ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.:- OCAC-SEGP-SPD-0012-2021-21035

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for selection of System Integrator for Study, Design, Development, Implementation, Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha. For details please visit websites www.ocac.in & www.odisha.gov.in. **The bid shall be submitted in electronic mode only in the portal https://enivida.odisha.gov.in latest by 06.09.2021, 02:00 PM.** OCAC reserves the right to accept/ reject any/ all bids without assigning any reason thereof.

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

REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SYSTEM INTIGRATOR FOR STUDY, DESIGN, DEVELOPMENT, IMPLEMENTATION, OPERATION & MAINTENANCE OF IT SOLUTION FOR FISHERIES & ANIMAL RESOURCES DEVELOPMENT DEPARTMENT, ODISHA

REF NO: OCAC-SEGP-SPD-0012-2021-21035   **DATED 12.08.21**

ODISHA COMPUTER APPLICATION CENTRE

**[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVT. OF ODISHA]OCAC BUILDING, ACHARYA VIHAR SQUARE,
BHUBANESWAR, ODISHA, INDIA – 751013
WEB : www.ocac.in, PH : 0674-2567295/2567283 FAX : 0674-2567842**

(RFP RESPONSE TO BE SUBITTED IN e-TENDER MODE ONLY THROUGH e-NIVIDA PORTAL
https://enivida.odisha.gov.in)

Odisha Computer Application Centre (OCAC)

<u>Instruction to Bidders for Online Bid Submission</u>

e-Nivida is the complete process of eTendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under **https://enivida.odisha.gov.in**

Bidder Enrolment can be done using "**Bidder Enrolment".**

The instructions given below are meant to assist the bidders in registering on the e- Nivida Portal,and submitting their bid online on the portal as per uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at:
https://enivida.odisha.gov.in

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enroll themselves on the eNivida Portal https://enivida.odisha.gov.in or click on the link "Bidder Enrollment" available on the home page of e-tender Portal by paying the Registration fee of Rs. 2,500/- + Applicable GST.

2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.

4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.

8. After completion of registration payment, bidders need to send their

acknowledgement copy on our help desk mail id **odishaenivida@gmail.com**, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to searchactive tenders by several parameters.

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

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document beforesubmitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understandthe documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size ofthe scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

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SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

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8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time ofsubmission of the bid with all other relevant details.

9. The tender summary has to be printed and kept as an acknowledgement of the submissionof the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact eNivida Helpdesk (as given below) for any query related to e- tendering.

Phone No. 011-49606060
Mail id: - odishaenivida@gmail.com

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha (OCAC-SEGP-SPD-0012-2021-21035)

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Glossary of Acronyms	
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
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
MIS	Management Information System
API	Application Program Interface
CERT-In	Computer Emergency Response Team
CM	Change Management
CPU	Central Processing Unit
DB	Database
DC	Data Centre
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate

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FRS	Functional Requirement Specifications
GIGW	Guidelines for Indian Government Websites
GoI	Government of India
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information &Communication Technology
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
OB&CWWB	Odisha Building & other Construction Workers Welfare Board
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
RFP	Request For Proposal
SeMT	State e-Mission Team
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Message Service
SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
TAT	Turn Around Time

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UID	Unique Identity
XML	Extensible Markup Language
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
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

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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

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Tender Reference

Date	12.08.2021
Tender Reference Number	OCAC-SEGP-SPD-0012-2021-21035
Title	REQUEST FOR PROPOSAL (RFP) for Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha

Tender Schedule:

Sl. No.	Events	Date, Time
1	Date of Publication	12.08.2021
2	Last Date of submission of Pre-bid queries	18.08.2021 by 2 PM
3	Pre-Bid Conference	20.08.2021 at 4 PM
4	Issue of Corrigendum, if any	24.08.2021
5	Last date and time for Submission of Bid	06.09.2021 by 2 PM
6	Opening of Pre-Qualification bid and Technical Bid	06.09.2021 at 4 PM
7	Technical Presentation	Will be communicated later
9	Opening of Financial Bids of technically qualified bidders	Will be communicated later

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Fact Sheet

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

Clause Reference	Topic
Prebid	A Pre-Bid meeting will be held on **20.08.2021**, at **4 pm** i n virtual mode using MS Teams Platform. All the queries should be received on or before **18.08.2021,by 2 PM** through email **(gm_ocac@ocac.in)** to General Manager (Admin) with a copy to **manas.pati@ocac.in** & **avijit.puhan@semt.gov.in**
Document Fee	a. RFP can be Downloaded from **www.odisha.gov.in or www.ocac.in** . The bidders are required to submit the document Fee of **₹11,800/-** in shape of Demand Draft in favor of <u>Odisha Computer Application Centre</u> and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid). b. The document fee may also have 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 Inidia, Acharya Vihar, Bhubaneswar Account Type : Savings IFSC : UBIN0814938

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Clause Reference	Topic
EMD	As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21, the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.
Language of bid	The Proposal should be filled in by the Bidder in English language only.
Bid Price	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.
Submission details	The proposal submission address is: General Manager (Admin) Odisha Computer Application CentreN-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295Fax: +91-674-2567842 Email: gm_ocac@ocac.in ***Proposals must be submitted on or before 06.09.2021 by 02:00 PM***
Selection Methodology	Bidders will be selected through Quality & Cost Based Selection **(QCBS 70:30)** 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.
Bid validity	Proposals/Bids must remain valid 180 days from the date of opening of Financial bid.
Project Period	Total project period is 5 years and 6 months (5 years after Go-live). Software firm must complete development of the application within **24 weeks** from receiving the work order. Post implementation application support, operation & maintenance etc. Must be provided for a period of 60 months after Go-Live. The service provider must handover all deliverables to the OCAC within stipulated time.

Selection of System Integrator for Study, Design, Development, Implementation, Operation & Maintenanceof
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1   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 is for "**Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha**".

1.1   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 TOR documents. Failure to furnish all information required as mentioned in the TOR documents or submission of a proposal not substantially responsive to the TOR documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

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2   Background Information:
2.1   Basic Information

OCAC on behalf of Fisheries & Animal Resources Development Department, Odisha. Invites responses ("Tenders") to this Request for Proposals ("RFP") from Software Development/System Integration firms ("Bidders") for Selection of Software Firm **for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, 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.

2.2   Project Background

State of Odisha is bestowed with Inland, Brackish Water and Marine resources and the Fisheries activity is prominent in the State. Marine and Inland fisheries sectors offer a vast scope for development and investment in a number of projects. Along with various Centrally Sponsored Schemes and Centrally Plan Schemes, the State Government on its own has initiated various activities for welfare of fishermen as well as increasing the fish production of the State. The plan, program and policies of Fisheries Sector are carried out through the Directorate of Fisheries, Odisha. The Directorate of Fisheries, Odisha was created in the year 1956 to look after all-round development of Fisheries activities in the State. It is basically a service sector and extension oriented technical Department, which promotes scientific aquaculture in the state and look after the welfare of Fisher folk.

Livestock products account for more than 20 % of the total value of agricultural output. Livestock production, furthermore, is partially rural based, contributing significantly to food security and sustainability, in addition to livestock performing a number of social, economic and cultural roles and functions in these areas. Livestock food products are major contributors to a balanced diet.

Livestock Sector in Odisha is highly livelihood intensive and 80% of its rural households' own livestock of one species or the other and earn supplementary income for the family. Animal husbandry and poultry farming are expected to play an important role in supplementing the limited income and employment opportunities particularly for the small and marginal holdings. Next to agriculture, animal husbandry is the most important economic activity in the rural Odisha, which is significantly contributing around 4 % to Gross State Domestic Product (GSDP). The Department is implementing programs for breeding, feeding, management of livestock and poultry on scientific methods through the Directorate of Animal Husbandry and Veterinary Services, Odisha.

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The dairy and the poultry development activities are being accelerated with a view to augment livestock productivity in terms of milk, meat and egg thereby to contribute for food production along with alleviation of rural poverty. There are 540 Veterinary Hospitals/Dispensaries and 2939 Livestock Aid Centers functioning under this department, out of which 130 VDs and 621 LACs are functioning in KBK districts and these veterinary Institutions are providing services to livestock.

2.3 About the Department

The department of Fisheries & Animal Resources Development Department has following divisions that promote and monitor Fisheries & Animal Husbandries related activities in the state. These divisions are, but not limited to:

I.   Directorate of Animal Husbandry & Veterinary Services
II. Directorate of Fisheries

3   Instruction to Bidder
3.1   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.

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3.2 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.

3.3 Pre-Bid Meeting & Clarifications

a) OCAC shall hold a pre-bid meeting with the prospective bidders on **20.08.21 at 4 pm** through vusing 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 with a copy to manas.pati@ocac.in & avijit.puhan@semt.gov.in on or before **18.08.2021 by 2 PM.**

c) The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

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

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

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3.4 Responses to Pre-Bid Queries and Issue of Corrigendum

a) The Nodal Officer notified by the OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.

b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in

d) Any such corrigendum shall be deemed to be incorporated into this TOR.

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.

3.5 Key Requirements of the Bid
3.5.1 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.

3.5.2 TOR Document Fees

a. RFP document can be downloaded from www.ocac.in or www.odisha.gov.in. The bidders are required to submit the document Fee of ₹**11,800/-** in shape of Bank Draft in favor 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 TOR Document fees shall be rejected.

b. The document fee may also have 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

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3.5.3   Earnest Money Deposit (EMD)

As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21, the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.

3.6 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

     ii) Technical Proposal

     iii) Financial proposal

b) 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.

c) 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.

d) The proposal/ bid shall contain no interlineations oroverwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

e) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.

3.7 Preparation and Submission of Proposal

3.7.1   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.

3.7.2 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.

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3.7.3 Venue & Deadline for Submission of Proposals

RFP RESPONSE TO BE SUBITTED IN e-TENDER MODE ONLY THROUGH e-NIVIDA PORTAL
https://enivida.odisha.gov.in)

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
Last Date & Time of Submission	**06.09.2021 by 2 pm**

3.8 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.

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 reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.9 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

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in this RFP.

3.10 Tender Opening

The Proposals submitted up to **06.09.2021 by 02:00 PM** will be opened **on 06.09.2021 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.

3.11 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 five years and six months from the date of agreement.

3.12 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.

3.13 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.

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 TOR Documents. In order to reach sucha 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.

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4 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. <u>Consortium is not allowed</u>. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information tobe 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 documentaryproof 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	Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020 should be at least ₹ 20 Crores.(Revenue generated from only 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 IT / ITES (Revenue generated from only H/W sales and services will not be considered.)
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 Level3 or above & ISO Certificate as on date of submission of this RFP.	Copy of Valid Certificates. The certificate must be published on CMMI Institute /SEI website.
5	Manpower Strength	The Bidder should have at least 100 technically qualified professionals having minimum qualification B.E/Btech/MCA or equivalent or higher on its payroll.	Certificate from HR Head showing the details of resources with qualification along with latest PF copy

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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 3 Cr or two projects with minimum order value of 2.5 Cr each or three projects with minimum order value 2cr each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Work order +Completion Certificates from the client
7	Consortium	Consortium bidding/ sub-contracting isnot allowed	Self-Declaration
8	Existence inOdisha	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 adeclaration of ineligibility for corrupt andfraudulent 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 Rs. 11,800/- in shape of DD or bank transfer and declaration for EMD submission on the given format. Document fee may also have 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 Inidia, Acharya Vihar, Bhubaneswar Account Type : Savings IFSC : UBIN0814938	• Tender Fees Bank Draft/ Account Transfer only. • Self-declaration for EMD submission on given format.

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Distribution of Marks:

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

4.1 Financial & 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 of31/03/2021.	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
1	Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020. (Revenue generated from only H/W sales and services will not be considered.)	Audited Balance Sheet and Statutory Auditor's Certificate	>= 20Cr: 3marks 1 Mark each for additional 5Cr maximum up to 5 Marks	05
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA orhigher.	Certificate from HR Head showing the details of resources with qualification along with latest PF copy	Minimum 100 : 3 Marks Beyond 100 professionals,1 mark for each 25 professionals maximum up to 5 marks	05
4	Quality Certification	Copy of Valid Certificates. The certificate must be published on CMMI Institute /SEI website.	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

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4.2   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	5 marks for each project having project cost more than 3cr. 4 marks for each project having project cost more than 2cr. 3 marks for each project having project cost more than 1cr. 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 application on online Scheme delivery for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work Order + Completion Certificates/Phase Completion Certificate from the client.	5 marks for each project subject to maximum 10 marks.	10
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

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| 4 | 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 or continuing 3 years' implementation support and maintenance. | Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client clearly indicating successful completion or ongoing of 3 years support and maintenance. | 5 marks for each project successfully completed 3 years of support. 2.5 marks for each project successfully continuing 3 years of support.

subject to maximum 10 Marks. | 10 |
| 5 | The firm/ company should have developed and implemented API based mobile application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India during last 10 years. | Completion Certificates/ Phase Completion Certificate from the client + Show the presence on the Google play store/APP store | 2.5 marks for each project subject to maximum 05 marks. | 05 |

4.3 Approach & Methodology: 30

SI#	Criteria	Documentary Evidence	Max. Marks
1	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
2	• 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. • Clear and unambiguous narration of exit • Management activities of the bidder. • Post Implementation plan and methodology. • Challenges likely to be encountered • Client references. • Clear and unambiguous narration of exit Management activities of the bidder.	Technical Presentation	20

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5 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 =

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

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".

5.1 Combined Evaluation of Technical & Financial Bids

- ✓ The technical and financial scores secured by each bidder will be added using weight age 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.

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

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

6 Award Criteria

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

6.1 Right to Accept Any Proposal & Reject Any / All Proposal(s)

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

6.2 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:
a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
b) Change any of the scheduled dates stated in this tender.
c) Reject proposals that fail to meet the tender requirements.
d) Exclude any of the module(s)
e) Remove any of the items at the time of placement of order.
f) Increase or decrease no. of resources supplied under this project.

g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
h) Make typographical correction or correct computational errors to proposals
i) Request bidders to clarify their proposal.

6.3 Notification of Award

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

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

6.4 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.

6.5 Performance Guarantee

The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to **3%** of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of **5 years 6 months (66 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.

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6.6 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 TOR, pre-bid clarifications, Corrigendum, the proposal of the bidder in addition to other agreed clauses.

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

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

7 Terms of Reference:

7.1 Scope of Work:

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

Maintenance of the existing Decision Support System developed by the department

Development of a Farmer Facing Scheme Application Procession System

7.2 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:

7.3 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 Fisheries & Animal Resources Development

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Department /OCAC. While doing so, SI at least is expected to do following:

- The SI or shall liaise with Department of Fisheries & Animal Resources Development.
- 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 entireimplementation

7.4 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.

7.5 Development

The SI shall identify, design and develop components / functionalities that are required to address the Fisheries & Animal Resources Development Department 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

7.6 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 Department of Fisheries & Animal Resources Development /OCAC will facilitate this process.

7.7 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).

7.8 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 empaneled auditor who shall be responsible for performing the Security Audit of the solution.

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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 empaneled 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.

7.9 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

7.10 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 shallbe developed by the SI in consultation with Fisheries & Animal Resources Development Department.

7.11 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 department 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 odia.

The members of this team would be deployed at a central location (Department Premises, Bhubaneswar) with the necessary infrastructure (viz., Telephone, 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.

7.12 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.

7.13 Deployment & Configuration

a) SI shall deploy the new application/portal over the hardware infrastructure provided bythe OSDC.

b) The SI shall be responsible for the end-to-end management of hosting anddeployment of the application.

c) The SI will be responsible for configuration, installation and hosting of the applicationin High Availability mode at OSDC.

7.14 UAT & Go-Live

After completion of the development work for application Fisheries & Animal Resources Development Department/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 Fisheries & Animal Resources Development Department /OCAC in staging environment

c) Support Fisheries & Animal Resources Development Department /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 withoutany additional cost.

7.15 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.

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7.16 Operation & Maintenance:

7.16.1 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

7.16.2 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.

8   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 notlimited 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 sincethe 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. Thesolution architecture should thus have provision to cater to the evolving requirements of the Fisheries & Animal Resources Development Department.

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

Sl#	Component	Standards
a)	Information Access / Transfer Protocols	SOAP, HTTP/HTTPS
b)	Interoperability	Web Services, Open Standards
c)	Information Security	ISO 27001 certified System
d)	Operation	ISO 9001 Certified
e)	Service Management	ISO 20000 specifications or latest
f)	Project Documentation	IEEE/ISO Specifications for documentation
g)	Data Standards	All-important data entities should be in line with standards published by DeiTY.

8.1 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.

9   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

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- 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:

- <u>Analysis</u>: SI will analyses the changes suggested and submit an effort estimation including timeline to OCAC
- <u>Approval:</u> OCAC shall do the due diligence and provide approval on the effort and timeline suggested
- <u>Incorporation</u>: 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 accordingto the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by OCAC.

10 Exit Plan

- The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to Fisheries & Animal Resources Development Department technical team at least 6 months before project closure. IT resource persons of Fisheries & Animal Resources Development Department 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 Fisheries & Animal Resources Development Department on maintenance of software and infrastructure.

11 Project Documentation

The SI will share below list of documents to Fisheries & Animal Resources Development Department /OCAC during the projectcontract 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

12 Expected Project Timeline & Deliverables

12.1 Development of web portal and Farmer Facing Scheme Application PROCESSING SYSTEM

Sl#	Activity	Tentative Deliverables	Timeline
a)	System Study & Prototype Design	− Detailed Team Structure with team members − Point of Contact − FSR/SRS Document − Screen prototypes	T+4 Weeks
b)	Design, Development& Implementation	− Source Code − Test Plans & Test Cases − Operation Manual − FAQs − Load Testing report − Hosting in staging environment	T+ 20 Weeks
c)	UAT, Training & Go live	− Preparation Test Cases − UAT certificate − Training to users and provide training completion report. − Movement of application from Staging to Production environment − Safe to host certificate issuedby Cert-in empaneled firm	T+ 24 Weeks
d)	Operation & Maintenance	− Issue Logs − Quarterly Activities report	Five year from the date of Go live

12.2 Maintenance of the existing Decision Support System developed by the department

Sl#	Activity	Tentative Deliverables	Timeline
a)	Training and Handholding on existing system	− Detailed understanding of the DSS system − Understanding existing functionalities and modules on DSS − Understanding workflow and user management systems	T+4 Weeks

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b)	Final Takeover and Full-Time Maintenance of existing system	− End to end management of the system − Takeover of source codes from the existing tech vendor − And stated full technical support and maintenance work.	T+ 20 Weeks

* T = Date of Letter of Intent /Work Order

Design, Development & Implementation and UAT, Training & Go-Live of the portal are progressive stages of the project. Few critical modules must be developed earlier phases, the deliverable timelines mentioned above are for the entire portal

13 FUNCTIONAL REQUIREMENT:

Modules to be maintained and developed
13.1 Maintenance of the existing Decision Support System

An Integrated Decision Support System (DSS) has been already developed in the department with the data points required for decision making. DSS is a configurable platform where required use cases for the department (for e.g, input forms for collecting progress data of programs, dashboards and reports for visualizations, etc) can be configured without any new development. The selected vendor will need to maintain DSS (bug fixing and support to the department) and also configure new use cases as specified by the steering committee.

The new famer facing scheme application system (as explained in section 7.2) will be integrated with DSS using an API layer which will enable both push and pull of data. The reports and dashboard for the new system will also need to developed on DSS using the configurable dashboard platform. There will be a period of 3 months, where the existing technical team will hand over the DSS to the on boarded vendor. The existing technical team will be present to support and provide handholding support to the on boarded vendor with any new configurations/enhancements till March 2022.

13.1.1 Technology Stack of DSS:

S.No	Component	Application	Description
1	MySQL	Database management	The entire Decision Support System is maintained on open-source MySQL application
2	Angular	Front end	Open-source component for development of Decision Support System
3	PHP Laravel Framework		In built logging framework used at API level for Decision Support System

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4	Android App on Java/Cotlin	Mobile App Development	For development of an officers' mobile Application
5	Open Data Kit (ODK)	Configurable Form Builder	Open-source component for configuring forms from the front-end
6	Superset	Data visualisation	Data exploration and visualization platform for the Decision Support System

13.1.2 Technical capabilities:
DSS has the following key technical capabilities and configurable modules-

13.1.3 Data Collection
Data for various aspects of livestock and fisheries and from various sources is collected on DSS. The different mediums through which data is collected include the following:

- **Basic forms:** For basic data collection, configurable open-source tool Open Data Kit (ODK) has been integrated with the Decision Support System. This is used for capturing details about different meetings at field level.

Screen 1 - Meeting form capturing attendees of the meeting

Screen 2 - BTT meeting form capturing details related to date, images and agenda

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- Grid forms: For complex use-cases, a grid based form builder has been custom-developed on the Decision Support System. Example: For capturing aggregated scheme achievement, a module exists on DSS which allows the admin to configure the scheme components, the state officials to set targets and districts officials to fill schemes achievement

Screen 1 - Grid configuration form

Screen 2 - Component configuration

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ADAPT Decision Support System, DAFE Odisha   ♀   🔔   EN   ⌄   admin   ⌄

Update Component

Component Group	Physical Achievement

Components				
	Go-aheads Issued/Bei	Choose Master Da ⌄	Select Tags ▾	🗑
	Sheds Not Started (Ui	Choose Master Da ⌄	Select Tags ▾	🗑
	Sheds Under Progresi	Choose Master Da ⌄	Select Tags ▾	🗑
	Sheds Constructed (U	Choose Master Da ⌄	Select Tags ▾	🗑
	Sheds With Birds Sto	Choose Master Da ⌄	Select Tags ▾	🗑
	Night Shelters for whi	Choose Master Da ⌄	Select Tags ▾	🗑
	4 Week Old Birds Pro	Choose Master Da ⌄	Select Tags ▾	🗑
	4 Week Old Birds Pro	Choose Master Da ⌄	Select Tags ▾	🗑
	Beneficiaries Benefitti	Choose Master Da ⌄	Select Tags ▾	🗑

Screen 3 - Filling grid form

ADAPT   ADAPT Decision Support System, F&ARD Odisha   ♀   🔔   EN   ⌄   CDVOAn... ⌄

◯   Anugul   ◯

Components	Data Fields	Value
Physical Achievement		
Go-aheads Issued/Beneficiaries Selected(Units)	Target	50
	Achievement	50
Sheds Under Progress (Units)	Target	-
	Achievement	19
Sheds Constructed (Units)	Target	-
	Achievement	31
Sheds With Birds Stocked (Units)	Target	50

- Live Excel Configuration: A configurable module with data grid features and spreadsheet like UX to capture and record critical information such as scheme beneficiary data, loan disbursal

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information, department employee data, etc. This module can be used to define constraints under which the department user can enter data.

Other key features include:

- – Cascaded and customized drop-downs
- – Connection with API's
- – Enabling of conditional columns
- – Copy and paste functionality
- – Timestamp logging on data changes

- Uploader: For bulk data entry, an upload input format has also been developed. It is being used to upload a list of farmers receiving training, list of farmers selected for a particular scheme etc, calls details from Ama Krushi (an advisory service to the department).

Screen 1 - File uploader

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Screen 2 - ETL management
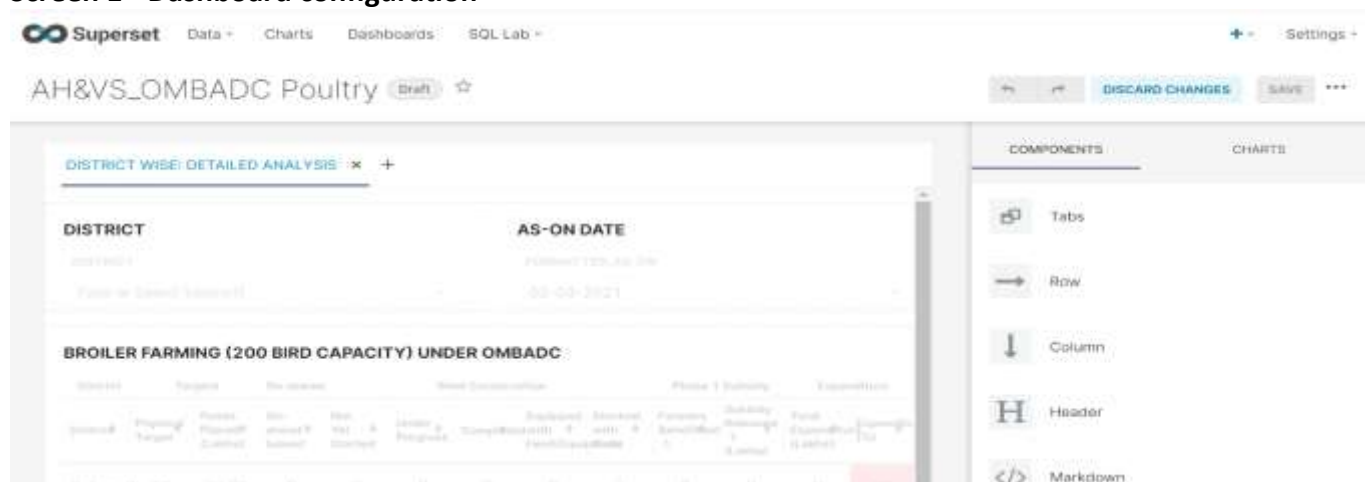

13.1.4 Web services (APIs)

Existing systems of the department have been linked to the Decision Support System through real-time APIs. Examples - Krushak Odisha, Service Plus

For the Uploader and Web-services media, Decision Support System has been integrated with an open-source ETL tool (Extract, Transform and Load) - Talend(https://www.talend.com/) along with a scheduler Apache Airflow (https://airflow.apache.org/)

13.1.5 Visualization and Reporting

All the different datasets that are collected through Decision Support System are stored in the database and visualised on the DSS using open-source software - Apache Superset (https://superset.incubator.apache.org/)

Screen 1 - Dashboard configuration

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Screen 2 - Report configuration
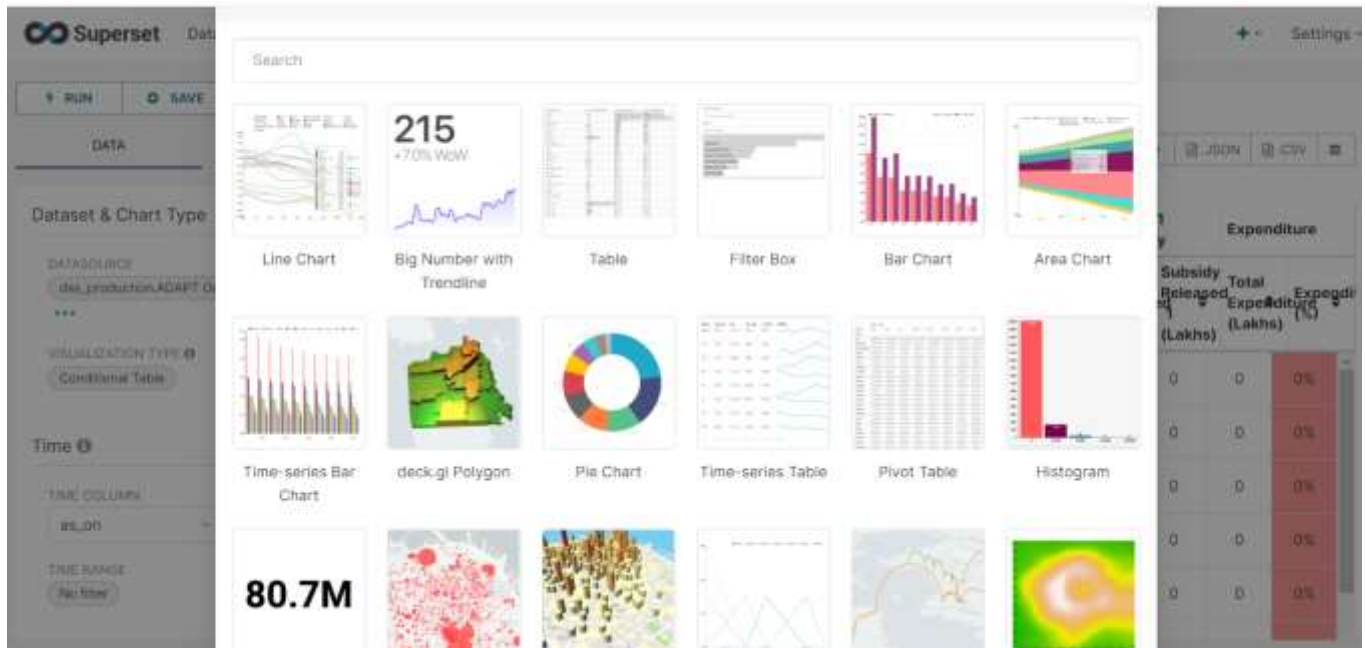
Screen 3 - Report configuration II

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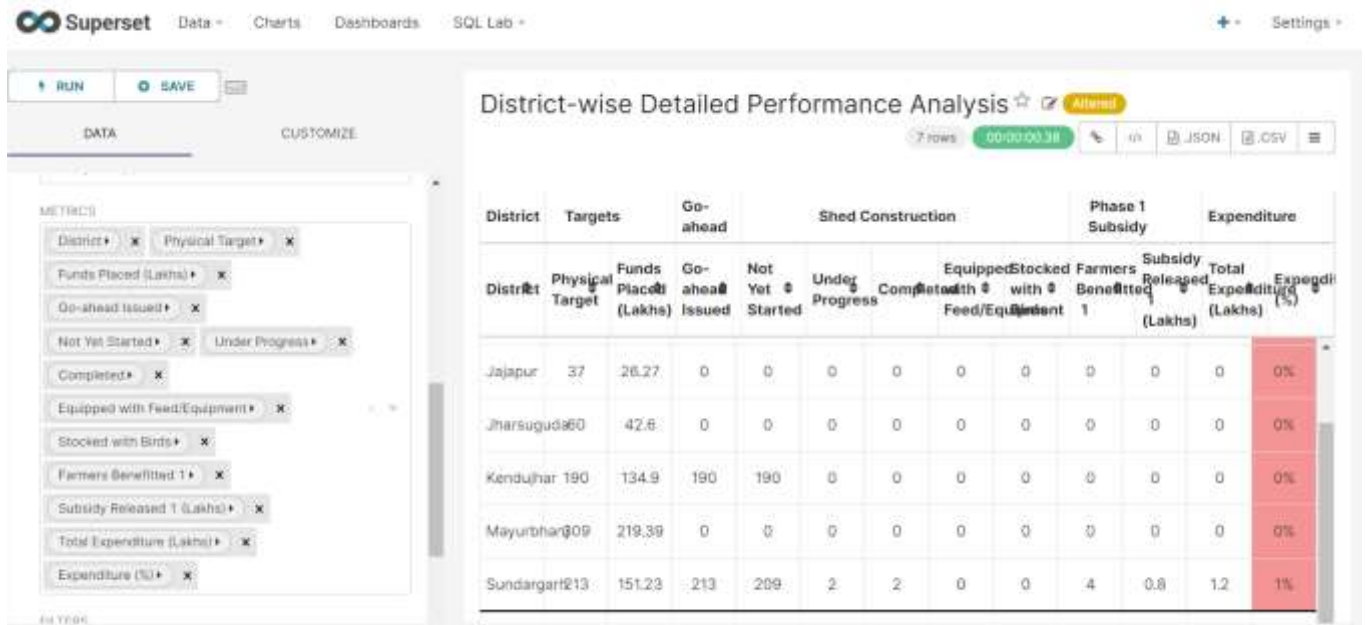
Screen 4 - Dashboard embedded in DSS

ACL: Authentication and authorization of users will be controlled through a centralised Access Control Layer (ACL), that is managed on the front-end through Decision Support System. The Access Control Layer comprises the following components –

- Users
- Roles
- Permissions

Each user is mapped to a role, and each role is given access to a set of permissions. Each user has access to sections and data that is only relevant to that user.

Screen 1 - Roles management

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Screen 2 - Permission management
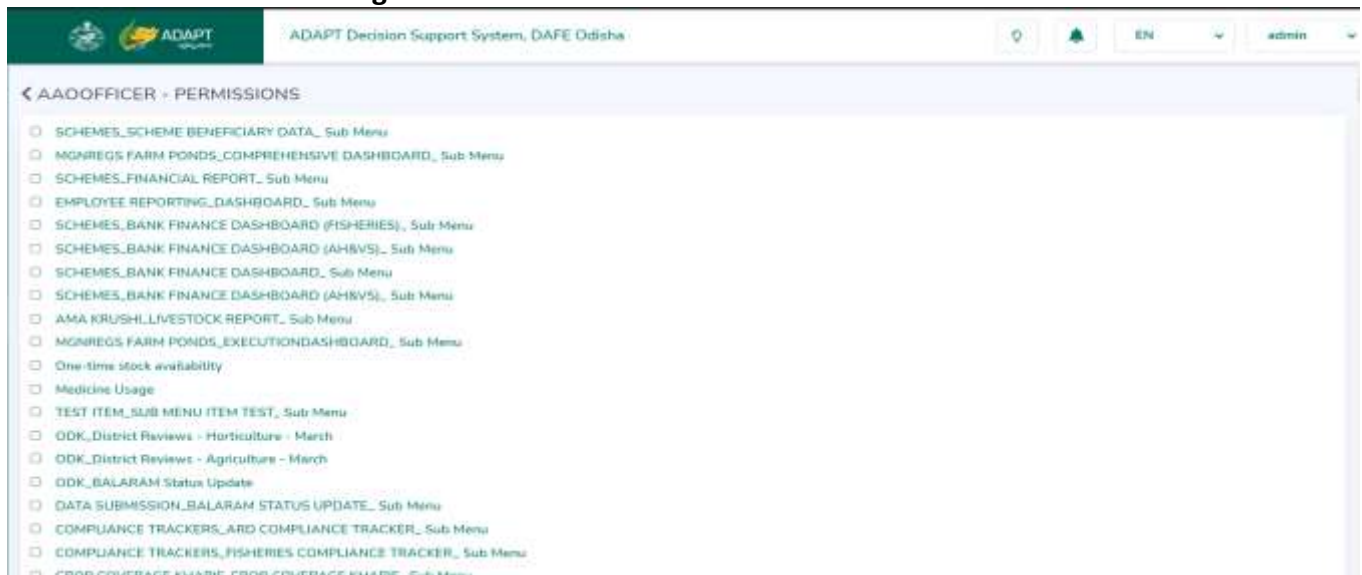
Screen 3 - Assigning roles to users
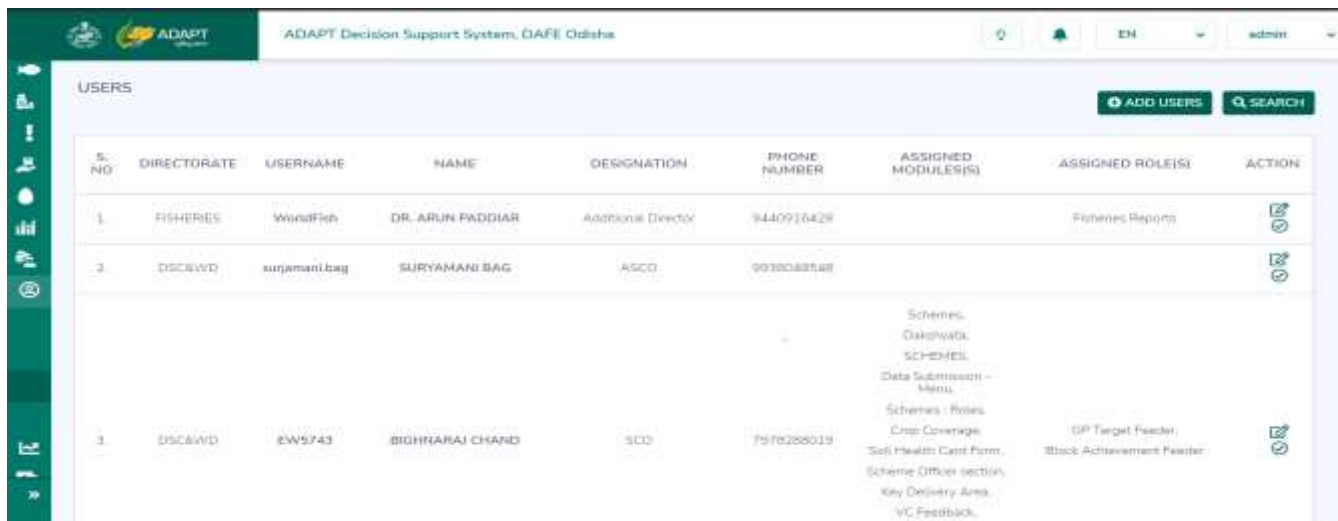
The selected vendor will need to, as required, maintain and make all further changes to the existing ACL layer and develop new functionalities as specified by the steering committee

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13.1.6 Existing use cases configured on DSS

The following use cases have been currently configured on DSS

13.1.7 Aggregate level (districts and block level) reporting of achievement of all schemes in the department (30+ schemes):

    a. Targets for the schemes are set at the state and district level and the block fill the achievement of the schemes, both physical and financial achievement is captured

    b. The information filled by the officers is available in the form of reports and dashboards on the platform to enable reviews in the system based on the data

Component Target Setting for Schemes

Aggregate Scheme Reporting

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13.1.8 Scheme beneficiary database:

c. Data for 30+ scheme beneficiaries has been recorded by the districts and blocks on the DSS portal using a live excel module that has been embedded on the platform; these details are being regularly updated on the platform

d. Basis the collected beneficiary information, reports and dashboards have been configured on DSS

Beneficiary Data Collection

Bank Finance Dashboard

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1.1.1 Employee Database:

e. Data of all Fisheries and ARD employees has been uploaded on DSS and is regularly maintained

Employee Data on DSS

Employee Reporting Dashboard

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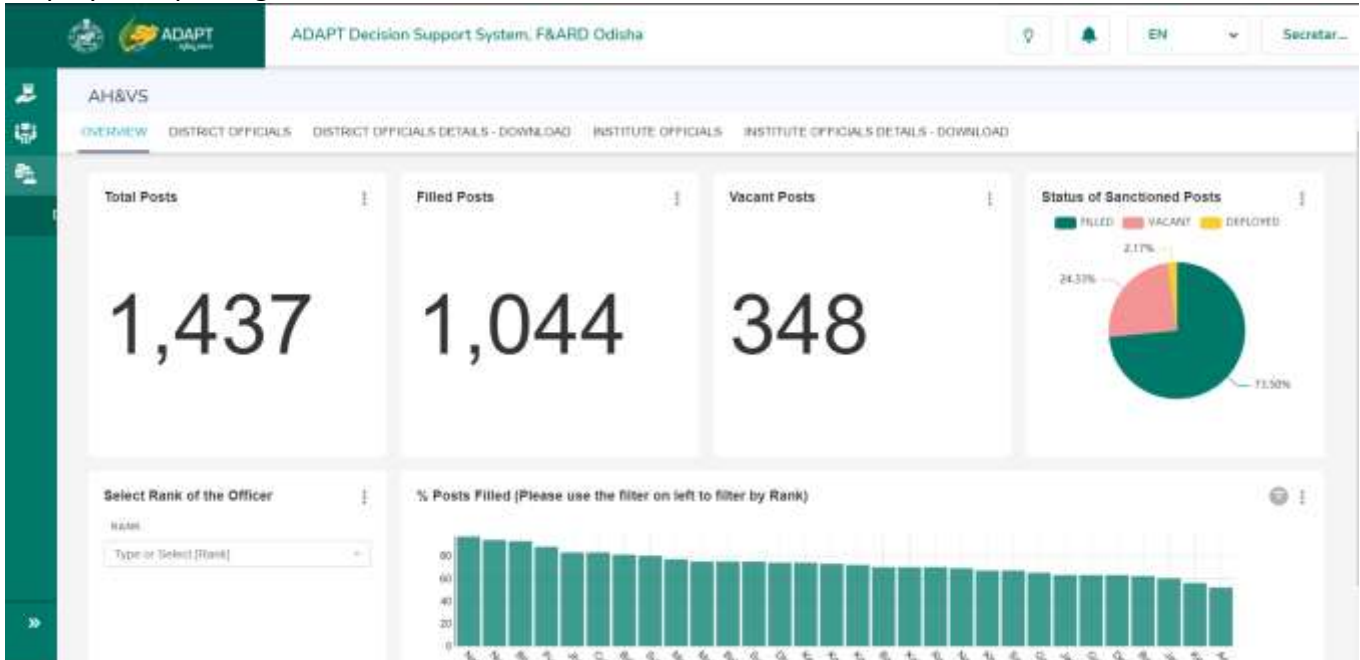
13.2 Medicine usage & supply tracker:

Currently the department requires many goods such as medicines, vaccines, equipment, consumables etc. for delivering animal services such as disease treatment, wound treatment etc. These goods are procured through some channels at state, district, and block level as well as used at different levels. The medicine usage & supply tracker helps the department to streamline the procurement of these goods, track usage of these goods, predict requirements etc.

Following modules are present on the Decision Support System:

13.2.1 Stock updation of goods

This allows the department officials to update the stock of goods available in different hospitals/dispensaries.

13.2.2 Raise medical goods requirements.

A department official can raise requirements for a certain good at different levels if there is a shortage of goods. These requests can be approved or rejected depending on availability of goods. A new requirement can be raised to the goods vendor also.

13.2.3 Allocate medical goods

A department official can allocate goods to different offices (Example: District officers can allocate medicines to block officers). The receiving officers can update the goods they have received.

13.2.4 Update medical goods usage

Department officials can update the usage of the goods on a regular basis. This will ensure maintenance of the latest stock in the office.

Medicine Stock Entry

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Medicine Allocation

13.3 Mobile App – SUGAM App functionalities:

13.3.1 Record one-time stock

This allows field level institutes to record one-time stock for all medicines under defined categories as and when it arrives at the location.

13.3.2 Fill regular medicine usage

Field institutions can record their daily medicine usage on the app. This will help raise a flag to the user whenever the existing stock is about to get exhausted

13.3.3 Request for medicines

Institute officials can also request for specific medicines to higher institutions when their stock is about to get over. This will ensure maintenance of the latest stock in the office.

13.3.4 Generate automated stock registers

Stock registers, which are currently being maintained manually at these institutions will be automatically generated basis the regular data recorded on the app. These automated stock registers will help create visibility of medicine stocks within the institution.

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Medicine Tracker on Sugam App
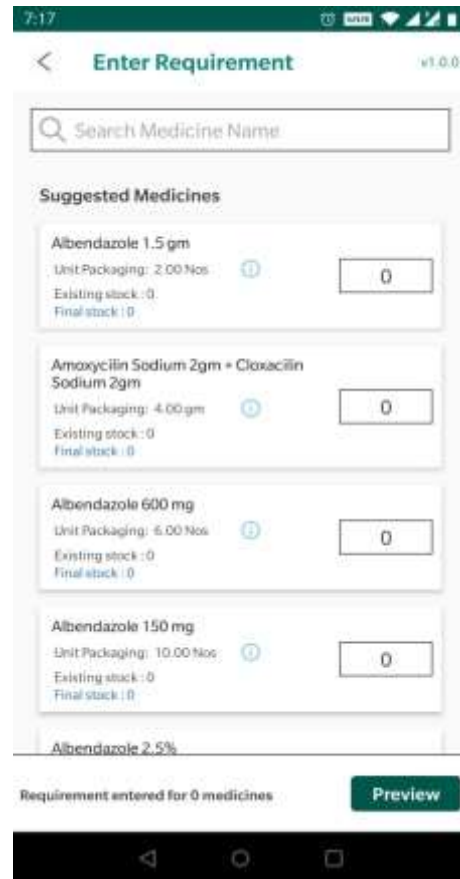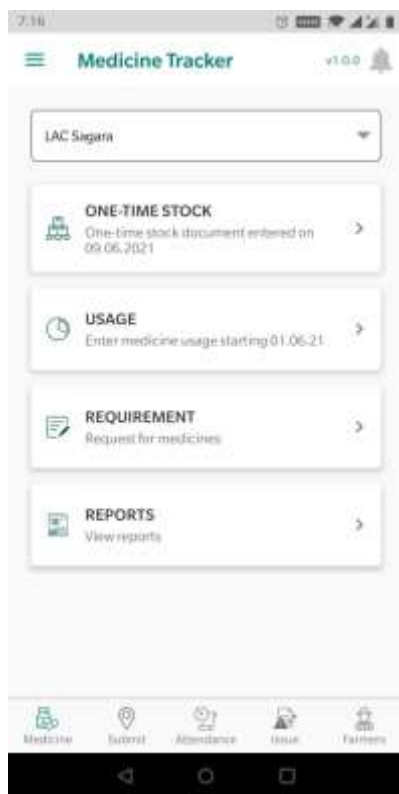
13.4 Decision Support System (DSS) On boarding:

The selected vendor will need to, as required, maintain the existing functionalities of DSS as specified by the steering committee. The existing visualization and reporting module will have to be maintained and used for all the farmer facing scheme application processing system as well. The farmer facing system will be integrated with DSS using an API layer which will enable both push and pull of data.

13.5 Farmer Facing Scheme Application Processing System:

The F&ARD department is heavily oriented around schemes. Majority of the schemes are farmer facing (example - support to farmers for goat farming, support to farmers for inland pond development) and some are internal (example – setting up a frozen semen bank, provide training to department officials, etc) to the department.

The vendor will have to develop a scheme application processing system to ensure effective scheme delivery. This will entail end-to-end scheme digitization starting from a farmer applying for a scheme, department officials processing the application and eventually releasing the benefit.

- The system will enable the following major functionalities.
  For citizen:
    - Scheme application
    - Application status tracking

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For department officials
- Application processing and beneficiary selection
- Subsidy release through IFMS/PFMS
- Project tracking
- Review and monitoring via different reports (to be developed and linked on DSS via APIs)
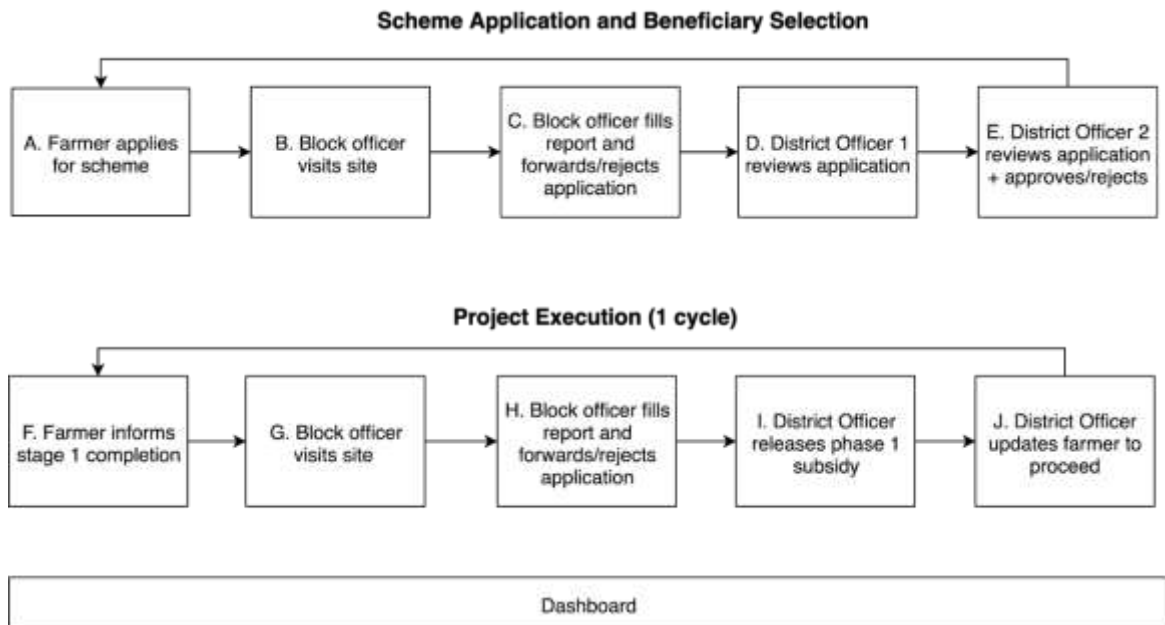
An example of a scheme application workflow

Design Features
The scheme delivery platform will have the following major design features -

13.6 Configurable forms (Web portal and mobile app)

Each scheme will have a scheme application form to be filled by the farmer and application processing forms to be filled by the department officials. These forms should be configurable by an admin in the department.

Example of scheme application form:

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Form 1 - Scheme application form				
S.No	Field Name	Field type	Mandatory/Optional	Field validation
Applicant details				
1	Name of the farmer	Text	Mandatory	50 characters
2	Gender	Dropdown	Mandatory	Male/Female/Transgender
3	Applicant photo	Upload file	Mandatory	JPG/PNG
4	Date of birth	Date picker	Mandatory	Cannot be in future
5	Age	Number	Mandatory	Auto-filled as per date of birth
6	Father/husband name	Text	Optional	50 characters
7	Mobile number	Number	Mandatory	10 digits
8	Category	Dropdown	Mandatory	Gen/SC/ST/OBC
9	Aadhar no.	Text	Mandatory	12 digits
Present Address				
1	District	Dropdown	Mandatory	List of 30 districts
2	Block	Dropdown	Mandatory	Blocks of selected district
3	GP	Dropdown	Mandatory	GPs in selected block
4	Village	Dropdown	Mandatory	Villages in selected GP
Enclosure documents				
1	Land or lease document	Upload/Scan	Mandatory	Jpg/png/pdf
2	Aadhaar document	Upload/Scan	Mandatory	Jpg/png/pdf
3	Passbook photograph (1st page)	Upload/Scan	Mandatory	Jpg/png/pdf
4	Other	Upload/Scan	Optional	Jpg/png/pdf

The configuration module should allow creation of forms with following features -
- Fields of types - text, number, file upload, image upload, text area, drop down, radio button, geo location, capture image from camera, scan etc.
- Some fields in the form can be conditional i.e. depending on a a value in certain fields, other fields can be shown/hidden
- Fields can be prefilled in the form
- Some calculation is possible based on the values entered by the user
- Forms can be replicated directly

13.6.1 Configurable workflows (Web portal and mobile app)

Each scheme will have an approval and project workflow. This can be defined for each scheme through a configuration panel by the admin in the department.
Example of a workflow for a scheme -

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S.No	Step	Player
1	Citizen applies for scheme	Citizen
2	Joint Verification led by Veterinary Officer	BVO
3	Decision on application by CDVO	CDVO
4	Applicant notifies Phase 1 completion for Subsidy	Citizen
5	First Asset Verification By Block Inspection team	BVO
6	Release of subsidy for Phase 1	CDVO
7	Applicant notifies Phase 2 completion for Subsidy	Citizen
8	Second Asset Verification By Block Inspection team	BVO
9	Release of subsidy for Phase 2	CDVO
10	Applicant notifies Phase 3 completion for Subsidy	Citizen
11	Third Asset Verification By Block Inspection team	BVO
12	Release of subsidy for Phase 3	CDVO
13	Applicant notifies Phase 4 completion for Subsidy	Citizen

The workflow configuration should allow the user to -
- Define order of steps in a scheme
- Define which actor plays a role in which step
- Define which form will be filled at which step
- Define the actions available to each actor
- Define outputs generated at each step
- Replicate the workflows

The system will have the following components:

13.7 Web Portal:

The web portal will be used by the farmers and department officials (block/sub-division/district/state level). The web portal will have the following major modules:
- Scheme configuration panel
- Farmer registration
- Farmer scheme application module
- Application processing by department officers
- Payment gateway
- Direct benefit transfers through PFMS/IFMS
- Reports
- Any other functionality, if required in the future.

13.8 Mobile App:

- An Android and iOS mobile application will be used by department officers for application processing and for the farmers to apply for schemes. Major functionalities of the app are as follows:

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Farmer login features:

- Farmer registration
- Farmer scheme application module
- Scheme application tracking
- Upload pictures
- Geo-tagging
- Link bank account for DBT
- Any other functionality, if required in the future.

Department login features

- Application processing by department officers
- Fetch location
- Payment gateway
- Direct benefit transfer through PFMS/IFMS
- Scheme Progress Reports
- Project monitoring system (Post subsidy release)
- Any other functionality, if required in the future.

Design features

Some core features required in the mobile application:

- Users will view features of the app depending on the permissions assigned to them
- Features on the will be configurable
- Should work in online & offline mode
- Compatible in Odia

A master data configuration panel is required in the system through which department officials and admins can configure various functionalities of the system.

Master data configuration

Master data will be maintained for -

- Districts, blocks, GPs, villages
- Users at district, block, GP, village, directorate level
- Farmer, fisherman details
- Roles and permissions to users
- List of schemes
- Workflow steps
- Configurable form components

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13.8.1 Communication layer:

A communication layer will allow communication over the following channels amongst department officials and to citizens -

- Email
- Short message service (SMS)
- In-system notifications

The communication layer will consist of a communication engine which will trigger notifications to the users of the system based on a pre-defined trigger in the workflow. Certain key features of the communication engine will be:

- Notification rule creator
- Notification content formatter - May include text, images, audio and video
- Notification medium
- Notification scheduling
- Notification delivery tracker

The selected vendor will need to develop the communication engine and assist the department and other stakeholders in defining rules for both these components.

13.8.2 Access Control Layer

Authentication and authorization of users will be controlled through a centralized Access Control Layer (ACL) that is managed on the front-end through Decision Support System. The Access Control Layer comprises the following components -

- Users
- Roles
- Permissions

Each user is mapped to a role, and each role is given access to a set of permissions. Each user has access to sections and data that is only relevant to that user.

13.8.3 Visualization

The visualization module of the system will consist of the following components -

- **Configurable reports and dashboards:** A visualization module powered by Superset exists on the Decision Support system. This module will need to be used to create all the reports and dashboards for the farmer facing system. Fresh development in open source code of Superset might be required for specific report requirements.
- **Custom reports:** For specific use cases, custom reports might be required. They will have to be developed on the system.

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13.9 INTEGRATION WITH EXTERNAL SYSTEMS:

Below is the indicative lists of systems that will be required to be connected with the new system

S. No	System	Description
1	● Krushak Odisha	● Database of farmers in Odisha: This will consist of agriculture, livestock and fisheries farmers of the state. They will be uniquely identified in the database and be used for department activities such as scheme delivery, providing advisory, disaster relief efforts etc.
2	● Service Plus	● A service delivery platform developed by NIC: This system will enable digitized scheme delivery for select schemes of the department. It will be integrated with the tech system for data visualization, data correlation purposes.
3	● APICOL	● A scheme delivery portal developed by NIC: An important scheme (MKUY) is digitized on this system. It will be integrated with the tech system for data visualization, data correlation purposes.

14   Security, Confidentiality and Control
14.1 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.

14.2 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.

14.3 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

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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.

14.4 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.

14.5 Data Security

Data Security measures is intended to ensure that data and data systems are protected against a variety of threats such as 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.

14.6 Integration & Interfacing Requirements 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 etc.

14.7 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.

14.8 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

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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

14.9 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 conditionslike 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 behavior

15 Security

a) Support for SSL

b) Authorization by the transaction type, User Name, User Role

c) Facility of one user multiple roles and vice versa

d) Automatic timeout for user (log out)

e) Time restriction on transaction

f) Password encryption while passing on wire

g) All Data inside the Database table should be encrypted

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h) Ability to define rules for password composition and password encryption

i) Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on

j) Ability to configure the number of permissible log-in attempts

k) Data updation/deletion/creation only through application layer

l) Management of resource allocated to per user session.

m) standalone / integration with Operating system security

16 Portal Design Guidelines:

1. The portal should have bilingual support. The user can exercise choice to browse the portal in two languages Odia and English.

2. All the forms / screens should be in Odia 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

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.

17 Technology Standards:

Table 1: Technology Standards

Sl#	Technology Standards
1	**Architecture**- 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.
3	**Integration with Existing IT Applications**: SI should ensure that the proposed solutions are having necessary interfaces for data exchange withthe existing IT applications.
4	**Web Services**- SI should ensure that the solutions proposed be integratedbased on open standards supporting Web Services principles

5	**Bilingual interface** - The system should provide bilingual interface/labels in languages of English and Odia.
6	**Compatibility** -The system should run on all latest browsers.
7	The solution architecture should be platform, database and vendorindependent.
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.
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 ofthe 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 toensure Single- Sign on for the end-user.
12	System should support secure transmission of data over the network andsupport Secured Socket Layer (SSL).

17.1 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 http://web.guidelines.gov.in
Information access/transfer protocols	HTTP/HTTPS

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Database	Database should be an Open Source standard version with 24x7 Technical Support SLA should be available 5 years upfront from OEM. Database should be fully ACID compliant and should support modern applications features like JSON & XML etc. Database should support Materialized Views for improved performance and should be platform independent. OEM Authorization letter and OEM support letter should be included.
Information Security	ISO 27001
Service Management	ISO 20000
Project Documentation	IEEE/ISO/CMMi
e-Governance Application Standards	MeitY guidelines available on http://egovstandards.gov.in
MeitY Guidelines on Open Standards	http://egovstandards.gov.in/

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18 Project Management Requirements:

18.1 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 practices 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.

18.2 An indicative list of document required is provided below:

Plan	Frequency
Project Management • Project Organization and Management Plan • System Development Plan with milestones and timelines • Testing Plan and Methodology • Training Plan, Methodology and Training Details • Training Plan • Data Migration Plan • Project Roll Out Plan (Dry Run and Parallel Run) • Any other relevant items related to the project	

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Project Monitoring Update on progress – This report should provide thefollowing details: - Tasks completed during the week - Project progress vis-à-vis planned - Cumulative deviations to date from schedule of progress on milestones as specified in the agreedand finalized Project Plan - Pending actions items from previous reporting period - Forecast for the next reporting period - Risk Reporting and Mitigation steps - Corrective actions to be taken to return to planned schedule of progress, if any - Proposed revisions to planned schedule - Interventions which the SI expects to be made bythe DPIT - Other issues and outstanding problems, and actions proposed to be taken - Test results of training - Any other report requested by Department / Directorate	- Weekly/ Monthly status report - As per need basis The SI provide all the reports requested by Department to assist in **Project Monitoring**

18.3 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 withintime 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/ B.Tech /MCA and MBA	• Minimum 2 application implementation experience with all as ProjectManager • More than 10 years of IT experience
2.	Solution Architect	BE/ B.Tech /MCA	• 2 application implementation experience on the different • Min 5 years of IT experience
3.	Business Functional Lead	BE/ B.Tech /MCA/ MBA	• 2 relevant application implementation experience • 5 years of experience in relevant business function
4.	Database Administrator	For DBA - BE / B.Tech/ MCA	• More than or equal to 5 Years' Experience as a DBA
5.	QA Lead	BE /B.Tech /MCA	• Experience in Functional Testing (Web, Mobile) • Min 5 years of IT experience

18.4 Operations and Maintenance Phase
- The SI would deploy project team in the department 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 Department in advance and propose a replacement member who shall be equally qualified having similar experience.

18.5 Software Development, Testing, Quality Assurance and Acceptance Requirements:

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 behavior 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

18.6 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 TOR and as needed to achieve the desired outcomes. The basic approach for this will be ensuring that the following are associated withclear 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

18.7 Functional Requirements Review:

The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between Fisheries & Animal Resources Development 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.

18.8 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 TOR and/or in the agreement between the Fisheries & Animal Resources Development Department 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.

18.9 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.

18.10   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.

18.11   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.

19 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 TOR, the selected Bidder will be responsible for Operations and Maintenance Services for the period of 5 years 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.

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 at Bhubaneswar for the entire engagement period

19.1 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.

19.2 System Administration and Trouble Shooting

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

19.3 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.

19.4 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

19.5 Security Management

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

20 Warranty:

As part of the warranty services Selected Bidder shall provide:

a. Selected Bidder should provide comprehensive support & warranty for 5 years from the date of Go Live for all artifacts which would be provided by the Selected Bidder.

b. Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licensesas per the performance requirements provided in the TOR. 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 artifacts supplied by the Selected Bidder is not adequateto 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 ofthe supplied artifacts by the Selected Bidder.

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

21 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 solelyvest 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 thisTOR / 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 theDepartment /OCAC in 2 sets in DVDs after System Go-live.

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22   Payment Terms

SI#	Category	Payment Terms	
a)	Design, Development& Implementation (phase wise)	– 20% payment on Prototype & SRS Approval – 20% payment on completion of development & hosting inthe staging server – 20% payment in acceptance of UAT – 20% payment on Go-Live – Balance 20% will be paid after 1 year of successful Go-Liveof the application.	
b)	Operation & Maintenance (Phase wise)	Application Support	100% cost of this item equally divided into 20 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)	Help desk resource cost	Monthly after Receiving MPR	
h)	E sign with Utility software	100% payment after E- sign integration and go live.	
i)	Integration with Other application	100 % payment after successfully integration and go live of each Integration	
j)	Helpdesk Setup with Toll free Number and software	100 % payment after fully set up and operational on go live.	

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.

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha

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23 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.

24 Performance Requirements – Service Levels (SLAs)

S No	Activity	Required Service Level	Penalty and Breach of contract
Service Availability and Performance			
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 for that particular service c) Less than 95% to 90%: 5% of O&M cost for that qtr. for each percentage of availability of service drop for that particular service d) Less than 85% : Unsatisfactory performance and Breach of contract
2	Average Loading time for Transaction Pages	95% within the limit of : Bandwidth of 2MBPS : 5 Sec	a) >= 95 %: No penalty. b) Between <95 to > 85: 1% of O&M cost for that qtr. for each percentage of drop for that particular service c) Between <85 to > 75: 5% of O&M cost for that qtr. for each percentage of drop for that particular service d) <75 :Unsatisfactory performance and Breach of contract
3	Average Loading time for Report	95% within the limit of : Bandwidth of 2MBPS : 20 Sec or As mutually agreed between Dept. and	a) >= 95 %: No penalty. b) Between <95 to > 85: 1% of O&M cost for that qtr. for each percentage of drop for that particular service c) Between <85 to > 75: 5% of O&M cost for that qtr. for

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		SI.	each percentage of drop for that particular service d) <75 :Unsatisfactory performance and Breach of contract
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 **Onsite Resource (During O&M Phase)**	**Onsite Resource (During O&M Phase)** is absent for more than 3 consecutive days without any prior approval and replacement.	Rs.2000 penalty per day

24.1 Penalty

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.

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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 12 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 2nd bidder after negotiation to execute thework in L1 price.

24.2 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.

24.3 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   par

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25 Financial Bid: To be submitted on Company letter head.

Sl#	Category	Module/Item	Unit	Rate	Qty	
A	**Application Development** *[Study, Design, Development, Testing, Implementation & Training]*	Web portal with Scheme Monitoring System	Lump-sump		1	
		Mobile App	Lump-sump		1	
B	Operation & Maintenance of DSS	*Application Support & Software Maintenance*	*Year*		*5*	
C	SSL certificate with 5 year Subscription				1	
D	Enterprise standard Data base license		year		5	
E	Integration with other application		Lump - sump		5	
F	Helpdesk Setup with Toll free Number and software		Lump-sump		1	
G	2 Help Desk Resource for 1 year		Man-month		24	
H	E sign with Utility software		Lump-sump		100 user	
I	Security Audit	*Third Party Security Audit*	Lump-sump		10	
J	Operation & Maintenance	*Application Support &* *Software Maintenance*	Year		5	
K	Change Request	*Blended Technical Resource*	Man-month		20	
					Sub Total	
					Tax (18%)	
					Grand Total	

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26 Formats for Submission of Proposal

26.1.1 Bid-Security Declaration

(Company letter head)

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

Sub: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – **Bid-Security Declaration**

Sir,

In response to the RFP No.:   No OCAC-SEGP-SPD-0012-2021-21035 for RFP titled "Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha", I/We, ………………………. irrevocably declare as under:

I/We understand that, as per tender clause number 2.4.3 EARNEST MONEY DEPOSIT (EMD), bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of 5.6 year from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

1. I am /We are in a breach of any of the obligations under the bid conditions,
2. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
3. On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature:
Name & designation of the authorized person signing the Bid-Securing Declaration Form:

Duly authorized to sign the bid for and on behalf of:_____(completename of Bidder)

Dated on_____day of_month,year.
(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid

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26.2 Self-Declaration: Not Blacklisted

(Company letter head)

To

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

Sub: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – *Self Declaration for not Blacklisted*

Sir

In response to the RFP No.: No OCAC-SEGP-SPD-0012-2021-21035 for RFP titled "Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha , Government of Odisha".", as an owner/ partner/ Director of (organization 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.3 Bidder's Authorization 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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – Bidder's Authorization Certificate
Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0012-2021-21035 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 Verified Signature by
(Authorised Signatory)   Director/CEO

Seal:
Date:
Place:
Name of the Bidder:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.4 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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – *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-SEGP-SPD-0012-2021-21035, regarding "Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha" with Support for three (5) 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.5 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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – *Technical Bid Submission*

Sir,

We, the undersigned, offer to provide solution to OCAC, for Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha, Bhubaneswar in response to the RFP No.: OCAC-SEGP-SPD-0012-2021-21035 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 holdthe 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.6 Project Citation Format

Relevant IT / e-Gov Project Experience	
General Information	
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	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
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)	
Other relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.7 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.8 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.

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26.9 Team Composition

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

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26.10 Curriculum Vitae (CV) of Key Personnel Proposed

General Information	
Name of the person	
Current Designation/Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications	
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)	
Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).	
Prior Professional Experience	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
Prior Project Experience	
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.	
Proficient in languages	
Against each language listed indicate if speak/read/write	

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26.11   Deployment of Personnel

SI#	Name of the Staff	Staff input in Months (in the form of a bar chart)							Total staff man-months proposed
		1	2	3	4	5	6	n	Total
								Total	

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2. Months are counted from the start of the assignment.

█████████ Full time input   ▌▌▌▌▌▌▌▌▌▌ Part time input

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26.12 **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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – *Undertaking on Pricing of Items of Technical Response*

Sir,

I/We do hereby undertake that Financial proposal submitted by us (against RFP No OCAC-SEGP-SPD-0012-2021-21035 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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26.13 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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – *Financial Bid Submission*

Sir,

We, the undersigned, offer to provide the service for Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha, Bhubaneswar as per RFP No.: ----------------------------- 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 TOR/Tender document.

4) QUALIFYING DATA

We confirm having submitted the information as required by you in your TOR. 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.

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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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 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:

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

OCAC

26.14   Performance Security

To

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

Sub: RFP No.: **OCAC-SEGP-SPD-0012-2021-21035**

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 Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, 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>>>

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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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.

NOTHWITHSTANDING 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:

26.15   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: Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Fisheries & Animal Resources Development Department, Odisha – ***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 getaffected 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 theDeviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description>	<Yes /No>	<Yes / No>	<Name(s) of Deliverables to getaffected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

Selection of SI for Study, Design, Development, Implementation and Operation & Maintenanceof IT Solution for Fisheries & Animal Resources Development Department, Odisha

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B. Any other areas

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder: