



**ODISHA COMPUTER APPLICATION  
CENTRE**

**REQUEST FOR PROPOSAL**

**Enq.No.:-OCAC-TE-16/2019/ENQ-21015**

Sealed proposals are invited for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar. For details please visit websites [www.odisha.gov.in](http://www.odisha.gov.in) & [www.ocac.in](http://www.ocac.in). The last date for submission of proposal is **03.06.2021, 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  
Development & Implementation of Integrated Inventory  
Management system and Automation process for  
Reimbursement claim of medicine (RCM) for Directorate of  
ESI Scheme, Odisha, Bhubaneswar**

**RFP Ref No. OCAC-TE-16/2019/ENQ-21015**



**ODISHA COMPUTER APPLICATION CENTRE**

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

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

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# Table of Contents

1	Background Information .....	14
1.1	Basic Information.....	14
1.2	Project Background.....	14
1.2.1	About the Department.....	15
2	Instructions to the Bidders:.....	15
2.1	General.....	15
2.2	Compliant Proposals/ Completeness of Response.....	16
2.3	Pre-Bid Meeting & Clarifications .....	16
2.3.1	Responses to Pre-Bid Queries and Issue of Corrigendum.....	17
2.4	Key Requirements of the Bid.....	17
2.4.1	Right to Terminate the Process.....	17
2.4.2	RFP Document Fees.....	17
2.4.3	Earnest Money Deposit (EMD) .....	18
2.4.4	Submission of Proposals.....	19
2.5	Preparation and Submission of Proposal .....	20
2.5.1	Proposal Preparation Costs .....	20
2.5.2	Language .....	20
2.5.3	Venue & Deadline for Submission of Proposals.....	20
2.5.4	Late Bids.....	20
2.6	Evaluation Process.....	21
2.6.1	Tender Opening .....	21
2.6.2	Tender Validity.....	22
2.6.3	Deviations.....	22
2.6.4	Tender Evaluation.....	22
3	Criteria for Evaluation .....	23
3.1	Prequalification Criteria (General Bid).....	24
3.2	Technical Evaluation Criteria.....	25
3.2.1	Distribution of Marks: .....	26
3.2.2	Financial & Resource Strength: 20.....	26
3.2.3	Project experience and expertise: 50 .....	27
3.2.4	Approach & Methodology: 30.....	28
3.3	Financial bid Evaluation Criteria.....	29

3.4	Combined Evaluation of Technical & Financial Bids .....	29
4.1	Award Criteria .....	30
4.2	Right to Accept Any Proposal & Reject Any / All Proposal(s) .....	30
4.3	Purchaser's Procurement Rights .....	30
4.4	Notification of Award .....	31
4.5	Contract Finalization and Award .....	31
4.6	Performance Guarantee .....	31
4.7	Signing of Contract .....	32
4.8	Failure to Agree with the Terms and Conditions of the RFP .....	32
5	Terms of Reference: .....	32
5.1	Scope of Work: .....	32
A.	Patients' Management System .....	32
5.2	Overview .....	32
5.3	Requirement Study .....	32
5.4	Design .....	33
5.5	Development .....	33
5.6	Integration .....	33
5.7	Testing .....	33
5.8	Third Party Audit .....	34
5.9	SSL Certification .....	34
5.10	Training .....	34
5.11	Helpdesk Support .....	34
5.12	Hand holding support Executives: .....	35
5.13	Online Help .....	35
5.14	Deployment & Configuration .....	35
5.15	UAT & Go-Live .....	36
5.16	Infrastructure Support: .....	36
5.17	Operation & Maintenance .....	36
5.17.1	Application Support .....	36
5.17.2	Software Maintenance .....	37
6	Adherence to Standards .....	37
6.1	Security, Integrity & Confidentiality .....	38
7	Change Request Management .....	38
8	Exit Plan .....	39
9	Project Documentation .....	39

10	Expected Project Timeline & Deliverables .....	40
11	Functional Requirement: .....	41
11.1	Patients' Management System:.....	41
11.2	Purchase and Inventory Management System : .....	41
11.3	Automation of Process Reimbursement Claim of Medicine (RCM):.....	44
11.4	Admin Console .....	46
12	Integration .....	48
13	Technical Requirement:.....	48
13.1	Solution and Application Architecture .....	48
13.2	Envisioned Technical Architecture.....	49
13.5.10	Multi-channel content delivery.....	52
13.5.11	Content Management Services.....	52
13.5.12	Process / Service Integration .....	52
13.5.13	Service Integration.....	53
13.5.14	Process / Human Workflow.....	53
13.6	Security, Confidentiality and Control .....	53
13.7.1	Applications.....	55
13.7.2	SMS & Integrated Financial Management System .....	55
13.7.3	DSC.....	56
13.8	Audit Trail Management .....	56
13.9	User Interface .....	56
13.10	Security .....	57
13.11	Technical Requirements .....	58
14	Adherence to Standards, Policies and Guidelines: .....	58
14.1	Portal Design Guidelines:.....	58
14.2	Conformance to Technology & Standards: .....	59
14.3	Compliance with Open Standards:.....	60
14.4	Compliance with OSS Policy of GoI: .....	60
14.5	Technology Standards: .....	61
14.5.1	Table 1: Technology Standards.....	61
14.6	Snapshot of e-Governance Standards and Guidelines:.....	62
15	Project Management Requirements: .....	64
16.10	System Administration and Trouble Shooting .....	70
16.11	Database Administration and Trouble Shooting .....	70
16.12	Back Up Management.....	70

16.13	Security Management.....	70
16.14	Warranty:.....	71
16.15	Change Request.....	71
16.16	Security Audit.....	71
17	Intellectual Property Rights.....	72
18	Payment Terms.....	73
19	Project Documentation.....	73
20	Contents of Technical Bid.....	74
21	Performance Requirements – Service Levels (SLAs).....	74
21.1.1	Penalties:.....	76
B.	O&M Phase:.....	77
21.1.2	Reporting Procedures.....	77
21.1.3	Service Level Change Controls.....	77
22	Financial Bid: To be submitted on Company letter head.....	78
23	Formats for Submission of Proposal.....	79
23.1	Self-Declaration: Not Blacklisted.....	79
23.2	Bidder’s Authorisation Certificate.....	80
23.3	Acceptance of Terms & Conditions.....	81
23.4	Technical Bid Cover Letter.....	82
23.4.1	Project Citation Format.....	83
23.4.2	Proposed Solution.....	84
23.4.3	Proposed Work plan.....	85
23.4.4	Team Composition.....	86
23.4.5	Curriculum Vitae (CV) of Key Personnel Proposed.....	87
23.4.6	Deployment of Personnel.....	88
23.5	Undertaking on Pricing of Items of Technical Response.....	89
23.6	Format for Bank Guarantee for Earnest Money Deposit.....	90
23.7	Financial Bid Letter.....	92
23.8	Performance Security.....	94
23.9	Statement of Deviation.....	96

<b>Glossary of Acronyms</b>	
AUA	Authentication User Agency
BOM	Bill of Materials
CD	Compact Disc
CMMI	Capability Maturity Model Integration
CMS	Content Management System
CV	Curriculum Vitae
DFD	Data Flow Diagrams
DMS	Data Management System
EMD	Earnest Money Deposit
ER	Entity Relationship
FRS	Functional Requirement Specifications
G2B	Government to Business
G2C	Government to Citizens
GFR	General Financial Rules
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
NIC	National Informatics Centre
OEM	Original Equipment Manufacturer
CSC	Common Service Centers
DB	Database
DC	Data Centre

DEO	Data Entry Operator
DIPP	Department of Industrial Policy & Promotion
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate
ECM	Enterprise Content Management
EITM	Enterprise Information Technology Management
EoDB	Ease of Doing Business
ESB	Enterprise Service Bus
ESI	Employee's State Insurance
FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
GoI	Government of India
GPR	Government Process Re-Engineering
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information & Communication Technology
IFEG	Interoperability Framework for e-Governance
IPICOL	Industrial Promotion & Investment Corporation of Odisha
IPR	Intellectual Property Rights
IS	Information Systems
ISIS	Image and Scanner Interface Specification
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
KPA	Key Process Area
KVM	Key Board Video Monitor
LDAP	Lightweight Directory Access Protocol



MDDS	Meta Data and Data Standards
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
MOM	Message Oriented Middleware
MSME	Medium and Small Industries
MVC	Model View Controller
MWBP	Mobile Web Best Practices
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NISG	National Institute for Smart Government
NVA	Non Value Adding
OBC	Other Backward Classes
ODMA	Open Document Management API
OIFA	Odisha Industries Facilitation Act
ORTPS	Odisha Right to Public Service
OSGI	Open Service Gateway Initiative
OSWAS	Odisha Secretariat Workflow Automation System
OSWAN	Odisha State Wide Area Network
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RBAC	Role Based Access Control

RC	Registration Certificate
RFP	Request For Proposal
RSS	Rich Site Summary
SC	Scheduled Cast
SeMT	State e-Mission Team
SI	System Integrator
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	Short Message Service
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
SSO	Single Sign On
ST	Scheduled Tribe
SWAN	State Wise Area Network
TAT	Turn Around Time
TIFF	Tagged Image Format File
UID	Unique Identity
UTF	Unicode Transformation Format
UTs	Union Territory
VA	Value Adding
VPNoBB	Virtual Private Network Over Broad Band
WebDAV	Web Distributed Authorizing and Versioning
XACML	Extensible Access Control Markup Language
XML	Extensible Markup Language

## Tender Reference

Date	<b>04/04/2021</b>
Tender Reference Number	<b>OCAC-TE-16/2019/ENQ-21015</b>
Title	<b>Selection of Implementing Agency (IA) for development and implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar.</b>

## Tender Schedule:

Sl. No.	Events	Date, Time
1	Date of Publication	04.05.2021
2	Last Date of submission of Pre-bid queries	13.05.2021 (4:00 PM)
3	Pre-Bid Conference	17.05.2021 (4:00 PM)
4	Issue of Corrigendum, if any	21.05.2021 (5:00 PM)
5	Last date and time for Submission of Bid	03.06.2021 (2:00 PM)
6	Opening of Pre-Qualification bid and Technical Bid	03.06.2021 (4:00 PM)
7	Technical Presentation	Will be communicated later
9	Opening of Financial Bids of technically qualified bidders	Will be communicated later

## Fact Sheet

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

Clause Reference	Topic
Section2.3	<p>A Pre-Bid meeting will be held on <b>17.05.2021 at 4:00 PM</b> in virtual mode using MS Teams Platform.</p> <p>All the queries should be received on or before <b>13.05.2021 up to 4:00 PM</b>, through email (<a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>) to General Manager (Admin) with a copy to <a href="mailto:bibhuti.ojha@ocac.in">bibhuti.ojha@ocac.in</a> &amp; <a href="mailto:avijit.puhan@semt.gov.in">avijit.puhan@semt.gov.in</a></p>
Section2.4.2	<p>a. 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> . The bidders are required to submit the document Fee of <b>₹11,800/-</b> 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> <p>b. The document fee may also paid through electronic mode to the following financial</p> <p>Bank A/c No. : 149311100000195  Payee Name : Odisha Computer Application Center  Bank Name &amp; Branch : Union Bank of Inidia, Acharya Vihar, Bhubaneswar  Account Type : Savings  IFSC : UBIN0814938</p>
Section2.4.3	<p>a. The bidder is required to submit Earnest Money Deposit amounting to <b>7,00,000/-</b> 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 as per the prescribed format in this RFP.</p> <p>b. The EMD may also paid through electronic mode to the following financial</p> <p>Bank A/c No. : 149311100000195  Payee Name : Odisha Computer Application Center  Bank Name &amp; Branch : Union Bank of Inidia, Acharya Vihar, Bhubaneswar  Account Type : Savings  IFSC : UBIN0814938</p>

Clause Reference	Topic
Section2.4.4	Bidders must submit a soft copy of the Pre-qualification & Technical Proposal in a non-editable CD along with original copy .However, One original copy of the Financial proposal (only hard copy) is to be submitted.
Section2.5.2	The Proposal should be filled in by the Bidder in English language only.
Section3.3	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.
Section2..5.3	<p><i>The proposal submission address is:</i>  <i>General Manager (Admin)</i>  <i>Odisha Computer Application Centre</i>  <i>N-1/7-D, Acharya Vihar Square</i>  <i>P.O.- RRL, Bhubaneswar - 751013</i>  <i>Tel: 0674-2567280/ 2567064/ 2567295</i>  <i>Fax: +91-674-2567842</i>  <i>Email: gm_ocac@ocac.in</i></p> <p><b><i>Proposals must be submitted on or before 03.06.2021 by 02:00 PM</i></b></p>
Section3	Bidders will be selected through Quality & Cost Based Selection (QCBS) method. 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. Consortium not allowed.
Section2.6.2	Proposals/Bids must remain valid 180 days from the date of opening of Financial bid.
Section 6	Total project period is 3 years and 6 months (3 years after Go-live). Software firm must complete development of the application within <b>24 weeks</b> from receiving the work order. Post implementation application support, operation & maintenance etc. Must be provided for a period of 36 months after Go-Live. The service provider must handover all deliverables to the OCAC within stipulated time.

## Request for Proposal (RFP)

The purpose of this RFP is to solicit proposals from the bidders for selection of System Integrator (SI) for the said project through a competitive bidding process. The System Integrator will be responsible for the design, implementation and operations and maintenance of the project. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

This RFP document is for "**Selection of Implementing Agency (IA) for development and implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar.**".

### Structure of the RFP

- Instructions on the Bid process for the purpose of responding to this RFP. This 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 system integrator
  - iii) Financial bid and other formats
- 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 implementation partner
  - vi) 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.

# 1 Background Information

## 1.1 Basic Information

OCAC on behalf of Department of Labour & ESI, Government of Odisha". Invites responses ("Tenders") to this Request for Proposals ("RFP") from Software Development/System Integration firms ("Bidders") for Selection of Software Firm for **development and implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar**. 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.

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.

## 1.2 Project Background

The ESI Act.1948 envisages an integrated social insurance scheme to provide social security to the industrial workers in certain contingencies such as sickness, maternity, temporary or permanent physical disablement and death due to employment injury resulting in loss of wages or earning capacity. The act also guarantees full medical care to the workers and their dependent family members.

The act was first implemented at Kanpur and Delhi on 24.2.1952 and in the meantime it has been implemented in all States and Union Territories of India.

The ESI Act.1948 envisages an integrated social insurance scheme to provide social security to the industrial workers in certain contingencies such as sickness, maternity, temporary or permanent physical disablement and death due to employment injury resulting in loss of wages or earning capacity. The act also guarantees full medical care to the workers and their dependent family members.

The E.S.I Scheme was implemented in Odisha in January/1960 with 6 Dispensaries at Brajrajnagar, Rajgangpur, Choudwar, Barang, Rajabagicha and Khapuria covering a total number of 23,000 industrial workers. Initially "expanded medical care" was provided. The full medical care was introduced with effect from 1.9.1976. In the intervening years, the ESI Scheme has been expanded by implementing in new areas. At present there are 50 Dispensaries, 5 Hospitals and 2 Annexes with 297 beds and one Specialist Centre spreading over 20 Districts to provide full medical benefit to 1,30,350 I.Ps/Family units.

The Director of ESI Scheme is the HEAD of the Department and is in overall charge of the Scheme under the administrative control of Labour and Employment Department. He is assisted by one Joint Director, one Deputy Director, One Assistant Director, One Accounts Officer, One Establishment Officer, four Section Officers and 55 other staff. Besides one

Central medical Store managed by one Deputy Director, one Medical Officer, one Store Manager, one Store Superintendent and 11 other staff is also functioning in the ESI Directorate.

The ESI Dispensaries and Hospitals are grouped under 3 zones (Central, Northern, Southern) each headed by a joint Director-Cum-Superintendent. They also work as Medical Superintendents of the Hospital where they are stationed i.e. ESI Hospital, Choudwar, Kansbhal and J.K.Pur. In addition, there are two Superintendents at ESI Hospital, Bhubaneswar and Brajrajnagar. The Dispensaries are headed by Insurance Medical Officer Incharge either in Class-II or Junior Class-I rank. Administrative and financial powers have been delegated to the Joint Directors, Superintendents, and Insurance Medical officer Incharge for smooth management of the Hospitals/Dispensaries.

### 1.2.1 About the Department

The department of Labour and E.S.I., Government of Odisha has following divisions that promote and monitor Labour related activities in the state. These divisions are, but not limited to:

- I. Directorate of Labour
- II. Directorate of Factories and Boilers
- III. Industrial Tribunal & Labour Courts
- IV. Employee's State Insurance (ESI)

## 2 Instructions to the Bidders:

### 2.1 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.



## 2.2 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.

## 2.3 Pre-Bid Meeting & Clarifications

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **17.05.2021 at 4:00 PM** in virtual mode using MS Teams Platform.
- 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 [bibhuti.ojha@ocac.in](mailto:bibhuti.ojha@ocac.in) & [avijit.puhan@semt.gov.in](mailto:avijit.puhan@semt.gov.in) on or before **13.05.2021 by 4:00 PM**.
- c) The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

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

- 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

### 2.3.1 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.
- 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) and [www.odisha.gov.in](http://www.odisha.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.

## 2.4 Key Requirements of the Bid

### 2.4.1 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.

### 2.4.2 RFP Document Fees

- a. RFP document can be downloaded from [www.ocac.in](http://www.ocac.in) or [www.odisha.gov.in](http://www.odisha.gov.in). The bidders are required to submit the document Fee of ₹11,800/- 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.
- b. The document fee may also paid through electronic mode to the following financial

**Bank A/c No. : 149311100000195**

**Payee Name : Odisha Computer Application Center**

**Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar**

**Account Type : Savings**

**IFSC : UBIN0814938**

### 2.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of ₹7,00,000/-, 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 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) The EMD may also be paid through electronic mode to the following financial

**Bank A/c No. : 149311100000195**

**Payee Name : Odisha Computer Application Center**

**Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar**

**Account Type : Savings**

**IFSC : UBIN0814938**

- c) 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.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f) The EMD may be forfeited:
- 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.

#### 2.4.4 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) Financial proposal - (1 Original in hard copy) in third envelope
- b) The Response to Pre-Qualification criterion, Technical Proposal and Financial proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscripting "Pre-Qualification Proposal", "Technical Proposal" and "Financial 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 Financial proposal.

The three envelopes containing Pre-Qualification Proposal, Technical Proposal and Financial proposal should be put in another single sealed envelope clearly marked as "Response to RFP for Selection of Software Firm for development and implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar."

RFP Ref No - OCAC-TH-16/2019/ENQ/20001 with the wordings "DO NOT OPEN BEFORE 03.06.2021, 04:00 PM".

- d) 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".
- 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 initialled by the person (or persons) who sign(s) the proposals.
- g) All pages of the bid shall be initialled 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.

## 2.5 Preparation and Submission of Proposal

### 2.5.1 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.

### 2.5.2 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.

### 2.5.3 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 Square, PO : RRL Bhubaneswar – 751013 Odisha, India
Telephone	0674-2567280/ 2567064/ 2567295
Fax Nos	0674-2567842
Email id	gm_ocac@ocac.in
<b>Last Date &amp; Time of Submission</b>	<b>03.06.2021, 02:00 PM</b>

### 2.5.4 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.

## **2.6 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.

### **2.6.1 Tender Opening**

The Proposals submitted up to 03.06.2021 by 02:00 PM will be opened on 03.06.2021 at 04:00 PM by Tender 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. If current covid-19 situation persist then opening will be done through Ms- Team in virtual mode.

### 2.6.2 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 (except hardware & system software) will be three years and six months from the date of agreement.

### 2.6.3 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.

### 2.6.4 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.

### 3 Criteria for Evaluation

Bidders will be selected through Quality cum Cost Based Selection (QCBS) method. 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 disqualified from being considered for financial evaluation.



### 3.1 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
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation on the field of software development for a period of at least 5 (Five) years as of March 31, 2021	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 5 years in S/W development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Sales Turnover of Implementing Agency	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover from software development & implementation. CA certificate to this essential.
3	Net Worth	The company must be profit making & having positive net worth of 3 years in the last three financial years ending at 31/03/2020.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate
4	Certification	The bidder must have valid CMMi Level 3 or above & ISO Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
5	Manpower Strength	The Bidder should have at least 50 technically qualified professionals having minimum qualification of B.E/MCA or equivalent or higher on its payroll.	Certificate from Director / HR Head PF copy showing the details of Manpower.
6	Technical Capability	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order	Work order +Completion Certificates from the client

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
		value of ₹ 1 Cr each or three projects with minimum order value of ₹ 60 lakhs each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	
7	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration
8	Existence in Odisha	The bidder should have a centre operational in Odisha or shall furnish an undertaking to open an operation centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration
9	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
10	EMD & Document Fee	The bidder must submit Tender document fee amounting to ₹ 11,800/- in shape of DD and EMD amounting to ₹ 7,00,000/- in shape of DD or Bank Guarantee from a schedule bank	Tender Fees Bank Draft only and EMD in shape of Bank Draft / Bank Guarantee

### 3.2 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:

Criteria for evaluation of technical bids have been specified in this RFP document.

- All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Scores for other than H1 bidders will be evaluated using the following formula:

Technical Score of a Bidder =

$$\left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid Score of H1}} \times 100 \right\} \% \\ \text{(Adjusted to two decimal places)}$$

- The financial bid of only the technically qualified bidders will be opened for further Processing.

## 3.2.1 Distribution of Marks:

Financial , Resource Strength	20Marks
Project experience and expertise	50 Marks
Approach & Methodology	30 Marks
<b>70 is the cut-off marks to open the financial bid</b>	

## 3.2.2 Financial &amp; Resource Strength: 20

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should be a business entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for at least 5 years in software development and implementation business as of 31/03/2021.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥5 years: 3 Marks Additional 1 mark for additional 1 year each subject to maximum 5 marks.	05
2	Average Annual Turnover in last 3 financial years ending with March 2021 from Software development implementation and it's support Services	Audited Balance Sheet and Statutory Auditor's Certificate	>= 10Cr: 3 marks 1 mark for additional 2Cr Max up to 5 marks.	05
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR Head. The bidder needs to produce the latest EPF return challan.	Minimum 50: 3 Marks Beyond 50 professionals, 1 mark for each 20 professionals maximum 5 marks	05
4	Quality Certification	Relevant copy of certificate highlighting validity	The bidder must have valid CMMi Level 3 or above & ISO Certificates as on date of submission of this RFP. CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks ISO 27001: 1Mark ISO 9001 : 1 Mark	05

## 3.2.3 Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.	Work Order + Completion Certificates/Phase Completion Certificate from the client	3 marks for each project having project cost more than 2 cr. 2.5 marks for each project having project cost more than 1 cr. 2 marks for each project having project cost more than 50 lakhs. Subject to maximum 20 marks.	20
2	The firm/ company should have developed and implemented inventory management system for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2.5 marks for each project subject to maximum 5 marks.	05
3	The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2.5 marks for each project subject to maximum 5 marks.	05
4	The firm/ company should have developed and implemented a project having helpdesk or Hand holding resource deployment as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2.5 marks for each project subject to maximum 5 marks.	05

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
5	The firm/ company should have experience of implementing projects for Government of Odisha /Agency / PSU)	Work order + Completion Certificates/Phase Completion Certificate from the client.	2.5 marks for each project subject to maximum 5 marks..	05
6	The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client	2.5 marks for each project subject to maximum 5 marks..	05
7	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed 3 years implementation support.	Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client clearly indicating successful completion of 3 years support.	2.5 marks for each project subject to maximum 5 marks..	05

### 3.2.4 Approach & Methodology: 30

Sl#	Criteria	Documentary Evidence	Max. Marks
	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance G2B or G2C application.	Technical Presentation and demonstration	10
6	Work plan, approach & methodology for completing the work. Technologies used, Risks and Mitigation Plan Data Migration Plan Training Methodology and plan time frame. Operation and maintenance road map.	Technical Presentation	20

Sl#	Criteria	Documentary Evidence	Max. Marks
	Clear and unambiguous narration of exit Management activities of the bidder. Post Implementation plan and methodology. Challenges likely to be encountered Client references:		

### 3.3 Financial bid Evaluation Criteria

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

Financial Score of a Bidder =

$$\frac{\text{(Financial Bid of L1/Financial Bid of the Bidder)} \times 100}{\text{(Adjusted to two decimal places)}} \%$$

Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

The bid price will be excluding of all taxes and levies and shall be in Indian Rupees.

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".

### 3.4 Combined Evaluation of Technical & Financial Bids

- ✓ The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- ✓ The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

- ✓ In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

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

<b>Bidder</b>	<b>Technical Score</b>	<b>Financial Score</b>	<b>Weighted Technical Score (70% of B)</b>	<b>Weighted Financial Score (30% of C)</b>	<b>Composite Score (F=D+E)</b>
<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	<b>(F)</b>

**4 Appointment of System Integrator or Service Provider or Implementing Agency.**

**4.1 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.

**4.2 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.

**4.3 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.

#### **4.4 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.

#### **4.5 Contract Finalization and Award**

The 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.

#### **4.6 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 Warranty 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 Warranty 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 and/or forfeit the EMD 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 bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.



#### **4.7 Signing of Contract**

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase 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.

#### **4.8 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.

### **5 Terms of Reference:**

#### **5.1 Scope of Work:**

The broad scope of the project includes development and implementation of below major modules:

- A. Patients' Management System**
- B. Purchase and Inventory Management System**
- C. Automation of Process of Reimbursement Claim of Medicine (RCM) and associated funds management**
- D. Management Dashboard with Reporting**

#### **5.2 Overview**

The scope of work for the SI includes Requirements Study, Solution Design, Solution Development, Testing, Implementation and Maintenance of the solution.

The SI shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The SI shall be responsible for design, development, and implementation of the proposed solution.

*The following outlines the scope of work to be performed by the SI in this track:*

#### **5.3 Requirement Study**

The SI shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, SI shall

develop & finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with Directorate of ESIS/OCAC. While doing so, SI at least is expected to do following:

- The SI or shall liaise with Directorate of ESIS.
- The SI shall translate all the requirements mentioned in the document into System Requirements
- The SI shall follow standardized template for requirements capturing
- The SI must maintain traceability matrix from SRS stage for the entire implementation

#### **5.4 Design**

The SI shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The SI shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including sizing of the required hardware.

#### **5.5 Development**

The SI shall identify, design and develop components / functionalities that are required to address the Directorate of ESIS requirements mentioned in this document. The SI shall supply the following documents along with the developed components:

- Business process guides
- Data model descriptions
- Sample reports
- Frequently asked question (FAQ) guides
- Any other documentation required for usage of implemented solution

#### **5.6 Integration**

The SI shall enable integration with different applications (specified in this document). The system should support both push and pull of data from systems proposed to be integrated. The SI will have to co-ordinate with the designated nodal agencies for integration and Directorate of ESIS /OCAC will facilitate this process.

#### **5.7 Testing**

The SI shall design the testing strategy including test cases and conduct testing of various components of the solution configured/ customized. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).

### **5.8 Third Party Audit**

- a) The SI needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b) The SI shall appoint CERT-In empanelled auditor who shall be responsible for performing the Security Audit of the solution.
- c) The third-party agency shall conduct audit on minimum below mentioned parameters. The cost of audit & rectification of non-compliances shall be borne by the SI.
- d) Coordination with the CERT-In empanelled firm for security audit and obtain the.
- e) Carryout security audit before go-live of application and obtain the safe-to-host certification
- f) Carryout the periodic audit & certification as and when it is required as per the OSDC policy.

### **5.9 SSL Certification**

The SI shall carry out SSL certification.

- a) Secure connection between Client and Server through Secure protocol HTTPS
- b) Encryption of Data during transmission from server to browser and vice versa
- c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- d) SSL Security in the application server

### **5.10 Training**

- a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.
- b) It would be the SI's responsibility to set up the infrastructure helpful in providing successful training.
- c) The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with Directorate of ESIS.

### **5.11 Helpdesk Support**

SI shall setup a Centralized Helpdesk with 2 seats. The working hours would be office business hours of the Department for 1 year. The Helpdesk shall be made operational from the Go-Live of services.

The Centralized Helpdesk at Directorate premises, Bhubaneswar will serve as a single point of contact which shall be providing support on both technical and domain (business process) related information to Department Users and End Users.

The Help desk will serve as a single point of contact for reporting / resolution of all tickets queries, errors, incidents, issues either business or application or operations.

Any citizen/applicant should be able to contact the Helpdesk through a (toll-free) number of 10 digits.

The service will be provided in English, Hindi and Odiya.

The members of this team would be deployed at a central location (Directorate Premises, Bhubaneswar) with the necessary infrastructure (viz., Telephone and audio / video collaborative software with call logging and ticketing system) for receiving and resolving technical & domain issue and software.

Note: The SI shall deploy Help Desk Executives, arrange the Toll Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.

### **5.12 Hand holding support Executives:**

SI, in addition to the Help Desk, would also deploy a team of Data Entry Operators aka User Support. They will assist in making the user community familiar with the envisaged system. These DEOs should be fully conversant with all the functional features and business processes in the envisaged system.

The SI should provide 6 technical resources for handholding support and day to day technical support to Directorate of ESIS departments. These resources will be divided in 3 zones offices 2 resources for each zone. The Director ESIS will decide in which office they will deploy these resources for better implementation of the project.

### **5.13 Online Help**

It is also proposed that the training contents / user manuals be made available to Users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.

### **5.14 Deployment & Configuration**

- a) SI shall deploy the new application/portal over the hardware infrastructure provided by the OSDC.
- b) The SI shall be responsible for the end-to-end management of hosting and deployment of the application.
- c) The SI will be responsible for configuration, installation and hosting of the application in High Availability mode at OSDC.

### **5.15 UAT & Go-Live**

After completion of the development work for application, Directorate of ESIS /OCAC will conduct the reviews of development work performed by the SI as UAT. The SI shall be responsible for:

- a) Preparation and submission of test strategy, test cases and test results
- b) Demonstration of module-wise functionalities/ features before the Directorate of ESIS /OCAC in staging environment
- c) Support Directorate of ESIS /OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
- d) Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested Departments (if any) during the UAT without any additional cost.

### **5.16 Infrastructure Support:**

- a) The solution is proposed to be hosted in OSDC.
- b) Post award of contract, the SI will be expected to detail hardware sizing. Based on sizing of the hardware by the SI, the hardware will be provided by OSDC.
- c) The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware for development, quality and production environment.
- d) The SI will be required to develop the solution in their own test environment.

### **5.17 Operation & Maintenance**

#### 5.17.1 Application Support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by the SD&TE team. Key activities to be performed by SI in the application support phase are as follows:

- a) Enhancement of MIS report as per the requirement
- b) Database query report management on emergency
- c) Optimization of the already developed reports
- d) Tuning of transactions
- e) User & access management

### 5.17.2 Software Maintenance

- a) The SI shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required as per the service window defined in the document.
- b) The SI shall address all the errors/bugs/gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
- c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- d) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI.
- e) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the SD&TE.

## 6 Adherence to Standards

The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of the Directorate of ESIS.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

<i>SI#</i>	<i>Component</i>	<i>Standards</i>
a)	Information Access / Transfer Protocols	SOAP, HTTP/HTTPS
b)	Interoperability	Web Services, Open Standards
c)	Portal Development	W3C Specifications
d)	Document encryption	PKCS specification
e)	Information Security	ISO 27001 certified System
f)	Operation	ISO 9001 Certified

Sl#	Component	Standards
g)	Service Management	ISO 20000 specifications or latest
h)	Project Documentation	IEEE/ISO Specifications for documentation
i)	Data Standards	All-important data entities should be in line with standards published by DeiTY.

### 6.1 Security, Integrity & Confidentiality

- a) **Web Services Security:** System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing. Encryption of data shall take place at client level itself. Application server shall provide SSL security.
- b) **Data Integrity and Confidentiality:** Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- c) **Transactions and Communications:** With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- d) **Database Controls:** The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

## 7 Change Request Management

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this document. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document.

- a) The activities that will be treated as enhancement services is mentioned below:
- Functional changes in the application
  - Development of new module/sub-module/Form/Report in the developed system
  - Changes in the workflow or core application framework
  - Integration with any new system
  - Additional onsite resources in the project

b) The procedure for executing the change request is as follows:

- Analysis: SI will analyse the changes suggested and submit an effort estimation 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 SI will incorporate the changes in the application.
- On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by OCAC.

## **8 Exit Plan**

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to Directorate of ESIS technical team at least 6 months before project closure. IT resource persons of Directorate of ESIS will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of Directorate of ESIS on maintenance of software and infrastructure.

## **9 Project Documentation**

The SI will share below list of documents to Directorate of ESIS /OCAC during the project contract period.

- a) Latest version of Source Code
- b) System Requirement Study Documents
- c) High Level Design (HLD) / Low Level Design (LLD) documents including
  - i) Application architecture documents
  - ii) ER diagrams and other data modeling documents
  - iii) Database design Document
  - iv) Application component design including component deployment views, control flows, etc.
  - v) Application flows and logic
- d) Test Plans, Test cases and Reports
- e) Issue Logs
- f) User Manual
- g) Application Installation & Configuration Manual



- h) Report of Security Audit & Safe-to-Host Certificate
- i) Any other documents defined under Timeline & Tentative Deliverables
- j) All the above documentation should be done as per IEEE/ISO/CMM Standard

## 10 Expected Project Timeline & Deliverables

<i>Sl#</i>	<i>Activity</i>	<i>Tentative Deliverables</i>	<i>Timeline</i>
a)	System Study & Prototype Design	<ul style="list-style-type: none"> <li>– Detailed Team Structure with team members</li> <li>– Point of Contact</li> <li>– FSR/SRS Document</li> <li>– Screen prototypes</li> </ul>	T+4 Weeks
b)	Design, Development & Implementation	<ul style="list-style-type: none"> <li>– Source Code</li> <li>– Test Plans &amp; Test Cases</li> <li>– Operation Manual</li> <li>– FAQs</li> <li>– Load Testing report</li> <li>– Hosting in staging environment</li> </ul>	T+ 20 Weeks
c)	UAT, Training & Go live	<ul style="list-style-type: none"> <li>– Preparation Test Cases</li> <li>– UAT certificate</li> <li>– Training to users and provide training completion report.</li> <li>– Movement of application from Staging to Production environment</li> <li>– Safe to host certificate issued by Cert-in empanelled firm</li> </ul>	T+ 24 Weeks
d)	Operation & Maintenance	<ul style="list-style-type: none"> <li>– Issue Logs</li> <li>– Quarterly Activities report</li> </ul>	Three year from the date of Go live
e)	Help desk and Hand holding support	<ul style="list-style-type: none"> <li>– Monthly Attendance Sheet and Performance report.</li> <li>– Call log, Issue log with status</li> </ul>	One year from the date of Go live

\* T = Date of Letter of Intent /Work Order

## **11 Functional Requirement:**

### **11.1 Patients' Management System:**

The purpose of the Patient Management System is to handle all the details required for patient information and the major part is to register the Patient and store the details in Database.

#### **11.1.1 MODULE FEATURES**

- Patient Registration includes Personnel Information, Contact Information, Medical basics and Dependent Information, ESI Number etc.
- Upload of Master data of ESI Card holders for validation purposes.
- Various master data level reports can be generated as per requirements.
- The patient can apply for various certificate through online and application should have provision of certificate issuance upon approval. t

#### **11.1.2 SOLUTION HIGHLIGHTS**

- Separated functions for each group of users
- Disabled access for unauthorized users
- Easy search and update necessary records
- Ability to search different type of Information
- Integration with DSC

### **11.2 Purchase and Inventory Management System :**

The Purchase and Inventory management system, a fully web enabled application from starting of notice inviting tenders to the issuance of LOI, will be introduces for all purchases & procurements in Directorate of ESI. This module will also be used for transaction related to purchase, procurement of goods, equipment, Drugs, dressing, artificial limbs, aids & appliances, sanitation materials, all types of stationary items etc. The proposed system can also maintain the record of each item.

The process of procurement and distribution of medicines has been decentralized since 1991-92. The three Joint Directors are functioning as Direct Demanding Officers to procure and supply medicines in respect of their own hospital and dispensaries under their zone. The Superintendent, ESI Hospital Brajrajnagar purchases medicines for its own hospital.

Besides the Central Medical Store in ESI Directorate purchases medicines for some Dispensaries and to keep emergency stock for supply wherever required.

The main purpose of this automation of Inventory Management Process System is to help management have a computerized storage system that produces stock level reports on time for important decision making. The Inventory database contains the inventory information for all the items and the system will also capture inventory data that is to be stored and processed for the day to day running of the organization. Once the quantity of an item in stock drops below the reorder value, the alert level (flag) changes and indicates the item need to be re stocked. This flag is then checked at the end of the day to determine whether more of the product should be ordered. The system has forms that are used to capture and insert data into the database, delete records, view reports and provide user rights to only authenticated users.

#### 11.2.1 MODULE FEATURES

- **INVENTORY LOCATION:** Inventory location details manages the add, update, delete, allow to enter shelf details and search of inventory location details at hospital/dispensary or directorate level.
- **STOCK DETAILS:** Stock details provides the details of stock in the inventory hospital/dispensary wise and Central Medical Store-wise.
- **PURCHASE ORDER:** Purchase order manages the details of purchase orders. It is used to place orders for the items which are available in the stock details. There will be two committees: -

The directorate level scrutiny committee will examine the annual requirements of different dispensaries and hospitals and place the requirement with modality of purchase before the Government level purchase committee for approval.

Once approved by the Government committee, the medicines will be purchased as per ESIC Rate Contract. The medicine, quantity, bill, bill copy, name of vendor will pass of as a transaction in the books of accounts.

- In case, subject medicine is not included in the ESIC Rate Contract or the ESI Rate Contract Holder Firms fail to supply, it is to be purchased as per State EPM & DMET Rate Contract.

- The Direct Demanding Officer (DDO) makes the purchase after approval from the Government Level purchase committee.
- In case of emergency purchase, Rs. 7000 /- & Rs. 2000 /- per annum are placed with the Superintendent & I.M.Os incharge respectively for purchase from local market.
- The entire back-end fund flow has to be automated for scheduled and emergency purchases between hospitals/dispensaries, State ESI department, Central Medical Store and various functionaries.
- **SHIPMENT:** Shipment can provide the details of shipments done against the purchase orders, open shipment, allow to create a shipment for a purchase order update a shipment details, and ability to upload invoice copy / ship, attachment, search shipment list. The medicines will be supplied on a quarterly basis.
- **GOODS RECEIPT:** Goods receipt uses to manage the details of received shipments.
- **INDENT CREATION: -**
- **MATERIAL REQUEST:** Material request manage the material out-flow from the inventory, allow to open material request, add material request, ability to allow same order items that ordered before.
- **MATERIAL APPROVAL:** Material approval manages to approve the material requests, open material approval, ability to allow deactivate an approved material request, ability to search a material request from approval.
- **GOODS DELIVERY:** Goods delivery manage the delivery details of material requests, open goods delivery, allow to deliver an approved material request, ability to search a material request in goods delivery, configure direct flow in goods delivery, add goods delivery details in direct flow.
- **MATERIAL RETURN:** Material return manages the delivery details of the goods which are returned for some reasons like damaged, expired etc.
- **STOCK ADJUSTMENT:** Stock adjustment also an additional feature which

manage to adjustments (add or remove the items) in the stock details.

- **STOCK EXPIRY:** Expiry manages to display the items which are crossed the expiry date, open stock expiry, ability to search the details of expired items.

### 11.2.2 SOLUTION HIGHLIGHTS

- Role Based access control
- Scalable and secure document repository
- Customized processes
- Secure portal framework
- A Management information system.

### 11.3 Automation of Process Reimbursement Claim of Medicine (RCM):

Under the medical benefits of the ESI Act, every employer/employee (IP) is entitled to re-imburement of expenses incurred in regard to maximum scale prescribed from time to time. This can be in special cases where employer has to arrange for First-Aid medical Care and transport of Accident cases till the injured IP is seen by the IMO/IMP (Insurance Medical Officer/Insurance Medical Practitioner).

The cost of provision of such emergency treatment would be reimbursed to the employer/employee by the Director/AMO (ESI Scheme) of the respective State and, therefore all claims duly supported by relevant receipts and vouchers would be sent to him for verification and payment within 1 year.

The various medical benefits of the ESI Act can consist of the following items: -

1. Out-Patient & In-Patient treatment in ESI hospitals/dispensaries, referral hospitals inside and outside the state hospitals.
2. Specialized Consultation
3. Supply of drugs, dressing, artificial limbs, aids & appliances.
4. Investigation facilities

5. Services under National Health Programmes.
6. Payment of RCM cost of medical expenses incurred by I.Ps.
7. Medical Certification

This system would be restricted to automation for the process of Re-Imbursement Claim of Medicines (RCM) in respect of Director, ESI Scheme, Odisha, Bhubaneswar.

### **Referral Hospital Management:**

This Module must have a feature to unborad and register hospitals, where hospitals can directly apply for their claim reimbursement to ESIS directorate.

#### **11.3.1 MODULE FEATURES**

Provision for managing fund flow & accounting of the amount set-up for RCM of IPs between ESI Corporation, State ESIC department/directorate. The ESIC corporation has prescribed a ceiling of Rs.600/- per I.P. family unit per annum on expenditure on medical care, out of which (a)Rs.170/- for medicine, (b)Rs 50-for Revolving Corpus fund, (c) Rs.20/- for repair and maintenance of medical equipment's & (d)the balance of Rs.360/- for other expenses are ear-marked per I.P. family unit per annum. The ledger/account balance per IP has to be maintained in the system as per below mentioned guidelines: -

- Provision for earmarking the funds for purchase of drugs/dressings, payment of RCM claims etc. (For example, presently, out of a total ceiling of Rs. 600 /- per L.P. family unit per annum the ESI Corporation have earmarked Rs. 170 /- for purchase of drugs/dressings, payment of R.C.M claims etc.
- Provision of earmarking revolving corpus fund of Rs. 50/- per I.P. per annum amounting towards payment of re-imburement claim of I.Ps for Specialist treatment, costly investigations, payment of advances and payment of credit bills to outside/inside the State Hospitals.
- Provision for filling-in a form to submit a re-imburement claim bill/bills by the concerned administrative officer along with the supporting documents within the system. The concerned administrative officer would collect the request for re-

imbursement forms from a collection point manually.

- Provision for scrutiny of the application through the concerned Administrative Medical Officer, ESI Scheme, Odisha, Insurance Medical Officer (IMO)/Insurance Medical Practitioner (IMP) etc.
- The state government authorities will upload a note-sheet listing the points considered for reimbursing of expenditure on Medical care like cause of diseases
- Provision for transferring the amount of claim directly into beneficiary/employee/IP or employer's bank account. The bank details and Insured Person (IP) card may be picked up from the masters/profile management module of the system.
- Provision of managing the back-end fund flow between ESI Corporation and State Government.

The funds are provisioned in the ratio of 7:1 i.e. 87.5% and 12.5%

Expenditure over and above the prescribed ceiling is borne entirely by the State Government.

### 11.3.2 SOLUTION HIGHLIGHTS

- Role Based access control & Dashboards at each level.
- Scalable and secure document repository
- Customized processes
- Secure portal framework
- A Management Information System (MIS) containing reports (ad-hoc & customized).

## 11.4 Admin Console

### 11.4.1.1 User & Master Management

- a) Creation of master data
- b) User creation
- c) Tagging user types with User
- d) Creating and managing the login credentials

- e) Profile updating of users by admin or by individual users

#### 11.4.2 Roles and Rights

- a) Provide access rights to the users
- b) Tagging of departmental users with respect to the designation and role
- c) User access management
- d) Assign roles and rights to the users

#### 11.4.3 Workflow Management

The configurable workflow management framework will help to define the approval process as per the business needs of the client. Super Admin or Admin user should be able to configure the workflow process. Workflow management module should have the following functionality.

- a) Creation of approval authority
- b) Configuration of approval process
- c) Online user wise work-flow with system of checks and balances
- d) Defining rules to check duplicate/ fake registrations
- e) Manage the approval, employment and appointment process
- f) Cataloguing of the Business Workflow Automation
- g) Configure multi-level, time bound based approval
- h) Delegation of task to another user for a certain period, without sharing the password

#### 11.4.4 Management Dashboard:

The Directorate of ESIS will fix some KPI's on that basis they will be able to see the desired reports. Also able to view desired reports with different filter options.

- Inventory Status (Medicine & Equipment) Claims Status.
- Search & Filtering based on status.
- Inventory Status overall & by hospital. Claims Status overall & by hospital.
- Claim amount utilization.
- Filter based on status & by hospital.



## 12 Integration

- a) Odisha one
- b) SMS Gateways
- c) E- Mail gateway
- d) Payment gateways
- e) DG Locker
- f) IFMS
- g) Labor department portal

## 13 Technical Requirement:

### 13.1 Solution and Application Architecture

A centralized architecture (servers and processing at single and central location) has been proposed for the envisioned project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access the application through local or remote terminals using a browser (through internet for external users and through internet or VPN for internal users).

The overall technology solution shall be based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications.

Application developed should be integrated with SMS Gateway, Payment Gateway (Integrated Financial Management System) / Instruments etc.

It is also suggested that the application proposed for design and development for the project must follow best practices and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

The modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

Application Architecture to be proposed by the bidder should be of N-tier architecture.

## 13.2 Envisioned Technical Architecture

The Technical Architecture of the System would be multi layered. The architecture is scalable both vertically and horizontally with security features.

The salient features of the layers are as follows:

13.2.1 **Presentation Layer:** The user shall interact and transact business with this layer. The layer shall provide the following features to users such as personalization, enterprise search, analytics etc.

All services either requested or delivered would be orchestrated through this layer.

13.2.2 **Web Experience and Content Management Layer:** This layer of the system provides for content targeting, content authoring, Web Content Personalization, Multi-Channel Delivery, Information Rights Management etc.

13.2.3 **Process and Service Integration Layer:** This layer facilitates integration of multiple business processes with the help of defined business rules. It also facilitates real time dashboard and data exchange

13.2.4 **Application Layer:** This layer of the System would have the various software applications which serve the business functionalities of the directorates/ department. Additional services shall be added, modified at this layer. The layer on top of this integrates the various business processes.

13.2.5 **Infrastructure and Data Layer:** This layer contains the host of hardware, software, Network, used for storing data, exchanging data, system software, business software etc.

**13.3 Security Confidentiality and Control Services:** This runs vertically across the entire architecture providing security services to the various services. The architecture provides security services such as Single Sign On, Authorization and Privacy (e-Sign), Secure Communications, Identity Management, Role Management etc.

**13.4 External Interface:** This layer facilitates in providing access to external stakeholders in pushing and pulling data with the Systems

## 13.5 Enterprise Portal for ESI Department – Gateway to All Services

### 13.5.1 Personalization

The Enterprise Portal and its web pages should have the feature to be personalized based on the characteristics (interests, category, and context) of the logged in user.

Personalization of portal includes the following:

- Remembering user preferences in the applications.
- Option to change skins based on the theme for better user experience.

#### 13.5.2 **Enterprise Search**

Enterprise search is the practice of making content from multiple enterprise-type sources, such as databases and intranets, searchable to a defined audience. Enterprise search systems index data and documents from a variety of sources such as: file systems, intranets, document management systems, e- mail, and databases.

#### 13.5.3 **Mobile Accessibility**

Mobile accessibility will enable dissemination of information from the applications through wide range of mobile devices and gadgets. This will make the application portal both portable and accessible. Mobile accessibility guidelines should be according to the Mobile Web Best Practices Guidelines (MWBP).

#### 13.5.4 **Analytics**

Analytics is the process of obtaining an optimal or realistic decision based on existing data. It is typically carried out within an information system. Common applications of analytics include the study of data using statistical analysis in order to discover and understand historical patterns in order to predict and improve business performance in the future. From the portal interface, various audits, analytical and statistical data and real time dash board, relevant notifications should be available for business users, portal managers and administrators.

#### 13.5.5 **Secure Search**

Secure search in the application will be an encrypted end-to-end encrypted search solution between the user's computer and server. This secured channel will help protect search terms and search results pages from being intercepted by a third party and provide a more secure and private search experience.

#### 13.5.6 **Web Experience Management**

Department / Directorate would need to provide a strategy for delivering a seamless

online experience for its external stakeholders like Businesses / Citizens / Department Officials etc. In order to do that, Department / Directorate would need to do more than just streamline the online experience; they need to connect the external user experience across the multi-channel online and offline user experience.

#### 13.5.7 **Content Targeting**

Content targeting capability will allow Department / Directorate display relevant content with high probability to be consumed, to specific groups of users in the enterprise portal.

#### 13.5.8 **Content Authoring**

The content authoring environment of the Portal will be the most important aspect of the underlying content management system. There are a wide range of possible authoring environments that can be used with a content management system, including:

- WYSIWYG authoring
- Markup-based authoring
- Template-based authoring
- Authoring using a desktop application
- XML-based authoring
- Importing from data sources

Content authors can create Web site information using intuitive Web-based forms or standard business applications they already know, such as Office tools. This content authoring could also be provided for by from editing relevant section on the website by authorized users and associated workflows to approve the same.

#### 13.5.9 **Web Content Personalization**

Web Content Personalization is defined as software and data analysis techniques that deliver content, in real-time, specific to the individual visiting a website. Web personalization models include rules-based filtering and collaborative filtering, which serves relevant material to users by combining their own personal preferences with

the preferences of others in the same user category. There are three categories of personalization:

- Profile / Group based such as Competent Person / Businesses etc.
- Behavior based
- Collaboration based

The web pages as well as content and maps will be served based on roles, departments and verticals.

#### 13.5.10 **Multi-channel content delivery**

The application should be capable to provide a strong platform to promote content through multiple channels like mobile apps, email, RSS, alerts etc. Provision for multi-device channel support for performing various actions related to all business process of Department / Directorate.

#### 13.5.11 **Content Management Services**

Content Management is the set of processes and technologies that support the collection, managing and publishing of information in digital format, which may be in the form of text, such as documents, multimedia files, such as audio or video files, or any other file type which follows a content lifecycle which requires management.

#### 13.5.12 **Process / Service Integration**

##### *13.5.12.1 Service Oriented Architecture:*

Service Oriented Architecture (SOA) strategy at the enterprise level is a fundamental requirement for the envisaged application, as this will help Department enhance the flexibility of the / administrative / regulatory/ technical processes along with reducing IT costs. Despite being an IT architectural approach, the architecture will combine people, process and technology to establish a technology framework which will serve the day-to-day operations across Department / Directorate and also re-use components to accommodate ongoing needs, change and growth of Department.

Following are some of the characteristics of the architecture designed:

- Requires being built on Open Standards
- Align Department / Directorate processes with IT
- Integrate functions and processes across Department / Directorate
- Enables agility, flexibility and responsiveness
- Sets framework for integrating external and legacy applications
- At its core, SOA will allow the various Department application functionalities to be exposed as services to other applications (and vice versa), providing exchange of information using a standards-based approach.

#### 13.5.13 **Service Integration**

Service Integration requires the various applications of Department / Directorate to be defined as reusable, easily changeable components of business functionality and interrelation of these various components.

#### 13.5.14 **Process / Human Workflow**

A workflow management system is a computer system that manages and defines a series of tasks within an organization to produce a final outcome or outcomes. Workflow Management Systems allow users to define different workflows for different types of jobs or processes. At each stage in the workflow, one individual or group is responsible for a specific task. Once the task is complete, the workflow software ensures that the individuals responsible for the next task are notified and receive the data they need to execute their stage of the process. Workflow management systems also automate redundant tasks and ensure uncompleted tasks are followed up. Workflow management systems may control automated processes in addition to replacing paper work. A workflow management system also reflects the dependencies required for the completion of each task.

### **13.6 Security, Confidentiality and Control**

#### 13.6.1 **Secure Communication Channels**

Secure communication channels ensure that data is protected from accidental or deliberate (malicious) modification while in transit. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol to provide encrypted communication and

secure identification of a network web server – the main idea of which is to create a secure

channel over an insecure network.

### 13.6.2 Identity Management

Identity Management refers to the processes and technologies involved in managing and maintaining digital identities for the purpose of administering physical and logical access. Identity Management and Single Sign-On (SSO) would provide the capability to use the single credentials per user to access all features/modules/components of envisioned system. This would also be responsible for disallowing multiple logins to the system from different machines.

### 13.6.3 Role Management

Role management deals with managing authorization, which enables administrators to specify the resources that users in your application are allowed to access. Role management treats groups of users as a unit by assigning users to roles such as Competent Person / Inspecting Official, Chief Inspector of Factories, and so on. Users can belong to more than one role. Roles give the flexibility to change permissions and add and remove users without having to make changes throughout the site. Access rules can be defined in ICT system based on role management – such rules can be made independent from individual applications.

### 13.6.4 Authorization & Privacy

Authorization refers to determining the roles, responsibilities and level of access to be granted to the user based on his profile. As heterogeneous information systems with differing privacy rules are interconnected and information is shared, policy appliances will be required to reconcile, enforce and monitor an increasing amount of privacy policy rules. There are two categories of technology to address privacy protection in commercial IT systems:

- Privacy Policy Communication

P3P - The Platform for Privacy Preferences is a standard for communicating privacy practices and comparing them to the preferences of individuals.

- Privacy Policy Enforcement

XACML - The Extensible Access Control Markup Language together with its Privacy Profile is a standard for expressing privacy policies in a machine-readable language which a software system can use to enforce the policy in enterprise IT systems.

WS-Privacy - "Web Service Privacy" will be a specification for communicating privacy policy in web services. For example, it may specify how privacy policy information can be embedded in the SOAP envelope of a web service message.

### 13.6.5 Auditing

An information technology audit, or information systems audit, is an examination of the management controls within an Information technology (IT) infrastructure. The evaluation of obtained evidence determines if the information systems are safeguarding assets, maintaining data integrity, and operating effectively to achieve the organization's goals or objectives. These reviews may be performed in conjunction with a financial statement audit, internal audit, or other form of attestation engagement. Protecting the valuable IT assets of Department / Directorate such as computers, networks, and data requires Department/ Directorate has their own IT security audits in order to get a clear picture of the security risks they face and how to best deal with those threats.

### 13.6.6 Data Security

Data Security measures is intended to ensure that data and data systems are protected against a variety of threats such as sabotage, unauthorized disclosure, fraud, service interruption, misuse and natural disaster. Adequate protection against such threats will ensure availability, confidentiality and integrity of data. Data security technologies include disk encryption, hardware based mechanisms for protecting data, backups, data masking, data erasure, etc.

## 13.7 Integration & Interfacing Requirements

### 13.7.1 Applications

The envisioned portal and application shall be open for integration, interfacing and data exchange with other Government Applications with platform and technology independent facility in it. Further the proposed application should have integration facility with Payment Gateway (Integrated Financial Management System)

Odisha one, Go-Swift, ORTPS, IP Portal of Labor department application is an illustrative list of such applications which would exchange data with the envisioned system.

### 13.7.2 SMS & Integrated Financial Management System

National Payment Gateway (Integrated Financial Management System) and SMS Gateway is envisaged to be used for this project and proposed solution should have the facility to integrate with these gateways. The Selected Bidder shall integrate the system with the SMS and Payment Gateway/ Instrument



### 13.7.3 DSC

DSC: The application must have provision of Digital signature integration, Basically the DSC will be used for the approving authority for approval purpose.

### 13.8 Audit Trail Management

To enhance the transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail. Key features include:

- a) Provision for automatically record an audit trail of events under the control of the system
- b) The system shall allow the extent of audit trail tracking and recording to be user-configurable, so that an administrator can select the events for which information is automatically recorded
- c) Record every action that takes place to an activity/event throughout its lifecycle
- d) All changes to data shall be recorded in a separate table/database and shall be stamped with the identity of the user/program and timestamp of the creation/change
- e) The system shall track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated
- f) The system shall ensure that the audit data are stored in un-editable formats
- g) Provision for audit trial report viewing/printing
- h) Provision for filter/search specific activities in an audit trial database
- i) The system shall ensure that audit trail data is available for inspection on request
- j) The system must keep audit trail of all the management operations made in the application itself.
- k) The system must keep audit trial of all backend database level changes such as insert/delete/update operation.
- l) The system must keep audit trial of all the banking transactions including approvals made in the system

### 13.9 User Interface

System shall provide User interface with the following features:

- a) Unified, easy, flexible and user friendly interface
- b) Homogenous keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.
- c) UI suitable for non-technical users and IT experts

- d) Capability to setup logic, to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc
- e) Confirmation / warning windows for delete, changes etc.
- f) Consistent screen layouts and access methods across all modules for same look and behaviour

### **13.10 Security**

- a) The system shall support the Digital Certificates
- b) Support for SSL
- c) Authorization by the transaction type, User Name, User Role
- d) Facility of one user multiple roles and vice versa
- e) Automatic timeout for user (log out)
- f) Time restriction on transaction
- g) Password encryption while passing on wire
- h) All Data inside the Database table should be encrypted
- i) Ability to define rules for password composition and password encryption
- j) Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on
- k) Ability to configure the number of permissible log-in attempts
- l) Data updation/deletion/creation only through application layer
- m) 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
- n) support role based access control, user based privileges
- o) Password management mechanism for passwords having expiry and likewise for time bound password management rules
- p) Management of resource allocated to per user session.
- q) standalone / integration with Operating system security
- r) The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder 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 time)

- s) The bidder must implement latest version of Web server, Database Server and applications such as PHP, JSP, ASP, JBoss etc.
- t) System shall follow Open Web Application Security Project (OWASP) guidelines and shall be based on ISO 270001 standards.

### **13.11 Technical Requirements**

- a) The creation, numbering and closure of files shall be handled independently for each Applicant and directorate level. However, certain security aspects, access permissions etc. can be managed centrally.
- b) The system shall be scalable to accommodate new users and data volume.
- c) The system shall be web based with multi-tiered architecture.
- d) The system shall be Unicode based and bi-lingual (both English and Odia)
- e) The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Safari, Google Chrome, Microsoft Edge etc. and Operating Systems like Windows, Mac OS & Linux.
- f) The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing.
- g) Interface with popular documentation software like MS Office and Open Office.
- h) The system shall support SSL.
- i) The system shall support e-mail, SMS and fax integration.
- j) The system should be mobile ready.
- k) The system shall support Alert Mechanisms (Reminders, Notifications), Escalation Mechanisms (Flexible routing of files, Calling back the files by the superior)

## **14 Adherence to Standards, Policies and Guidelines:**

### **14.1 Portal Design Guidelines:**

1. The portal should have multilingual support. The user can exercise choice to browse the portal at least in three languages Odia, Hindi and English. The system should support Unicode UTF-8 encoding facility.
2. All the forms / screens should be in Odia, Hindi and English
3. Support multiple dates and time formats (especially dd-mm-yyyy which is the most prevalent in India). The user on the web portal should be able to change the date format as required.
4. The portal must comply with guidelines as specified by Government of India and

available at [www.web.guidelines.gov.in](http://www.web.guidelines.gov.in)

5. Documents may be stored in the portal document repository using many formats, such as Word, Excel, Pdf etc. The portal must maintain the capability to read all the formats of all the documents that it manages, or has links to, irrespective of the age and version of the original native format of the document.
6. All data and applications delivered through the portal must be fully usable with all common web browsers, including at minimum Microsoft Internet Explorer, Netscape Browser, Safari, Chrome and Firefox.
7. No special client software shall be required to use any aspect of the data or applications delivered through the website.
8. The system must be "device aware" and vary content and access based on which device a user is utilizing i.e. users can securely access the portal via alternate devices, such as Tab and mobile phones.

#### **14.2 Conformance to Technology & Standards:**

During the implementation following standards & guidelines of MEITY would be referred/ used:

- The solutions would be made centralized, multi-tenant, Integra table and support open APIs
- The application would be built on open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy
- The solution would be cloud based or cloud compliant
- The solution would be scalable and replicable with minimum changes, for similar kind of operations

Interoperability is defined as the ability of two or more systems or components to exchange information and use the information that has been exchanged. Data standardization and interoperability are prerequisites for sharing and interfacing Department / Directorate systems/ Data with other National Agencies / State Agencies and businesses. To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines.

The list of standards is indicated for reference but may not to be treated as exhaustive:

- Portal (Web pages) development W3C standards
- Information access / transfer protocol SOAP, HTTP/HTTPS
- Interoperability Web services open standards
- Digital Signature RSA standards
- Secure Communication SSL protocol
- PDF 417 as 2D Bar Code standard
- Information Security ISO 27001 Standards
- 2-Factor RBAC Authentication and Authorization (user ID, password, and a digital certificate or Aadhaar Based Authentication)
- Documentation IEEE/ ISO/ CMMi specification

**Governance standards and certifications like Promotion of Open Source usage, GIGW, CERT-IN, ITIL, MDDS, IFEG**

**14.3 Compliance with Open Standards:**

Open standards are of major importance for the success of all such ICT based governance projects in both the short and long term duration. By adopting open standards, the vendor lock-in and technology lock-in can be avoided. Open Standards provide standard interfaces and models for the data to be exchanged and are the key enablers for establishing well-functioning service oriented architecture

**14.4 Compliance with OSS Policy of GoI:**

- The solutions would be made centralized, multi-tenant, Integra table and support open APIs
- The application would be built on **open source software** and **open standard platform** and adhere to policies set out by Meity on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy
- The solution would be scalable and replicable with minimum changes, for similar kind of operations

## 14.5 Technology Standards:

14.5.1 **Table 1: Technology Standards**

SI#	Technology Standards
1	<b>Architecture</b> - The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services.
2	<b>Interoperability</b> - SI shall propose the solution and technology platform that is based on the open standards, provide interoperability with other operating systems and application servers, guarantee portability of data and content and that the best meets the functional, non-functional and technical specifications provided in the RFP. SI must follow the Deity guidelines on open standards available at <a href="http://egovstandards.gov.in/">http://egovstandards.gov.in/</a>
3	<b>Integration with Existing IT Applications:</b> SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
4	<b>Web Services</b> - SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles
5	<b>Multilingual interface</b> - The system should provide multilingual interface/labels in languages of English, Hindi and Odia.
6	<b>Compatibility</b> -The system should run on multiple browsers (IE 6.0 and above, Firefox 2.0v and above, Safari and Google Chrome).
7	The solution architecture should be platform, database and vendor independent.
8	The solution is required to provide modularity (business function and process) that should support addition / removal of one more modules as and when required.
9	The solution should ensure data safety and integrity in the event of communication channels operation failures, software and hardware operability failures.

10	The solution should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.
11	System should employ a common user access and authentication service to ensure Single- Sign on for the end-user.
12	The system should be developed to be deployed in n-tier data center Architecture.
13	System should be extensible to provide access to the interfaces through mobile data terminals.
14	System should support secure transmission of data over the network and support Secured Socket Layer (SSL).
15	Any access to the solution database shall only be via application after appropriate authentication
16	System should support requirement of OTP and digital certificates for authentication and non-repudiation.
17	As part of their Technical Bid Response, the SI shall provide the detailed architecture and comprehensive Bill of Materials for all components of the proposed solution.

#### 14.6 Snapshot of e-Governance Standards and Guidelines:

The solution shall be compliant with Industry Standards (the 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. The list below is just for reference and is not to be treated as exhaustive.

**Table 2: e-Governance Standards, Policies & Guidelines:**

Technology	Compliance With
Portal development	MeitY guidelines available on <a href="http://web.guidelines.gov.in">http://web.guidelines.gov.in</a>
Information access/transfer protocols	SOAP, HTTP/HTTPS
System Software	The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable. Open Standard (Open Source) Database with 24x7 Expertise Technical Support & SLA should be available upfront as multiyear bundled package Subscription which include all Database Features, Tools, Platform, Upgrades for monitoring DBA activities for future enhancements. This is as per MeitY Guidelines on adoption of Open Source in the government organization.
Interoperability	Web Services, Open standards, XML etc.
Usability	ISO 9241
Technology standards	OWASP
Digital signature	RSA standards
Document encryption	PKCS specifications
Information Security	ISO 27001
Operational integrity & security Management	ISO 17799
IT Infrastructure management	ITIL / EITM
Service Management	ISO 20000
Project Documentation	IEEE/ISO/CMMi
e-Governance Application Standards	MeitY guidelines available on <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a>
MeitY Guidelines on Open Standards	<a href="http://egovstandards.gov.in/">http://egovstandards.gov.in/</a>



## 15 Project Management Requirements:

### 15.1 Project Management:

The envisioned project is a multi-disciplinary initiative. An effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The project plan should also include the resource, task and time plan for the entire duration of the project.

The SI must employ best practises in project management methodology to ensure that the envisioned project components are developed and implemented within the defined time period. A copy of the project management Plan (both soft and hard copy) shall be handed over DPIT to keep track of the progress of the project.

SI would be required to deploy a full time Project Manager for the entire duration of project and a dedicated project team to deliver the project. The project manager shall act as the single point of contact for Department / Directorate. The SI is required to propose a project team for Implementation phase.

Important: The SI is expected to propose the names of those only lead members who would work in this project. Only those proposed lead members should be present during the Technical Presentation. The SI would be required to provide periodic reports on the project progress. The formats of the reports would be finalized after commencement of the project. SI would provide adhoc report as per need basis. The Project Manager would also be responsible for escalating all issues in a timely manner.

### 15.2 An indicative list of document required is provided below:

Plan	Frequency
<p style="text-align: center;"><b><u>Project Management</u></b></p> <ul style="list-style-type: none"> <li>• Project Organization and Management Plan</li> <li>• System Development Plan with milestones and timelines</li> <li>• Testing Plan and Methodology</li> <li>• Training Plan, Methodology and Training Details</li> <li>• Training Plan</li> <li>• Data Migration Plan</li> <li>• Project Roll Out Plan (Dry Run and Parallel Run)</li> <li>• Any other relevant items related to the project</li> </ul>	

<b>Project Monitoring</b>	
<p>Update on progress – This report should provide the following details:</p> <ul style="list-style-type: none"> <li>• Tasks completed during the week</li> <li>• Project progress vis-à-vis planned</li> <li>• Cumulative deviations to date from schedule of progress on milestones as specified in the agreed and finalized Project Plan</li> <li>• Pending actions items from previous reporting period</li> <li>• Forecast for the next reporting period</li> <li>• Risk Reporting and Mitigation steps</li> <li>• Corrective actions to be taken to return to planned schedule of progress, if any</li> <li>• Proposed revisions to planned schedule</li> <li>• Interventions which the SI expects to be made by the DPIT</li> <li>• Other issues and outstanding problems, and actions proposed to be taken</li> <li>• Test results of training</li> <li>• Any other report requested by Department / Directorate</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly/ Monthly status report</li> <li>• As per need basis</li> </ul> <p>The SI provide all the reports requested by Department to assist in <b>Project Monitoring</b></p>

### 15.3 Project Team Structure:

The Project is a multi-discipline initiative which would require the SI to deploy resources having specialized skills, education and relevant experience for successfully implementing the project within time meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of deployed resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the SI is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

The SI shall deploy the project team members at project location during Implementation Phase and Operation and Maintenance phase as and when required.

The following points are stated in objective manner:

S No	Proposed Resource	Qualification	Experience
1.	Project Manager	BE/MCA and MBA	<ul style="list-style-type: none"> <li>Minimum 2 application implementation with all as Project Manager</li> <li>More than 10 years of IT experience</li> </ul>
2.	Solution Architect	BE/MCA	<ul style="list-style-type: none"> <li>2 application implementation experience on the different</li> <li>Min 5 years of IT experience</li> </ul>
3.	Business Functional Lead	BE/MCA/ MBA	<ul style="list-style-type: none"> <li>2 relevant application implementation experience</li> <li>5 years of experience in relevant business function</li> </ul>
4.	Database Administrator	For DBA - BE / B.Tech/ MCA	<ul style="list-style-type: none"> <li>More than or equal to 5 Years' Experience as a DBA</li> </ul>
5.	QA Lead	BE/MCA	<ul style="list-style-type: none"> <li>Experience in Functional Testing (Web, Mobile)</li> <li>Min 5 years of IT experience</li> </ul>

#### 15.4 Operations and Maintenance Phase

- The SI would deploy project team in the Directorate Premises and a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Department.
- The SI would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of SI to inform the DPIT in advance and propose a replacement member who shall be equally qualified having similar experience. The SI shall deploy the replacement resource only on the approval given by the DPIT.
- In case, Department / Directorate, requests for replacement of any particular team member then the SI shall mandatorily replace with another team member having appropriate education and

experience. The replacement team member proposed by the SI shall be deployed only on the approval of the DPIT

## **16 Software Development, Testing, Quality Assurance and Acceptance Requirements:**

### **16.1 Software Development, Testing & Quality Assurance Criteria:**

Selected bidder is required to adopt iterative and incremental approach while developing the web application. Selected bidder is also required to develop and implement quality assurance processes and procedures to ensure that the system development and operations are performed to meet the quality standards that are relevant to each area in all project phases.

Selected bidder is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.

In order to ensure that such a QA mechanism is effective and acceptance of system, the following tests are required for acceptance:

- Unit Testing: Basic validation of developed components
- Functional / Internal Integration Testing: Validation of developed components against functional requirement and design specifications.
- System Testing: Validation of both functional and technical requirements for the entire system. This could include external integration if required or it can be separated into testing phases.
- UAT: User Acceptance Testing (UAT) validation of the entire solution and assurance that it meets both functional and technical requirements
- Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of entire solution under large number of users and high-load conditions.
- Security Testing: Security testing to ensure that the system is secured from external and internal threat

Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected bidder is expected to follow CMMi level 3 and above processes.

The SI will support the certification phase in every possible way and ensure that the system obtains all necessary certifications

Furthermore, the bidder shall describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well.

### **16.2 Acceptance Criteria:**

The primary goal of Acceptance Testing, Audit & Certification is to ensure that the system meets requirements, standards, and specifications as set out in this RFP and as needed to achieve the

desired outcomes. The basic approach for this will be ensuring that the following are associated with clear and quantifiable metrics for accountability:

1. Functional requirements
2. Infrastructure Compliance Review
3. Availability of the Services in the defined locations
4. Performance
5. Security
6. Manageability
7. SLA Reporting System
8. Project Documentation
9. Data Quality Review

### **16.3 Functional Requirements Review:**

The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between ESI Department and SI. Any gaps, identified as a severe or critical in nature, shall be addressed by SI immediately prior to Go-live of the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the SI for the system. Apart from Traceability Matrix, SI may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by the SI as well as DPIT for User Acceptance Testing.

### **16.4 Performance**

Performance is another key requirement for the system and SI shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between the ESI Department/OCAC and the SI. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

## 16.5 Availability

The system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The SI shall perform various tests including server, and security tests to verify the availability of the services in case of component/location failures. The SI shall also verify the availability of services to all the users in the defined locations.

## 16.6 Manageability Review

The SI shall verify the manageability of the system and its supporting infrastructure deployed. The manageability requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc. shall have to be tested out.

## 16.7 Data Quality

The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by SI before moving the data into production environment.

## 16.8 Operations and Maintenance Phase Requirements:

The selected Bidder is responsible for the day to day maintenance of the system for the entire period of Contract. For the ICT components procured as part of this RFP, the selected Bidder will be responsible for Operations and Maintenance Services for the period of 3 years (with further extension of 2 years upon satisfactory performance of SI if ESI directorate wants) of onsite warranty/ AMC support from the date of Go-Live date of the project covering the following:

- I. Onsite Warranty support for complete system
- II. Annual Technical Support (ATS) for all the licensed / subscription based software provided by the selected Bidder Providing Help desk support with Escalation matrix for registration of complaints related to the ICT components, software and application procured/developed through this RFP at the Centralized Helpdesk designated premises.

**The SI shall be provided a Single Remote Login Credential for the administration of the Application, System and Database etc. The SI shall deploy a full time Resource for the Operations and Management of the application in Department / Directorate at Bhubaneswar for the entire engagement period**

## 16.9 Overview of Post Implementation Support

An indicative list of activities and nature of support to be provided are mentioned below:

- a. Overall monitoring and management of envisaged Application, modules, sub-modules and services.
- b. Performance Tuning of the envisaged Application, modules, sub-modules and services in order to meet the SLAs.
- c. Applying upgrades and patches to improve the performance Application, modules, sub-modules, services and MIS reports to meet the SLAs.

## 16.10 System Administration and Trouble Shooting

- a. Overall monitoring and management of all ICT components deployed by the selected Bidder for the Project including mobile application, utility software, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met.
- b. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- c. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.
- d. Maintenance of envisioned system developed by the Selected Bidder
- e. Management of envisioned application and up-gradation as when required along with troubleshooting

## 16.11 Database Administration and Trouble Shooting

Undertake end-to-end management of System and database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

## 16.12 Back Up Management

- a. SI should evolve a backup and archival strategy
- b. Regular backups of project related data
- c. Handling service requests on backup and restoration
- d. Generation of monthly report on the backup/restoration performance

## 16.13 Security Management

- a. Reporting and resolution of security incidents
- b. Vendor management
- c. Escalation and co-ordination with other vendors for problem resolution

**16.14 Warranty:**

As part of the warranty services Selected Bidder shall provide:

- a. Selected Bidder should provide comprehensive support & warranty for 3 years from the date of Go Live for all artefacts which would be provided by the Selected Bidder.
- b. Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the RFP. During the warranty period Selected Bidder shall replace or augment or procure higher-level new licenses/tools at no additional cost to the Directorate in case the procured artefacts supplied by the Selected Bidder is not adequate to meet the service levels.
- c. The Selected Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- d. The Selected Bidder shall develop and maintain an inventory database to include the warranties of the supplied artefacts by the Selected Bidder.

**In this respect the bidder shall provide O&M roadmap for the proposed solution as part of their bid response**

**16.15 Change Request**

The department may want to add new services or add new functionalities in the envisaged application.

The selected bidder shall also perform change request in the envisaged application.

The following may constitute a valid Change Request

- a. Development and rollout of a new service
- b. Deletion of an existing service
- c. Addition of any substantially new functionality, which is not included in the original project scope

**16.16 Security Audit**

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

- a) The bidder has to make security audit of entire application and provide Safe to Host Certification from any third party cert-in empanelled firm.



- b) 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.
- c) Web-enabled Application is to be audited as per latest OWASP (Open Web Application Security Project) latest standards, SANS top 20, ISO27001 and other industry standard security compliances.
- d) 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.
- e) Bidder should carryout security audit before Go-live of application and after Go-live at least two times a year. However, if there is any modification in application, the bidder has to conduct security audit of add-on/change portion. Hence, bidders are requested to quote the cost of security audit accordingly.

### **17 Intellectual Property Rights**

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The SI will not have any right to share, use or disclose above mentioned components/artifacts.

The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC after Go-live of the application.

**The IPR and Source code generated as a part of the project will be submitted to the Department /OCAC in 2 sets in DVDs after System Go-live.**

## 18 Payment Terms

Sl#	Category	Payment Terms				
a)	Design, Development & Implementation (phase wise)	<ul style="list-style-type: none"> <li>– 20% payment on Prototype &amp; SRS Approval</li> <li>– 20% payment on completion of development &amp; hosting in the staging server</li> <li>– 20% payment in acceptance of UAT</li> <li>– 20% payment on Go-Live</li> <li>– Balance 20% will be paid after 1 year of successful Go-Live of the application.</li> </ul>				
b)	Operation & Maintenance (Phase wise)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Application Support</td> <td rowspan="3" style="width: 40%;">100% cost of this item equally divided into 12 quarters</td> </tr> <tr> <td>Software Maintenance</td> </tr> <tr> <td>System/Infra Support</td> </tr> </table>	Application Support	100% cost of this item equally divided into 12 quarters	Software Maintenance	System/Infra Support
Application Support	100% cost of this item equally divided into 12 quarters					
Software Maintenance						
System/Infra Support						
c)	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval				
d)	Security Audit	100% payment on submission of Safe-To-Host Certificate				
e)	SSL Certificate	100% payment on submission of configuration report				
f)	Database cost	100% after go live and submission of license				
g)	Payment for HELP desk support and Handholding support	Payment towards HELP desk support and hand holding support shall be paid on monthly basis after receiving the MPR from client.				

Note: All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that OCAC will pay in accordance with the Payment Terms and can also calculate a financial sum and debit the same against the terms of payment as defined in the Payment Terms as a result of the failure of the SI to meet the Service Levels.

## 19 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:

During Requirement study phase

- Project Inception report
- System requirement Study Documents
- Screen prototypes & prototype walk through
- High Level Design (HLD)/ Low Level Design (LLD) Including

- i. Application architecture documents
- ii. ER diagrams and other data modelling documents
- iii. Database design
- iv. Application component design including component deployment views, control flows, etc.
- v. Application flows and logic

During Design, Development and Testing phases Phase

- Approved design plan
- Test Plans , Test cases, Test Result
- Report of security audit and Safe- to-Host Certificate

k) Training

- User Manual
- FAQ Documents
- Help documents
- Video tutorials
- Application Installation & Configuration Manual

l) User Acceptance Test and Go- Live

- UAT Certificate
- Go- Live Certificate

m) Latest version of Source Code

## 20 Contents of Technical Bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plans with resources etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

## 21 Performance Requirements – Service Levels (SLAs)

S No	Activity	Required Service Level	Penalty and Breach of contract
<b>Service Availability and Performance</b>			
1	Availability of Services ( Web Portal)	98.00%	a) Greater than equal to 98 %: No penalty. b) Less than 98% to 95% : 1% of O&M cost for that qtr. for each percentage of availability of service drop

			<p>for that particular service</p> <p>c) Less than 95% to 90%: 5% of O&amp;M cost for that qtr. for each percentage of availability of service drop for that particular service</p> <p>d) Less than 85% : Unsatisfactory performance and Breach of contract</p>
2	Average Loading time for Transaction Pages	95% within the limit of : Bandwidth of 2MBPS : 5 Sec	<p>a) <math>\geq 95\%</math>: No penalty.</p> <p>b) Between <math>&lt;95</math> to <math>&gt; 85</math>: 1% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>c) Between <math>&lt;85</math> to <math>&gt; 75</math>: 5% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>d) <math>&lt;75</math> :Unsatisfactory performance and Breach of contract</p>
3	Average Loading time for Report	95% within the limit of : Bandwidth of 2MBPS : 20 Sec or As mutually agreed between Dept. and SI.	<p>a) <math>\geq 95\%</math>: No penalty.</p> <p>b) Between <math>&lt;95</math> to <math>&gt; 85</math>: 1% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>c) Between <math>&lt;85</math> to <math>&gt; 75</math>: 5% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>d) <math>&lt;75</math> :Unsatisfactory performance and Breach of contract</p>

4	Resolution Time: (Minor Enhancement and bug fixing)	Resolution Time: Should be resolved with 12 hrs of reporting or mutually agreed timeline between Dept. and SI	Time: Penalty of 0.01% of O&M cost for that qtr. per day for that particular service  Beyond 2days: Penalty of 0.1% of O&M cost for that Qtr. per day for that particular service
5	Business transaction response time involving uploading / downloading of documents ( average size of 500 KB)	95% of business transactions with in the limit of : : Bandwidth of 2MBPS : 20 Sec	Less than 95% but more than 93% : Penalty of 0.5% of EQI  Less than 93% : Penalty of 5 % of EQI
* Service time excludes time taken by external systems like payment gateway, or any other third party applications are beyond the control of SI			
**Business time ( 8 am to 8 pm)			

Onsite Resource ( During O&M Phase)			
S No	Activity	Required Service Level	Penalty
1	Absence of <b>Onsite Resource ( During O&amp;M Phase)</b>	<b>Onsite Resource ( During O&amp;M Phase)</b> is absent for more than 3 consecutive days without any prior approval and replacement.	Rs.2000 penalty per day
Help Desk			
1	Shortfall of Helpdesk operators	Operator is absent without any prior approval and replacement	Rs.500 penalty per day for each absentee

### 21.1.1 Penalties:

#### A. Module Development:

For each two weeks of delay in Service Go-Live of individual module or deliverables, penalty of 1 % of the cost of respective component shall be applied.

In case there is a delay of 100 percent of the allotted timeline for the respective phases with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc).

**Penalty will not be applicable if the delay is not attributable to the bidder.**

Maximum penalty capping is 10% of the respective item.

**B. O&M Phase:**

Penalty shall be applicable as mentioned in the SLA

Penalty Cap: Development: 10% of development cost.

O&M Phase: 10% of quarterly O&M cost.

If penalty reaches above 10%, it may be treated as unsatisfactory performance by SI. Department may review and cancel the engagement with SI.

**Note: An overall delay of more than 16 weeks on go-live of all modules is unacceptable and leads towards breach of contract. In this case OCAC may terminate the contract and award the job to the 2<sup>nd</sup> bidder after negotiation to execute the work in L1 price.**

**21.1.2 Reporting Procedures**

The bidder's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each quarter. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.

**21.1.3 Service Level Change Controls****a) General**

- i) It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
- ii) A process for negotiating changes to the Service Levels
- iii) An issue management process for documenting and resolving particularly difficult issues.

b) Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.

c) Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.

d) Service Level Change Process: The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.

**22 Financial Bid: To be submitted on Company letter head.****\* All Rates should be quoted exclusive of taxes**

<i>Sl#</i>	<i>Category</i>	<i>Module/Item</i>	<i>Unit</i>	<i>Rate</i>	<i>Qty</i>	<i>Cost</i>
a.	<b>Application Development</b>  [Study, Design, Development, Testing, Implementation, Training along with required Integration]	Patients' Management System (Master Level)	Lump-sum		1	
		Reimbursement Claim of Medicine (RCM) and associated funds management System	Lump-sum		1	
		Purchase and Inventory Management System	Lump-sum		1	
	Helpdesk Setup with Toll free Number and software		Lump-sum		1	
b.	Security Audit	Third Party Security Audit	Lump-sum		2	
c.	SSL		No		1	
d.	Data base		year		1	
e.	Operation & Maintenance	Application Support &	Year		3	
		Software Maintenance				
f.	6 Hand holding support Executive	Technical Resource	Man-month		72	
g.	2 Help Desk support Executive		Man-month		24	
h.	Change request for future enhancement such as new modules/sub-modules, Mobile App, Integration with other applications	Blended Technical Resource	Man month		20	
<b>Total</b>						
Total in words.....						

**(L1 will be based on the lowest quote excluding tax on Total)**

## 23 Formats for Submission of Proposal

### 23.1 Self-Declaration: Not Blacklisted

To (Company letter head)

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: Development & Implementation Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *Self Declaration for not Blacklisted***

Sir

In response to the RFP No.: **OCAC-TE-16/2019/ENQ-21015** for RFP titled "Selection of Software firm for Development and Implementation Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, , Government of Odisha"., 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:



## 23.2 Bidder's Authorisation Certificate

To (Company letter head)

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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – Bidder's Authorization Certificate**

Sir,

With reference to the RFP No.: **OCAC-TE-16/2019/ENQ-21015**, 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:

### 23.3 Acceptance of Terms & Conditions

To (Company letter head)

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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *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 vide Ref. No. OCAC-TE-16/2019/ENQ-21015, regarding "Selection of Software firm for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar" with Support for three (3) Years

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:

### 23.4 Technical Bid Cover Letter

To (Company letter head)  
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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *Technical Bid Submission***

Sir,

We, the undersigned, offer to provide solution to OCAC, for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar in response to the RFP No.: OCAC-TE-16/2019/ENQ-21015, We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Financial 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:

### 23.4.1 Project Citation Format

<b>Relevant IT / e-Gov Project Experience</b>	
<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>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

### 23.4.2 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology 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

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 23.4.3 Proposed Work plan

Sl#	Activity	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 phase.
2. Duration of activities shall be indicated in the form of a bar chart.

**23.4.4 Team Composition**

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

### 23.4.5 Curriculum Vitae (CV) of Key Personnel Proposed

<i>General Information</i>	
Name of the person	
Current Designation/Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
<i>Academic Qualifications</i>	
Degree	
Academic institution graduated from	
Year of graduation	
Specialization(if any)	
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)	
<b>Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).</b>	
<i>Prior Professional Experience</i>	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
<i>Prior Project Experience</i>	
Project name	
Client	
Key project features in brief Location of the project	
Designation	
Role	
Responsibilities and activities	
Duration of the project	
Please provide only relevant projects.	
<i>Proficient in languages</i>	
Against each language listed indicate if speak/read/write	





### 23.5 Undertaking on Pricing of Items of Technical Response

To (Company letter head)

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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *Undertaking on Pricing of Items of Technical Response***

Sir,

I/We do hereby undertake that Financial proposal submitted by us (against RFP No.: OCAC-TE-16/2019/ENQ-21015, 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 Financial proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Financial proposal submitted by us.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 23.6 Format for Bank Guarantee for Earnest Money Deposit

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: RFP No.: OCAC-TE-16/2019/ENQ-21015

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. OCAC-TE-16/2019/ENQ-21015, dated 29.04.2021 for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar (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:

## 23.7 Financial Bid Letter

To (Company letter head)

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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *Financial Bid Submission***

Sir,

We, the undersigned, offer to provide the service for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar as per RFP No.: OCAC-TE-16/2019/ENQ-21015 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 5 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 Financial 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,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 23.8 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

**Sub: RFP No.:** OCAC-TE-16/2019/ENQ-21015

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 Software firm for Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar (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:



### 23.9 Statement of Deviation

To (Company letter head)

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: Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar – *Statement of Deviation***

Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

#### A. On the Terms of Reference/Scope of Work

*[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]*

Sl#	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
1)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value >
2)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value >
3)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value >

**B. Any other areas**

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder: