



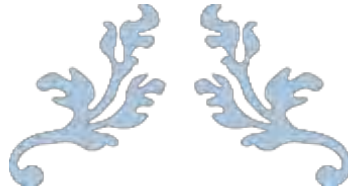
ODISHA COMPUTER APPLICATION CENTRE

**REQUEST FOR PROPOSAL**

Enq.No.:- OCAC-TE-08-2021- 21056

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for selection of Service Provider for development and implementation of Web Portal and Online Services of Odisha State Council on Science & Technology, Science & Technology Department. For details please visit websites [www.ocac.in](http://www.ocac.in) & [www.odisha.gov.in](http://www.odisha.gov.in). **The bid shall be submitted in electronic mode only in the portal <https://enivida.odisha.gov.in> latest by 18.01.2022, 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



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**REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SYSTEM  
INTEGRATOR FOR DESIGN, DEVELOPMENT & IMPLEMENTATION OF  
WEB PORTAL ALONG WITH ONLINE SERVICES FOR STATE COUNCIL  
OF SCIENCE & TECHNOLOGY DEPARTMENT, ODISHA**

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**REF NO.: OCAC-TE-08/2021/ENQ/21056**

**Dated 24.12.2021**



**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](http://www.ocac.in), PH : 0674-2567295/2567283 FAX : 0674-2567842**

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

## **DISCLAIMER**

OCAC on behalf of State Council of Science & Technology Department, Odisha is procuring services related to Selection of System Integrator for Design, Development & Implementation of Web Portal and Online Services for Department. OCAC is the Tender inviting authority for this tender.

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of OCAC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OCAC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for OCAC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. OCAC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document

## Instruction to Bidders for Online Bid Submission

e-Nivida is the complete process of e-Tendering, 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 as per actual.
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](mailto: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 search active 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 before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the 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 Color option which helps in reducing size of the 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.

## **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.
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 of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of 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.
3. 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](mailto:odishaenivida@gmail.com),  
[enividahelpdesk@gmail.com](mailto:enividahelpdesk@gmail.com),  
[eprocurement@railtelindia.com](mailto:eprocurement@railtelindia.com)

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<b>Glossary of Acronyms</b>	
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
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&CWFB	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
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
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
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

## Tender Reference

Date	24/12/2021
Tender Reference Number	OCAC-TE-08/2021/ENQ/21056
Title	Selection of Service Provider for development and implementation of Web Portal and Online Services of State Council on Science & Technology Department, Govt. of Odisha.

## Tender Schedule

Event	Date & Time Venue / Address	
Date of Publication	24/12/2021, 11:30 AM ( <a href="http://www.ocac.in">www.ocac.in</a> & <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> )	
Last Date of submission of Pre-bid queries	31/12/2021 up to 1:00 PM	
Schedule for Pre-bid meeting	03/01/2022, 4:00 PM through Virtual Meeting on MS Teams Platform	
Schedule for Issue of Corrigendum	06/01/2022, 05:00 PM ( <a href="http://www.ocac.in">www.ocac.in</a> & <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> )	
Last date for submission of bid documents	18/01/2022, 02:00 PM	
Opening of Pre-Qualification-cum-Technical Bids	18/01/2022, 04:00 PM	
Technical Presentation	Will be communicated later (Through VC using MS Teams)	
Opening of Financial Bids of technically qualified bidders	Will be communicated later	

## Fact Sheet

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

Clause Reference	Topic
Prebid	A Pre-Bid meeting will be held on <b>03.01.2021</b> , at <b>04.00 pm</b> in virtual mode using MS Teams Platform. All the queries should be received on or before <b>31.12.2021, by 1:00 PM</b> through e-mail ( <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a> ) to General Manager (Admin) with a copy to <a href="mailto:sudha.mohanty@ocac.in">sudha.mohanty@ocac.in</a> & <a href="mailto:avijit.puhan@semt.gov.in">avijit.puhan@semt.gov.in</a>
Document Fee	RFP Document can be Downloaded from <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> or <a href="http://www.ocac.in">www.ocac.in</a> .The bidders are required to submit the document Fee of <b>₹5,600/-</b> Online through ePayment gateway of eNivida Portal
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 Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 Email: <a href="mailto:gm_ocac@ocac.in">gm_ocac@ocac.in</a>  <b>Proposals must be submitted on or before 18.01.2022 by 02:00 PM</b>

Selection Methodology Proposals/ Bids must remain valid 180 days from the date of opening of Financial bid.	Bidders will be selected through Quality & Cost Based Selection ( <b>QCBS 70:30</b> ) 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 <b>180</b> days from the date of opening of financial bid. Clause No. 3.11
Project Period	Total project period is 3 years and 6 months (3 years after Go-live). Software firm must complete development of the application within <b>24 weeks</b> from receiving the work order. Post implementation application support, operation & maintenance etc. Must be provided for a period of 36 months after Go-Live. The service provider must handover all deliverables to the OCAC within stipulated time.



## 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 "Selection of SI for Design, Development & Implementation of Web Portal along with Online Services for State Council of Science & Technology Department, Govt. of 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.

## 2 Background Information:

### 2.1 Basic Information

OCAC on behalf of State for Council of Science & Technology Department, Odisha. Invites responses ("Tenders") to this Request for Proposals ("RFP") from Software Development/System Integration firms ("Bidders") for Selection of Software Firm **for Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology Department, Government of 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

With the objective to regulate the growth and development of Scientific Research Institutions, Scientific Associations, encourage science education, communication and technology transfer and promoting new areas of Science & Technology, The Science & Technology Department, Govt. of Odisha has been constituted.

The Department promotes and activates programs for increasing the stock of knowledge in science, and fine tunes policies which are significant and for the sustained development of humanity.

Achieving excellence in basic research, promoting academia-industry interactions, strengthening indigenous initiatives, and building strong infrastructure, in addition to facilitating and developing a high-quality science education system in the state are targeted goals of the Dept. These goals are achieved through implementation of various schemes and programmes by the Dept. through the following Societies and Institutions.

- Odisha State Council on Science & Technology
- Odisha Space Application Centre (ORSAC)
- Odisha Bigyan Academy (OBA)
- Pathani Samanta Planetarium (PSP)
- Institute of Mathematics and Application (IMA)
- Society for Development of Biotechnology

## 2.3 About the Department

The Department currently operating several schemes and programs for promoting and popularizing science and technology. These Schemes and Programs are implemented with clear and transparent guidelines, terms & conditions, and with strict norms to ensure full accountability and uphold quality of education and research. Each scheme follows a unique management model by which an Expert External Committee reviews the proposals, screen out low-quality proposals and select the best projects, and also recommends the quantum of research fund, conduct thorough review periodically for monitoring the progress of the projects. All schemes are being operated through this similar fool proof mechanism upholding ultimate accountability for the research grants and scheme support. All the Expert Committees are constituted by the Executive Vice President of the Council, who is also the Chairman of the Executive Committee. The Schemes are coming under the programs such as:

- I. **Scientific Research**
- II. **Popularization of Science & Technology**
- III. **Odisha State Council on Science & Technology**
- IV. **Support to Scientific Institutions**

## 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.

### 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 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 **31.12.21 at 4:00 PM** through VC using MS Teams Platform.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email [gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) with a copy to [sudhasmita.mohanty@ocac.in](mailto:sudhasmita.mohanty@ocac.in) & [avijit.puhan@semt.gov.in](mailto:avijit.puhan@semt.gov.in) on or before **31.12.2021 by 1 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

### 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](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in)
- d) Any such corrigendum shall be deemed to be incorporated into this 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**

RFP document can be Downloaded from [www.odisha.gov.in](http://www.odisha.gov.in) or [www.ocac.in](http://www.ocac.in) .The bidders are required to submit the document Fee of ₹5,600/- Online through ePayment gateway of eNivida Portal

#### **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 or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- 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.

#### 3.7.3 Venue & Deadline for Submission of Proposals

**RFP RESPONSE TO BE SUBMITTED 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
<b>Last Date &amp; Time of Submission</b>	<b>18.01.2022 by 2 pm</b>

### 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 in this RFP.

### 3.10 Tender Opening

The Proposals submitted up to **18.01.2022 by 02:00 PM** will be opened **on 18.01.2022 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 persists 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 non-responsive 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 such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information



provided by the bidder, taking into account the following factors:

- i) Overall completeness and compliance with the requirement
- ii) Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- iii) 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.

#### 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. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation on the field of software development for a period of at least 5 (Five) years as of March 31, 2021	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 5 years in S/W development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Sales Turnover of Implementing Agency	Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020 should be at least 4 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 Level 3 or above & ISO Certificate as on date of submission of this RFP.	Copy of Valid Certificates.
5	Manpower Strength	The Bidder should have at least 30 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

6	Technical Capability	The bidder must have developed and implemented at least one e-Governance project with Scheme Management/ Benefit Management/ Online Services in India with minimum order value of 1.5 Cr or two projects with minimum order value of 1 Cr each or three projects with minimum order value 75 lakhs each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Work order/ Completion/ Phase Completion Certificates from the client
7	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration
9	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration
10	EMD & Document Fee	The bidder must submit Tender document fee amounting to Rs. <b>₹5,600/-</b> RFP can be Downloaded from <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> or <a href="http://www.ocac.in">www.ocac.in</a> .The bidders are required to submit the document Fee of <b>₹5,600/-</b> Online	<ul style="list-style-type: none"> <li>• Tender Fees through ePayment gateway of eNivida Portal</li> <li>• Self-declaration for EMD submission on given format.</li> </ul>

## 4.1 Technical Evaluation Criteria

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

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

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

Technical Score of a Bidder =

$$\left\{ \frac{\text{Technical Bid score of the Bidder}}{\text{Technical Bid Score of H1}} \times 100 \right\} \%$$

(Adjusted to two decimal places)

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

### Distribution of Marks:

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

#### 4.1.1 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 of 31/03/2021.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥5 years: 3 Marks Additional 1 mark for additional 1 year each subject to maximum 5 marks.	05

2	Average Annual Turnover 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	>= 04 Cr: 3marks 1 Mark each for additional 2Cr maximum up to 5 Marks	05
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Certificate from HR Head showing the details of resources with qualification along with latest PF copy	Minimum 30 : 3 Marks Beyond 30 professionals, 1 mark for each 20 professionals maximum up to 5 marks	05
4	Quality Certification	Copy of Valid Certificates.	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

#### 4.1.2 Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm/ company should have developed and implemented service based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.	Work Order/ Work Completion Certificates/ Phase Completion Certificate from the client	<ul style="list-style-type: none"> <li>5 marks for each project having project cost more than 1.5 Cr.</li> <li>4 marks for each project having project cost more than 1 Cr.</li> <li>3 marks for each project having project cost more than 50 Lakhs</li> </ul>	20
2	The firm/ company should have developed and implemented similar projects 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 API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work order and + Completion Certificates/Phase Completion Certificate from the client.	5 marks for each project subject to maximum 10 marks.	10
4	The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India	Work order and Completion Certificates/Phase Completion Certificate from the client. Proof from APP store or Play store	5 marks for each project subject to maximum 10 Marks.	10

#### 4.1.3 Approach & Methodology: 30

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance web application with online services.	Technical Presentation and demonstration	10
2	<ul style="list-style-type: none"> <li>• Work plan, approach &amp; methodology for completing the work.</li> <li>• Technologies used,</li> <li>• Risks and Mitigation Plan</li> <li>• Data Migration Plan</li> <li>• Training Methodology and plan time frame.</li> <li>• Operation and maintenance road map.</li> <li>• Clear and unambiguous narration of exit</li> <li>• Management activities of the bidder.</li> <li>• Post Implementation plan and methodology.</li> <li>• Challenges likely to be encountered</li> <li>• Client references.</li> <li>• Clear and unambiguous narration of exit Management activities of the bidder.</li> </ul>	Technical Presentation	20

## 4.2 Financial bid Evaluation Criteria

- ✓ The Financial Bids of the technically qualified bidders will be opened on 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:

$$\text{Financial Score of a Bidder} = \frac{\{\text{Financial Bid of L1/Financial Bid of the Bidder}\} \times 100}{\%}$$

(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".

## 4.3 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.

## 4.4 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)

## 5 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.

### 5.1 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.

### 5.2 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.

### 5.3 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.

### 5.4 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.



## **5.5 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 **3 years 6 months (42 months)**. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **5.6 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.

## **5.7 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.

## **6 Terms of Reference (ToR):**

### **6.1 Scope of Work:**

The broad scope for effective implementation of e-Governance solutions for Science and technology department is below:

- Registration (Beneficiaries - Individual/Institution/Organizations) Scheme / Benefit Management with request processing – 13 Programs/ Schemes\*. (Benefit transfer through IFMS)
- Mobile Application-(a) Registration(b)Inspection(c)Query
- Dashboard & MIS Report

### **6.2 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:

### **6.3 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 State Council of Science & Technology Department, Govt. of Odisha /OCAC. While doing so, SI at least is expected to do following:

- The SI or shall liaise with Department of State Council of Science & Technology Department.
- The SI shall translate all the requirements mentioned in the document into SystemRequirements
- The SI shall follow standardized template for requirements capturing
- The SI must maintain traceability matrix from SRS stage for the entire implementation

### **6.4 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.

## 6.5 Development

The SI shall identify, design and develop components / functionalities that are required to address the State Council of Science & Technology Department, Govt. of Odisha 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

## 6.6 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 State Council of Science & Technology Department /OCAC will facilitate this process.

## 6.7 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 UserAcceptance Testing (UAT).

## 6.8 Third Party Audit

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

## **6.9 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

## **6.10 Training**

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.

## **6.11 Online Help**

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

## **6.12 Operation & Maintenance**

Application support and maintenance support will be provided for a period of 3 years from the date of Go-Live

## **6.13 Deployment & Configuration**

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

## **6.14 UAT & Go-Live**

After completion of the development work for application State Council of Science & Technology Department, Govt. of Odisha/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 State Council of Science & Technology Department, Govt. of Odisha /OCAC in staging environment
- c) Support State Council of Science & Technology Department, Govt. of Odisha /OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
- d) Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested Departments (if any) during the UAT without any additional cost.

## **6.15 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.

## **6.16 Operation & Maintenance:**

### ***6.16.1 Application Support***

Implementation of the applications, maintenance of software, training and program management would be handled by the SI for a period of 36 months (3 Yrs) after Go-Live.

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

#### 6.16.2 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.

### 6.17 Adherence to Standards

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

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.

### 6.18 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.

### 6.19 Change Request Management

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

- a) The activities that will be treated as enhancement services is mentioned below:
  - Functional changes in the application
  - Development of new module/sub-module/Form/Report in the developed system
  - Changes in the workflow or core application framework
  - Integration with any new system
  - Additional onsite resources in the project
- b) The procedure for executing the change request is as follows:
  - Analysis: SI will analyse the changes suggested and submit an effort estimation including timeline to OCAC
  - Approval: OCAC shall do the due diligence and provide approval on the effort and timeline suggested

- **Incorporation:** After receiving the approval from OCAC SI will incorporate the changes in the application.
- On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by OCAC.

## **6.20 Exit Plan**

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to State Council of Science & Technology Department, Govt. of Odisha technical team at least 6 months before project closure. IT resource persons of State Council of Science & Technology Department, Govt. of Odisha 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 State Council of Science & Technology Department, Govt. of Odisha on maintenance of software and infrastructure.

## **6.21 Project Documentation**

The SI will share below list of documents to State Council of Science & Technology Department, Govt. of Odisha /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



## 6.22 Expected Project Timeline & Deliverables

Development of web portal and online services Application for Science & Technology Department;

Sl.	Activity	Tentative Deliverables	Timeline
1	Date of Signing of Contract	– Contract Acceptance; through official mail/ acceptance letter submission	T + 0 weeks
2	SRS Submission (System as well as Field Study and Prototype Design)	– Detailed Team Structure with team members – Point of Contact – FSR/SRS Document – Screen prototypes	T+ 4 weeks
3	SRS Approval	– FRS/ SRS Document Submission and Approval	T+ 5 weeks
4	Design, Development & Implementation	– Source Code – Test Plans & Test Cases – Operation Manual • FAQs • Load Testing report – Hosting in staging environment – Delivery Beta Version of Software	T+16 weeks
5	User Acceptance Testing & Training	– Preparation Test Cases – UAT certificate – Training to users and provider training completion report.	T+ 18 weeks
6	Security Audit	– Safe to host certificate issued by Cert-in empaneled firm	T+22 weeks
7	Go Live	– Movement of application from Staging to Production environment	T + 24 weeks = T1
8	Operations & Maintenance (Operational Support, Technical Support)	– Issue Logs – Quarterly Activities report	T1 + 36 Months

\* 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*

## 6.23 Deliverables

The deliverables for the project are :

- a) Software Requirement Specifications (SRS)
- b) Beta Version of Software
- c) Final Version of Software along with Source Code in Soft Copy
- d) User Manual (2 copies in CD media), installation and administration manual, training material
- e) Installation and initial user configuration on the central server
- f) Installation and configuration on the disaster recovery (DR) server
- g) Obtaining security audit for the solution from CERT-IN empanelled agency
- h) End user training

## 7 FUNCTIONAL REQUIREMENT:

It is envisaged to have an integrated and centralized digital platform that covers the key operational areas of the Dept. The solution shall have a scheme master where common parameters can be configured.

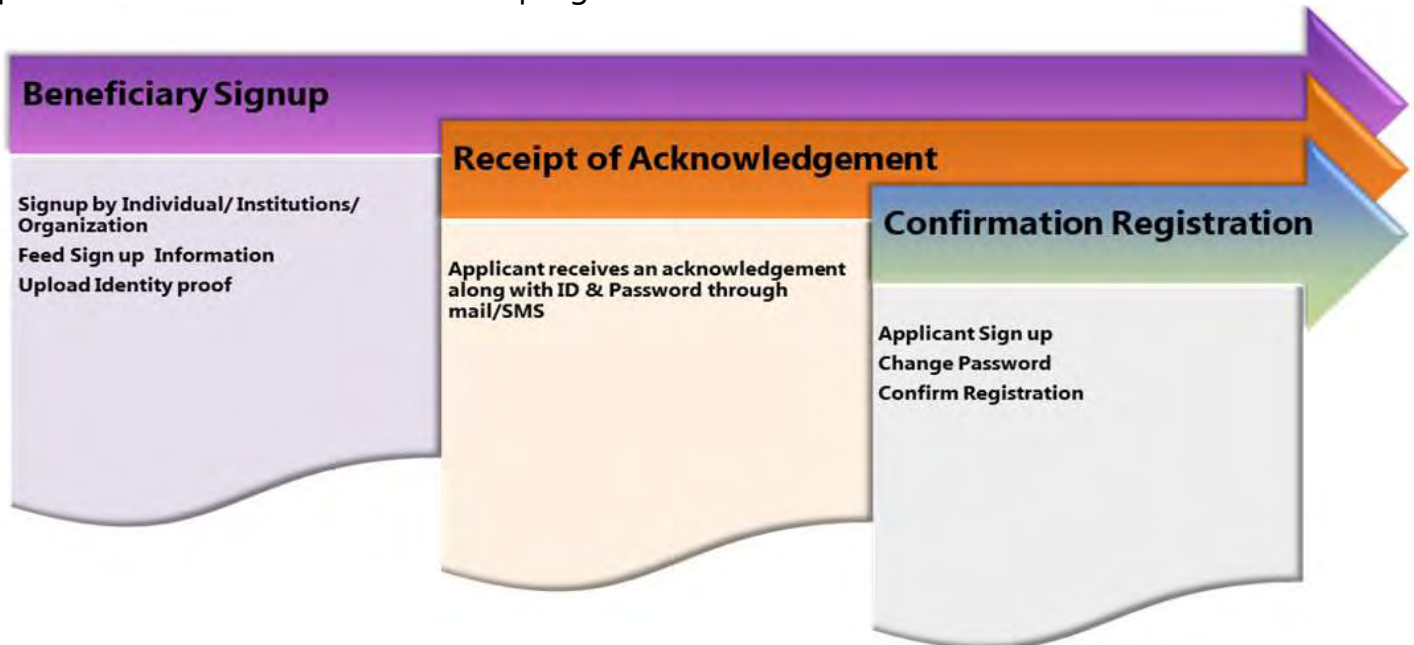
The Following Functional Modules are proposed;

- a) Web portal and Registration (Beneficiaries-Individual/Institution/Organizations)
- b) Scheme/Benefit Management with request processing-13 Programs/Schemes\*. (Benefit transfer through IFMS)
- c) Mobile Application
  - (i) Registration
  - (ii) Inspection
  - (iii) Query
- d) Dashboard & MIS Report

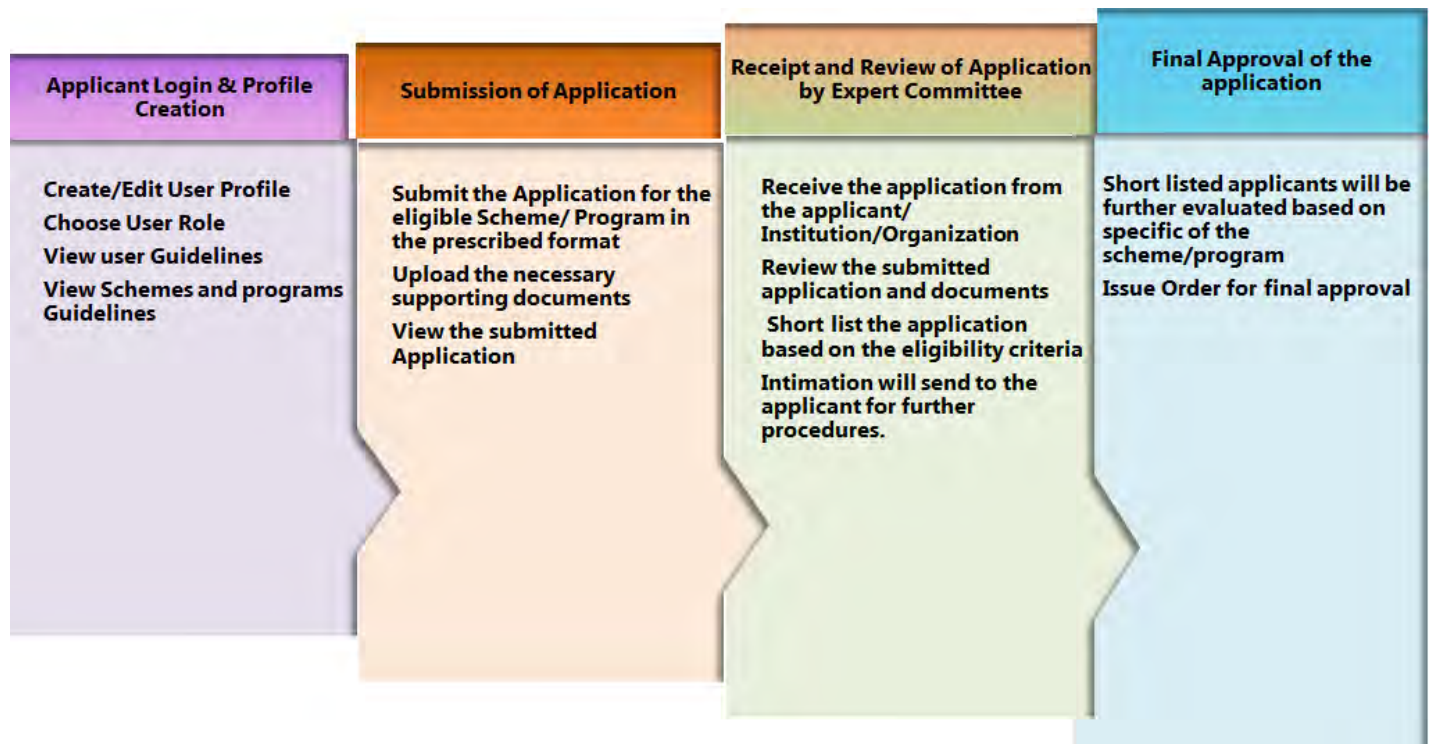
## 7.1 Modules in Details

### 7.1.1 Registration (Beneficiaries-Individual/Institution/Organizations):

Registration shall be done by individual beneficiaries, Institutions and Organizations as per the nature of the Schemes and programs.



### 7.1.2 Application Request Processing and Evaluation



### 7.1.3 Scheme/ Benefit Management



The Science and Technology Dept., Govt. of Odisha operating nearly 13 schemes and programs promoting and popularizing science and technology in the State of Odisha. All these schemes are instituted from time to time to the State developmental needs and social demand. These schemes and programs are implemented with clear and transparent guidelines, terms & conditions, and with strict norms to ensure full accountability and uphold quality of education and research. Each scheme follows a unique management model by which an Expert External Committee reviews the proposals, screen out low quality proposals and select the best projects, and also recommends the quantum of research fund, conduct thorough review periodically for monitoring the progress of the projects. All schemes are being operated through this similar fool proof mechanism upholding ultimate accountability for the research grants and scheme support. All the Expert Committees are constituted by the Executive Vice President of the Council, who is also the Chairman of the Executive Committee.

The necessary guidelines and other conditions are provided timely by the Executive Committee for the management of the schemes. Moreover, based on the user demand, institutional requirements, operational problems, and other administrative requirements, some improvements are incorporated in these schemes & programs periodically with the approval of the Chairman of the Executive Committee.

#### Periodic submission of SE & UC

The recipient institution shall forward an audited utilization certificate and statement of expenditure (UC & SE) signed by duly signed and sealed by Government Internal Auditor/Chartered Accountant, Registrar/Principal/ Director or CEO of the Research Institute as well as the Principal Investigator/Project Coordinator in the prescribed proforma.

The UC & SE shall be furnished on a project year basis. The institution should maintain separate audited accounts for the project and the interest accrued should be reflected in the Statement of Expenditure and should be refunded (in the case of aided institution) to the Council. Request for release of the next installment should be accompanied by the following documents: a) Audited Utilization Certificate and Statement of Expenditure for the previous project year (in original) b) Latest authenticated Statement of Expenditure including Committed Expenditure and interest accrued if any and a detailed Annual Progress Report. After receiving Utilization Certificate & Statement of Expenditure, if unspent funds are available as per the U.C, the money for the subsequent years will be released after deducting the unspent amount. The request for grants should however reach the Council at least 30 days in advance.

#### **7.1.4 Mobile Application**

Mobile app shall be developed for Registration (especially in student scholarship programs for basic and applied science), Inspection Management (Programs like Incubation Centre, Centre of Excellence, where a necessary requirement there to be inspect by the dept. officials' facilities need of Mobile application) and Query Management. All applicants would be able to Query the status of their application by accessing the Query Module through Mobile.

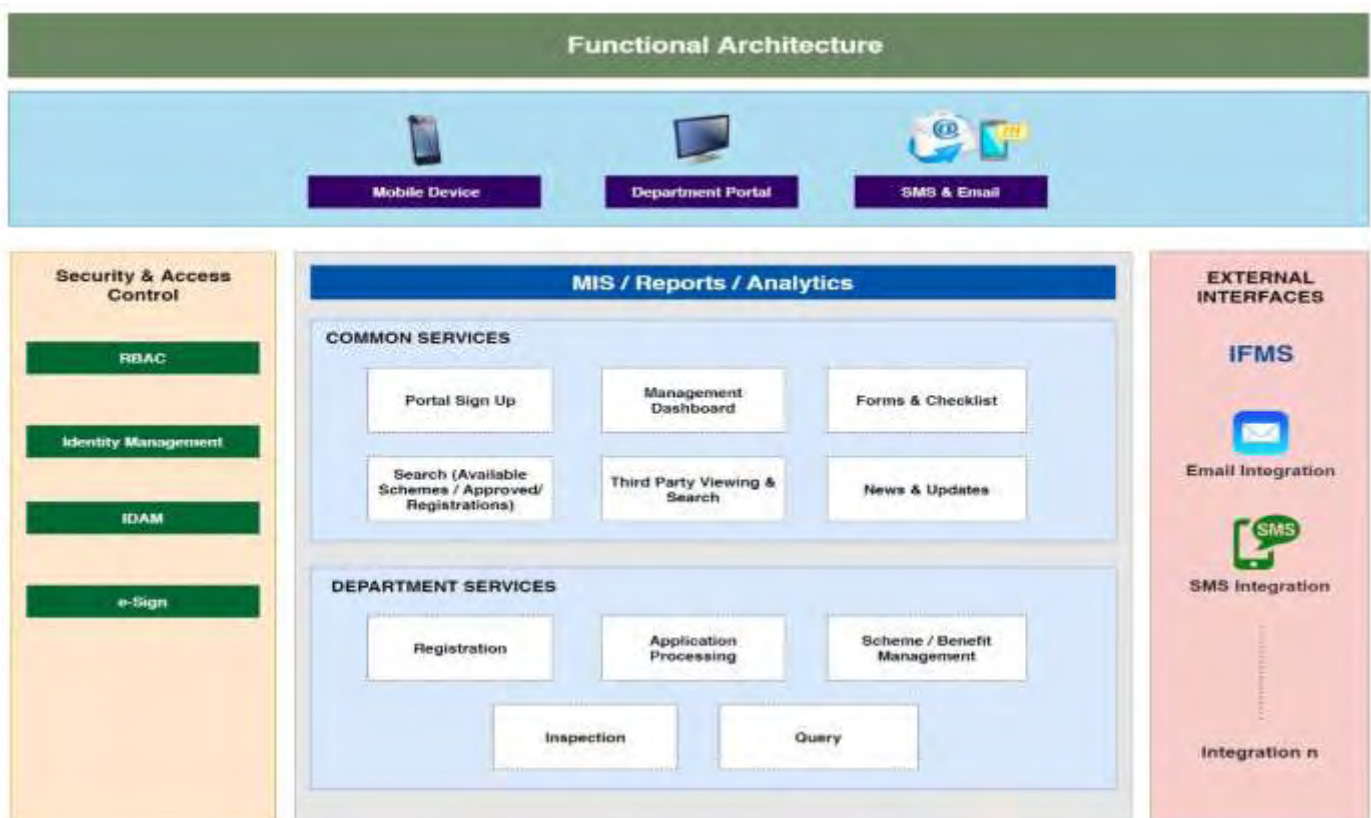
##### Design Consideration:

- i. Mobile application should be compatible and accessible on major mobile device OS such as Android and iOS.
- ii. Application should be built with open standards and open APIs.
- iii. Should provide bilingual support and user interface should be available in Odia and English.
- iv. The Apps should provide an update feature in case of newly published version.
- v. App should be of responsive design that will automatically expand / compress itself as per the screen resolution.
- vi. Application should be capable to plug-in new technologies and components in a seamless manner.
- vii. Application should have capability to connect to the network in batches, in order to overcome the no network scenarios.
- viii. Application design should have capability to minimize its power and memory footprint during low memory scenario.
- ix. The App should work in both offline / online modes

### 7.1.5 Dashboard & MIS Report

1. Facility to generate valuable and timely MIS Reports that facilitate better control of the Dept. affairs and enhance the efficiency of day-to-day operations.
2. The design of MIS is to implement procedures, processes, and routines that provide suitably detailed reports in an accurate, consistent, and timely manner.
3. Various reports will be provided such as Beneficiary Master, Schemes, Benefits Given, Defaulters List etc.

### 7.1.6 Functional Architecture



## 8 Application Architecture

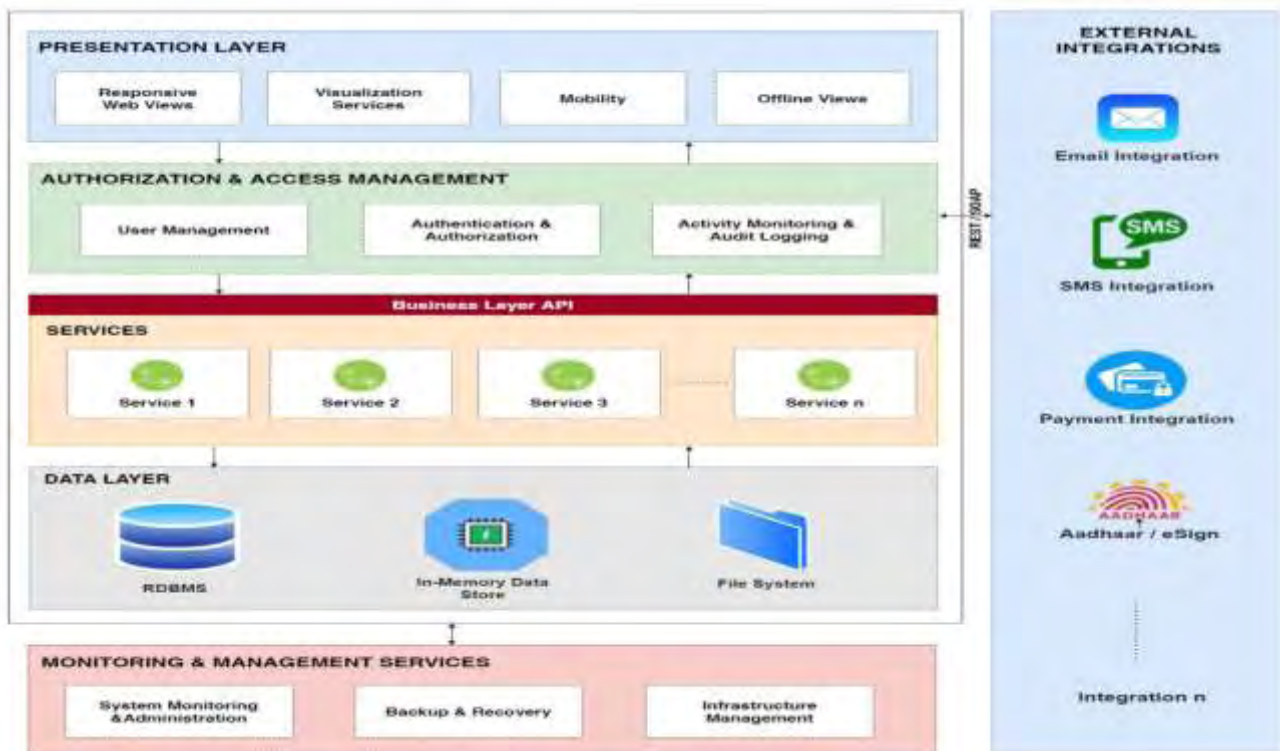
A centralized architecture (servers and processing at single and central location) has been proposed for the envisioned project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access the application through local or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

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

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

### 8.1 Technical Architecture

The Technical Architecture of the System would be multi layered. The architecture should be scalable both vertically and horizontally with security features. The overall technology solution shall be based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications.



## 9 Scheme Wise Categorization

Following are the schemes implemented by the Science & Technology Department, Govt. of Odisha. For each scheme, after the implementation of each phase, the client shall upload the utilization certificate and other related reports. The solution shall have a scheme master where common scheme wise parameters can be configured.

#	Program/Scheme	Scheme Specific	Scope of Automation
1	Biju Pattnaik Research Fellowship in Sc. (Basic & Applied Sc and Biotechnology) (BPRF in Basic and Applied Sc)	Provide fellowships in the form of financial assistance to students to pursue higher studies leading to Ph.D. Degree in basic and applied sciences Maximum Tenure – 3 years A total number of 20 fellowships will be awarded every year (10 fellowships in Biotechnology and 10 fellowships in other fields of basic and applied sciences).	<ul style="list-style-type: none"> <li>• Fill fellowship form &amp; submit application along with supporting documents</li> <li>• Scrutiny of application</li> <li>• Processing of application</li> <li>• Disbursement of Financial Assistance to the beneficiary itself</li> <li>• Extension of tenure/Cancellation of application</li> </ul>
2	Post-Graduation Scholarship for Meritorious Students to Pursue Post Graduate Studies in Basic Sc(Physics, Chemistry, Botany, Zoology, Geology & Mathematics)(PG Scholarship for Basic Applied Sc and Biotechnology)	Scholarship Programme for Meritorious students to pursue Post Graduate Studies in Basic Sciences and Biotechnology Total number of Scholarship: 200 (two hundred) Period- 2 years Need to submit Annual Progress report	<ul style="list-style-type: none"> <li>• Fill fellowship form &amp; submit application along with supporting documents for written test</li> <li>• Selection of eligible students</li> <li>• Disbursement of Financial Assistance to the Head of the Institution</li> <li>• Disbursement of Financial Assistance to the scholar by the Head of the Institution</li> </ul>
3	Financial Assistance to Govt. Universities, Colleges, State Funded Research Institutes of Odisha and Research Institutes of GOI functioning in Odisha for R&D Projects in the identified areas	To encourage Research and Development for the application of Biotechnology in Agriculture, Medicinal Science, Animal Science, Life Science, Aquaculture, Marine Science and Environmental Science. The tenure of the project will be for a maximum period of three years.	<ul style="list-style-type: none"> <li>• Submission of Project proposal in the prescribed format by the Principal Investigator/Project Co-coordinator</li> <li>• Verification of the proposal and approval</li> <li>• Release of grant as instalment to the Registrar of the University/Principal of the</li> </ul>



	of Biotechnology. (R&D in Biotechnology) Basic & Applied Science.(R&D Grant in Basic Sc)	Develop research infrastructure and output of the Universities, Colleges and Research Institutes on Science & Technology of Odisha as these are the main centres of research of the state. The tenure of the project will be for a maximum period of three years The quantum of assistance for a research project will be under Rs. 10 Lakhs.	College/Director or CEO of the Research Institute. <ul style="list-style-type: none"> <li>• Submission of progress Report</li> <li>• Evaluation of Progress Report</li> <li>• Release of Second instalment</li> <li>• Final Evaluation and monitoring</li> <li>• Submission of UC &amp; SE</li> </ul>
4	Emeritus Fellowship in Biotechnology(Award of Emeritus fellowship in Biotechnology)	To utilize the knowledge and experience of superannuated teachers and scientists for the advantage of students of Biotechnology of different Universities of the state at Post-Graduate level. A total number of two (02) fellowships will be awarded every year.	<ul style="list-style-type: none"> <li>• Submission of Application along with supporting documents</li> <li>• Scrutiny of the Application by the Expert Committee</li> <li>• Submission of Presentation by the eligible candidates</li> <li>• Release of fund to the Head of the Institution of the host Institution</li> <li>• Submission of financial year wise audited statement by the host Institution</li> <li>• Submission of activity report by the Emeritus Fellow</li> </ul>
5	Travel Grant to Academicians/Scientist of State to give their Oral presentation in National/International Conferences/Workshops/Symposia etc)(Travel Grant to Acamedicians/Scientist)	Providing partial financial assistance to only those scientists/ academicians of the state who are supposed to give oral presentation in National/ International Conferences/ Seminars/Workshops/ Symposia etc.and which will be beneficial to the state. The financial assistance shall be provided as per eligibility towards: • Air fare/ Train fare and Registration fees.	<ul style="list-style-type: none"> <li>• Submission of Application along with supporting documents</li> <li>• Evaluation by the Screening Committee</li> <li>• Release of fund to (Air ticket/ Train fare, Registration fees)</li> <li>• Release of fund to the applicant</li> </ul>

6	UNESCO Kalinga Prize.(UNESCO Kalinga Prize)	The UNESCO-Kalinga Prize is the contribution of late BijuPatnaik, a great visionary industrialist and statesman of Odisha (India) for popularization of science among the common people. This prize is monitored by UNESCO. The present Prize money is 20,000 US Dollar which is met from the contribution of Government of India, Government of Odisha and Kalinga Foundation Trust, Odisha in the ratio of 6:4:4, This has been awarded by-annually since 2009.	<ul style="list-style-type: none"> <li>• Submission of Nomination along with recommendation through the country's National Commission for UNESCO.</li> <li>• Examine the nominations by the State Level Selection Committee (SLSC)</li> <li>• Approval of the nomination</li> <li>• Presentation of Award</li> </ul>
7	Patent Information Centre.(PIC)	Patent Facilitating Centre (PFC), Technology Information, Forecasting and Assessment Council (TIFAC), Department of Science & Technology (DST), Govt. of India	<ul style="list-style-type: none"> <li>• File an application for patent and fee payment</li> <li>• Conducts searches to ascertain the prerequisites</li> <li>• Publishes the application</li> <li>• Conducts in-depth examination</li> <li>• Raises objection to the application</li> <li>• Grants the patent</li> </ul>
8	Setting up Sub-Regional Sc Centers.(Setting up Sub Regional Sc Centers)	The plots of land on which such centers are set up are provided by the state governments. Minimum 5.0 acres (preferably without any low-lying area and of fairly regular shape) of developed land shall be provided by the State Government free of cost. For hilly areas, island territories etc. 2.5 acres will be acceptable provided the land is having good vicinity.	

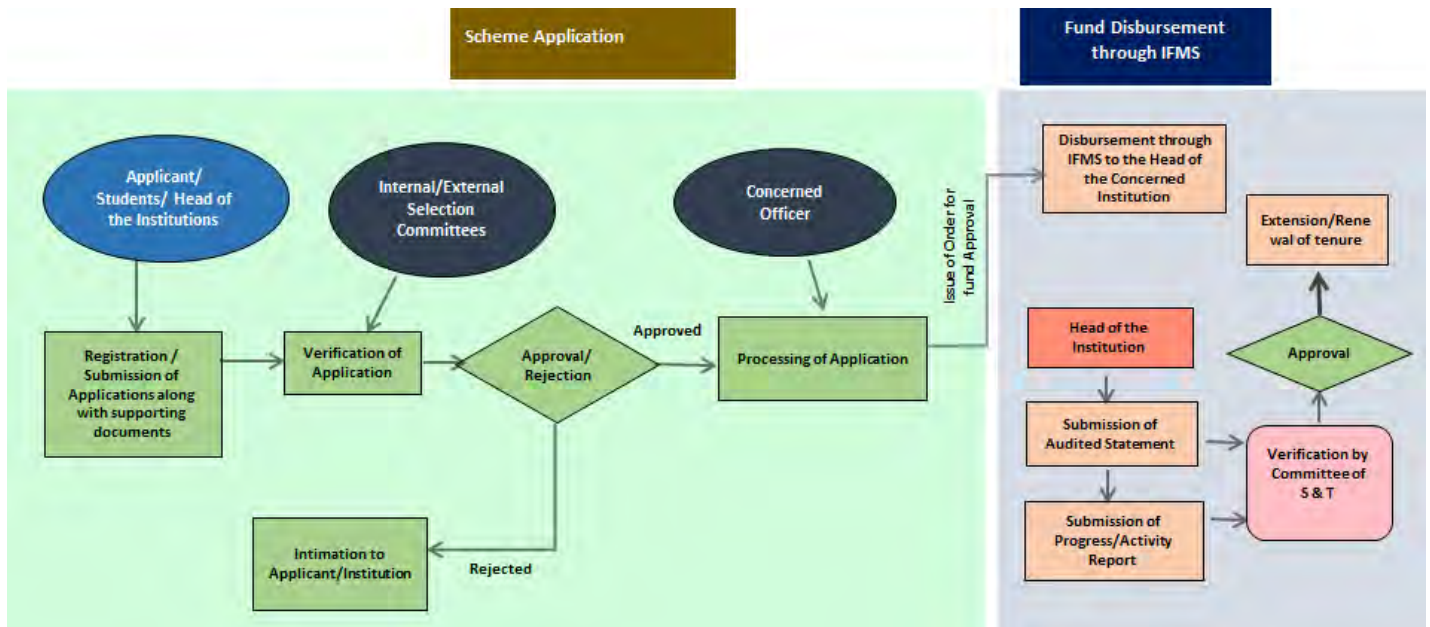
**PROPER IMPLEMENTATION OF ODISHA BIOTECHNOLOGY POLICY 2018- 5 GUIDELINES ISSUED BY DEPT.**

1	Establishment of Bio-Tech Finishing School	support training and Skilling of Biotechnology students of the State to be "Industry ready". Total duration: 12 months divided into two semesters.	<ul style="list-style-type: none"> <li>• Submission of program details by the host institute</li> <li>• Release of fund to the host institution</li> <li>• Submission of UC &amp; SE to S&amp;T by the host institution</li> </ul>
2	Immersion Fellowship in Biotechnology	<p>Scheme is aimed at supporting innovative projects by students in the area of biotechnology. This scheme will be implemented through dedicated hubs called Innovation centres (IC) housed within the University/Institute/Medical College set up and mentored by Govt. of Odisha / BIRAC / self-supported bio-incubator. In collaboration with bio-incubator, the IC would act as anchor and extend requisite support and mentoring to students. Each IC must have a pre-incubation space (minimum 3000 sq.ft) which offers infrastructure and minimum equipment for basic research and experimentation by selected students. Each Innovation Centre can have maximum of 4 nos. of immersion fellows at any given point of time. 5.2 Fellowship is provided for a period of 18 months with no provision for extension. 5.3 Per year Biotechnology Cell of Science &amp; Technology Department may award maximum 12 Innovation Fellows (including Innovation Fellow I &amp; Innovation Fellow II) per year</p>	<ul style="list-style-type: none"> <li>• Submission of application along with proposal</li> <li>• Checking of eligibility of the applicant and their University/college/Institution (Innovation Centre) by Innovation Centres Expert Committee</li> <li>• Release of Award Letter</li> <li>• Release of Fund to the Institution</li> </ul>

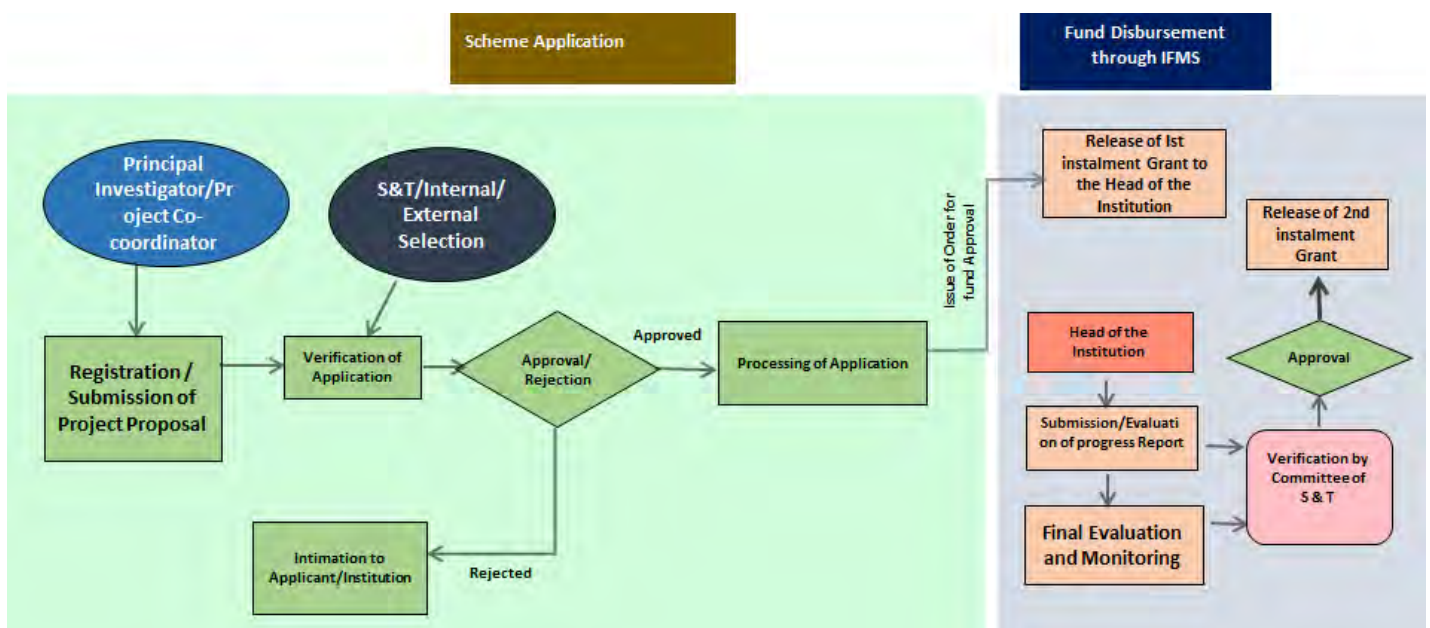
3	Bio-Innovation Grant(BInG)	<p>Innovative ideas from ideation to proof-of-concept (PoC)- a crucial stage in the product development. The funding will be provided for a period of 18 months.</p> <p>Individuals/Company/LLP can apply</p>	<ul style="list-style-type: none"> <li>• Submission of Application along with proposal by Project leader</li> <li>• Conduct review and Screening by BInG partners and then reviewed by Subject Matter Experts</li> <li>• Invitation for presentation for final approval</li> <li>• Generate agreement</li> <li>• Release of fund</li> <li>• Submission of UC &amp; SE</li> </ul>
4	Establishment of Biotechnology Incubation Centres/Bio-Incubators	<p>Supporting New Bio-incubator at Academic/Research Institutes/ Research Hospitals/Organizations fostering Innovation and entrepreneurship.</p> <p>Strengthening existing incubators attached to academic institutes/research institutes, standalone incubators/research hospitals</p> <p>The funding will be in the form of Grant-in-Aid/ Capital Investment</p> <p>Duration of support for bio-incubation will be for 2 years</p>	<ul style="list-style-type: none"> <li>• Submission of Application along with proposal by Project leader</li> <li>• Conduct review and Screening</li> <li>• Invitation for presentation for final approval</li> <li>• Generate agreement</li> <li>• Release of fund as grant-in-aid</li> <li>• Submission of UC &amp; SE</li> </ul>
5	Establishment of Centre of Excellence in Biotechnology(COEB )	<p>Set-up Centre of Excellence for advanced research and mentoring in various sectors of Biotechnology and healthcare using cutting edge interdisciplinary technologies.</p> <p>Amount and Duration - grant up to 2cr in total for 2 years and may be extendable for another 1 year based on need and mutually identified goals.</p> <p>Funding support in two installments. The last installment will be sanctioned after submission of Utilization Certificate against the amount sanctioned in 1st installment.</p>	<ul style="list-style-type: none"> <li>• Submission of Proposal</li> <li>• Evaluation of the proposal by The Advisory cum Steering Committee</li> <li>• Short-listing</li> <li>• Conduct presentation</li> <li>• Release of grant</li> <li>• Submission of Utilization Certificate</li> </ul>

**9.1 Tentative Flow Chart for Scheme: Below are the tentative flow chart, the SI need to make a complete study later to derive the final flow of the application.**

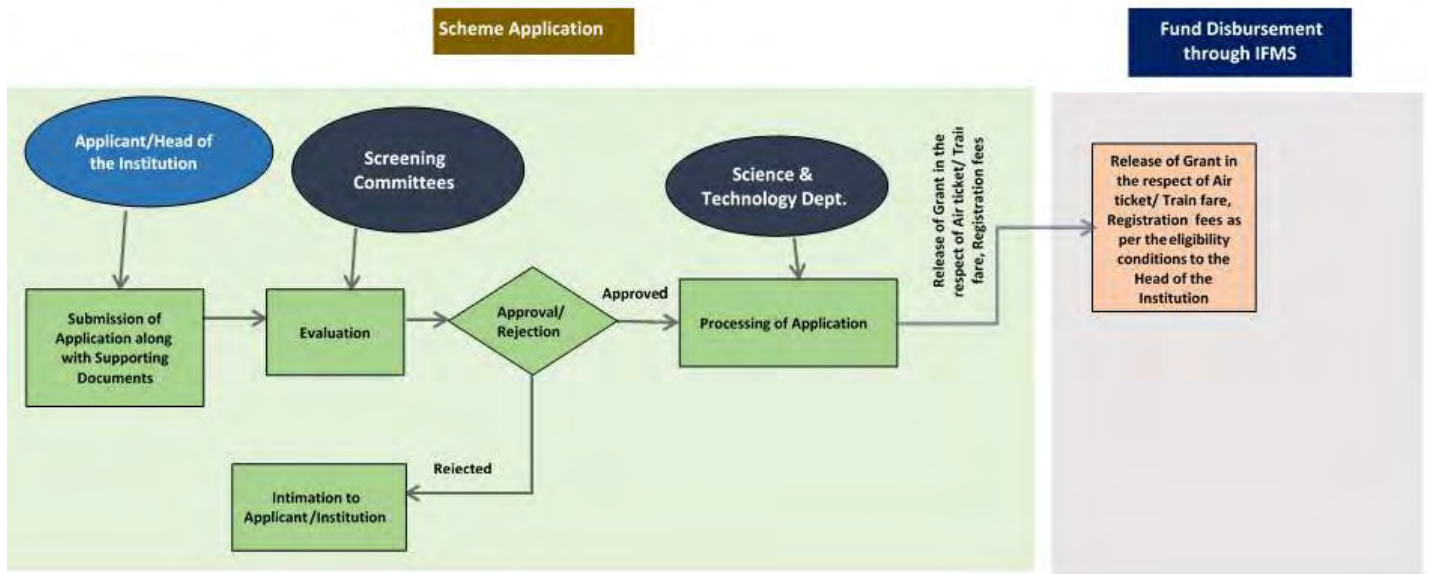
**9.1.1 Scope of Automation (Financial Assistance to Students/Emeritus Scientists (Scholarships/Fellowships) (Biju Patnaik Research Fellowship, Post-Graduation Scholarship, Emeritus Fellowship)**



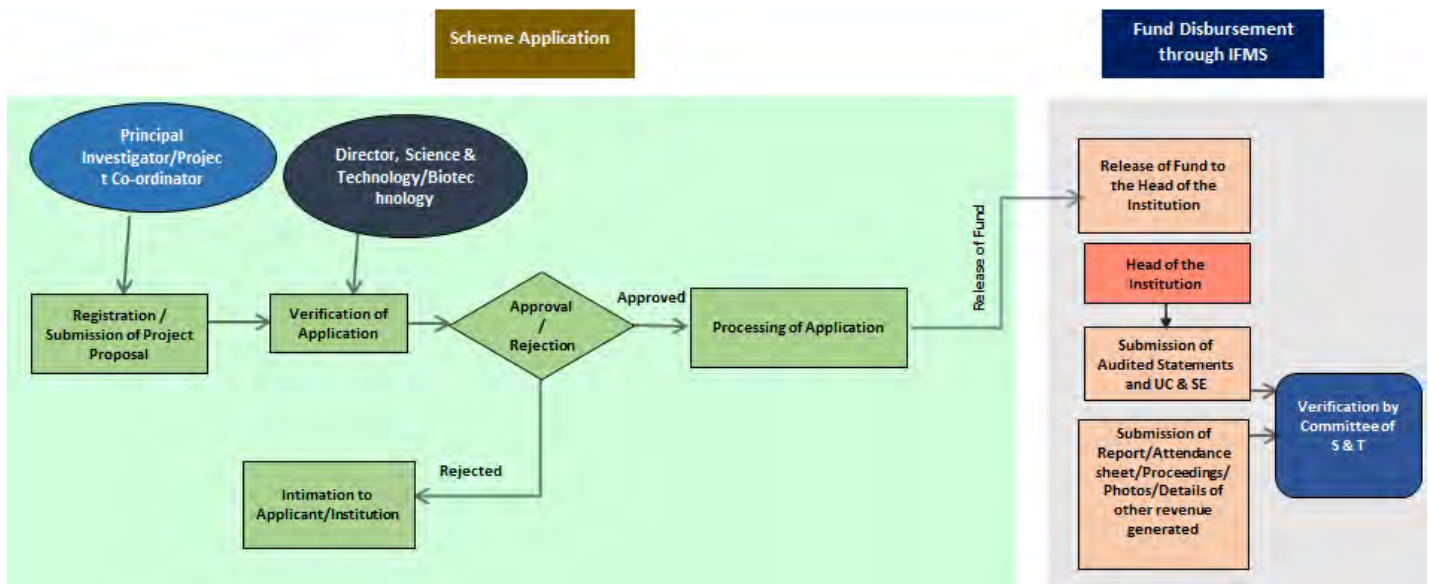
**9.1.2 Integration Scope of Automation (Financial Assistance to Govt. Universities, Colleges, State Funded Research Institutes for R&D Projects)**



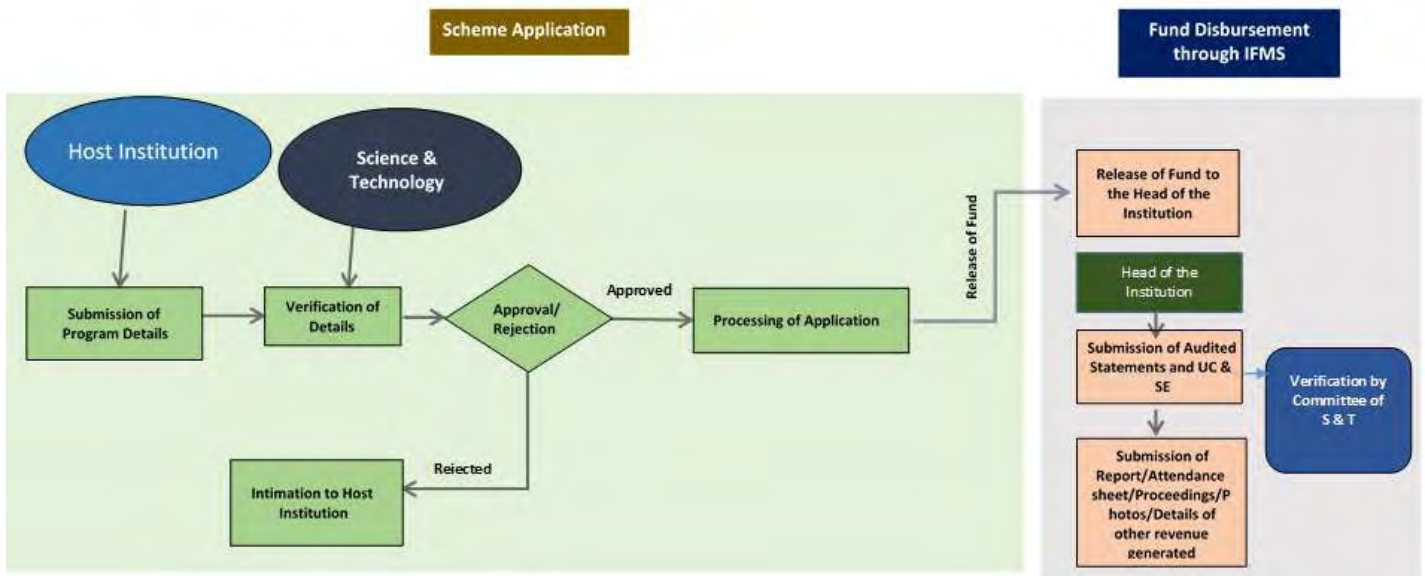
### 9.1.3 Scope of Automation (Travel Grant to Academicians/ Scientist of State)



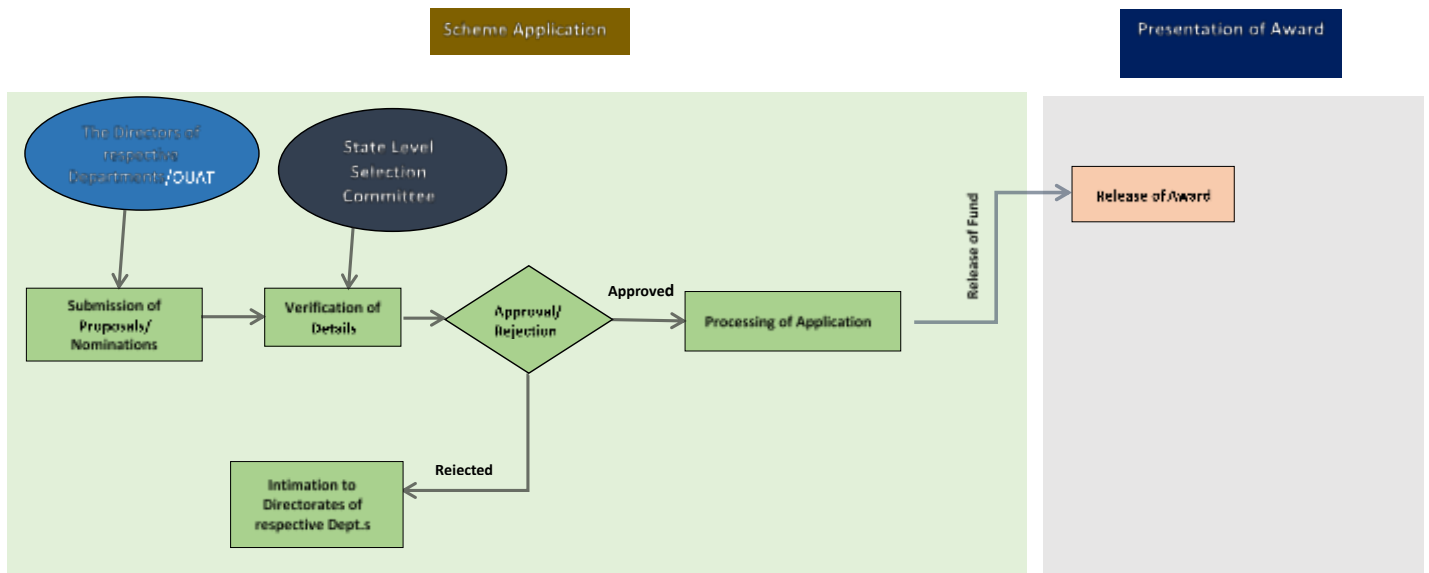
### 9.1.4 Scope of Automation (Financial Assistance to Govt. Colleges/ Autonomous Colleges & State Universities of Odisha for Holding Seminars/Symposia/ Conf / Workshop in Sc& Technology. Workshop, Seminars, Conf)



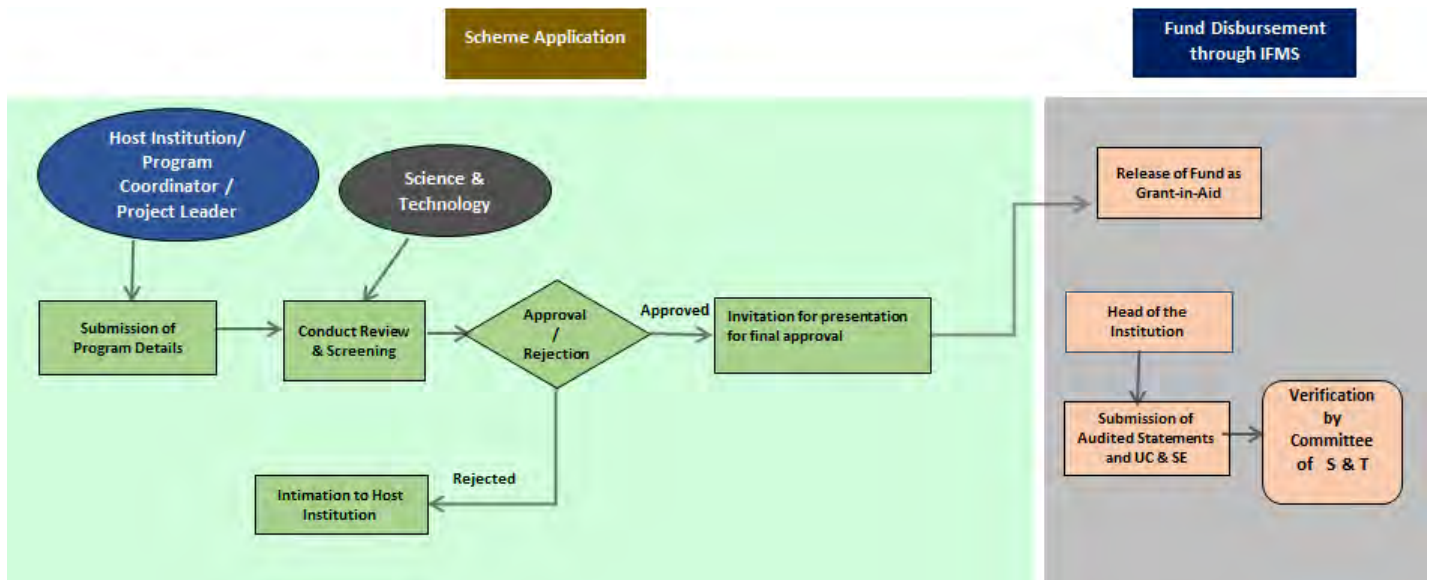
### 9.1.5 Scope of Automation (Skill and Entrepreneurship Dev program -Entrepreneurship Program)



### 9.1.6 Scope of Automation (Award for Progressive Farmers and Farm Entrepreneurs for their pioneering work (Progressive Farmers & Farm Entrepreneurs))



### 9.1.7 Scope of Automation (Establishment of Bio-Tech Finishing School; Establishment of Biotechnology Incubation Centres/Bio-Incubators; Establishment of Centre of Excellence in Biotechnology (COEB))



### 9.1.8 Immersion Fellowship in Biotechnology

The fellowship under this scheme is aimed at supporting innovative projects by students in the area of biotechnology. This scheme is mandated to promote a culture of applied research and need-oriented (societal or industry) entrepreneurial innovation among young students and researchers. The scheme provides funding support (through fellowship and research grant), technical and business mentoring, exposure to bio incubation model, orientation to entrepreneurial culture etc. to students at postgraduate and post-doctoral level.

This scheme will be implemented through dedicated hubs called Innovation centres (IC) housed within the University/Institute/Medical College set up and mentored by Govt. of Odisha / BIRAC / self-supported bio-incubator. In collaboration with bio-incubator, the IC would act as anchor and extend requisite support and mentoring to students. Each IC must have a pre-incubation space (minimum 3000 sq.ft) which offers infrastructure and minimum equipment for basic research and experimentation by selected students. Advanced research needs would be fulfilled through bio-incubator connect.

Immersion Fellowship proposals can be submitted in any domain including Healthcare, Life sciences, Diagnostics, Medical Devices, Drugs, Vaccines, Drug Formulations and delivery systems, Industrial Biotechnology, Bioinformatics, Agriculture, Secondary agriculture, Waste

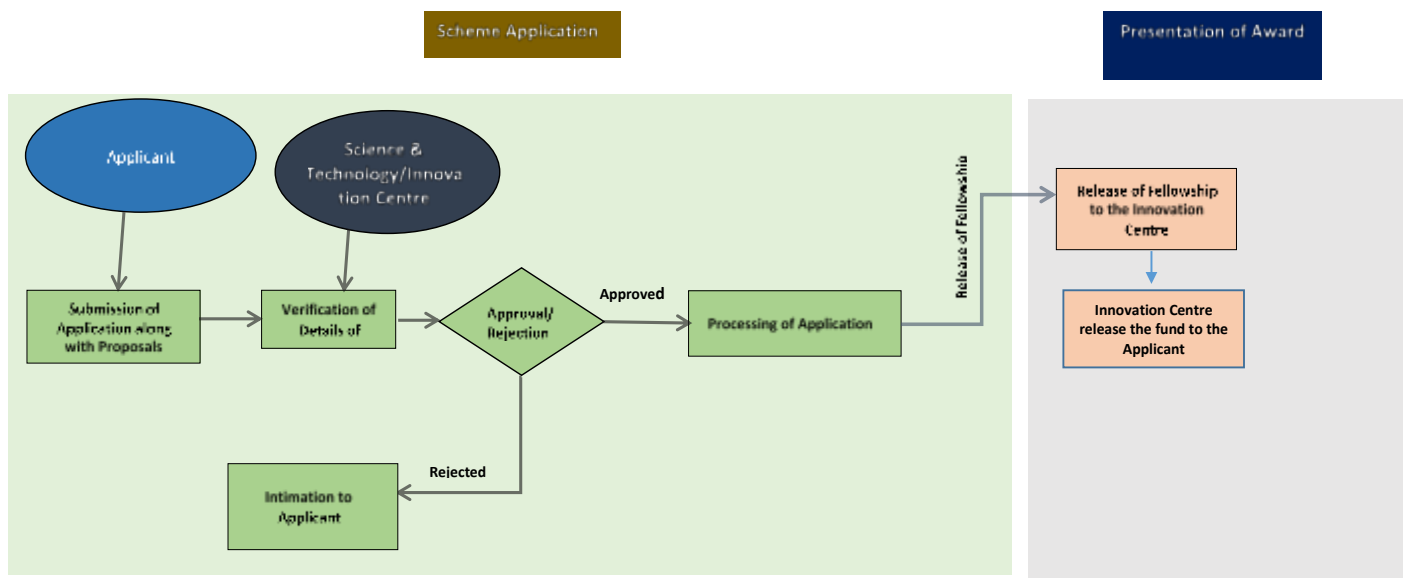


Management, Sanitation, Clean Energy and Artificial Intelligence/ Internet of Things (IoT)/ Automation with application in any of these areas. Science & Technology Dept., Govt. of Odisha encourages interdisciplinary proposals from any stream that can help conversion of innovative ideas into biotech products and technologies in any of the above fields.

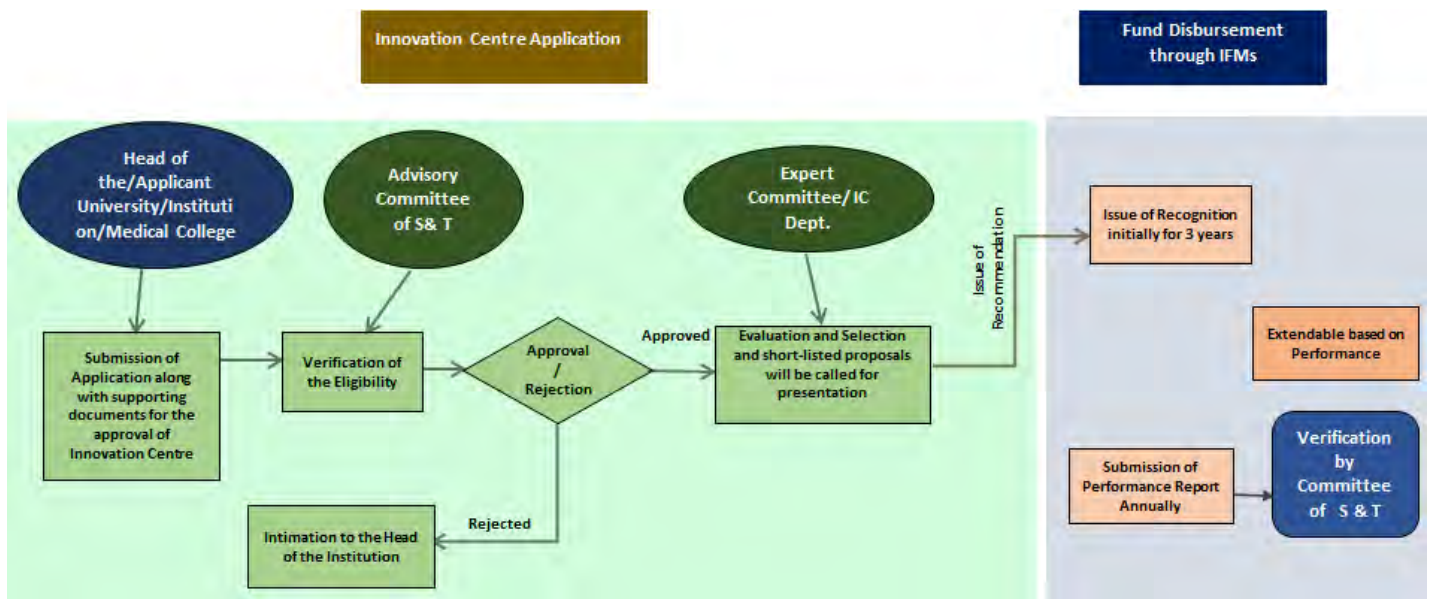
Each Innovation Centre can have maximum of 4 nos. of immersion fellows at any given point of time. Fellowship is provided for a period of 18 months with no provision for extension. Fellowship is provided for a period of 18 months with no provision for extension. Innovation Fellows will receive fellowship grant and annual research grant/prototyping grant.

Innovation Centres and Knowledge Partners will provide continuous mentoring support to fellows, including but not limited to Technical Mentoring, IP Support, Legal Support, Networking and Outreach, Trainings, Regulatory Advice, Business Mentoring and Fund raising.

### 9.1.9 Scope of Automation of Immersion Fellowship in Biotechnology



### 9.1.10 Scope of Automation of Selection of Innovation Centre (IC) process



### 9.1.11 Bio Innovation Grant (BInG)

“Bio Innovation Grant” (BInG), promoted by Science and Technology Department, Government of Odisha, will fund innovative ideas from ideation to proof-of-concept (PoC)- a crucial stage in the product development. The Biotechnology cell, under the administrative jurisdiction of state council of Science & Technology Department, Government of Odisha will select promising biotech start-ups each year and provide a support of up to INR 50 lakhs in a phased manner over a period of 18 months. This will help to build the pipeline of biotech innovation and future entrepreneurship in the state.

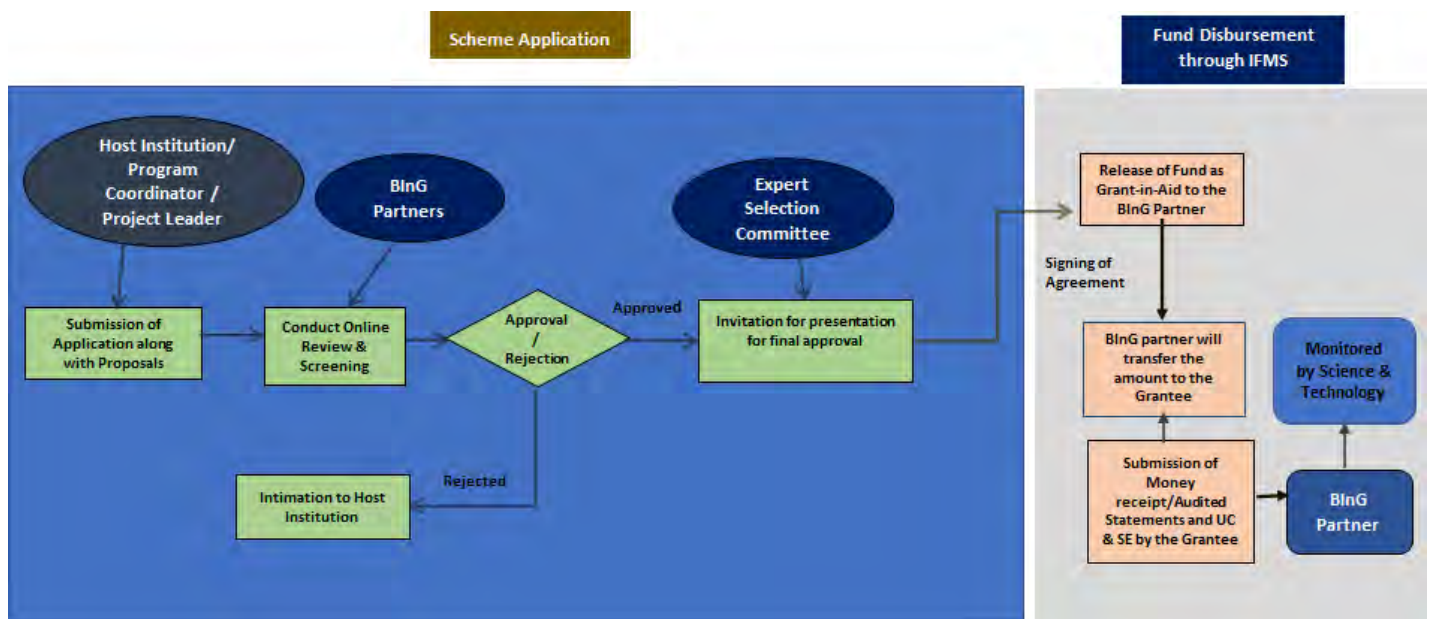
The purpose of the Schemes is Supports ideation to PoC; Nurtures entrepreneurship to enable translation of ideas into commercially viable products/ technologies to address unmet need; Enables Biotech Start-up Ecosystem in Odisha to become nationally and in course of time, globally competitive. BInG scheme will support innovation under Healthcare, Life sciences, Diagnostics, Medical Devices, Drugs, Vaccines, Drug Formulations and delivery systems, Industrial Biotechnology, Food & Agriculture including Secondary agriculture, Waste Management, Sanitation, Clean Energy and related areas.

Science and Technology Department, Govt. of Odisha would encourage proposals involving integration of Biotech with applied sciences that may include Engineering, Artificial Intelligence, Internet of things, Sensors, Data Analytics, Cloud Computing, Machine Learning, Automation, Robotics and related disciplines to potentially facilitate transforming healthcare, life sciences, and other bio-based industry/ markets. BInG grant is not a research fellowship and cannot be used to support PhD or any other academic research. The funding will be provided for a period of 18 months. The project will be implemented in a milestone based manner.

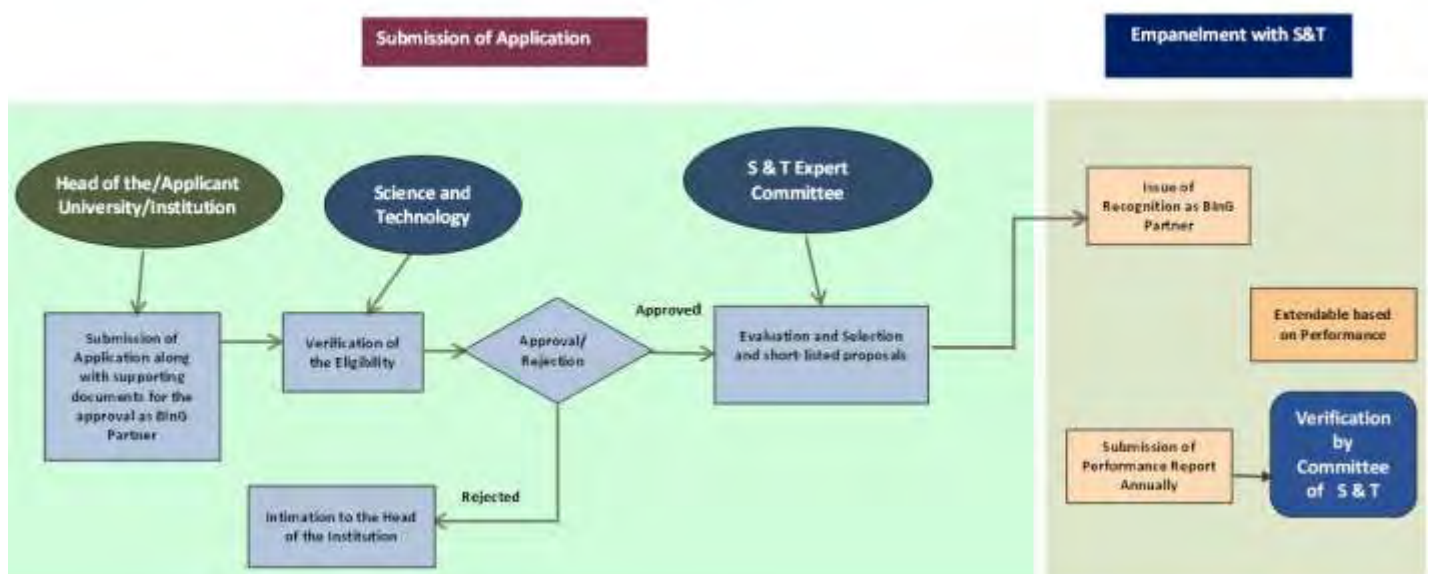
The funding support under BInG will be in the form of grant-in-aid. Extent of grant funding is up to INR 50 lakhs for the BinG grantee shall be provided by Science & Technology Department. The grant shall be disbursed to the grantee by the BInG Partner. Money Receipts will be submitted with 15 days and Utilisation Certificate will be submitted prior to sanction of next instalment.

BInG selection would be a two-tier process. BInG Partners would have to sign agreements with BInG grantees on behalf of DST, Odisha.

### 9.1.12 Scope of Automation (Bio Innovation Grant – BinG)\*



### 9.1.13 Scope of automation for the selection of BInG Partners



## 10 Solution Highlights

- Role Based access control
- Scalable and secure document repository
- Customized processes
- Secure portal framework
- A Management information system.
- User friendly interface
- Fully on Open Technologies

## 11 Integration

The unified platform of the Dept. shall interface with third party applications of Central Ministry of Science & Technology Dept. and other Stake holders of the State Science & Technology Dept. REST based API shall be used for all such integrations. The list of third-party applications that needs to be integrated are as follows:

- a. SMS Gateway
- b. E- Mail gateway
- c. State IFMS
- d. e- sign
- e. Other State/Central portals
- f. Odisha one
- g. Mo sevakendra

## 12 Roles and Responsibilities of Different Stockholders

### 12.1 Responsibility of the Dept. of Science & Technology, Govt. of Odisha;

The following are the roles and responsibilities.

- Provide information on Business Process / Domain related issues to the SI.
- Provide data /documents that need to be digitized and brought to the system.
- Provide and validate all users' requirement documents.
- Review the deliverable (interim and final) submitted by the SI.
- Identify Officers for different training needs.
- Approve the SRS, FRS.

## **12.2 Responsibility of System Integrator;**

- Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the project. The IPMP shall comprise of the all the components of deliverables prepared for Inception
- Prepare the project reporting formats to report the progress of the project to the Dept. for approval
- Participate in Weekly / Monthly project review in regards to the progress of the project
- Identify and escalate issues/risks Dept. and provide the mitigation plan
- Adhere to the directions of the Dept. as and when provided.
- Prepare and deliver for approval all the deliverables such as SRS, SDD, and Design Documents etc. within a defined timeline, as agreed in the IPMP and to the satisfaction of Dept., throughout the implementation phase.
- Install/configure/deploy all the components of system and get approval from the dept.
- Provide detailed training plan to the dept. and train the personnel identified by the Dept. and report the results.
- Ensure UAT readiness & conduct the UAT and report the results thereof to the dept. and obtain acceptance thereof.
- Ensure completeness of the solution with respect to requirements and performance, acceptance expectations from the solution and get signoff from appropriate authority from the dept.
- Coordinate with System Integrators of other relevant system for ensuring that system seamlessly exchanges data with them.
- Deploy and manage hand holding support for addressing the issues and incidents raised by users; resolve such issues and report the Dept. on a periodic basis
- Prepare SLA report based in the SLA parameters given in RFP on a continuous basis and deliver it to the Dept. for review and necessary action.

## **13 Security, Confidentiality and Control**

The application must comply with the below features:

### **13.1 Secure Communication Channels**

Secure communication channels ensure that data is protected from accidental or deliberate (malicious) modification while in transit. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol to provide encrypted communication and secure identification of a network web server – the main idea of which is to create a secure channel over an insecure network.

## **13.2 Identity Management**

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

## **13.3 Role Management**

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

## **13.4 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.

## **13.5 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.

## **13.6 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, MoSeva Kendra etc.

### **13.7 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.

### **13.8 Audit Trail Management**

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

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

### **13.9 User Interface**

System shall provide User interface with the following features:

- a) Unified, easy, flexible and user friendly interface
- b) Homogenous keyboard use, screen layout and menu operations with Graphic UserInterface (GUI) support.

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

## 14 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
- 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

## 15 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](http://www.web.guidelines.gov.in)



## 16 Technology Standards:

**Table 1: Technology Standards**

SI#	Technology Standards
1	<b>Architecture</b> - The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services.
3	<b>Integration with Existing IT Applications:</b> SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
4	<b>Web Services</b> - SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles
5	<b>Bilingual interface</b> - The system should provide bilingual interface/labels in languages of English and Odia.
6	<b>Compatibility</b> -The system should run on all latest browsers.
7	The solution architecture should be platform, database and vendor independent.
8	The solution is required to provide modularity (business function and process) that should support addition / removal of one more modules as and when required.
9	System should support secure transmission of data over the network and support Secured Socket Layer (SSL).

### 16.1 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 <a href="http://web.guidelines.gov.in">http://web.guidelines.gov.in</a>
Information access/transfer protocols	HTTP/HTTPS
Information Security	ISO 27001
Service Management	ISO 20000
Project Documentation	IEEE/ISO/CMMi
e-Governance Application Standards	MeitY Guidelines available on <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a>
MeitY Guidelines on Open Standards	<a href="http://egovstandards.gov.in/">http://egovstandards.gov.in/</a>

## 17 Project Management Requirements:

### 17.1 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 to department and OCAC.

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.

### 17.2 An indicative list of documents required is provided below:

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

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

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

### 17.4 Operations and Maintenance Phase

- The SI would define 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.

## **17.5 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.

### **17.6 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 with clear and quantifiable metrics for accountability:

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

### **17.7 Functional Requirements Review:**

The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between State Council of Science & Technology Department, Govt. of Odisha 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.

### **17.8 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 State Council of Science

& Technology Department, Govt. of Odisha 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.

### **17.9 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.

### **17.10 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.

### **17.11 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.

## **18 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 3 years of warranty/ AMC support from the date of Go-Live date of the project covering the following:

- I. 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.**

## **18.1 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.

## **18.2 System Administration and Trouble Shooting**

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

## **18.3 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.

## **18.4 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

## **18.5 Security Management**

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

## 19 Warranty:

As part of the warranty services Selected Bidder shall provide:

- a. Selected Bidder should provide comprehensive support & warranty for 3 years from the date of Go Live for all artifacts which would be provided by the Selected Bidder.
- b. Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the 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 adequate to meet the service levels.
- c. The Selected Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

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

## 20 Intellectual Property Rights

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The SI will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this TOR / Contract should be shared with OCAC after Go-live of the application.

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

## 21 Payment Terms

<b>Sl#</b>	<b>Category</b>	<b>Payment Terms</b>	
a)	Design, Development & Implementation (phase wise)	<ul style="list-style-type: none"> <li>– 20% payment on Prototype &amp; SRS Approval</li> <li>– 20% payment on completion of development &amp; hosting in the staging server</li> <li>– 20% payment in acceptance of UAT</li> <li>– 20% payment on Go-Live</li> <li>– Balance 20% will be paid after 1 year successful Go-Live of the application.</li> </ul>	
b)	Operation & Maintenance (Phase wise)	Application Support	100% cost of this item equally divided into 12 quarters
		Software Maintenance	
		System/Infra Support	
c)	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	
d)	Security Audit	100% payment on submission of Safe-To-Host Certificate	
e)	SSL Certificate	100% payment on submission of configuration report	
h)	e-Sign with Utility software	100% payment after E- sign integration and 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.



## 22 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

## 23 Performance Requirements – Service Levels (SLAs)

S No	Activity	Required Service Level	Penalty and Breach of contract
<b>Service Availability and Performance</b>			
1	Availability of Services (Web Portal)	98.00%	a) Greater than equal to 98 %: No penalty. b) Less than 98% to 95% : 1% of O&M cost for that qtr. for each percentage of availability of service drop 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) $\geq 95$ %: 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 SI.	<p>a) <math>\geq 95</math> %: No penalty.</p> <p>b) Between <math>&lt;95</math> to <math>&gt; 85</math>: 1% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>c) Between <math>&lt;85</math> to <math>&gt; 75</math>: 5% of O&amp;M cost for that qtr. for each percentage of drop for that particular service</p> <p>d) <math>&lt;75</math> :Unsatisfactory performance and Breach of contract</p>
4	Resolution Time: (Minor Enhancement and bug fixing)	Resolution Time: Should be resolved with 12 hrs of reporting or mutually agreed timeline between Dept. and SI	<p>Time: Penalty of 0.01% of O&amp;M cost for that qtr. per day for that particular service</p> <p>Beyond 2days: Penalty of 0.1% of O&amp;M cost for that Qtr. per day for that particular service</p>
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	<p>Less than 95% but more than 93% : Penalty of 0.5% of EQI</p> <p>Less than 93% : Penalty of 5 % of EQI</p>
<p><i>* Service time excludes time taken by external systems like payment gateway, or any other third party applications are beyond the control of SI</i></p>			
<p><i>**Business time ( 8 am to 8 pm)</i></p>			

## 23.1 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.

### B. O&M Phase:

Penalty shall be applicable as mentioned in the SLA.

#### Penalty Cap:

- Development phase : 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 2<sup>nd</sup> bidder after negotiation to execute the work in L1 price.**

## 23.2 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.

## 23.3 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

**24 Financial Bid: To be submitted on Company letter head.**

SI#	Category	Module/Item	Unit	Qty	Unit Rate	Total Cost
A	<b>Application Development</b> [Study, Design, Development, Integration, Testing, Implementation & Training ]	Web portal with Online Services and Real time dashboard	Lump-sum	1		
		Mobile App	Lump-sum	1		
B	Operation & Maintenance	Application Support & Software Maintenance	Year	3		
C	SSL certificate for 3 years Subscription		year	3		
D	e-Sign with Utility software		Lump-sum	50 users		
E	Security Audit	Third Party Security Audit	Lump-sum	6		
F	Change Request	Blended Technical Resource	Man-month	10		
<b>Sub-Total</b>						
Tax (18%)						
<b>Grand Total</b>						

## 25 Formats for Submission of Proposal

### 25.1 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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha – Bid-Security Declaration**

Sir,

In response to the RFP No.: No. OCAC-TE-08/2021/ENQ/21056 for RFP titled "Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for State Council on Science & Technology, Govt. of Odisha", I/We, ..... irrevocably declare as under:

I/We understand that, as per tender clause 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

## 25.2 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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha – *Self Declaration for not Blacklisted***

Sir

In response to the RFP Ref. No.: OCAC-TE-08/2021/ENQ/21056 for RFP titled "Selection of System Integrator for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for State Council on Science & Technology, Govt. of Odisha", as an owner/ partner/ Director of (organization name)\_I/ We hereby declare that presentlyour 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:

### 25.3 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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha – Bidder's Authorization Certificate**

Sir,

With reference to the RFP Ref. No.: OCAC-TE-08/2021/ENQ/21056, 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:



## 25.4 Acceptance of Terms & Conditions

(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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of 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-TE-08/2021/ENQ/21056, regarding "**Selection of System Integrator for Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha**" with Support for three (3) Years.

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

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 25.5 Technical Bid Cover Letter

(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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha – Technical Bid Submission**

Sir,

We, the undersigned, offer to provide solution to OCAC, for **Selection of System Integrator for Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha**, Bhubaneswar in response to the RFP Ref. No.: OCAC-TE-08/2021/ENQ/21056. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Financial bid sealed in a separate envelope.

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

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

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

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

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 25.6 Project Citation Format

<b>Relevant IT / e-Gov Project Experience</b>	
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, startdate, completion date, current status)	
Other relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

## 25.7 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:

## 25.8 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.



## 25.10 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)	
<b>Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).</b>	
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	





## 25.12 Undertaking on Pricing of Items of Technical Response

(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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha – *Undertaking on Pricing of Items of Technical Response***

Sir,

I/We do hereby undertake that Financial proposal submitted by us (against RFP Ref. No OCAC-TE-08/2021/ENQ/21056 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:

## 25.13 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 Design, Development & Implementation of Web Portal along with Online Services for State Council of Science & Technology Department, Govt. of Odisha – Financial Bid Submission**

Sir,

We, the undersigned, offer to provide the service for **Selection of System Integrator for Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha**, Bhubaneswar as per RFP Ref. No.: OCAC-TE-08/2021/ENQ/21056 and our Proposal (Technical and Financial Proposals).

#### 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.

#### 1) 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.

#### 2) TENDER PRICING

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

#### 3) 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.

4) 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.

5) 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:

## 25.14 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 Ref. No.: OCAC-TE-08/2021/ENQ/21056**

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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of Odisha**, Bhubaneswar (hereinafter called "the beneficiary")

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

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

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

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

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)Seal:

Date:

## 25.15 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 Design, Development & Implementation of Web Portal along with Online Services for State Council on Science & Technology, Govt. of 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 get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

**B. Any other areas**

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder: