI #	Criteria	Documentary Evidence	Marks	Max. Marks
a)	No. of projects (minimum 1 nos.) valuing not less than INR 2.0 Cr. each where the end client is a corporations or government departments/ undertakings where the scope should include software services such as design, development, operations & maintenance along with other IT - ITES services within last 5 years preceding 31 March 2020.	Project Experience as per Format 8.4.1 Copy of Work order/Agreement/completion certificate	- 1 project: 10 marks - Every additional project: 5 marks for each	15
b)	Application support experience for minimum one year where	Project Experience as per Format 8.4.1 Copy of Work order/Agreement/completion certificate	- Experience of 1-year application support in a	5

	the Application order value is more than 2 Cr.		single project - 3 marks - Experience of 2 -years or more application support in a single project - 5 marks	
Total				20

5.2.3 Approach, Methodology & PoC

SL #	Criteria	Documentary Evidence	Max. Marks
a)	Demonstration of understanding of the requirements of the RFP as per ToR through providing: Proposed Solution and its components Technologies used. Scale of implementation, Challenges likely to be encountered	Technical Proposal & Presentation	10
b)	Approach and Methodology to perform the work in this assignment 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 Statemen/Scope of Work Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference Project work break down structure. timelines, resource assignment, dependencies and milestones	Technical Document & Presentation	10

c)	Proof of Concept and implementation timeline on the proposed systems	Demo	30
Total			50

5.3 Technical Evaluation Formula

- a) All the bidders who secure a Technical Score of 80% or more will be declared as technically qualified
- b) The bidder with highest technical bid (H1) will be awarded 100% score
- c) Technical scores of other than H1 bidders will be evaluated using the following formula
- d) Technical Score of a Bidder =
$$\left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid Score of H1}} \times 80 \right\} \%$$

(Adjusted up to two decimal places)
- e) The Commercial bids of only the technically qualified Bidders will be opened for further processing.

5.4 Financial bid Evaluation Criteria

- a) The Financial Bids of the technically qualified bidders (those have secured equal or more than 80% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives
- b) The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded 100% Score
- c) Financial Scores for other than L1 Bidders will be evaluated using the following formula
$$\text{Financial Score of a Bidder} = \left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 20 \right\} \%$$

(Adjusted up to two decimal Places)
- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- f) Any conditional bid would be rejected
- g) 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".

5.5 Combined evaluation of Technical and Financial Bids

- a) The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.
- b) The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.
- c) In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

6 Appointment of Service Provider

6.1 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.

6.2 Right to Accept Any Proposal & Reject Any / 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.

6.3 Purchaser's Procurement Rights

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

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.

- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), 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.

6.5 Contract Finalization and Award

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

6.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue work order and 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. Master Service Agreement (MSA) would be signed for entire project period & value.

6.7 Performance Guarantee

- a) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.
- b) Performance Guarantee (PBG) would be 5% of the cost of the annual payout and the fresh PBG to be submitted each year.
- c) Validity of each PBG should be 15 months.
- d) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.
- e) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- f) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.8 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.

7 Terms of Reference

7.1 Responsibility of OCAC

- a) Provide overall policy directives, guidance and coordination for project related activities
- b) Coordinate with Department and Service provider
- c) Review Change Requests indicated by the Department and the SI and take appropriate decision

d) Facilitate for hosting of server, operating system, licenses, etc of Web Portal as per requirement

7.2 Responsibility of Service Provider

- Deploy a senior person in the capacity of a Project Manager, who will serve as the single point of contact from the SI to understand the system requirements, coordinate the handover of existing system documentation (SDD, SRS, FRS) and code, coordinate the system enhancement project and attend all meetings related to the project.
- Plan and execute the project through a suitably qualified technical team
- Conduct the Feasibility Study (As-is & To-be), and basis it, revise the SRS and FRS, for system enhancement.
- Implement the solution consistent with declared software engineering practices.
- Develop Test Plan (including test case and expected results), carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.
- Assess and update the Technical Documents and User Manuals.
- Impart training to the end users and develop training materials
- Assess and improve Administration Manual along with Backup and Restore procedures.
- Provide IT operations support in conformity with the policies and guidelines of the State's IT infrastructure.
- Provide maintenance and support for a period of at least one (1) year after the Application goes live. Such maintenance support period shall commence from the date the system is fully rolled out.
- During the maintenance and support period, provide IT operations and administration of the solution, fix software defects, enhance the Web Portal software as per an agreed plan and provide such other technical support necessary for the smooth functioning of the overall solution covered under the scope of the project in conformity with the agreed performance criteria.
- Rectify any defects and shortcomings in the software that is part of the agreed requirements.
- In the event of a major scope change involving significant time and effort over and above routine maintenance and support, facilitate the assessment of impact to technical matters, timelines, cost and also justify

the effort involved, and further implement these changes after approval of the competent authority.

- Conduct security audit of developed application through a CERT-in empanelled agency.
- Facilitate Audit and assessments, as and when required.
- At the end of Maintenance and Support period, help in smooth transition of the Project.

Following are the detailed scope of work of the service provider including modules & sub-modules to be developed & implemented under this RFP during the contract period.

7.3 Detailed Scope of Work

If any services, functions or responsibilities not specifically described in the RFP are an inherent, necessary or customary part of the services or are required for proper performance or provision of the services in accordance with the Broad Scope of Work or Indicative List of Required Features, they shall be deemed to be included within the scope of the work to be delivered for the charges, as if such services, functions or responsibilities were specifically described in the scope of work.

The System should be driven by an integrated suite of software modules with customization capabilities that supports the basic internal business processes of WCD activities under scope of work and have a common database and Service Oriented Architecture wherever appropriate or required for integration with other systems.

The work includes:

1. Study, Requirement understanding and Analysis with respect to developing Web Based Application for Online Hostel Management System for WCD after undertaking the study of the existing systems:
 - Preliminary study for existing system of WCD.
 - Requirement gathering through consultation with WCD.
 - Finalisation of Software and Database configuration.
 - Finalization of data migration and changeover strategy for smooth changeover from Vendor Hosting to SDC when required.
2. Design, Development, Implementation and Maintenance of proposed online integrated system.

3. The system shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to perform functions pertaining to their respective Centre/Domain as per their assigned rights.
4. The front end / UI of the system should be manageable through a content management facility.
5. System should be robust, responsive and support at least 100 concurrent users per instance and scalable as per need.
6. The system should provide role-based intelligent data analysis features along with slicing and dicing of data.
7. The public facing front-end should be Bilingual.
8. Bidder shall create the format/schemas of existing forms may be provided to the bidder on request.
9. Bidder shall get the system security audited at its own cost from CERT-In/CERT-In Empanelled vendors before migration to SDC.
10. The selected bidder would be required to provide Maintenance, and Technical Support from the date of Go-Live, and Annual maintenance of system with onsite technical support as and when required. The successful implementation of the system means:
 - Sign off of UAT
 - Security Audit before migration to SDC from Vendor's hosting
 - Successful Implementation on Production Server
 - Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.

Bidder should provide the O&M as per the scope of this RFP for a period of 1 year from Go-Live date and the same may be extended for future period with mutual agreement. However, WCD may or may not award the AMC/O&M at its own sole discretion beyond the contract period.

11. Identify the training requirements and train the concerned WCD staff/officers for successful implementation and maintenance of the developed system. The Training shall include application, database and other related features and remote training mechanism to be preferred.
12. Preparation of User, Design & Technical manuals and other documents for the developed system in an easy to understand and user-friendly language with proper Diagrams, screenshots and charts wherever required. Preferably Computer Based Training to be imparted to the end users.

13. The design should consider the role-based access to users basis their authorisation.

7.3.1 Indicative Scope of Work

The indicative scope of work regarding Designing, Development, Implementation, and Maintenance of online hostel management system integrating information & activities of all Working Women's Hostel, Inmates and Administration is specified as under:

Phase 1: Analysis

- i. Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan.
- ii. Study of the system which includes features and functionality, eligibility, registration SOP, screening, allotment, guidelines, etc. to determine precise requirements of the new system.
- iii. Detailed discussions with concerned WCD officials to understand the overall objectives of the assignment.
- iv. Finalization of Project Objectives/Requirements.
- v. Signoff on detailed project plan, activities, timelines etc from WCD.

Phase 2: Design

- i. Detailed Requirement gathering and analysis.
- ii. Prototyping of the requirement for finalization and approval along with SRS.
- iii. Study and analysis of existing /Similar system and include best practices in draft design.
- iv. Carry out a System Study including SOPs, guidelines, programmes eligibility, existing systems to be replaced and with which to interact, etc. to prepare the Software Requirements Specification (SRS) and Functional Requirement Specification (FRS) document.
- v. Detailed High level and Low-level application designs.
- vi. Information Integration and Consolidation as may be required.
- vii. Client Sign-off for SRS, UAT acceptance for Go-Live.
- viii. Vendor shall develop appropriate screen layouts and templates for the user feedback (occupants from the hostel).
- ix. Coordination and collection of required data from WCD.
- x. Approval on the data gathered by the client department.
- xi. Proper backup and Disaster Recovery Management.

- xii. Data migration strategy.
- xiii. Comply with website security and Auditing & Logging guidelines issued by govt.

Phase 3: Development

- i. Development as per the approved prototype & SRS
- ii. Integrate proposed solution with online payment solution for payment by its various stakeholders:
 - ✓ Integration with payment gateway (to be provided by client or the actual cost will be reimbursed to the bidder)
 - ✓ Generation of receipts/acknowledgements.
 - ✓ Automated reconciliation and generate necessary reports, etc.
- iii. Adherence to Web Application Audit/ Compliance and Approval / Security Features
- iv. Rigorous testing of Developed system including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing, etc with reports.
- v. Testing of developed system based upon Compliance to applicable guidelines, Assess the user objective achievement, etc.
- vi. Completed system components for UAT
- vii. UAT Sign-off by WCD
- viii. Modification based upon user feedback
- ix. Sign off on developed system by WCD
- x. Facilitate migration to SDC from Vendor's Hosting

Phase 4: Deployment of Hardware Infrastructure at Hostel

- i. Deployment and installation of Desktop, Printer, UPS, Barcode Printer & Scanner and FR Based Attendance System at each hostel as per specification

Phase 5: Operation and Maintenance support

- ii. Identify and execute training requirements for successful execution of integrated system
- iii. Creations of necessary documents and User Manual for training
- iv. Support in handover of system to WCD when required
- v. Support on Training / Demo as and when required
- vi. Management of changes to the system to support end users
- vii. Bug Fixing

- viii. Performance of required security activities such as backups, contingency planning, and audits
- ix. Report on agreed upon system performance measurements

Phase 6: Helpdesk support (Optional)

- i. Responding to queries via chat, email, or phone
- ii. Providing technical assistance for questions and problems
- iii. Resolving problems with networks and other computer systems
- iv. Diagnosing system errors and other issues
- v. Following up with customers to ensure full resolution of issues
- vi. Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods

Phase 7: Technical support (Optional)

- i. Monitoring and maintaining the systems
- ii. Training other staff members
- iii. Troubleshooting, diagnosing and resolving technical problems
- iv. Run diagnostic programs to resolve problems.
- v. Log bugs and enhancement requests
- vi. Writing, editing, and revising training manuals for new and updated software and hardware
- vii. Perform hardware and software installations, configurations and updates as needed

7.3.2 Indicative Deliverables

This section provides indicative deliverables; however actual deliverables will depend upon project specific requirements and will be finalized in consultation with WCD.

- i. SRS & Design Documents
- ii. Test Cases
- iii. User Manual
- iv. Data Backup Process
- v. Source Code of the actual running software complete in all respects
- vi. Infrastructure design document
- vii. Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.

7.3.3 Indicative List of Required Features to be included in the System

The following is an indicative outline of required features. Tentative Module outline of the required features under scope of work is at Annexure-1. Detailed requirements will be finalized by the bidder in consultation with user departments of WCD. The online integrated system catering to the needs of all Working Women Hostel under WCD, Hostel Inmates, Hostel Administrator and District Administrator should include the following:

- a. System should be easy to navigate for prospective stakeholders & visitors
- b. Proposed System should be accessible on all platforms and all major popular browsers (e.g. Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, etc).
- c. All stakeholders should be able to query/register/make payments from all popular browsers and mobile platforms.
- d. System must have security features as follows:
 - i. Vendor should also get the Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.
 - ii. Free from OWASP Vulnerabilities (Open Web Application Security Project).
 - iii. Captcha Code on log in and payment forms.
 - iv. Strong Password Policy.
 - v. Storing of any kind of username and password in the encrypted form in the database.
 - vi. Session Management.
 - vii. Audit/Log Trail.
- e. Audit Trail should be maintained as per guidelines issued by Cert-IN throughout the system and database but should be kept separate as far as possible from main tables including:
 - i. Login attempts with time, IP Address, etc.
 - ii. Any change in data with time, IP Address etc.
- f. System shall have feature to send the EMAIL/SMS (gateways to be provided by client) notifications to stakeholders in the following cases and others as required:
 - i. Verification email/SMS to the applicant applying for hostel

- ii. Calling for clarifications/additional information from the applicant applying for hostel
- iii. Decision on the application of hotel allotment
- iv. For verification of contact details of applicant at the time of registration.
- v. Reminders for payment
- vi. Important Information, Notice and Alert etc.
- vii. Automated MIS reports

Note: Features requirements indicated above are bare minimum. It does not limit Bidders to give better system.

Annexure - 1

Application for Room Allotment

- ✓ In this proposed system, working women/citizen can fill the application form with all their details.
- ✓ Once the application is verified by the respective authorities as per the government guidelines, she will be approved for room allocation. The system should have the facility to process exit formalities of hostel inmates

Verification/Approval

- ✓ In this proposed Application, Once the verification process will be completed, the applicant needs to pay the required fees to get the bed allocate
- ✓ If the applicant is not paying within given time, then the application will automatically get rejected.

Guest Management

- ✓ The Proposed application should have the facility for the inmates to apply for room for their guests with proper documents, and once verified by the authorities, they need to pay the fees to allocate the room.

Attendance Management

- ✓ The proposed application should be able to integration with on-Premises Biometrics and able to generate all attendance related reports.
- ✓ Inmate can see Attendance report

Feedback Management

- ✓ The Proposed application should have the facility for the inmates to record feedback.
- ✓ Feedback can be seen by all stakeholders as per the hierarchy

Leave Management

- ✓ The proposed application should have a provision for the inmates to apply leave online.
- ✓ Inmates can see the leave history along with cancellation of leave application

Information Management

- ✓ The proposed application should have a provision for post and manage Notice, alerts, news and events

Grievance/Complaint Management

- ✓ The proposed application should have a provision for grievance management for the inmates and review by the authorities.
- ✓ The Management, State and District admin can see the and address the grievances as per the hierarchy.
- ✓ The Stakeholders can search grievances by different filters
- ✓ The proposed application should have a provision of escalation of grievance to higher hierarchy in case not addressed in time.
- ✓ The Management, State and District admin can see the number of grievances with categories (i.e. New, Addressed, Pending, etc.) in real time, with automatic notification.

Housekeeping

- ✓ The proposed application should keep track of housekeeping activities and cleanliness of the hostel
- ✓ The proposed application should enable the housekeeping staffs to take picture from mobile and post them with time and geo tagging.

Room Renewal

- ✓ The proposed application should allow inmates to apply for room renewal with proper validation.

Payment System

- ✓ The proposed application should cover the automation of various hostel related financial activities viz. payment of hostel fees, mess fees, penalties, refund of caution money etc.
- ✓ The proposed application should include features like Fee Collection – Full/Partial, on-line or through bank.

Mess Management

- ✓ This proposed application should take care of the mess management, and food inspection,
- ✓ The proposed application also records feedback from inmates on food quality and other required parameters, which can be reviewed by higher authorities at different levels.

Asset Management

- ✓ In this proposed application should enable the hostel authorities can keep track of all the assets.

- ✓ They can register a new asset when it is procured and tag them to a bed or inmates.
- ✓ The proposed application should support barcoding.

Vendor Management

- ✓ This proposed application should track of the vendor that supply to the hostel for vendor management

Meeting Update

- ✓ The proposed application should be able to record Meeting details along with the MoM and Review Reports etc.

Dashboard

- ✓ The proposed application should have dashboard for a quick view for different type of users, like inmates and admin users at hostel, district and state level.

MIS Reports

- ✓ The proposed application should be able to generate MIS report like Application reports, admission, attendance, grievance, assets, etc.

Administration

- ✓ The proposed application should have an admin module for user creation and management, grievance redressal, approvals, room allocation, attendance, assets etc.

AI Chatbot

- ✓ The proposed application should have an AI based chatbot that engage users in conversations and answer citizens' frequently asked questions regarding application processes.

7.3.4 Timeline

<i>Sl#</i>	<i>Milestone</i>	<i>Time Period</i>
a)	Submission of SRS document for the complete application	T+7 Days
b)	Submission of Solution design document	T+7 Days
c)	Development of the solution	T+45 Days
d)	Submission of UAT and attendance report along with suggestions	T+50 Days

<i>SI#</i>	<i>Milestone</i>	<i>Time Period</i>
e)	Closure of UAT suggestions in application as mutually agreed by SI and Department	T+55 Days
f)	Go-Live of the application	T+60 Days
<i>T= Date of issuance of work order</i>		

7.3.5 Deliverable & Payment Term

<i>SI#</i>	<i>Milestone</i>	<i>Deliverable</i>	<i>Payment Term</i>
a)	Submission of Documents	As-Is To Be SRS Document Design Document	40% of the solution development cost (excluding O&M)
b)	Successful completion of UAT	UAT Sign Off Test Cases Document	40% of the solution development cost (excluding O&M)
c)	Go-Live of the Application	Go-Live declared by Department	20% of the solution development cost (excluding O&M)
d)	O&M Cost	Application Availability Report Troubleshooting report Bug fixing report	To be paid quarterly in equal instalments

7.3.6 Change Request Management

Any requirement beyond the scope of work mentioned above will be treated as Change Request. The activities that will be treated as changes request is mentioned below:

- a) Functional changes in the application
- b) Development of new module/sub-module/Form/Report in the developed system
- c) Changes in the workflow or core application framework
- d) Additional resources in the project operation

e) Any addition to the list of BoQ

The procedure for executing the change request is as follows:

- **Analysis:** Service Provider will analyse the changes suggested and submit an effort estimation/cost including timeline to OCAC
- **Approval:** OCAC shall do the due diligence and provide approval on the effort and timeline suggested
- **Incorporation:** After receiving the approval from OCAC, Service provider team will incorporate the changes in the application as per the quoted rate for software enhancement.

7.3.7 Software Enhancement Services

- a) Change requests beyond the scope of work will be incorporated in the application as software enhancement services after obtaining due approval from OCAC. Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and OCAC.
- b) The Software Enhancement Service component of financial bid is not a part of the present scope and payment for such services will be considered when such a requirement arises in the project.
- c) The bidder has to quote for 20 man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

7.4 Others

- a) The service provider is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis.
- b) Time is the essence of the Project and hence the service provider shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall pool additional resources to ensure that work is completed within defined time frame with no additional cost to OCAC.
- c) The service provider shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Service provider also agrees

and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time).

7.4.1 During implementation

In case of delay in implementation of the project as per the Delivery Schedule mentioned in the RFP, penalties shall be imposed as mentioned below:

- a) In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the Service Provider shall be liable to a penalty @0.25% of the value of work order for the respective component/item, for every week of delay up to a maximum of 10%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order, increase of penalty percentage etc).
- b) For the purpose of this clause, part of a week shall be considered to be a full week.
- c) 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. The decision of the Purchaser in this regard shall be final.

7.4.2 Exit Management

- a. The service provider shall submit systematic Exit Plan 6 months prior to the end of the contract.
- b. The exit management plan should be discussed with OCAC and finalized prior to its execution.
- c. In case of termination, the Exit plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to manage the solution without affecting its any of its operation.
- d. Service provider needs to submit the following deliverables as part of the exit management.
 - Exit Management Plan

8 Formats for Submission of Proposal

8.1 Self-Declaration: Not Blacklisted

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE – ***Self Declaration for not Blacklisted***

Sir

In response to the RFP No.: XXXX for RFP titled "SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE

", 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,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.2 Bidder's Authorisation Certificate

To (Company letter head)

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", - ***Bidder's Authorization Certificate***

Sir,

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

Thanking you,

Signature
(Authorised Signatory)

Verified Signature by
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

8.3 Acceptance of Terms & Conditions

To (Company letter head)

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", - ***Acceptance of Terms & Conditions***

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document [No. XXXXXX] regarding "SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE",".

I declare that all the provisions/clauses including scope of work 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,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4 Technical Bid Cover Letter

To (Company letter head)

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE – ***Technical Bid Submission***

Sir,

We, the undersigned, offer to provide solution to OCAC, for SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", Odisha in response to the RFP No.: XXXXXX

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.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4.1 Project Citation Format

Relevant IT / e-Gov Project Experience	
<i>General Information</i>	
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	
<i>Project Details</i>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<i>Other Details</i>	
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)	
<i>Other relevant Information</i>	
Copy of Work Order	

8.4.2 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. The Approach and Methodology suggested is divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology
- d) Infrastructure details
- e) Resource plan
- f) Application support
- g) Operation management plan with team structure

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4.3 Proposed Work Plan

Sl#	Activity ¹	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									
u)									
v)									
w)									
x)									
y)									
z)									

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each LOT.
2. Duration of activities shall be indicated in the form of a bar chart.

8.5 Undertaking on Pricing of Items of Technical Response

To (Company letter head)

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE, – ***Undertaking on Pricing of Items of Technical Response***

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against RFP No.: XXXXXXXX) 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,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.6 Original Equipment Manufacturer (OEM) Authorization Form

To

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE - **OEM Authorization Form (RFP No.: XXXXXX)**

Dear Madam/Sir,

We _____ who are established and reputed developers / manufacturers of _____ having development centre / factories at _____ (*address of development centre / factory*) do hereby authorize M/s. _____ (*Name and address of Agent*) to submit a bid, and sign the contract with you against the above RFP.

We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender.

Yours faithfully,

(Name)

(Name of manufacturers)

8.7 Format for Bank Guarantee for Earnest Money Deposit

To

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE - **RFP No.: XXXXXX**

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. XXXXXXXX dated <<Date>> for SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE (hereinafter called "the Bid") to OCAC

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its

demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)

Seal:

Date:

8.8 Financial Bid Letter

To (Company letter head)

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE, – ***Financial Bid Submission***

Sir,

We, the undersigned, offer to provide the service for SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", as per RFP No.: XXXXX and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive 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. 7>. The prices are indicated in the Commercial Bid attached with our Tender as part of the Tender. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

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 6.7 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,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.8.1 Commercial Bid

Table-A

Sl. No.	Description	No. of Units (A)	Unit Rate (B)	Total Amount (C=A*B)
1	Study, design, development and Go-Live of the application	1 (Lumpsum)		
2	O&M Fee for 1-year post Go-Live	1		
	Total (in numbers) -			
	Total (in words) -			

Table-B

Sl. No.	Description	No. of Units (D)	Unit Rate (E)	Total Amount (F=D*E)
1	Desktop	5		
2	Laser Printer	5		
3	UPS	5		
4	Barcode Printer & Scanner	5		
5	FR Based Attendance System	5		
6	8 Port Gigabit Switch	5		
7	Cat 6 cable and other accessories supply and Installation	5		
	Total (in numbers) -			
	Total (in words) -			

Total Project Cost = (Table A + Table B) in Rs and In Words

Note:

Prices quoted above are exclusive of taxes

Taxes at prevailing rate on the date of invoice will be applied

8.8.2 Optional Rates

Following Unit Rates to be discovered for future reference only, this will not be counted for financial evaluation.

Sl#	Description	Unit Rate
1	Monthly cost for providing 1 resource for handholding in districts	
2	O&M cost per year beyond the 1st year of support	
3	Helpdesk support per year	
4	Developer man-month rate for CR	
5	Database expert man-month rate for CR	
6	Technical Support resource – man-month rate	
7	Integration with other Applications developed by the Department/Others (if any)	

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.9 Performance Security

To

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

Sub: SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE, - **RFP No.: XXXXXX**

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 SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE", (hereinafter called "the beneficiary")

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

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its 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 <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in Words) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)

Seal:

Date:

8.10 Hardware **Specification**

8.10.1 Desktop:

Sl. No.	Parameter	Description of Requirement
1	Form Factor	Tower
2	Processor	Segment :- Desktop Intel core i5 9 th Generation 9500 or Higher Base Frequency – 3 GHz or higher Cache – 9 MB or higher.
3	Chipset	OEM chipset compatible with Processor for Business use
4	Memory	8 GB 2666MHz DDR4 expandable to 32GB Minimum 2 DIMM Slot
5	Hard Drive	1 TB 7200 RPM SATA Hard Drive or higher
6	Monitor	21.5" or higher LED Monitor with Non Touch Display Type with HDMI port (Same Desktop OEM make)
7	Display Resolution	1920 X 1080 Pixel or Higher
8	I/O Ports	a. All ports must be embedded in the mother board no external adaptor will be accepted b. Minimum 8 USB Ports (4 USB 3.1 Gen 1, 4 USB 2.0) out of which 4 USB ports should be in front for easy access c. 1 Ethernet (RJ45) d. 1 VGA Port/DP port e. 1 HDMI Port f. 1 Universal audio Jack for Headphone& MIC
9	Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN
10	Wireless	Dual band wifi 802.11/b/g/n/ac Bluetooth 5.0 or higher

Sl. No.	Parameter	Description of Requirement
11	IPv6 compliance	System should be IPv6 Ready
12	Expansion Slot	2xPClex Slots or more
13	Keyboard & Mouse	a. Minimum 104 Keys USB keyboard (Same OEM make/brand as system) OEM Keyboard with Rupee Symbol b. 2 Button USB Optical Scroll Mouse (Same OEM make/brand as system)
14	Optical Drive	Internal DVD RW 8X or better
15	Security	a. Hardware TPM 2.0 b. Serial, USB enable/disable (via BIOS) c. Removable media write/boot control d. Power-On password (via BIOS) e. Administrator password (via BIOS) f. Setup password (via BIOS)
16	Operating System & Media	a. Pre-Loaded Windows 10 Professional 64 Bit. b. The Quoted model Hardware Drivers must be available in OEM website for easy download. c. Latest Service Pack Preloaded License, OEM Media in form of DVD/CD/USB containing drivers and operating systems.
17	OS Certifications	Windows 10 Professional and any open source Linux Certification for the quoted model
18	Anti-Virus	Antivirus with Antimalware and Internet security with 5 years Subscription.
19	Power Supply	Minimum 250 Watt with 85% or higher energy efficient power supply

Sl. No.	Parameter	Description of Requirement
20	Compliance/ Certification	For quoted model: UL,FCC ,EPEAT India and TCO certification for monitor and quoted Desktop model with ENERGY STAR 6.0,
21	Support	Drivers should be available for download from OEM site for at least 5 years from the date of purchase order
22	Warranty	2 Years Comprehensive Onsite OEM warranty (OEM undertaking on letter head need to be submitted along with bid)

8.10.2 Laser Printer:

Sl.No.	Parameter	Description of Requirement
1	Cartridge Technology	Separate Toner and Drum
2	Print Technology	Laser Mono Chrome
3	Functions	Print
5	Print speed (ISO, A4)	Up to 28 PPM or Above
6	Duty cycle (monthly, A4)	Up to 30,000 pages or Above
7	Print quality with image Refinement Technology black (best)	Up to 2400 x 600 dpi or Above
8	Print languages	PCL 6, PDF
9	Processor speed	400 MHz or Above
10	Display	Graphic LCD
11	Connectivity, standard	1 Hi-Speed USB 2.0; 1 Ethernet 10/100
12	Memory	256 MB & Above
13	Input capacity	Up to 250 sheets
14	Output capacity	Up to 100 sheets
15	Duplex printing	Automatic (standard)
16	Toner Capacity	1000 Yield or above

Sl.No.	Parameter	Description of Requirement
17	Life of Drum	23,000 pages or Above
18	Warranty	5 Year Onsite Support & Services

8.10.3 UPS:

Sl. No.	Parameter	Description of Requirement
1	Input Voltage	140 - 280V
2	Nominal Frequency	50 - 60 Hz
3	Input Connection	Indian / Detachable IEC power cord (1.8 m and 1.2 m cords included)
4	Output Capacity	1000 VA / 600 Watts
5	Output Volt., Freq. (on utility)	230V, 50/60Hz (nominal)
6	Output Volt., Freq. (on battery)	230V \pm 10%, 50 or 60Hz \pm 3%
7	Output Connections	Minimum 4 IEC 320 outlets: 3 battery & 1 surge protection
8	Waveform Type	Quasi Sine Wave
9	AC Power Surge Protection	All outlets
10	Battery Type	SMF-VRLA confirming to JISC-8702 Pt 1,2 &3
11	Battery Backup Time	Minimum 30 Minutes with 1 PC Load. (168VAH Battery)
12	Alarms	Visual (LEDs) and audible alarms
13	Certification/Approvals	CE, RoHS
14	Warranty	2 Years Comprehensive Onsite Warranty for UPS Including Battery.

8.10.4 Barcode Printer:

SL No	Parameter	Description of Requirement
1	Print Technology	Thermal Transfer
2	Resolution	200 dpi or higher
3	Print speed	100mm per second or higher
4	Memory	Standard: 512KB, Flash: 256KB or higher
5	Print Media	Roll type paper for printing 30mm to 110mm wide
6	Fonts, Character Set	5 bitmapped, Barcode Symbologies 1D & 2D.
7	Standard connectivity	USB Interface
8	Warranty	2 Years Comprehensive

8.10.5 Barcode Scanner:

SL No	Parameter	Description of Requirement
1	Technology	Fuzzy scan 2.0 Imaging Technology
2	Optical System	High Performance Linear Imaging
3	Resolution	3 mil barcode
4	Working Distance	More than 15 inches
5	Reading Direction	Superior Motion tolerance Bidirectional
6	Standard connectivity	USB Interface
7	Accessories	Scanner Stand with Cable required to connect computers
8	OS support	Windows 10, Windows 7, Necessary device drivers to be provided on CD media.
9	Warranty	2 Years comprehensive warranty

8.10.6 FR Based Attendance System:

SL No	Parameter	Description of Requirement
1	Screen	3.97-inch touch screen or higher
2	Card capacity (when connecting external card reader)	1500 or higher
3	Event capacity	150000 or higher

4	Face capacity	300 or higher
5	Face recognition distance	0.3 m to 1.5 m
6	Face recognition duration	< 0.2 s or less
7	Network interface	10/100 Mbps, self-adaptive
8	Camera	2 MP dual-lens camera with wide dynamic range
9	Communication	TCP/IP, Wi-Fi
10	Interface	USB × 1, electric lock × 1, door contact × 1, tamper × 1, exit button × 1, RS-485 × 1
11	Application environment	Indoor use
12	Warranty	2 years onsite

8.10.7 Active & Passive Item

SL No	Parameter	Description of Requirement
1	8 port Gigabit Switch	<ul style="list-style-type: none"> LAYER-2 UNMANAGED ACCESS SWITCH 8 X 10/100/1000 MBPS AUTO NEGOTIATION FOR EACH PORT
2	Cat6 cable and other accessories supply and installation	Lump sum each location