

# **REQUEST FOR PROPOSAL**

**For**

**“Selection of Professional Agency for Operation,  
Maintenance and Management of e-Registration Project  
in the State of Odisha”**

**Volume I –Technical and Commercial Terms**

**Tender No: 1060 Date: 31/03/2022**

**OFFICE OF INSPECTOR GENERAL OF REGISTRATION**

**BOARD OF REVENUE (REGISTRATION WING)**

**GOVERNMENT OF ODISHA**

**Rajaswa Bhawan, Cuttack – 753002**

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## Notice Inviting RFP

**Enquiry No: – 1060**

The Inspector General of Registration, Odisha, on behalf of Revenue & Disaster Management Department, Govt. of Odisha invites sealed proposal for “Selection of Professional Agency for Operation, Maintenance and Management of e-Registration Project in the State of Odisha”

The RFP documents can be obtained RFP of the afore-mentioned project is available on the websites: ([www.igrodisha.gov.in](http://www.igrodisha.gov.in) , [www.odisha.gov.in](http://www.odisha.gov.in) and <https://enivida.odisha.gov.in> [www.tendersodisha.gov.in](http://www.tendersodisha.gov.in) ) on payment of a non-refundable fee of Rs 10,000/ (Ten Thousand Only) online or in the form of Demand Draft from a Scheduled / Nationalized Bank drawn in favour of Inspector General of Registration, Odisha payable at Cuttack, Odisha. and in that case the bidder has to submit the requisite document fee along with the proposal.

### IMPORTANT DATES

Last date of submission of queries on RFP	:	07.04.2022 by 5 PM
Pre-Bid Conference (in VC Mode)	:	08.04.2022 at 4 P.M.
Last date of submission of proposal	:	28.04.2022 by 12 Noon
Opening of General / Technical Bid	:	28.04.2022 by 12:30 PM

## **Structure of RFP**

This RFP is meant to invite bid proposals from interested bidders for selection of Professional Agency for the operation, maintenance and management of the existing e-Registration Project in state of Odisha for 5 (five) years. The complete RFP contains two volumes as explained below.

### **Volume I – Technical and Commercial Terms**

This Volume of RFP defines all the technical requirements, bidding process and commercial terms purchaser wishes to specify for the potential Bidders.

### **Volume II – Service Agreement Terms**

This Volume of RFP is essentially devoted to specify the Service Agreement terms that Purchaser wishes to specify at this stage.

Disclaimer: All the bidders are suggested to conduct their own analysis of the information contained in the RFP for preparation and submission of the proposal

## Glossary of Abbreviations

<b>AMC</b>	Annual Maintenance Contract
<b>AMS</b>	Asset Management System
<b>BG</b>	Bank Guarantee
<b>CoI</b>	Certificate of Incorporation
<b>DD</b>	Demand Draft
<b>DEO</b>	Data Entry Operator
<b>DM</b>	Divisional Manager
<b>DSR</b>	District Sub-Registrar
<b>ESIC</b>	Employee State Insurance Corporation
<b>G2C</b>	Government to Citizen
<b>GoI</b>	Government of India
<b>GoO</b>	Government of Odisha
<b>HDD</b>	Hard Disk Drive
<b>HR</b>	Human Resource
<b>IGR</b>	Inspector General of Registration
<b>ISO</b>	International Organization for Standardization
<b>IT</b>	Information Technology
<b>ITeS</b>	Information Technology Enabled Services
<b>LoA</b>	Letter of Authorization
<b>MAF</b>	Manufacture Authorization Certificate
<b>MND</b>	Managed Network Devices
<b>MPLS</b>	Multi-Protocol Label Switching
<b>NIC</b>	National Informatics Centre
<b>MIS</b>	Management Information System
<b>OCAC</b>	Odisha Computer Application Centre
<b>OEM</b>	Original Equipment Manufacturer
<b>OIC</b>	Officer-in-Charge
<b>OSWAN</b>	Odisha State Wide Area Network

<b>PAN</b>	Permanent Account Number
<b>PoA</b>	Power of Attorney
<b>PF</b>	Provident Fund
<b>PM</b>	Project Manager
<b>PPP</b>	Public Private Partnership
<b>RFP</b>	Request for Proposal
<b>RO</b>	Registration Office
<b>R&amp;DM</b>	Revenue and Disaster Management
<b>SLA</b>	Service Level Agreements
<b>SO</b>	Scanner Operator
<b>SR</b>	Sub-Registrar
<b>UPS</b>	Uninterrupted Power Supply
<b>VAT</b>	Value Added Tax
<b>Wi-Fi</b>	Wireless Fidelity



## 1 Bid Datasheet

Sl. No.	Item	Description
1.	Name of the Work	Selection of Professional Agency for Operation, Maintenance and Management of the existing e-Registration Project including Application Software with enhancement and bug fixing in the State of Odisha for 5 Years.
2.	Tender Reference	<b>Enq-1060</b>
3.	Cost of Tender Document (Non-Refundable)	Rs. 10,000/- (Rupees Ten Thousand only)
4.	Download of tender document	<a href="http://www.igrodisha.gov.in">www.igrodisha.gov.in</a> <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> <a href="http://enivida.odisha.gov.in">http://enivida.odisha.gov.in</a> <a href="http://www.tendersodisha.gov.in">www.tendersodisha.gov.in</a>
5.	Last date for seeking clarifications	08.04.2022 by 5 PM
6.	Date, Time and Venue of Pre-Bid Conference	08.04.2022 at 4 PM in VC Mode
7.	Last date and time submission of Bids	Last date of bid submission : <b>28.04.2022 by 12 Noon</b> Bid to be submitted electronically in e-Nivida Portal <a href="http://www.enivida.odisha.gov.in">www.enivida.odisha.gov.in</a>
8.	Date and Time of Opening of Pre-Qualification and Technical Proposal	28.04.2022 by 12:30 PM
9.	Opening of Financial Proposal	To be intimated later
10.	Earnest Money Deposit (EMD)	<b>(Bidder have to submit Bid Security Declaration as per Tech form-3)</b>

Sl. No.	Item	Description
11.	<b>Basis for selection</b>	<p>Quality cum Cost Based Selection (QCBS) method shall be used to select Professional Agency for Operation, Maintenance and Management of the existing e-Registration Project including Application Software with enhancement and bug fixing in the State of Odisha for 5 Years.</p> <p>The bidders are required to submit bid in Two part General (Pre-qualification) and Technical Bid (First envelop) &amp; Financial Bid Second part. Technical Bid of only those bidders who qualify in General Bid shall be opened. Financial bid of only those bidders who qualify in Technical Bid by scoring more than 70% shall be opened. Quality and Cost Based Selection (QCBS) process of evaluation shall be used, with 70% Technical and 30% Commercial weightage.</p>
12.	<b>Contact Persons and Designation</b>	O/o the IGR, Odisha, Cuttack
13.	<b>e-mail address for correspondence</b>	<b>igr@odisha.gov.in</b>

Note : Tender Fee should be drawn in favour of “**IGR, Odisha**” payable at Cuttack from any Scheduled / Nationalised Bank. EMD can also be submitted in form of Bid Security declaration form for which format has been provided in “Tech Form 3”.

## 2 Project Overview

Inspector General of Registration, Department of Revenue and Disaster Management, Odisha invites competitive bid proposals from interested bidders for selection of Professional Agency for Operation, Maintenance and Management of the existing e-Registration Project at all Registration Offices of Government of Odisha along with integration with upcoming additional registration services of the Department of Revenue and Disaster Management. The detailed notice for RFP of the afore-mentioned project is available on the websites: ([www.igrodisha.gov.in](http://www.igrodisha.gov.in) , [www.odisha.gov.in](http://www.odisha.gov.in) and [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in) ,[www.tendersodisha.gov.in](http://www.tendersodisha.gov.in)) on payment of a non-refundable fee of Rs 10,000/ (Ten Thousand Only) online or in the form of Demand Draft from a Scheduled / Nationalized Bank drawn in favour of Inspector General of Registration, Odisha payable at Cuttack, Odisha.

The e-Registration System was introduced by Odisha Govt. across all the 191 Registration offices in the state in pursuance of provisions of Sec-16 A and 69 (aa) of the Registration Act 1908 enacted by Govt. of India (Act 48 of 2001). Main objective of the scheme was to replace the manual registration of deeds and other ancillary work relating to registration of documents and to render hassle free services to the citizens. The work of computerization has been implemented on PPP (Public Private Partnership) basis to provide all kinds of property registration through documents and other related services at all Registration Offices across the State. It is very pertinent to mention that in exercise of powers conferred by Sec- 78 read with Sec 79 of the Registration Act, the State Govt. has fixed fees for registration of document and other ancillary work relating to Registration of Documents in shape of a Table of fees published in Odisha gazette vide notification No 5051-Regn 62/2000 dated 30.01.2001 and No 173 Rev dated 02.02.2010 respectively.

The e-Registration Project provides Computerised Registration of Deeds at all the Registration Offices in the state of Odisha. It aims of continued and improve the current computerised e-Registration services being offered at the 191 Registration Offices (future offices maximum 10 offices also included under the scope) within all 30 districts of the state to provide citizens of Odisha with a faster, simpler and cost-effective service delivery through electronic mode.

The key objectives of the project are:

- (i) Provide hassle free services to the citizens through the use of improved technology and infrastructure
- (ii) Provide better turnaround times in the receipt, process and provision of all services pertaining to registration

One of the most fundamental requirements of the project of this scale is the availability of software to meet all the complex and varied requirements of the project. In order to address this issue, e-Registration has been designed specifically to address the requirements of the Department of Revenue and Disaster Management (Registration Wing) of the State and all business processes related to registration of different types of deeds has been automated. e-Registration is a centralized integrated application and database, which has been implemented across all 191 Registration Offices in the state of Odisha. The centralized architecture maintains the scalability of the application and provides transparency, efficiency and uniformity to citizens for all types of service rendered by the Registration Offices. A standards-based approach has been adopted for integration of other related services such as Online Service, e-Stamping, payment gateway of banks etc. After implementation of e-Registration System, the revenue from registration services has increased manifold in the state. The system was design to provide prompt services related to property registration, issuance of EC and CC, Registration of Partnership Firm, State and District level Society Registration, Marriage Registration under Special Marriage Act both in online & across the counter.

Its main objective is to provide hassle free services to the citizens through the use of information and communicate technology within a stipulated time notified under ORTPS Act and to provide better turnaround times in the receipt, process and provision of all services pertaining to registration. The project is designed and implemented to achieve IT enablement of complete workflow of a Sub Registrar Office in Odisha. This web-based application is designed & developed to enhance the productivity of department by reducing inherent delays in registering a deed.

Odisha State Government is the first State to introduce web-based e-Registration Project w.e.f. 04.01.2010 in all Registration offices of the State for providing hassle free services relating to deed registration matter within stipulated time using the information technology. At present the same is under operation in 191 Registration Offices.

## **KEY FEATURES**

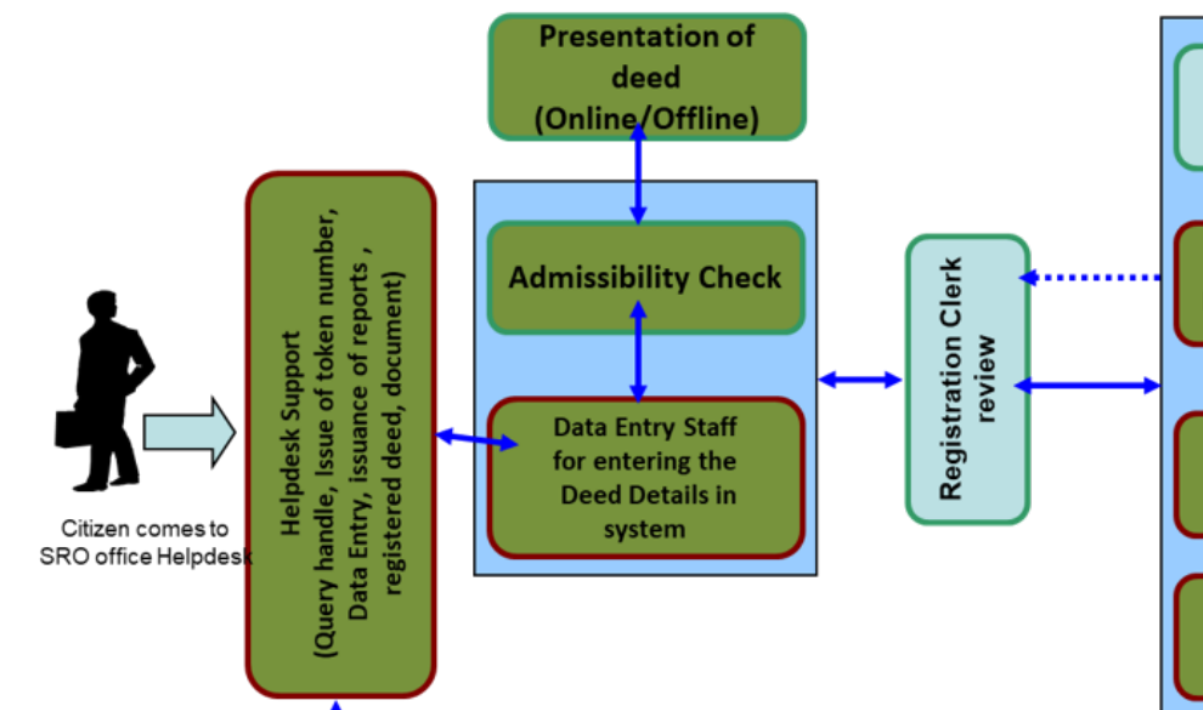
1. Centralized and Web based Application Software encompassing all kinds of deeds (three tier architecture)
2. Centralized and Web based Application Software encompassing all kinds of deeds
3. Market Value Configuration & Automated Property Valuation
4. Maintain all records in Digital, compressed and encrypted form in a central repository
5. SMS Intimation to stakeholders
6. Auto generation of appointment (date and time) on making the required payment online at respective SRO offices
7. Online preparation submission of deed by registrant public for taking prior appointment from Registering Officer for presentation and registration of document through e-Registration application.
8. Facility of auto calculation of the applicable fee and stamp duty as per the valuation of the property.
9. Allows user to download the final signed approval certificate from the online portal.
10. Provide model deed templates for sale, gift, lease, mortgage and rent.
11. Digitize land transaction deeds at all sub-registrar offices and make the same available on an online system
12. Integration with e-Stamp module to facilitate automatic locking of e-Stamp certificate.
13. Integration with Land Records database (Bhulekh)
14. Online issuance of Encumbrance Certificate (EC) and Certified Copy (CC)
15. Online registration of Partnership firm and Society Registration
16. Online authentication with Aadhar (UIDAI) and PAN database
17. Online marriage registration under special Marriage Act.
18. Automatic Transmission of Form No- 3 to concerned Tahasil office for suo moto mutation.
19. STQC Audit, Security Audit & SSL Certification for Secured Data Communication
20. Payment Gateway Integration with SBI e-Pay through Odisha Treasury Portal
21. Capture of Digital Photo and Biometric Fingerprints of the parties
22. Integration with Digilocker for downloading registered deed
23. Digilocker API service integration with e-Registration for Marriage Certificate under Special Marriage Act, Certified copies of Partnership Firm and Certified copies of State Level Society.
24. Important checks like SC&ST land sale, undervaluation, work flow management along with various online queries and report to ensure complete transparency

25. Central Help Desk & Call Management System
26. Postal Delivery of Registered Documents to minimize human intervention.
27. Registration of Marriage under Special Marriage Act.
28. Integration with “Mo Sarkar” application for real time data sharing

### **CURRENT DELIVERY MECHANISM**

1. Role of Professional Agency – Setting up and O&M of e-Registration Project for Govt. of Odisha including the following components: -
  - i. Web based Software Application
  - ii. Data Center with IT and non-IT Infrastructure
  - iii. Hardware and Networking at all 191 Locations.
  - iv. Helpdesk Management
  - v. Providing requisite personnel with appropriate qualification & experience for satisfactory performance of services.
  - vi. To exercise requisite control & supervision on its personnel.
  - vii. To make reasonable efforts in providing replacement of personnel, whenever required.
  - viii. To take up physical infrastructure at all the Registration Offices as per site plan duly approved by officer authorized by the GoO.
  - ix. To provide necessary hardware maintenance support in each to the center for enable each of the staff employed to perform the desired function.
  - x. To make arrangements for providing connectivity for all the centers.
  - xi. To enhance the application software meeting the various requirements as per the defined process flow.
  - xii. To manage and run the front office of the Registration Offices across Odisha.
  - xiii. To undertake capacity building of Government officials & other stakeholders.
2. Geographical Spread: Office of the IGR, Odisha, 191 Sub-Registration Offices in 30 Districts across the State, Revenue and Disaster Management Department, State Secretariat
3. Stakeholders – E&IT Department, Finance Department, R&DM Department and Citizens
4. Statutory duties: performed by Govt. officials.
5. Mode of Payment: Per Transaction basis

**CURRENT PROCESS MAP**



The IGR now intends to go for fresh selection of Professional Agency for a period of 5 years for Operation, Maintenance and Management of e-Registration existing e-Registration application software. The selected Professional Agency shall operate, maintain and manage all operation services by receiving a portion of **User Fees** to be collected by the Registering officers from the citizens accessing various types of services at the Registration offices.

The approximate yearly average transaction volumes of different types of services for the past 5 years are provided below:

Financial Year	Registration of Deeds	Encumbrance Certificate	Certified Copy of Deeds
2016-17	2,97,365	3,67,611	55,181
2017-18	3,23,806	4,37,449	62,211
2018-19	3,31,767	4,58,570	70,545
2019-20	3,26,989	4,97,368	68,362
2020-21	3,24,551	6,07,519	71,512

Additionally, list of different types Deeds registered and services provided as part of the project is given in Annexure 05.

Actual transaction of different kinds of deeds / EC & CC for last 5 years (2017 to 2022) is given at Annexure-6.



### 3 Scope of Work

The selected Professional Agency will have to operate, maintain and manage the e-Registration services using existing application, database, hardware, infrastructure, etc. for a period of 5 years at the 191 Registration Offices where e-Registration has been implemented. The scope of work for the assignment is in the sections below.

1. To maintain and enhance the existing e-Registration application software to meet the various requirements as per the approved process flows of IGR and Dept. of R&DM.
2. To provide requisite resources with appropriate qualification & experience for satisfactory performance of services.
3. To exercise requisite control & supervision on its personnel and to make reasonable efforts in providing replacement of personnel, whenever required.
4. To resolve all technical issues pertaining to operation of e-Registration application along with other applications (such as e-Stamping, Treasury Portal, other online services and various online payment systems) to which it has been integrated.
5. To upgrade and maintain the Data Centre hardware procured for e-Registration by IGR / OCAC at the State Data Centre (SDC) of Odisha located in OCAC Building, Bhubaneswar.
6. To take up, maintain and upkeep physical infrastructure including hardware at all Registration Offices as per site plan duly approved by officer authorized by the GoO.
7. To maintain the hardware in each of the centre for enabling each of the staff employed to perform the desired function.
8. To provide dedicated VPN Connectivity between the Data Centre and all the registration offices, besides this, the Professional Agency shall have the provision for integration of connectivity with Odisha State Wide Area Network (OSWAN) for all the centres as a backup connectivity.
9. To develop and maintain application software meeting the various requirements as per the defined process flow and make changes as and when required and approved by the IGR/GoO.
10. To migrate and host the existing application, database, image database etc. to the new data centre hardware to be procured by R & DM Department.

11. To provide project management of the entire operations of the e-Registration Services across all the 191 Registration Offices of Odisha.
12. To manage and run the front office of the Registration Offices across Odisha.
13. To undertake capacity building of Government officials & other stakeholders.
14. The IGR shall intimate the various OEMs under the procurement of Data Centre and field level hardware facility to communicate with the Professional Agency for managing and maintaining the various hardware both at data centre and field level.
15. The Professional Agency shall be responsible for the required information technologies, including all information processing and communications related software, physical infrastructure, manpower, connectivity, data, supplies, and consumable items that the Professional Agency is required to supply and install under the Agreement, plus all associated documentation, and all other material and goods to be supplied, installed, integrated, and made operational and the related software development, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of e-Registration Project to be provided by the Professional Agency.
16. The Professional Agency shall agree to provide all possible assistance in data conversion/migration based on the data conversion/migration strategy, as and when required and provide assistance to manage the converted/migrated data into their own database.
17. Professional Agency shall assume contractual responsibility for system functionality and integration, ensuring that each component of the overall proposed solution works efficiently with no interface problems. Further Professional Agency shall also assume contractual responsibility for integration and aligning e-Registration System with current and upcoming Projects/policies/plans of State Government & the Government of India.
18. To provide helpdesk support for all the application and hardware for satisfactory operations at the Registration Offices.
19. To provide monthly, quarterly and yearly MIS for transaction and revenue related reports such as Stamp Duty, Registration Fee etc. to IGR office.
20. To supply all the required peripherals and consumables such as paper, printer cartridges, printer ribbons etc. for smooth and satisfactory operation of Registration Offices.

21. To maintain all hardware procured by GoO/OCAC for the e-Registration purpose to ensure pre-determined standards. All the hardware at the 191 Registration Offices shall have to be maintained for the entire duration of operations i.e. a period of 5 years by the selected Professional Agency and any requirement of UPS battery to be provided by the Professional Agency during the entire 5 years of operations.
22. To keep the operations setup at all Registration Offices functional and operational.
23. To maintain electric cabling and UPS along with network cabling as per requirement
24. To maintain performance standards as stipulated in the Service Level Agreements as per the Service Agreement terms.
25. The Professional Agency shall constitute a Project Management Unit (PMU) with requisite manpower to help IGR for smooth functioning of e-Registration Project .

### **3.1 Takeover of the “E-Registration” Application**

The Professional Agency will perform all the functions and services necessary to accomplish the Transition of the entire knowledgebase, application (Web, other utility and integrations etc.), infrastructure, and services under existing E-Registration Application from the current TP on or before the specified completion dates. New Professional Agency will be responsible for the overall management of the transition in accordance with the transition plan and will work to ensure the transition is completed on schedule and to identify and resolve any problems encountered. New TP will demonstrate its understanding of existing E-Registration Application and ability to support to reasonable satisfaction of IGR, prior to the completion of Transition Phase, proving that it is ready to takeover independently, the O&M of existing E-Registration Application.

#### **3.1.1 Responsibilities of the Professional Agency during the Knowledge Transfer Phase shall include the following (including but not limited to):**

- I. The new TP will be required to submit a detailed Knowledge Transfer plan at the start of the KT phase, listing all the activities from their end, including the expectations from existing Professional Agency and IGR. A checklist (as part of knowledge transfer plan) needs to be prepared by the new Professional Agency for ensuring proper knowledge transfer. This shall be reviewed and subject to approval by IGR.

- II. The existing Professional Agency shall provide all knowledge transfer of the system to the incoming Professional Agency to the satisfaction of IGR as per the specified timelines.
- III. The knowledge transfer shall include initial and ongoing training on existing application, training materials, operations manuals, procedure manuals, source code control and deployment/ installation guide.
- IV. The existing Professional Agency shall conduct detailed Knowledge Transfer sessions for the new Professional Agency (such sessions should be recorded by the new Professional Agency for future playback) and shall concentrate on the following:
  - a. Study of the functional specification documents including the SRS, enhancements log, user manual documentation of business processes, presentations to IGR to confirm understanding
  - b. Identification and deep dive into all available documents (like SRS, enhancement log, design documents, User Manual etc.)
  - c. Details of integration with other systems
  - d. Details and access to the codes, scripts, jobs, etc. for study and assist in understanding the documentation of existing e-Registration application and its various components, understanding of development, support processes, configuration management processes, etc.
  - e. Understanding of various environments (development, UAT, Production etc.), and obtain training on all the existing tools used, processes followed, and activities performed
  - f. Understanding of existing client end infrastructure and network management, including the role of SPOCs and other stakeholder's profiles
  - g. Walkthrough of the helpdesk setup and solution.
  - h. Understand the applicable IT policies and their respective status
  - i. Understanding of all existing issues and their impact; the issues faced by the existing Professional Agency while implementing and managing the existing solutions and the resolutions for the same; and also, of any special behavior (if any) exhibited by the overall solution or the integrated applications.

- 3.1.1.1 It is clarified that new Professional Agency is required to deploy technically competent resources, in the specific solution areas of existing application, during the KT phase and Transition phase. The existing Professional Agency shall not be responsible for imparting any basic technical skillset to the resources of the new Professional Agency, which would be deemed as a pre-requisite.
- 3.1.1.2 The new Professional Agency is required to utilize this time in the most efficient and effective manner, to ensure so as to take-over the operations of existing application. The new Professional Agency should deploy its project management, domain as well as technical manpower to absorb the KT sessions. They should conduct site visits to get an understanding of the requirements at each of the locations.
- 3.1.1.3 The new Professional Agency will be required to submit a weekly status report on the progress of KT activities
- 3.1.1.4 During this phase, the new Professional Agency shall be required to submit a report on the detailed understanding of existing Both the applications and operations, which will be reviewed by IGR and this will form the basis of start of the next phase, i.e. Transition Phase.
- 3.1.1.5 Incumbent Professional Agency will assist new Professional Agency with the complete audit of the system including licenses and physical assets.
- 3.1.2 The major responsibilities of the technology partner during transition phase are:**
- a) During the Transition the new Professional Agency will be given a hands-on exposure to existing applications, by the incumbent Professional Agency. During the 15 days, the new Professional Agency will shadow the entire team of the incumbent Professional Agency. During the next 15 days, the new Professional Agency shall be managing the entire responsibilities of existing application, however the existing Professional Agency shall deploy its team as a shadow support and will be responsible for supervising and reviewing all the activities of the new Professional Agency.
- b) The new Professional Agency shall detail the transition plan and transition risk management plan (submitted at the proposal stage), at the start of this. These plans shall build on the already submitted plans (submitted at the bidding stage) and should

not entail any deviation from the principles laid down in the proposal made. IGR will finalize the scope of the activities that will be taken over by the new Professional Agency from the incumbent Professional Agency .

- c) Incumbent Professional Agency will take the lead in this phase and continue with the usual operations of maintaining and managing the existing applications
- d) New Professional Agency will shadow the incumbent Professional Agency with the purpose of understanding the existing system and preparing for takeover in the next phase
- e) The new Professional Agency would need to create a separate team to align with the resources deployed by incumbent Professional Agency during the transition phase. Each team member observes the activities done by the incumbent Professional Agency . Process and application knowledge are built, and hands-on application and infrastructure know-how is acquired. This knowledge will be documented for future use by the new Professional Agency .
- f) Study of Existing System and Operations (As-Is Architecture): The new Professional Agency shall study and document the current operations of existing applications . And conceptualize the transition phase accordingly.
- g) Change request: Any change requests by IGR during this phase will be implemented by the incumbent Professional Agency
- h) Old SLAs of existing applications will be applicable to the incumbent Professional Agency during this phase
- i) Success criteria for the transition will be defined in this phase by IGR, and only upon meeting the success criteria, the project will move in next phase, where the new Professional Agency will be in lead for managing existing applications independently.
- j) Transfer and handover of all IT assets from old to new Professional Agency and everything that is a part of existing applications project to the new Professional Agency
- k) The new Professional Agency shall examine and document or cause it to be documented by the existing Professional Agency any process, code, software which

is not either documented or is operated in an ad-hoc manner in consultation with the existing Professional Agency to avoid any surprises once the new Professional Agency takes over operations.

- l) Provide the program and project management services associated with the above activities.

At the end of transition phase, Professional Agency shall be required to submit acceptance and compliance report to IGR.

### **3.1.3 The detailed processes incurred during Transition phase are:**

- a) The new Professional Agency will take the lead in this phase, in managing existing applications and the incumbent Professional Agency will provide shadow support to the new Professional Agency but exit of incumbent Professional Agency will subject to the approval of IGR.
- b) The new Professional Agency will carry out the activities with support of the incumbent Professional Agency
- c) The new Professional Agency shall continue the business on existing applications and deliver the services to the stakeholders. The new Professional Agency shall also manage the existing operations including the applications, facility management, etc.
- d) Any change requests generated on existing applications hereafter will be implemented by the new Professional Agency as per the Change Control procedures defined for existing applications (and any amendments thereafter).
- e) At the end of transition phase, Professional Agency shall be required to submit acceptance and compliance report to IGR
- f) Develop and implement the required plans, as well as the operational change management processes required to implement the transition plan
- g) Prepare the functional, system, technical and process documentation of the existing applications and processes necessary for continued operation and maintenance of the services
- h) Provide the program and project management services associated with the above activities.

- i) At the end of transition phase, Professional Agency shall be required to submit acceptance and compliance report to IGR.

#### **3.1.4 Ensure continuity of existing Application(s)**

The primary objective is to ensure the continuity of e-Registration System which Includes IT support and other software and hardware subscriptions and licenses. The selected bidder to provide support existing e-Registration. Selected bidder would be required to deploy team members onsite constructing the Lead Team as per the needs of the project. The brief scope of work is as follows:

- i. Ensuring the continuity of e-Registration System application by complete takeover of application, infrastructure at SDC, in as-is condition along with all developments, enhancements, databases, source codes, user manual, SRS, Design Documents, integrations and all other components required to run the system effectively without any interruption
- ii. Customization and development of all change request during contract period without any additional cost
- iii. Application Support and User Training
- iv. System administration
- v. The Service Provider shall generate additional reports and modify existing reports as per requirement of IGR
- vi. Data back up
- vii. Tuning and code changes for optimal performance

### **3.2 Additional Scope for Existing e-Registration Application Software**

To take adequate steps to incorporate the following additional features to the systems being developed as part of the Project to make the system more fool proof and to implement these additional features after seeking necessary approvals from the GoO and the GoO shall grant necessary approvals before implementation of these features in the application software;

1. Online preparation & submission of deed by registrant public for taking prior appointment from concerned Registering Officer for presentation and registration of deed through e-Registration application along with payment of stamp duty, registration fees, and other fees electronically at a single point will be made available



- for the entire state of Odisha to ease citizens to prepare all the documents without visiting any Registration Offices which will curb the middle men intervention.
2. Token System shall be introduced for capturing Bio-Metric of seller, buyer and identifier to avoid crowd in Registration Offices with a prior appointment.
  3. To put in place the required software to accommodate the registration of all types of deeds as per standardized format provided by IGR.
  4. Import of data pertaining to digitization of records for the period from 1985 -1994 is under process.
  5. Provide additional MIS reports in specified formats to be generated from the e-Registration system as per suggestion given by the IGR/ GoO from time to time.
  6. Integration with Odisha One Portal for delivery of public services through “Mo SEVA KENDRA”

### **3.3 Manpower**

The bidder is to propose the most optimum team for operation, maintenance and management of project in all the 191 locations to maintain the SLA.

Professional Agency should deploy skilled resources with relevant experience and expertise to manage project in an efficient manner and establish proper team structure to monitor and control the project. The Project Management Office consists of Project Management Team of senior resources and other support staffs as required for the project operation shall report to IGR, Odisha. The PMU head shall function under the office nominated by the IGR, Odisha. The Professional Agency shall engage adequate and competent manpower as per the following project requirement.

- Overall Monitoring and control of all Legal Matters and Project Financing Control
- To provide services to manage the technical as well as functional aspects of the project to achieve the goals like “On Time Delivery of Product”, Effort and Schedule Management
- Client Co-ordination
- Requirement Finalization with Feasibility Study
- Client Approvals and Product Review
- Project Monitoring and Control
- Task Allocation, Effort Estimation for new modules in the e-Registration application
- Quality Assurance and Control
- Coordination with Government/IGR and Registering officers
- Audit Compliances

- Resolving Project related issues
- Review of Revenue Reconciliation
- Review of Asset Reconciliation
- Review of Document Pendency
- Hardware Maintenance
- Network Issues Monitoring
- Quarterly Project Progress Review Meeting
- MIS Reporting of the Project
- Administrative Issues Resolution
- Compliances submission to Government
- Day-to-day Project Operations activity

Following is a list of “**Minimum Number of Manpower**” to be deployed for the e-Registration Project to maintain the requisite service levels. The selected Professional Agency shall deploy manpower of requisite qualification and experience as per the table given below. The selected Professional Agency is free to deploy additional manpower to maintain the SLAs including any seasonal surge in transactions at the Registration Offices.

Sl. No.	Role	Qualification	Experience	Responsibility	Qty
1	Project Manager	BE//MCA/MBA or equivalent with specialization in e-Governance projects with PMP / Prince2 Certification	15 years (with ability to steer the project ab initio)	Responsible for overall project management, ensure performance, availability, response time, problem resolution etc.	1
2	Solution Architect Web Application	BE/MCA or equivalent with specialization in computers	7 years	Designing, describing, and managing the e-Registration application solution	1

Sl. No.	Role	Qualification	Experience	Responsibility	Qty
3	Web Application Developer	BE/B Tech /MCA or equivalent with specialization in computers	5 years	Write well designed, testable, efficient code by using best software development practices by creating website layout/user interface by using standard HTML/CSS practices and integrating data from various back-end services and databases.	5
4	DB Administrator	BE/MCA or equivalent with specialization in computers	5 years	Controlling, maintenance, coordinating, and operation of database management system	1
5	SDC Infrastructure Maintenance Expert	BE/MCA with CCNA/CCNP	7 years	Responsible for the implementation and operations of all technology infrastructures which includes data center, network and server services, telephony, service monitoring, user support/help desk, workstation management, servers, storage and related software.	1

Sl. No.	Role	Qualification	Experience	Responsibility	Qty
6	Server Administrator	BE/MCA with CCNA/CCNP	5 years	Install, configure, and maintain various types of hardware and software, which often involves creating user accounts, carrying out backup and recovery functions, and monitoring the performance of servers at all times.	1
7	Network Administrator	BE/MCA with CCNA/CCNP	5 years	Upgrade, repair, and maintain computer networks and troubleshoot various network issues.	1
8	Hardware Maintenance Engineer	BE/MCA with CCNA/CCNP	5 years	Traveling to client locations for equipment inspection and conducting routine maintenance, Servicing and replacing old or faulty equipment and troubleshooting equipment malfunctions.	3
9	Helpdesk Administrator	BE/MCA with CCNA/CCNP	7 years	Troubleshooting, diagnosing, and resolving issues with hardware and application software	1
10	Divisional Manager	BE/MCA with CCNA/CCNP	5 years	Supervising personnel, planning the division's budget, providing advice and conflict resolution management to staff, and maintaining the division's standard and quality of work.	3

Sl. No.	Role	Qualification	Experience	Responsibility	Qty
11	Domain Expert	Retd. Govt. professional/ Already experienced in Odisha Registration System	15 Years	Evaluating the e-Registration application need in adherence to the Act & rule of the State and to determine suitable solutions	1
12	Finance Executive	Graduate with knowledge in Tally	3 Years	Preparing accounts and TDS reconciliation, tax returns, budgets and auditing	1
13	Helpdesk Executive IT FMS & Technical Support	Graduate with Good Knowledge in Computer	3 years	Providing technical assistance and support related to computer systems, hardware, and e-Registration application software.	3
14	District Hardware Engineer/District Technical Coordinator	Graduate/BE/ in any stream, Good Working knowledge of Microsoft Office, Microsoft word, and other Windows-based software and Experience in Hardware Components Repairing like PC, Printer, Scanner etc.	3 years	Designing and testing computer hardware components, analyzing test data, eliminating errors, modifying existing hardware, and designing hardware for other electrical devices.	30

Sl. No.	Role	Qualification	Experience	Responsibility	Qty
15	Data Entry Operator	10+2 or above with minimum typing speed of 30 Word per Minute with working knowledge of Microsoft Office, Microsoft word, and other Windows-based software	3 years	Compiling, verifying accuracy and sorting information to prepare e-Registration data for computer entry. Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.	350

(The bidder has to ensure the statutory compliances to the provision of notification issued by Labour Commissioner, Odisha vide no. 2816 dated 25.05.21 of Minimum wage, EPF and ESIC)

Note: Apart from above roles and responsibility, authority reserves right to assign the new responsibility to the above personnel depending upon requirement.

### 3.4 Hardware and System Software

A list of hardware and system software is provided in the table given below, which will be supplied through a separate procurement. Professional Agency has to maintain the hardware and system software listed below as part of the registration operations.

Sl. No.	Description	Make and Model	Qty
<b>Central Location - Data Centre, OCAC Building, Bhubaneswar</b>			
1	Blade Chassis (supported 14 nos. Blade server	HP C7000	1
2	Blade Server (Application) 2 nos. Intel 10 core Processor @2.6Ghz/512GB Ram/2x1.2TB HDD/FC card/10G Port Ethernet	HP BL660Gen9	2
2	Blade Server (Domain/Antivirus/Legacy etc.)	HP BL460Gen9	8

Sl. No.	Description	Make and Model	Qty
	2 nos. Intel 10 core Processor @2.4Ghz/512GB Ram/2x1.2TB HDD/FC card/10G Port Ethernet		
4	DMZ L3 Switch	HP 5510 24G	2
5	1U console	Aten CL1000	1
6	Microsoft windows 2012 Server Licence	Microsoft	10
<b>Registration Offices across Odisha</b>			
1	Desktop PC Intel i3 Processor 6 <sup>th</sup> Generation @3.7Ghz/8GB Ram/1TB HDD/18.5" TFT/windows 10 pro. OS	HP 406G1	593
2	Biometric Device	Secugen Hamster Pro 20	622
3	Signature Pad	Iball PD5548U	394
4	Webcam	Iball CHD20	394
5	Network Printer	HP M202DW	237
6	USB Printer	HP M104a	303
7	Scanner	HP Scanjet 5000 s2	267
8	8 Port Switch	HP Auruba 2530- 8G	124
9	24 Port Switch	HP Auruba 2530- 24G	133
10	Online UPS 3KVA	DS System	201
11	Online UPS 5KVA	DS System	16
12	Gen-set 5KVA	Kohler	171
13	Gen-set 7.5KVA	Kohler	16
14	Stabilizer 5KVA	DS System	171
15	Stabilizer 7KVA	DS System	16

**Note:** The afore-mentioned hardware and system software along with warranty for entire duration of the project of 5 years shall be procured by GoO/OCAC at its own cost. Responsibility of the selected Professional Agency shall be to manage the hardware, provide L1 support, and liaise with respective OEM's for fault resolution during warranty period to maintain the e-Registration services as per the service levels.

### **3.5 Physical Infrastructure Units**

Physical Infrastructure at all Sub Registrar Offices which consists of Counters/Work Stations, Chairs, Tables, Interior, Power and Network Cabling, Air Conditioners, Visitor Chairs, Network Racks etc. has been provided at all office.

The professional agency shall to take-up, maintain and upkeep physical infrastructure, Hardware, electrical fittings, air conditions as and when required at all e- Registration centres as per SLA in interrupted.

### **3.6 Network Connectivity Details**

Currently the project is being provided with Point-to-point Wireless/MPLS/VPNoBB connectivity to all Sub Registrar Offices across the State. On basis of the transaction volumes, bandwidth have been provided in different variants like 16 Mbps, 2 Mbps, 1 Mbps Data Centre has been equipped with 24 Mbps dedicated Lease Line. The professional agency shall have to provide necessary network connectivity to all Registration offices with required bandwidth.

### **3.7 e-Registration Software System**

e-Registration is a web-based enterprise application software to manage end-to-end registration functions of the Registration Offices for the state of Odisha. e-Registration is built on open architecture, with interoperable and able to integrate with any other web-based application.

Various functionally divided modules of e-Registration application are enumerated below. These systems are tightly integrated to provide a single interface for the user.

The following functionalities of the e-Registration application need to be managed.

#### **Administration:**

The administration module will only be accessible to the system administrator/webmaster. All initial application setups, configurations, user accounts,



and portal content, security features will be controlled by this module. The administrator will be able to add/delete/update data in the database.

**Master Data Management:**

This module will manage all the master data which is required before starting the application i.e., detailed employee/ information, district/Tehsils information, fee structure etc. Provision will be given to enter details of the system like list of non-saleable property. Only authorized personnel will be allowed to access this part of application. Proper validations of data will be done to avoid data discrepancies at the entry level as well. Master data for different signing authorities shall also be maintained.

**Registration of Documents of Movable or immovable Property:**

There are various types of deeds which need to be registered at the respective Registration office for binding it to the Law of Registration under the Indian Registration Act 1908. The Process of Registration starts with selecting type of registration required, filling up the Registration form with all details of Buyer, seller, property (movable or immovable), identifier and consenter etc., attaching required documents and paying requisite fees online and then waiting for allotment of the date of presentation by the Registrar as described in Registration Act 1908. The office of Registration does the verification of forms and supporting documents by the parties and gives a date for personal appearance of the parties, submission of deed, bio-metrics verification and paying remaining fees. On the day of personal appearance of the parties to the deed, the following steps are taken to complete the operation of the deed Registration.

- Capturing bio-metrics of the parties and,
- Verifying the legality of deed/applicants in the Registration Department,
- Scanning and Uploading documentary details to the deed for approval by Sub Registrar.

After all the necessary operations, Registers and Files are updated accordingly, certified copy of the deed is delivered to the applicant (buyer) and the intimation is sent for mutation to land Record department if any. There shall be paid to the Registrar for every such registration, a Registration fee, stamp duty and User fees which depends on the sale value and no. of pages in the deed.

Sub Registrar is the competent authority for Registration of Document presented in the office between presentation hours. The registration officer will have facility to verify all

the documents presented by the citizen. He/ She will also be able to check the admissibility of the documents, check the market value of the property. The same will be routed in the workflow for further approval and digital signature process.

This module will undertake processes of registration of the following deeds. Documents that can be registered are:

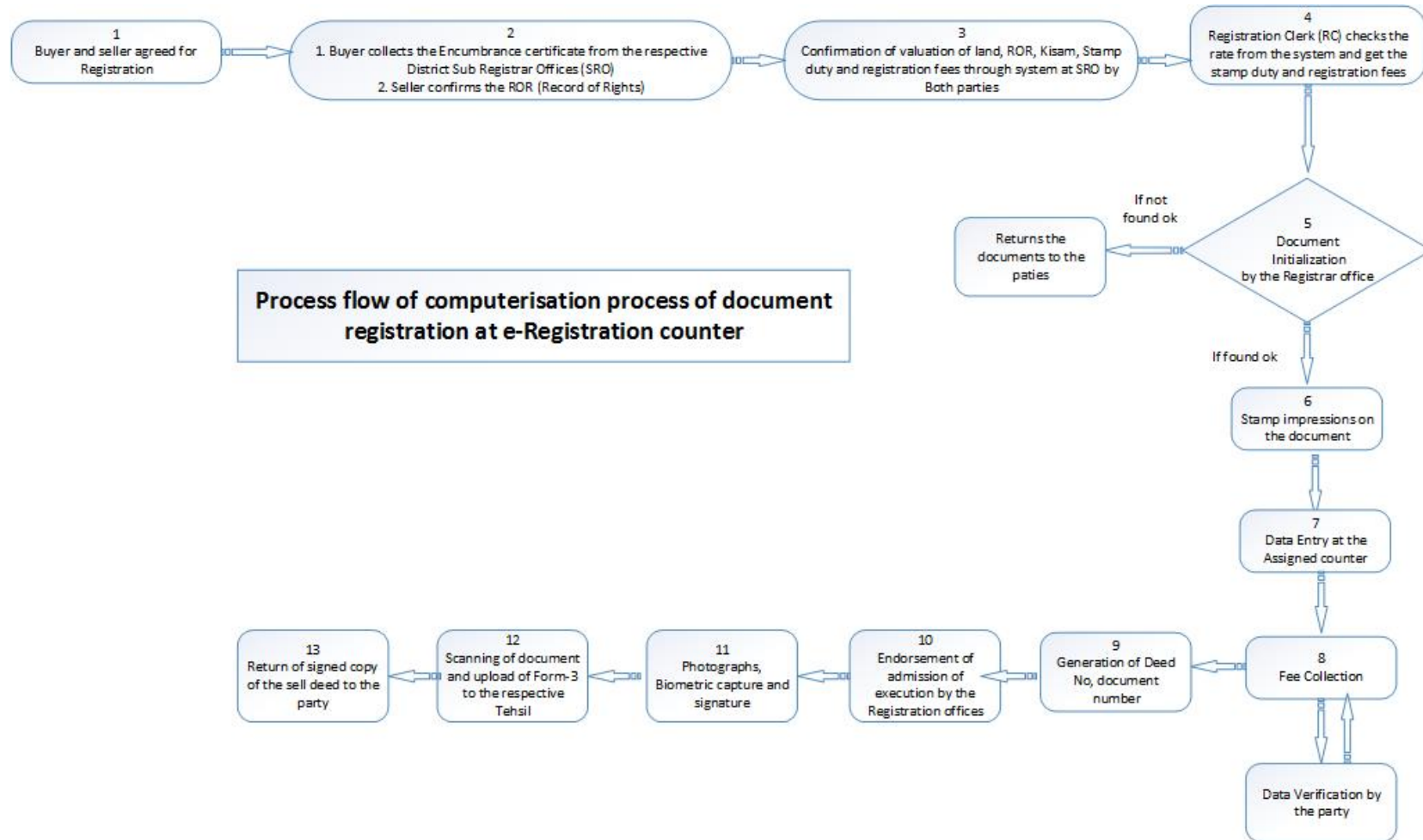
1. Conveyance Deed
2. Gift Deed
3. Declaration of Trust
4. Trust Deed
5. Lease Deed
6. Rent Agreement
7. Power of Attorney
8. Testamentary Document
9. Relinquishment
10. Revocation
11. Cancellation
12. Mortgage Deed
13. Adoption Deed
14. Partnership Deed
15. Agreement
16. Revocation of Deeds
17. Desolation Deeds
18. Bond Documents
19. Exchange Documents
20. Partition Deeds
21. Reconveyance Deed
22. Settlement Document
23. Duplicate Document

The following functions are part of the registration activity and need to be managed:

- (i) Checking of the admissible condition for registration of the document.
- (ii) Capturing of the details of the documents to be registered like Execution date, presentation date, first party details, second party details, identifier details, witness details and property details as per document in the e-Registration system.

- (iii) Verification of the entered document with the original deed.
- (iv) Auto calculation of the applicable fee and stamp duty as per the valuation of the property.
- (v) Collection of Registration fees and generation of money receipt.
- (vi) Capturing of the photograph, thumb impression and signature of First party, Second party and Identifier through e-Registration system and sending the document along with computer generated money receipt to registering officer for signing of the money receipt and registration of the document through e-Registration system.
- (vii) Registering officer register the Document in the e-Registration application
- (viii) Generation of the endorsement on the backside of the original document and sending to the registering officer for signature.
- (ix) Scanning of the signed document and upload of the same in the e-Registration system along with Form-3 for preservation in the system and onward transmission of the same to the concerned tehsil and also upload the signed deed details copy in the system for future reference.
- (x) After correct uploading the document in the e-Registration application, system will generate a final report for handing over the original document along with final report to the govt. official for document delivery to the citizen.

**Process Flow – Computerization Process of Document Registration at e-Registration Counter**

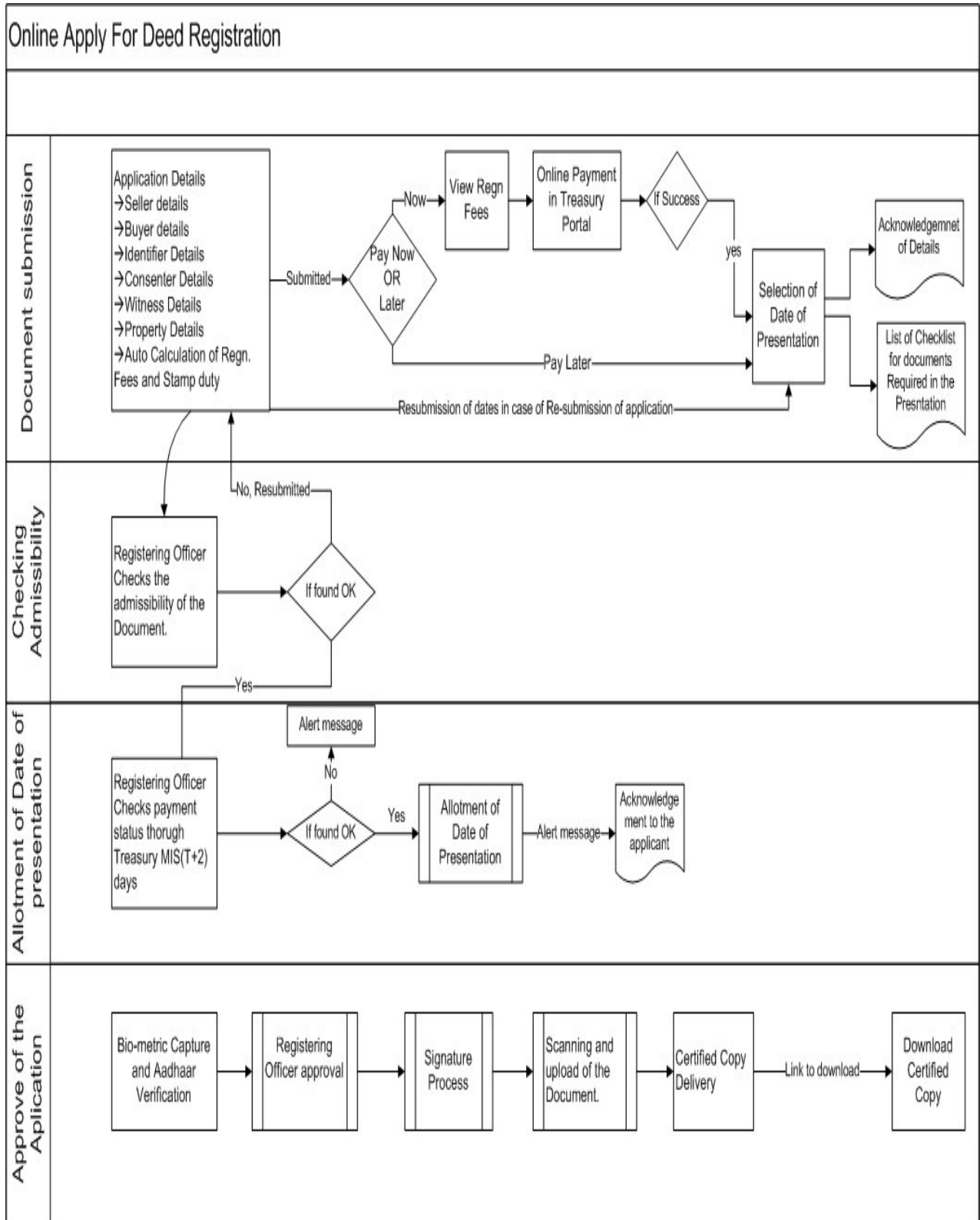


### **Online preparation & Submission of Deed**

This is regarding online preparation of deed and online submission of deed by registrant public for taking prior appointment from concerned Registering Officer for presentation and registration of deed through e-Registration application.

Citizen can draft his own document himself using e-Registration online application ([www.igrodisha.gov.in](http://www.igrodisha.gov.in)) without the help of middle man also taking prior appointment from concerned Registering Officer for presentation and registration of the document.

- i. The registrant public can create their own deed through a common deed format without seeking help from others and modify the recitals of the deed as per the need.
- ii. Preparation of deed at the convenience of the registrant public from home.
- iii. Facility has been extended to registrant public to prepare the deed online both in Odia and English.
- iv. System will alert the registrant public about the list of documents to be attached during online submission of deed which will help the registering officers to register the document within ORTPS timeline.
- v. Preparation of deed will not cost any charges to the Registrant public.
- vi. Extension of facility to generate online Encumbrance Certificate (EC) for the property during submission of online deed.
- vii. Extension of facility to view the RoR of the property from Bhulekh application during online submission of deed.
- viii. Online payment of registration fee after obtaining the registration fee from the Registration & Stamp duty calculator.
- ix. When the document is accepted and appointment confirmed the parties along with the identifier shall physically appear before the concerned Registering Officer with the physical document & it's true copy etc for capture of Biometrics and generation of Fees Receipt u/s 52 (b) for completion of the Document.
- x. After the document is approved, endorsements printed, signed and sealed by the Registering Officer, scanned for necessary archival, the registered document shall be returned to the party by Post/ in person along with a SMS link for downloading the scanned copy of the Registered Document.



**Encumbrance Certificate (Both Online & Over the Counter):**

The Encumbrance Certificate records and reflects all the transactions occurred in respect of an immovable property be it a sale, lease, mortgage, gift, partition release etc, which have been registered before registration authorities and recorded in Book – I maintained by the Registration Authorities for any particular period for which the EC is sought for. An Encumbrance Certificate plays a vital role in investigation of title of persons along with certain transactions reflected therein. An Encumbrance certificate is also issued by the registration authorities reveals no transactions in respect of an immovable property for the period pertaining to which the encumbrance certificate is applied if no transaction of such property has been made through registered documents. Thus, an application for a search for EC in respect of any immovable property is only made in respect of document registered in Book no. 1.

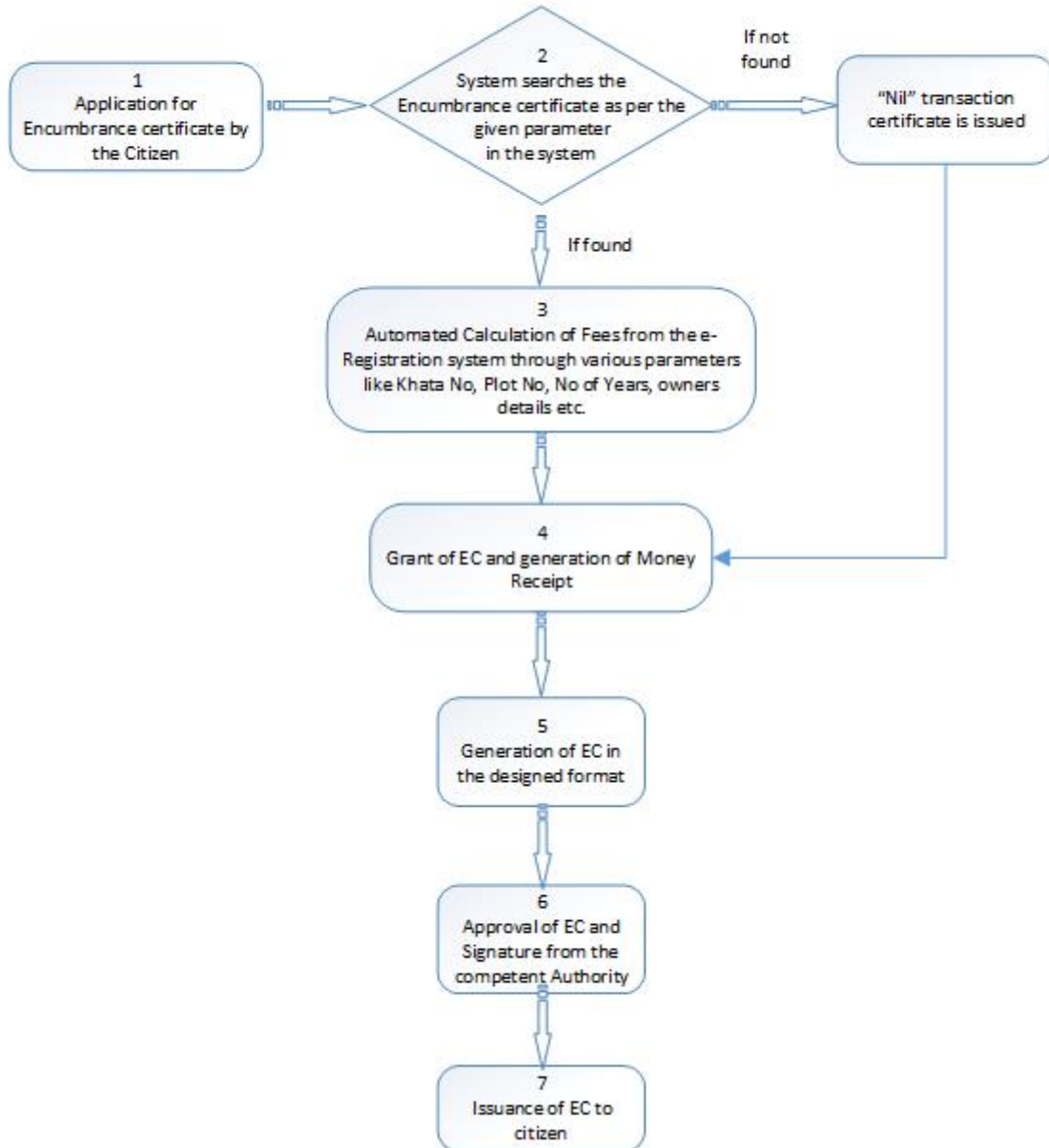
Sub Registrar is the competent authority for issuance of Encumbrance Certificate. This system will provide an off-line/online interface to the citizen and to the SR Office Users respectively to enter the Encumbrance Certificate documents details in the application and initiate the workflow of the EC approval process. The complete workflow begins with Citizen, Head Clerk to Sub-Registrar. The process will automate the starting of the Encumbrance search till approval & issuance of the encumbrance certificate.

The following functions are part of the encumbrance certificate generation activity and need to be managed:

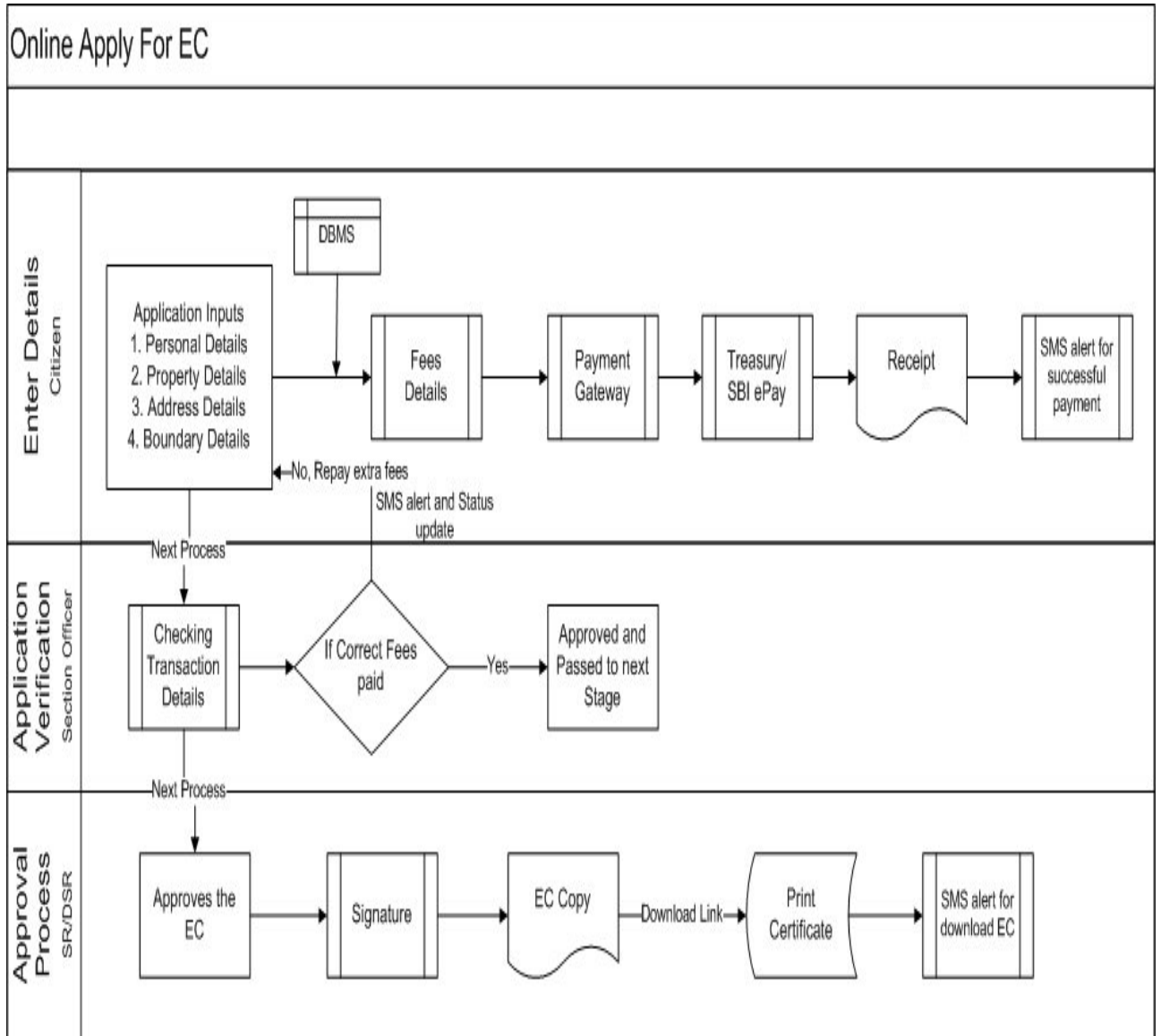
1. Application for Encumbrance Certificate through various parameters like Khata No, Plot No, Owners details, Boundary Details etc.
2. Automated calculation of fees for the EC as per the number of years.
3. Grant of EC application and generation of Money receipt.
4. Generation of EC in the designed format and approval of the registering authority.
5. Delivery of EC with time stamp.

The process flow for issuance of encumbrance certificate at e-Registration counter/ Online mode is given in below:

### Process flow of computerisation process of issuance of Encumbrance certificate at e-Registration counter







**Certified Copy of Registered Documents (Online/Over the Counter):**

For issuing the certified copy the applicant needs to submit requisite documents and fees as per the Stamp Act to the Sub Registrar mentioning of the name of the parties to the documents their relationship with the document, survey no, Plot No. etc whose copy of registered document is required. The document whose Certified Copy is required must have been Registered in the concerned Sub Registrar Office. For issuing the certified copy, the applicant Submits an application to the Sub-Registrar along with a stamp paper of Rs 100/- mentioning the Executant and claimant name and Date of Registration of the Document, who's Certified Copies are required through Online/Over the counter.

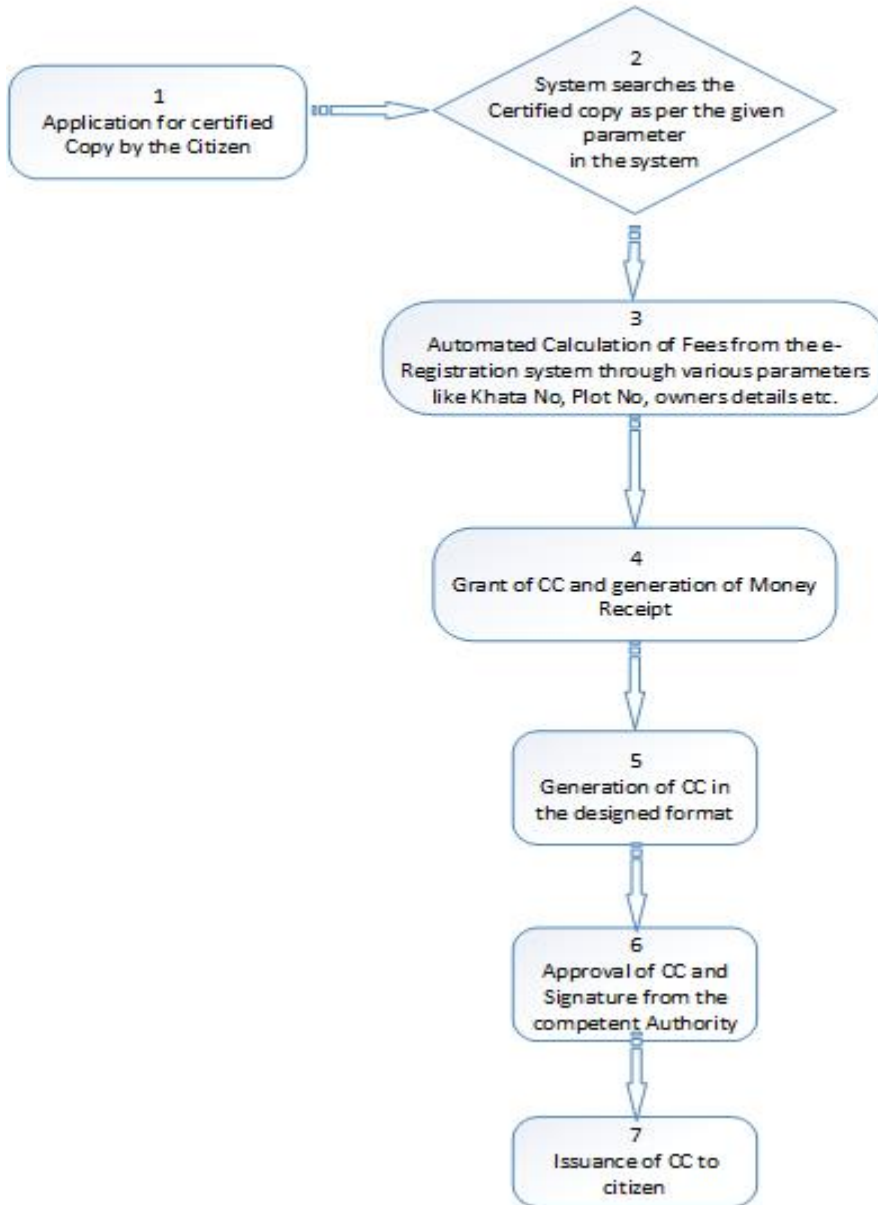
Sub Registrar is the competent authority for issuance of Certified Copy. This system will provide an off-line interface to the citizen and to the SR Office Users respectively to enter the Certified Copy documents details in the application and initiate the workflow of the CC approval process. The complete workflow begins with Citizen, Head Clerk to Sub-Registrar. The process will automate the starting of the certified copy search till approval & issuance of the certified copy.

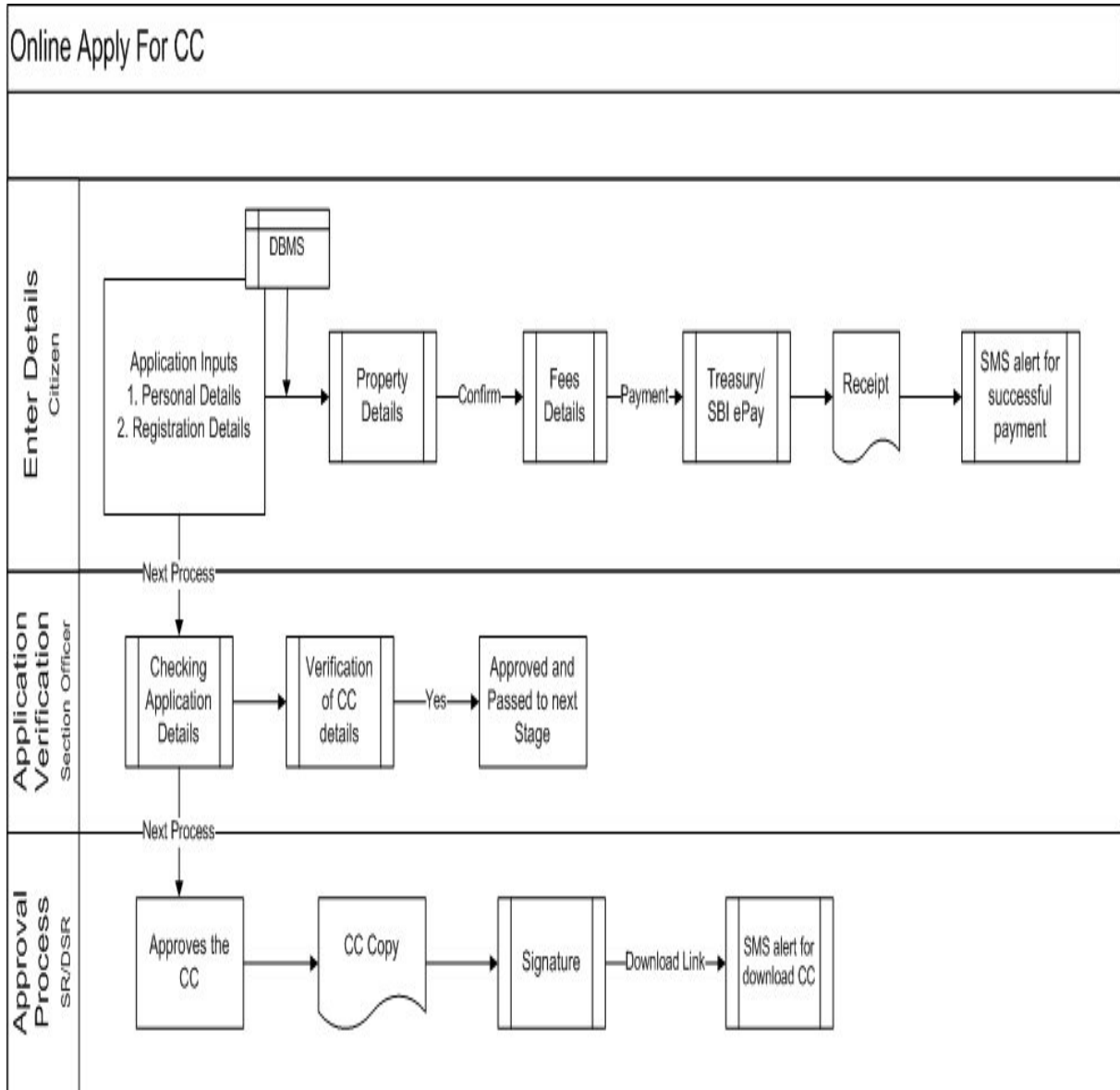
The following functions and activities are part of the issuance of certified copy of registered documents and need to be managed:

- (i) Application for Certified Copies (CC) through various parameters like Khata No, Plot No, owners' details, relationship of the applicant of the document and Boundary Details etc.
- (ii) Automated calculation of fees for the Certified Copies to be issues to citizen.
- (iii) Grant of CC application and generation of Money receipt.
- (iv) Generation of Certified Copy to be issued and approval of the registering authority.
- (v) Delivery of Certified Copy with time stamp.

**Process Flow for Issuance of Certified Copy at e-Registration Counter**

**Process flow of computerisation process of issuance of Certified Copy at e-Registration counter**



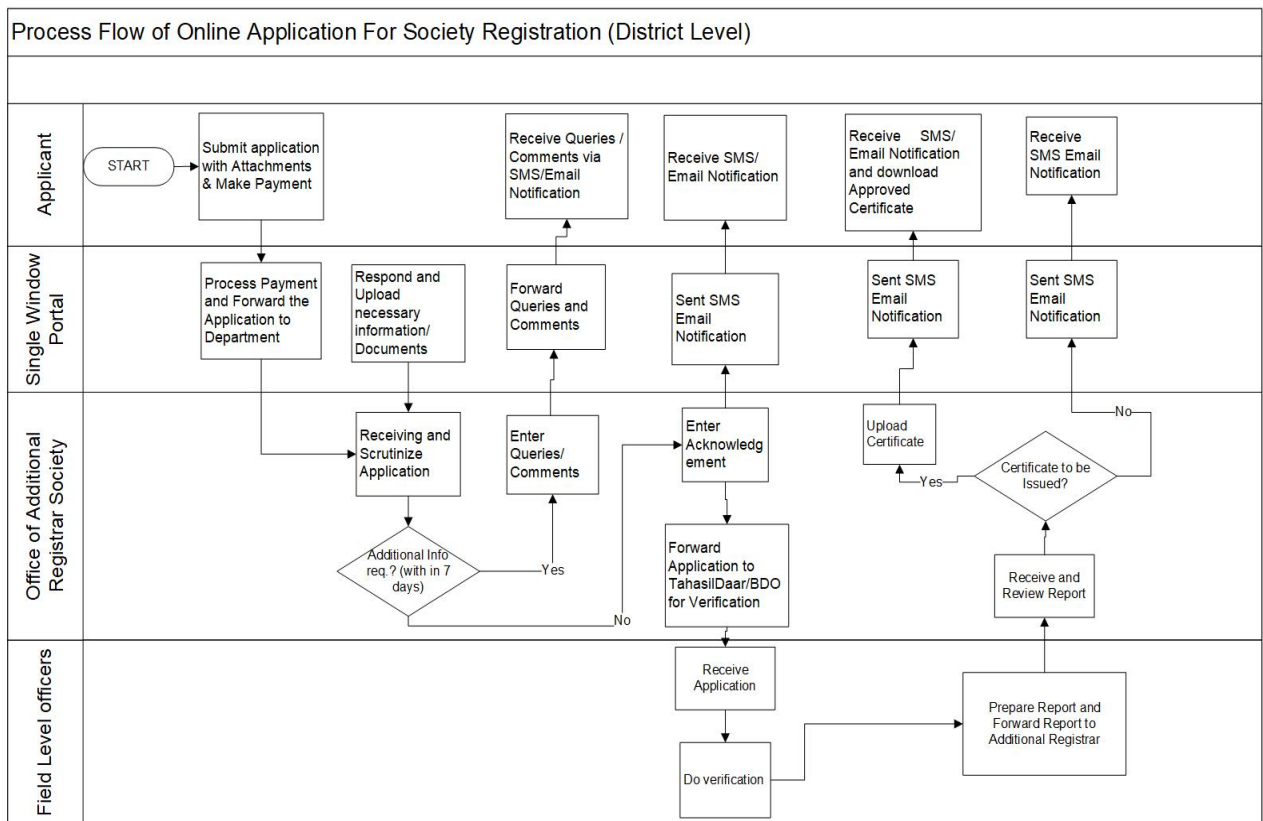
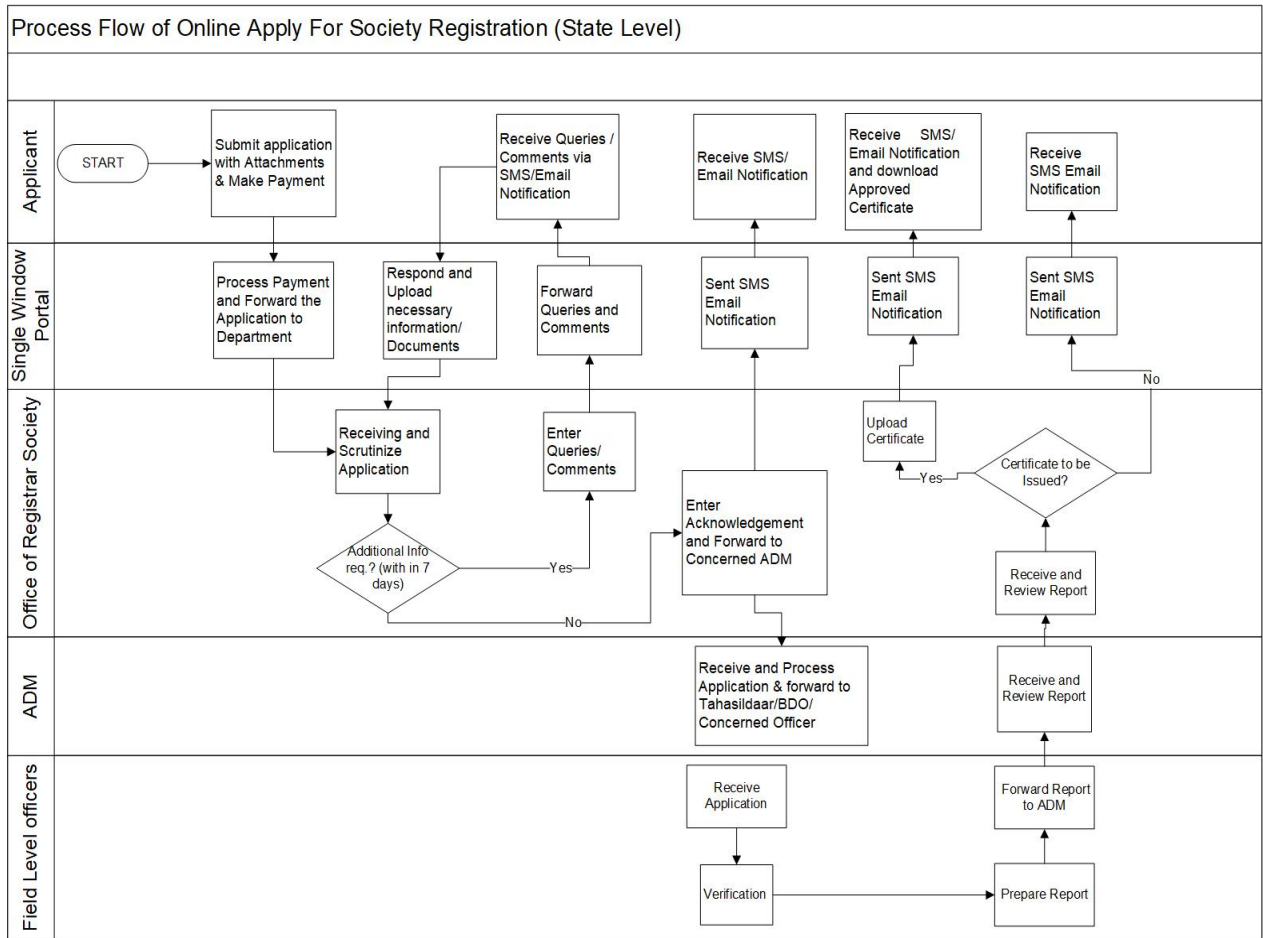


### **State Level/District Level Society Registration**

This system provides an online interface to the citizen and to the IGR Office Users respectively to enter the Society Registration / Amendment details in the application and initiate the workflow of the State Level/District level Society Registration/Amendment approval process. The complete workflow begins with Citizen / Data Entry Operator, Dealing Assistant, Section Officer, ADM, Tahsildar / BDO to Registrar of Society.

The following functions and activities are part of the issuance of Society Registration Certificate and need to be managed:

- Citizen interface to apply for Society Registration / Amendment by submitting relevant credentials for detailed scrutiny.
- Online provision of fee payment with linkages through requisite payment gateways.
- Time based approval system.
- Delivery of digitally signed Society Registration certificate with time stamp.



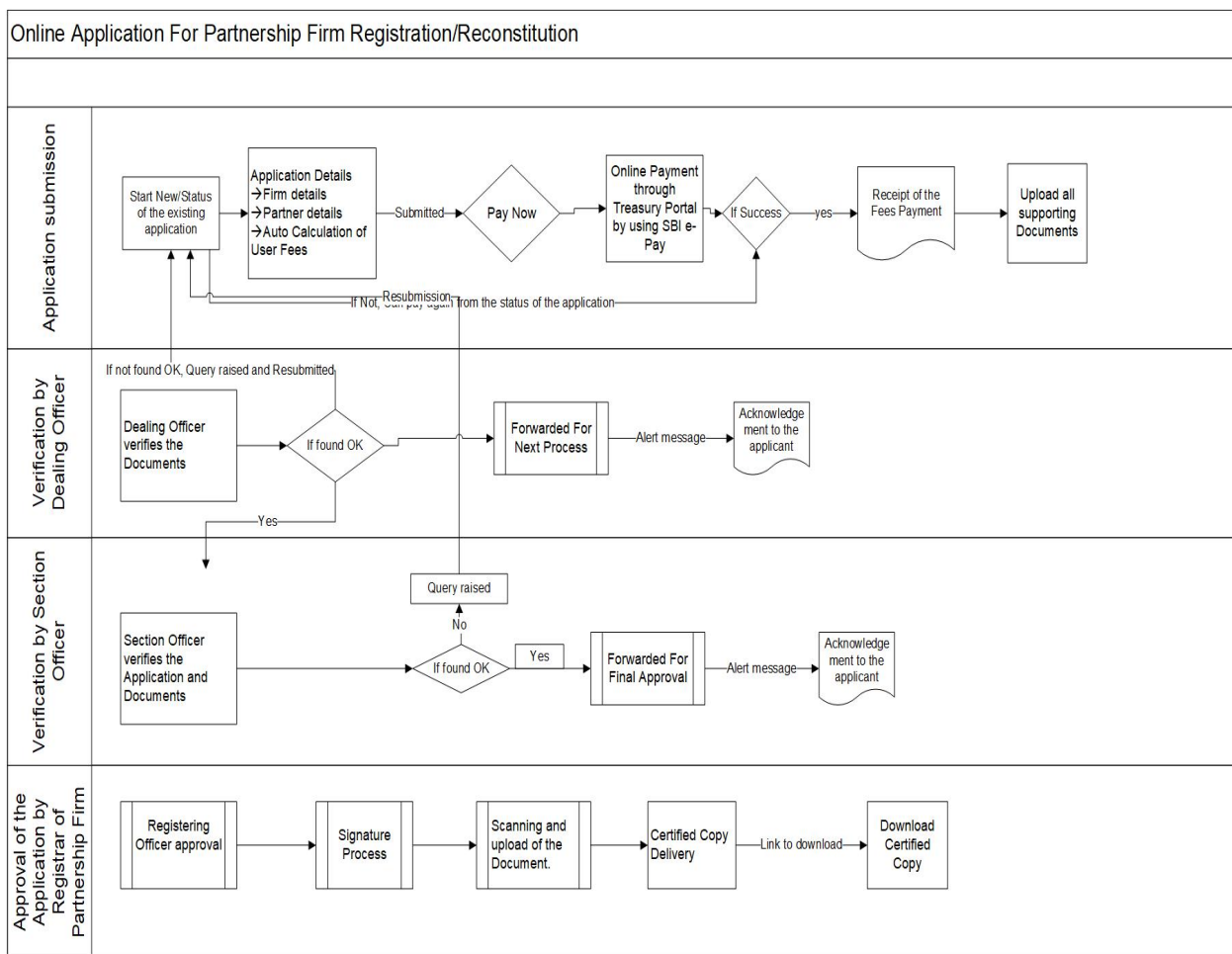
### **Partnership Firm Registration**

Partnership is a firm that comprised of two or more members, who have decided to carry same business on an agreed manner, where the partner share the profit and loss and collectively responsible for any liability. The rules and regulations for the Partnership Registration Firm is controlled and maintained under Indian partnership Firm Act 1932. The Registering of Partnership Firm is being carried under the Section 58 of the Indian Partnership Firm Act 1932.

This system provides an online interface to the citizen and to the IGR Office Users respectively to enter the Partnership Firm Registration / Reconstitution/Amendment/Dissolution of firm details in the application and initiate the workflow of the Partnership Firm Registration approval process. The complete workflow begins with Citizen / Data Entry Operator, Dealing Assistant, Section Officer to Registrar of Firms.

The following functions and activities are part of the issuance of Firm Registration Certificate and need to be managed:

- Citizen interface to apply for Partnership Firm Registration by submitting relevant credentials for detailed scrutiny.
- Online provision of fee payment with linkages through requisite payment gateways.
- Time based approval system.
- Delivery of digitally signed Firm Registration certificate with time stamp.



**Registration of Marriage under Special Marriage Act**

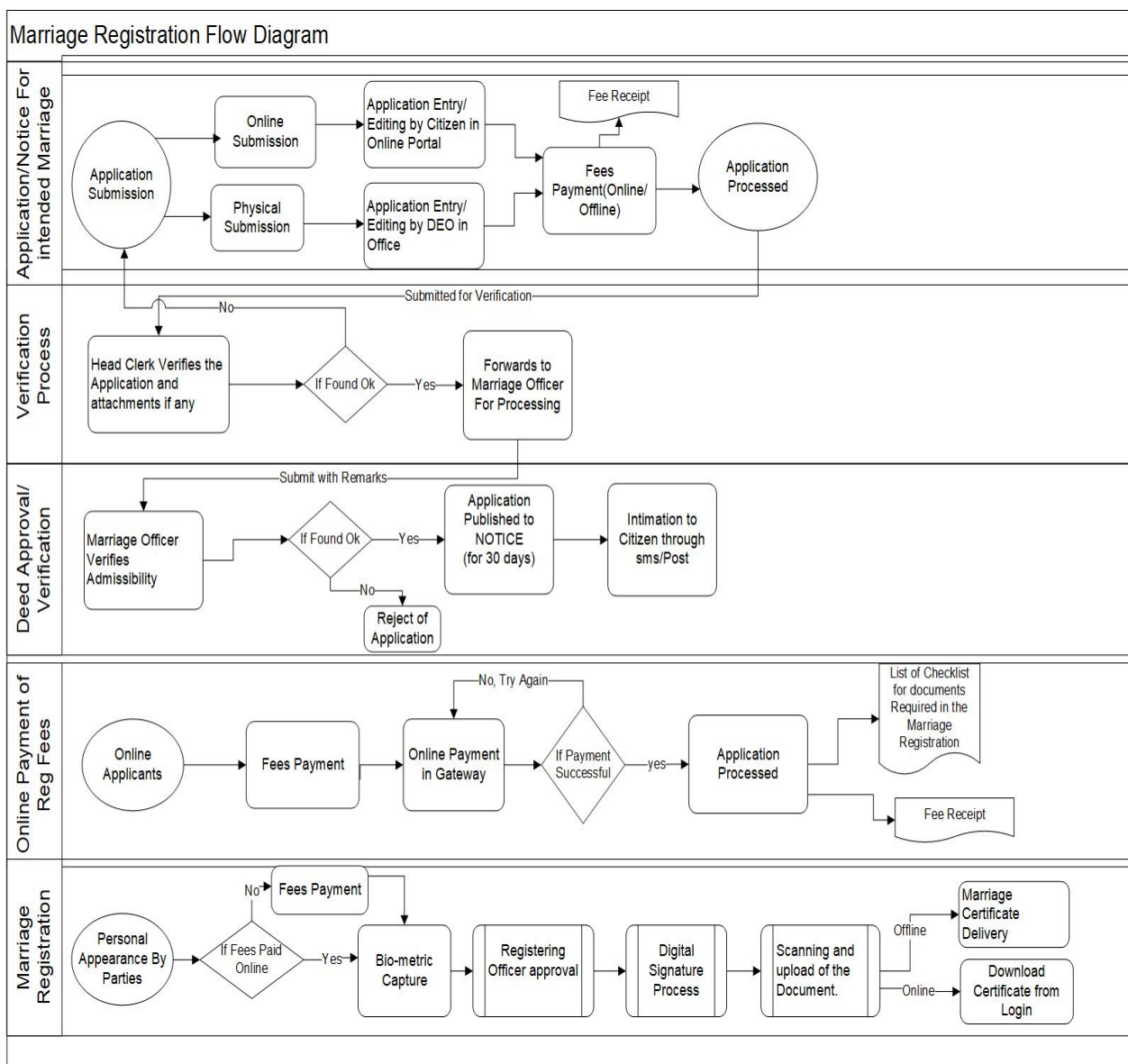
This system provides an online and off-line interface to the citizen and to the Marriage Office Users respectively to enter the Marriage application for both U/s 5 & U/s 15 and initiate the workflow of the Registration approval process. The complete workflow begins with Citizen / Data Entry Operator, Head Clerk for checking admissibility of the document and Marriage officer approving of the document.

The following functions and activities are part of the issuance of Marriage Registration Certificate and need to be managed:

- Citizen interface to apply for Marriage registration by submitting relevant documents along with fees.
- Online and offline provision of fee payment with linkages through requisite payment gateways.
- Time based approval system.
- Aadhaar Card based validation of applicant.



- SMS/Email based intimation system.
- Delivery of digitally signed Marriage certificate with time stamp



**Property Valuation:**

This module will help users of the system to evaluate any piece of property (immovable property) by entering relevant details about the property enquired. The valuation rates will be available in the system as per benchmark valuation standards set by the government. This data for property valuation will be provided as soft copy for all the different districts under the jurisdiction of the department.

- System will have the ability to modify the value of Plot, agricultural land or building by selecting its respecting District, Registration Office, Tehsil, village, Plot.

- (ii) The system will be able to increment/decrement property value by percentage with respect to its previous value. i.e. if user selects a particular District, Registration Office, Tehsil Village and Plot and instructs the system to increase the rate with 5% then the plots under that selection should increase their value by 5% with respect to their previous rate.
- (iii) Application should be able to increase/decrease property value by a fix value to its previous value i.e. if user selects a particular District, Registration Office, Tehsil Village, Khasra and Plots and instructs the system to increase a fix value with respect to their previous rate.
- (iv) Consideration amount and market value whichever is higher; on that stamp duty/registration fee will be charged.
- (v) In case the plot number is missing in the table then Khasra of the land should be used to find the market value of that plot.
- (vi) In case market value cannot be calculated from system due to insufficient information in masters or any new scenario a define market value option is provided to enter the Bench Mark value in the system by Registering officers.

#### **Scanning & Archival:**

This will manage all the scanned files like Registered documents, Form No 3 (OLR) , ID proof details, Cast permission details ,Application for Search & Inspection ( from No 23 /24) etc.in the system for viewing and retrieval. The scanned copy of the document will be saved with reference to the corresponding Deed no. in a folder on the server. The reference path with respect to the server will be stored in the database. In order to associate the scanned document with the data entry of the same document, a “Browse” button will be provided in the application, which will upload the scanned copy from the system for legacy data entry.

#### **Biometrics Capture:**

Fingerprints of the presenter, claimant, executants, identifier and witnesses will be captured using this module. When the citizen details are initially entered by the Data Entry Operator, the digital signatures and the thumb impression of the citizen will also be captured. The fingerprints and the digital signatures will then be printed on the registered document and will also be stored in the database for records and future reference.

#### **Web Portal:**

This module will be used for managing the web portal. Additional features like online payment, dynamic content can be added to the application. Web portal will also provide help to the users to show how to use the available features.

### **Workflow Management:**

It allows the users to define different workflows for different types of jobs or processes in the project like in hardware support, network support, software support, and administrative support through help desk.

- Allows individuals to automate repetitive processes
- Follows up automatically on uncompleted tasks in the process
- Gives an overall picture of the workflow along with performance metrics

### **Fee Structure:**

This module will maintain the different mode of collection of Stamp Duty, Registration fees and user charges and generate the money receipt.

### **Revenue Module:**

The revenue collected under the heads of Registration Fee, Stamp duty and user charges will be maintained. This information will be available for use for business analysis. The collated information about the charges collected under various heads, different modes of payment etc. will be maintained here. The module will also include the information under different heads like pendency, disposal and up to date status of undervalued documents. The status if impounded cases will also be available.

### **Data Entry Module:**

This is a separate deliverable to take care of interface required for legacy data entry. User Login functionality will be provided for data entry module as well. The administrator will be able to view which user has made how many entries. The user ID of the user will be entered in the database when he is entering data in the database. The requirements that will form the input for the development of this module will be captured.

### **MIS:**

This module will manage all the reports that will be generated from the system, formats of which will be provided by the DSR. Some fixed formats for the reports will be designed during the design phase of the project in consultation with concerned officials. There will be provision for doing search of documents processed given a date range etc.

### **Biometric Attendance:**

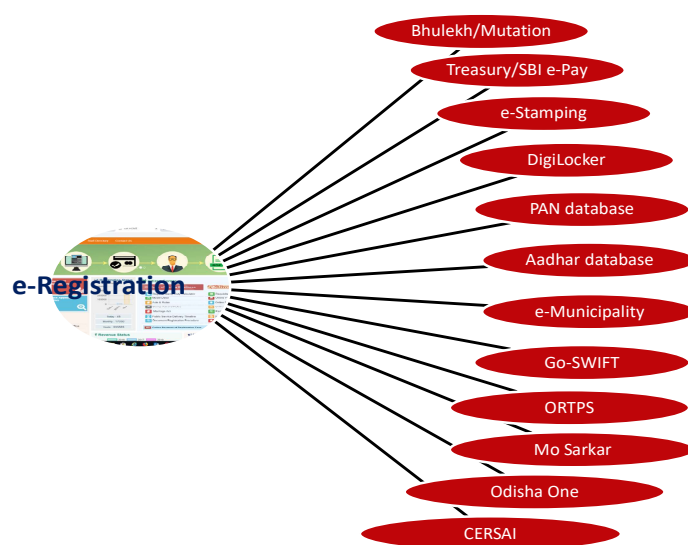
To foster punctuality in organization the entire project team need to comply Biometric Attendance In-Out for the specified office timing. In case of arising any difficulty like late arrival, Link problem, system problem and biometric device problem the employees have to

submit their remarks in the attendance module for consideration of attendance. The following are the outcome of the biometric attendance system.

- i. Track employee productivity: Track working hours by creating flexible approvals for time sheets. Make payroll processing easy.
- ii. Simplify absence management: Make sure everyone follows your organization's policies for time off by customizing leave entitlements, defining accruals, and configuring leave roll-over rules.
- iii. Streamline employee attendance: Use attendance entries clocked in from the web portal. Use simple workflows to address unique scenarios like automatically checking employees out of work for the day.
- iv. Synchronize with any attendance device: Retrieving attendance data from multiple sources requires lot of time and work.

### Integration with Third Party Applications:

e-Registration Application is integrated with the following third-party applications to deliver better service.



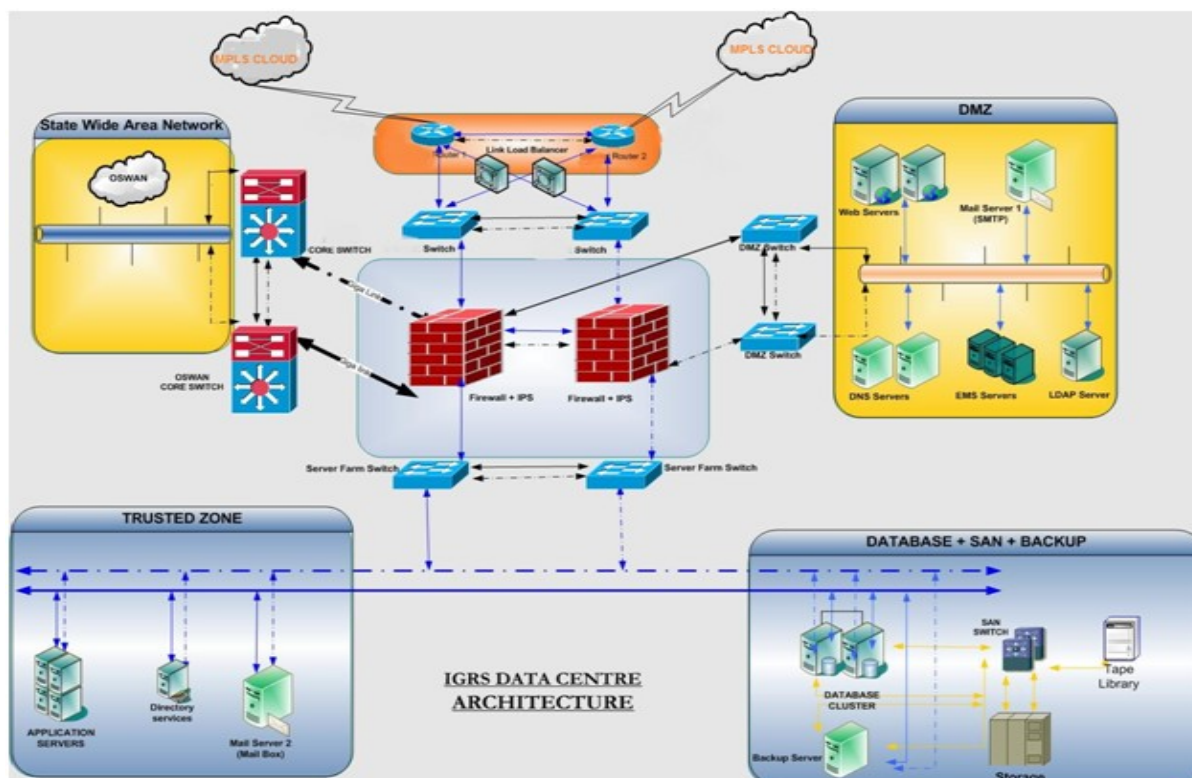
### Expected Changes in existing e-Registration application

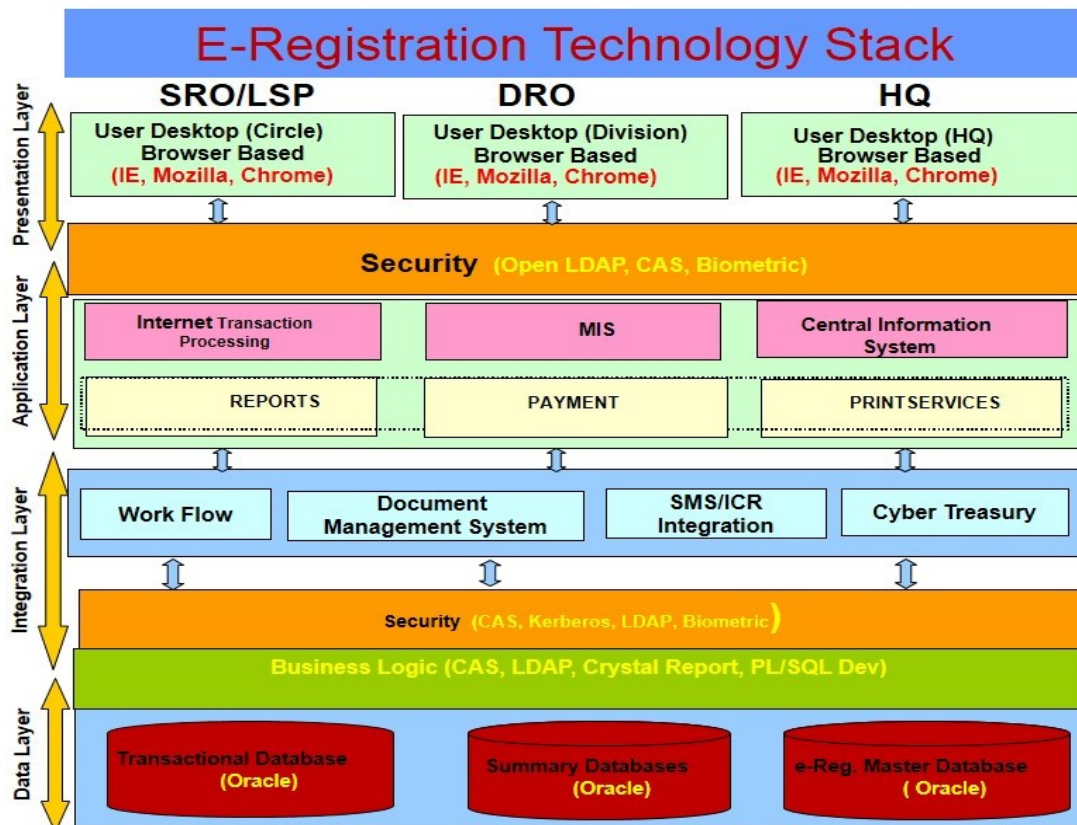
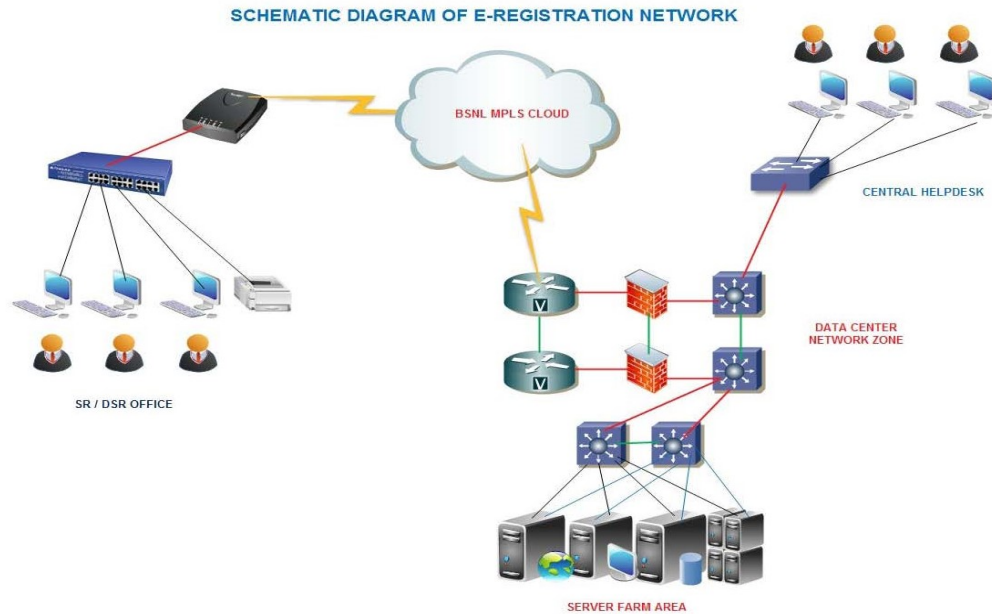
The professional agency shall provide all possible assistance in data conversion/migration based on the data conversion/migration strategy including Application Software development enhancement and bug fixing as and when required as per instruction Inspector General of Registration Odisha / Government of Odisha.

### 3.8 Technical Architecture of e-Registration

Web based application with defined work flow and in accordance with the Registration Act, 1908 supplemented by Stamp Act and other prevailing laws has been developed on Microsoft Platform where Front End is designed in ASP.NET and Business Logic in C#.NET with Back End in Oracle 12c database keeping all security measures in consideration. Application Software has already been audited by STQC, AAA Technologies Pvt. Ltd and Adweb Technologies Pvt. Ltd (A Cert-In empanelled Security Audit Agency) and deployed in Odisha State Data Centre. Robust security features have been developed to access application software at 3 layers for user authentication namely

- i. Domain Authentication at OS Level
- ii. User Id with Biometric Matching and
- iii. MAC Address Binding





### 3.9 Project Duration and Timeline

Existing e-Registration Services across all the registration offices of Odisha will be taken over and operation will be commenced by the selected Professional Agency within 03 months from the date of signing of the Service Agreement. “Scheduled Commercial Operation Date” (SCOD) will be the date after completion of 03 months from the date of

signing of the Service Agreement or from the actual date of receipt of fees as per the X value of the commercial bids as per para 6.2.2 whichever is earlier. Professional Agency will operate, maintain and manage the services for a period of 05 (Five) years.

Sl. No.	Milestone	Timeline (in Months)	Sign-off Criteria
1.	Signing of Service Agreement between IGR and the selected Professional Agency	T1	Service Agreement
2.	Take-over and commence operation with existing software of Services across all 30 Districts in 191 Registration Offices for Registration of all types of Deeds	T1 + 3	Certification from the DSR that services have commenced
3.	Roll-out of enhanced features of e-Registration Application	T1 + 6	Certificate from IGR Odisha
4.	COD in entire state of Odisha	T2	Certificate from IGR Odisha
5.	Provide Scheduled Services with Operations and Maintenance of System	T2 + 60	Report of satisfactory operations (quarterly from DSR and annually from IGR)
6.	Exit Management if Project is not extended	T3	Satisfactory Exit Certificate from IGR

### 3.10 Sub-Contracting

Selected Professional Agency will not be permitted for any back-to-back sub-contracting for the entire scope of work. However, Professional Agency will be free to engage single or multiple sub-contractors to outsource some of the non-critical activities with prior permission of Inspector General of Registration. For purpose of this scope of work, all maintenance activities of central infrastructure such data centre, e-Registration application enhancement and maintenance, integration with other application like e-Stamping, Treasury, payment gateway etc. will be considered as critical functions and cannot be sub-contracted.

## 4 Qualification Criteria and Evaluation

Bidders for this contract will be assessed in accordance with Quality Cum Cost Based Selection (QCBS) method. All bids will primarily be evaluated on the basis of Pre-qualification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals. Only those bidders who qualify in Pre-qualification criteria, their Technical Bid will be evaluated. Financial bid of only those bidders shall be opened who qualify in Technical Bid by scoring above 70%. 70:30 QCBS process of Evaluation shall be used to select the winning bidder. **Consortium bidding is not allowed.**

In order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents, the Proposal Evaluation Committee (Tender Committee) will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents.
- c. Any other relevant factors, if any, listed in RFP document or the IGR/GoO 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 above 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bidders', who don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation. Recommendation of the Proposal Evaluation Committee (Tender Committee) shall be final in this regard.

Pre-qualification and Technical Evaluation will be based on the documents provided by the bidder for the Pre-qualification Criteria and Technical Criteria as defined under this section. The Bidder who will fulfil all the criteria for the Pre-qualification as mentioned in Section 4.1 of this RFP will be shortlisted for Technical Evaluation. Technical Evaluation will be based on the marking criteria as per section 4.2 of this RFP.



## 4.1 Pre-qualification Criteria

The Bidder should meet the following Eligibility Criteria and should enclose the mentioned documentary proof in Technical Bid.

Sl. No.	Criterion	Supporting Documents to be Submitted
<b>Bidder's General Details</b>		
1.	The bidder should be a company registered under Companies Act, 1956./ Partnership Firms Registered under limited liability Partnership Act 2008/ Partnership Firm Registered under Indian Partnership Act 1932.	Self- Attested copy of Certificate of Incorporation
2.	The bidder should be in operation and should be in the business as Implementing Agency / IT Service Company for the last five years as on 31st March 2021 in India.	Self-Attested copy of Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity
3.	The bidder should have a valid PAN, GSTN Certificate, VAT Registration Certificate & PF Certificates along with copies of IT return of last 3 Assesment Year	Self-Attested Copy of the certificates.
4.	Bidder should have average annual turnover of at least Rs. 100 Crores, over the previous 3 financial years (FY 2018-19, FY 2019-20 & FY 2020-21) from IT services as revealed by audited accounts as on 31st March, 2021.	Copy of Certificate duly signed by Statutory Auditor.
5.	Bidder's Net Worth must be positive in the previous 03 financial years (FY 2018-19, FY 2019-20 & FY 2020-21) as revealed by audited accounts, as on 31st March, 2021	Copy of Certificate duly signed by Statutory Auditor.

<p><b>6.</b></p>	<p>The bidder must have following certifications with validity:</p> <ul style="list-style-type: none"> <li>○ CMMI DEV - Level 5 (from CMMI Institute)</li> <li>○ ISO/IEC 27001-2013</li> <li>○ ISO 9001:2015</li> <li>○ ISO/IEC 20000</li> </ul>	<p>Self-Attested copy of quality certificate or documentation of the quality policy.</p>
<p><b>7.</b></p>	<p>Bidder should have experience deploying at least 300 people in any Government department (central government / state government / PSU in India) in each of the last 3 years accounting years ending 2020-21 in IT support positions like Data entry, Network maintenance, Hardware Systems maintenance or software application maintenance etc as on 31st March, 2021 on its roll. (Single P.O or combined P.O).</p>	<p>Certificate from Authorized person in HR Department of the Bidder to be furnished.</p>
<p><b>8.</b></p>	<p>Bidder should have to submit a Bid security Declaration form</p>	<p>EMD Declaration Form as per Tech Form 03.</p>
<p><b>9.</b></p>	<p>Bidder should have an office at Odisha. In case if Bidder does not have an office at present, then Bidder needs to submit a declaration that the Bidder will open an office at Odisha within 30 working days from the date of signing of the agreement otherwise this will result in a forfeiture of the EMD.</p>	<p>A self-certified letter signed in the Letterhead by the authorized signatory of the Bidder.</p>
<p><b>10.</b></p>	<p>The bidder should not under a declaration of ineligibility for corrupt or fraudulent practices and must not be blacklisted by any State Govt./ Central Govt., for any reason, at the time of bid submission.</p>	<p>Bidder should submit the self-certification.</p>

11.	Authorized Signatory of the Bid.	Power of Attorney, in the name of person signing the Bid, authorizing him to sign /submit bid as a binding document
<b>Bidder's Relevant Project Experience</b>		
12.	<p>The bidder must have successfully completed at least the following numbers of Software Systems Development and Implementation engagement(s) of value specified herein :</p> <ul style="list-style-type: none"> <li>• One project of similar nature not less than value of ₹80 Crore OR</li> <li>• Two projects of similar nature not less than the value of ₹60 crore; OR</li> <li>• Three projects of similar nature not less than the value of ₹40 Crore</li> </ul> <p>Note : Similar Project means the Software application must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India</p>	Self-Attested Copies of Work orders with valid implementation/ completion certificates of the projects.

**NB -2: All the aforementioned documents/forms need to be submitted by the bidder as per the formats given in the RFP in their letter head with proper sign and stamp by the authorized person.**

## 4.2 Technical Evaluation Criteria

The Tender Committee will carry out a detailed evaluation of the bids in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP documents.

In order to facilitate the technical bid evaluation, the technical criteria laid down have been presented in the following table. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing above 70% marks in the technical evaluation will only be considered for further Commercial Bid evaluation. Bids, which do not secure the minimum, specified technical score will be considered technically non-responsive and will not be considered for evaluation.

Bidders will be evaluated for technical capability to execute the project according to the following criteria:

Sl. No.	Technical Evaluation Criteria	Max Marks
1.	Past Experience of the Bidder	50
2.	Proposed solution and Presentation	40
3.	Resource Plan	10
	<b>Total Marks</b>	<b>100</b>

Sl. No.	Technical Evaluation Criteria/Sub Criteria	Description for Marks	Max Marks
<b>1.</b>	<b>Past Experience of the Bidder</b>		
<b>a.</b>	Bidder's average annual turnover over the previous 3 financial years (FY 2018-19, FY 2019-20 & FY 2020-21) from IT services as revealed by audited accounts as on 31st March, 2021.	<ul style="list-style-type: none"> <li>○ ≥ ₹100 Cr: 4 Marks</li> <li>○ Two mark for each ₹5 Crore beyond ₹100 Crore up to maximum 10 Mark</li> </ul>	<b>10</b>
<b>b.</b>	Experience of the bidder on development/ implementation of Land Registration application for any state Government in India during last 10 years	Each project 4 marks maximum 20 marks	<b>20</b>
<b>c.</b>	Experience of the bidder on	Each project 5 marks maximum 10	<b>10</b>

Sl. No.	Technical Evaluation Criteria/Sub Criteria	Description for Marks	Max Marks
	development and implementation of Land Management/Land related projects in India with minimum value of ₹25 Core each	marks	
d.	Experience of the bidder on development and implementation of any e-Governance Project in PPP mode in India	Each project 5 marks maximum 10 marks	10
2.	<b>Approach &amp; Methodology (Mark to be awarded based on the technical documentation and technical presentation)</b>		
a.	Proposed solution & Work Plan	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution and work plan with compliances to the SLA	10
b.	Proposed Approach, methodology, Project Management and Training Plan	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being: - Plan for meeting the SLA norms. Spare and consumables management plans Proposed Training plan	10
c.	Earlier experience on execution of similar projects	Showcasing the organizations experience and project execution methodology	20
3.	<b>Resource Plan</b>		
a.	Quality of CV for the full-time resources proposed	Quality of the application support personnel to be looked at Maximum of 10 CVs to be proposed who would be working	10

Sl. No.	Technical Evaluation Criteria/Sub Criteria	Description for Marks	Max Marks
		full time on the project	
<b>Total Marks</b>			<b>100</b>

All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

#### 4.2.1 Evaluation of Financial Bid

- a) The financial bids/ cover of bidders who qualify in technical evaluation shall be opened at the notified time, date and place by tender committee headed by the IGR in the presence of the bidders or their representatives who choose to be present.
- b) Quality and Cost Based Selection method with 70:30 Technical: Commercial weightage shall be adopted to establish the winning bidder. Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project.
- c) The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- d) Errors & Rectification: Provided that the bid is substantially responsive, the Bid Evaluation Committee shall correct arithmetical errors on the following basis: -
  - i. 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, unless in the opinion of the Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
  - ii. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
- e) Conditional bids are liable to be rejected
- f) In case of same lowest financial bid quoted by different bidders, the tendering authority reserves the right to give the work-order to the bidder (with same lowest values) secured higher mark in technical evaluation.

Evaluation Process: Quality and cost based Evaluation (QCBS);

- a. Technical and financial scores secured by each Bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.

- b. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:

-

$$T_n = T_b/T_{max} * 100$$

$$F_n = F_{min}/F_b * 100$$

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where

$B_n$  = overall score of Bidder

$T_n$  = Normalized Technical score of the Bidder (out of maximum of 100 marks)

$F_n$  = Normalized financial score of the Bidder

$T_b$  = Technical Score of the bidder

$F_b$  = Financial score of the bidder

- c. 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.

## 5 Instruction to Bidders

### 5.1 Pre-Bid Meeting & Clarifications

#### 5.1.1 Pre-bid Conference

- a) IGR shall hold a pre-bid meeting with the prospective bidders on **08.04.2022 at 4:00 PM in virtual mode using MS Teams Platform.**
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to IGR only by email ([igr@odisha.gov.in](mailto:igr@odisha.gov.in)) one days before the pre bid meeting. i.e. by 5 PM of 0.04.2022.
- c) The bidder may also request for VC link by email to [igr@odisha.gov.in](mailto:igr@odisha.gov.in) to participate in pre-bid meeting.
- d) The queries should necessarily be submitted in the following format (**Soft copy in MS Word or MS Excel file to be attached**):

Sl#	RFP Document Reference(s)	Content of RFP requiring	Points of
-----	---------------------------	--------------------------	-----------

	<i>(Section &amp; Page Number(s))</i>	<i>Clarification(s)</i>	<i>clarification</i>

- e) IGR 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 IGR.

### **5.1.2 Responses to Pre-Bid Queries and Issue of Corrigendum**

- a) The Nodal Officer notified by the IGR will endeavour to provide timely response to all queries. However, IGR neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does IGR 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, IGR 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 e-Nivida system.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, IGR may, at its discretion, extend the last date for the receipt of Proposals.

## **5.2 Submission of Proposals**

### **5.2.1 Mode of Submission**

The bidder has to submit the bid electronically in e-Nivida System at [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in).

### **5.2.2 Instruction to Bidders for Online Bid Submission**

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.



More information useful for submitting online bids on the e-Nivida Portal may be obtained at:  
<https://enivida.odisha.gov.in>

### 5.2.3 Guidelines for Registration

1. Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “**Bidder Enrolment**” available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS / nCode/ eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com) , for activation of the account.

### 5.2.4 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.

### 5.2.5 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 Colour 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.

### **5.2.6 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 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 Coloured (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.

### **5.2.7 Clarifications on using e-Nivida Portal**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

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

**Phone No.:** 011-49606060

**Mail id:** [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)

### **5.2.8 Tender Validity**

Proposals shall remain valid for a period of 120 Days from the date of opening of the pre-qualification and technical proposals. IGR reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

### **5.2.9 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 or discussions or presentations, preparation of Proposal, in providing any additional information required by IGR to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

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

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

### 5.2.11 Acceptance and Rejection of Bids

IGR reserves the right to reject in full or part, any or all bids without assigning any reason thereof. IGR reserves the right to assess the Bidder's capability and capacity. The decision of IGR shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

## 5.3 Amendment of Bid

Notwithstanding anything else contained to the contrary in this tender document, IGR, Odisha reserves the right to cancel / withdraw / modify fully or partially the "Invitation of Bids" or to reject one or more of the bids without assigning any reason there for and shall bear no liability whatsoever consequent upon such a decision.

- At any time prior to the deadline (or as extended by IGR) for submission of bids, IGR, for any reason, (whether at its own initiative or in response to clarification requested by the prospective bidder), may modify the RFP document by issuing amendment/corrigendum.
- The amendment/corrigendum to the tender document if any will be published in the websites [www.igrodisha.gov.in](http://www.igrodisha.gov.in), [www.odisha.gov.in](http://www.odisha.gov.in), and [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in). The bidders are requested to regularly visit the website for updates.
- The amendment/corrigendum and addendum shall be binding on all bidders.
- In order to allow bidders a reasonable time to take the amendment(s) into account in their bid response, IGR, Odisha at its discretion may extend the deadline for submission for bid.

## 5.4 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. The prospective bidders are advised to make study of the project along with application at their own cost. Bidders shall bear all cost associated with field study, preparation and submission of the bid proposal. IGR, Odisha shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## 5.5 Language of Bidding & Bid Forms

The bid prepared by the bidders, as well as all correspondence and documents relating to the bids exchanged by the bidders and the Tendering Authority shall be in the English language. Wherever the correspondence is not in English, requisite translation shall be attached and the English version shall prevail. The bidder shall complete the Bid Form and provide the relevant documents. The Technical and Commercial Bids shall be furnished in the format provided. Refer to the Annexure 01 & 02 for relevant forms.

## 5.6 Bid Currency

Prices shall be quoted in Indian Rupees only.

## 5.7 Bid Validity and Earnest Money Deposit

Technical and Financial Proposals shall remain valid for a period of six months from the date of submission. IGR, Odisha shall reject the Proposal as being non-responsive if it is valid for a shorter period. In exceptional circumstances, prior to expiry of the original Bid validity period, IGR, Odisha may request that the Bidders to extend the period of validity for a specified additional period. The request and the responses there to shall be made in writing to or by facsimile to the listed contact information of the Bidders. In such cases, the Bidders shall not be required or permitted to modify the Bid, but shall be required to extend the validity of the Proposal for the extended period.

The Bidders are required to submit an Bid Security Declaration form The EMD should be submitted in the format provided Annexure -01 Tech Form 03 of this document.

Even when only one bid is submitted, the process should **be considered valid** provided the procurement was satisfactorily advertised and sufficient time was given for submission of bids, the qualification criteria were not unduly restrictive and prices are reasonable in comparison to market values.

## 5.8 Completeness of Bid & Rejection Criteria

The bid will be summarily rejected if all the documents mentioned below are not annexed in the Technical bid.

- (i) The tenders with the Technical Bid **not** containing Tender Document Fee of Rs. 10,000/- (Ten Thousand only)

- (ii) The tenders with the Technical Bid **not** containing EMD declaration form only with validity of 120 days from the date of bid submission date will be summarily rejected.
- (iii) The tenders submitted after expiry of due date and time of tender submission.
- (iv) Tenders submitted without Letter of Authorisation / Power of Attorney to Sign the Bid.
- (v) Tenders not submitted in the form specified as per the format given in the Annexures of this Tender document will be summarily rejected.
- (vi) Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- (vii) Tenders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection.
- (viii) Tenders with bid validity period less than 120 days from bid submission date will be liable for rejection.
- (ix) If the offer does not meet the tender requirements, the IGR, Odisha reserves the right to reject any or all the tenders without assigning any reason whatsoever.
- (x) Tenders submitted without audited financial statements of the Bidders are liable for rejection.
- (xi) In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the Tenders are liable for rejection.
- (xii) Incomplete details as above will be treated as non-responsive offer and the tender is liable for rejection.

## **5.9 Tender Committee**

There shall be a tender committee headed by Inspector General of Registration, Odisha to Open, Evaluate and finalize the bidder as per the guidelines prescribed under OGFR (Odisha Govt. Financial Rule) and record the bidding details for onward transmission to the Revenue and Disaster Management Department Government of Odisha for information.

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

## **5.10 Withdrawal of Bids**

Any Bidder can withdraw the bid after submission, provided that written notice of withdrawal is received by the Tender Committee prior to the deadline prescribed for submission of bids. No bid shall be allowed to be withdrawn in the interval between the last date for submission of bids and the expiry of the period of the bid's validity specified by the Bidder on the Bid

Form. Withdrawal of a bid during this interval shall result in forfeiture of his Earnest Money Deposit of the Bidder.

### **5.11 Period of Validity**

Bids shall be valid for acceptance for a period of 120 working days from the date of opening. The Tender Committee shall reject as non-responsive a Bid valid for a shorter period. In exceptional circumstances, the IGR may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

### **5.12 Contacting the Tender Committee**

No Bidder shall contact the Tender Committee/ IGR/R&DM Department on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If he wishes to bring additional information to the notice of the IGR, he should do so in writing. The IGR in consultation with the R&DM Department reserves the right as to whether such additional information shall be considered or not.

Any effort by a bidder to influence the Tender Committee/ IGR/R&DM Department Members in its decision on bid evaluation; bid comparison or awarding a contract may result in disqualification of the Bidder's bid and also forfeiture of his Earnest Money Deposit.

### **5.13 Corrupt and Fraudulent Practices**

The Tender Committee requires that the bidders and their associates under this Tender observe the highest standards of ethics during the procurement and execution of such contracts.

For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force.

The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, the contract.

### **5.14 Cancellation of Bidding**

The Inspector General of Registration, Odisha in consultation Revenue Disaster Management Department, GoO reserves the right:

To vary, modify, revise, amend or change any of the terms and conditions mentioned above and to reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

### 5.15 Performance Requirements: - Service Level Agreement (SLA)

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the bidder for the duration of the project.

Sl. No.	Major Area	Performance with Time Stamp	Requirements	Penalty
1	<b>Document Registration:</b> which includes services starting from acceptance of the document, Data Entry of the document, Capturing of Photograph, Biometric, Finger Print of Buyer, seller and identifier, generation of money Receipt	System operational time of 45 minutes to complete the activity, which shall be measured with time stamping from the data entry of the document till generation of the money receipt.	90% on a monthly basis of the total billing on document registration (billing cycle)	1. 90% or more --- 0% on monthly invoice 2. >=85% to 90% --- 1% on monthly invoice 3. >=80% to 84% --- 2% on monthly invoice 4. >=75% to 79% --- 3% on monthly invoice 5. =<74% --- 5% on monthly invoice



Sl. No.	Major Area	Performance with Time Stamp	Requirements	Penalty
2	<b>Encumbrance Certificate (EC):</b> which includes services starting from acceptance of the application for issuance of EC from the citizen till generation of money Receipt	System Operational time of 20 minutes to generate Encumbrance Certificate, based on acceptable inputs with time stamping from the searching of the EC with defined parameters till generation of the money receipt.	90% on a monthly basis total billing on Encumbrance Certificate issuance (billing cycle)	6. 90% of more --- 0% on monthly invoice 7. >=85% to 90% --- 1% on monthly invoice 8. >=80% to 84% --- 2% on monthly invoice 9. >=75% to 79% --- 3% on monthly invoice =<74% --- 5% on monthly invoice
3	<b>Certified Copy:</b> which includes services starting from acceptance of the issuance of Certified Copy from the citizen till generation of money Receipt	System Operational time of 20 minutes to generate Certified Copy, based on acceptable inputs with time stamping from the searching of the CC with defined parameters till generation of the money receipt.	90% on a monthly basis total billing on Certified copies issuance (billing cycle)	10. 90% of more --- 0% on monthly invoice 11. >=85% to 90% --- 1% on monthly invoice 12. >=80% to 84% --- 2% on monthly invoice 13. >=75% to 79% --- 3% on monthly invoice =<74% --- 5% on monthly invoice

**Note:** Cases such as Force Majeure, Power failure, Social Issues like Strikes, Bandh etc, Network issues beyond Professional Agency's control, Hardware Failure, Registration Staff going on leave or not available on seat, change management issues, downtime due to amendment in application software, data inconsistency, and any other event where normal working is disrupted in Registration Offices shall be excluded from compliance to the conditions of SLA.

## **5.16 Negotiation**

The Inspector General of Registration, Odisha Board of Revenue, Cuttack with concurrence with Revenue & Disaster Management Department, Government of Odisha reserves the right to further negotiate the Prices/ Schedules/ Work Plans with the selected Bidders before finalization.

## **5.17 Notification of Awards**

The Tender Committee will notify the successful bidder in writing that his bid has been accepted. Upon the successful bidder's furnishing of Performance Security in the form of Bank Guarantee, the IGR shall notify each unsuccessful bidder and discharge their Earnest Money Deposit.

## **5.18 Payment Terms**

The Professional Agency shall be entitled to receive a portion of the User Fees which shall be duly notified by Government. The detailed procedure of collection and deposit of user fees is mentioned in the "Schedule-II (user fee)" of the "Volume II of the RFP (Service Agreement)". Income Tax as applicable shall be deducted at source as per the prevailing rate under the Income Tax Act at the time of transferring payments to the account of the Professional Agency. Professional Agency shall be provided with the TDS certificate for the same by the IGR, Odisha.

## **5.19 Term and Extension of the Contract**

The term of this Contract shall be for a period of Five (5) years from the date of Go- Live as defined in RFP and is extensible for another (2) years as per the terms and conditions set out in the RFP.

The GoO/IGR shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the PA at least 6 months before the expiration of the Term hereof, whether it will grant the PA an extension of the Term. The decision to grant or refuse the extension shall be at the GoO/IGR's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Purchaser and PA.

Where the Purchaser is of the view that no further extension of the term be granted to the PA the GoO/IGR shall notify the PA of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the PA shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the GoO/IGR shall either

appoint an alternative agency/vendor or create its own infrastructure to operate such Services as are provided under this Contract.

## **5.20 Service Agreement**

The selected bidder will have to enter into a Service Agreement with the Inspector General of Registration, GoO for a period 5 years starting from the date of signing of the agreement. The terms of agreement shall be as per Volume II – Service Agreement Terms of this RFP.

## 6. Annexure

### 6.1 Annexure 1: Technical Bid Formats

#### 6.1.1 Tech Form 1: Technical Bid Covering Letter

Date: [Insert: date of bid]

To,

The Inspector General of Registration, Odisha  
Board of Revenue (Registration Wing)  
Rajaswa Bhawan,  
Cuttack - 753002

#### **Tender Reference No: 1060**

Dear Sir,

Having examined Request For Proposal (RFP) number dated **1060**, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide services (as specified in the RFP) to put into operation the Project for **“Selection of professional agency for Operation, Maintenance and Management of the existing e-Registration Project including Application Software with enhancement and bug fixing in the State of Odisha for 5 Years”**, in full conformity with the said RFP for the sum hereinafter called "the Total solution Bid Price" as mentioned in the Commercial Bid Document, or such other sums as may be determined in accordance with the terms and conditions of the Contract. **The Total Solution Bid Price is in accordance with the Price Schedules herewith made part of this bid.**

We undertake, if our bid is accepted, to commence work on the **Operation and Maintenance of the existing e-Registration Project including Application Software with enhancement and bug fixing in the State of Odisha for 5 Years** and to install and operate within the respective timeframes mentioned in the RFP.

#### **Construction of the Contract**

We declare that we have studied the RFP and are making this proposal for the operations, maintenance and management with support services, application system and associated goods including all other services specified in the RFP.

We also declare that we have studied the necessary locations and systems necessary for the development of this Technical and Commercial bid.

We have read the provisions of RFP and confirm that these are acceptable to us. All necessary clarifications sought for by us had been duly clarified in writing, by the Office of Inspector General of Registration, Department of Revenue & Disaster Management, Govt. of Odisha. We understand that the interpretation of any clauses in the RFP (if required) will be made by the Office of Inspector General of Registration, Board of Revenue (Registration Wing), Govt. of Odisha.

We undertake, if our bid is accepted, to commence the work on the project immediately upon your Notification of Award to us, and to complete it within the time stated in the Bidding Documents. We also understand that Bids with Commercial Values for solution entered in the Technical Proposal shall be summarily rejected. Bids shall be valid for acceptance for a period of 120 working days from the date of opening.

If our bid is accepted, we undertake to provide a Performance Guarantee in the prescribed form and, for the amount, and within the times specified in the RFP.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the relevant laws against fraud and corruption in force in India.

We agree to abide by this bid, consisting of this letter, the Price Schedules, Bid security declaration, the Power of Attorney, and all the Annexure to this Bid Form, for the period of bid validity from the date fixed for submission of bids as stipulated in the RFP, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We agree to abide by all the requirements prescribed in this bid document for the duration of the contract, if awarded to us.

Until the formal order is placed and final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid (if provided) and your notification of award, shall be a binding contract on us.

Dated this [insert: number] day of [ insert : month] , [insert: year] Signed :

In the Capacity of [insert: title of position]

Duly authorized to sign this bid for and on behalf of [insert: name of the Bidder]

### 6.1.2 Tech Form 2: Letter of Authorization for Signing of Bids

Location: [Insert: location of bid]

Date: [Insert: date of bid]

To

The Inspector General of Registration, Odisha  
Board of Revenue (Registration Wing)  
Rajaswa Bhawan,  
Cuttack - 753002

**Tender Reference No: 1060**

Sir,

This is to hereby certify that Mr/Mrs. \_\_\_\_\_ is authorized to sign the response proposal to this RFP (vide refer **1060**) and submit the same to IGR, Odisha.

Encl.

- **Board Resolution / Letter from Competent Authority / Power of Attorney**

Thanking you,

Yours faithfully,

Authorized Signatory

Name:

Designation:

Seal

### 6.1.3 Tech Form 3: BID-SECURITY DECLARATION

(To be submitted on the Letterhead of Bidder)

To

The Inspector General of Registration, Odisha  
Board of Revenue (Registration Wing)  
Rajaswa Bhawan,  
Cuttack - 753002

**Subject: Bid Security of for Selection of professional agency for Operation, Maintenance and Management of the existing e-Registration Project including Application Software with enhancement and bug fixing in the State of Odisha for 5 Years**

Ref: Tender Ref No. **1060**.

Sir,

I/We understand that, as per Tender norms, bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit, (reference Finance Department, Government of Odisha, Office Memorandum No. 281/F, dated 05.01.2022). I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of three years 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.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

**6.1.4 Tech Form 4: Bidder's Profile**

<b>Name and Address of the Responding Firm</b>		
<b>Incorporation status of the firm (public limited / private limited, etc.)</b>		
<b>Year of Establishment</b>		
<b>Date of Registration</b>		
<b>ROC Reference No.</b>		
<b>Details of Company Registration</b>		
<b>Details of Registration with appropriate authorities for PAN, Service Tax, VAT Registration</b>		
<b>Name and designation of Authorised Person to submit the bid with Mobile No. and e-Mail Id</b>	Name : Designation : eMail : Mobile No.	
<b>Details of Annual Turnover</b>	<b>Financial Year</b>	<b>Turnover</b>
	FY 2018-19	
	FY 2019-20	
	FY 2020-21	
<b>Details of Net Worth</b>	<b>Financial Year</b>	<b>Net Worth</b>
	FY 2018-19	
	FY 2019-20	
	FY 2020-21	
<b>Details of Certifications (ISO, CMMI, etc.)</b>		
<b>Details of Contact Person with Address</b>		



**6.1.5 Tech Form 5: Project Citation Format**

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

### **6.1.6 Tech Form 6: Technical Solution**

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

- Understanding of the Project
- Approach and Methodology for Implementation & Operations of the Project
- Proposed Work Plan
- Resource Deployment Plan
- Approach for SLA Management and Risk Management

## 6.1.7 Tech Form7: Curriculum Vitae of Key Personnel

<b>General Information</b>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> <li>• Key achievements and other relevant information (if any)</li> </ul>	
Professional Certifications (if any)	
Total number of years of experience	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> <li>• Organizations worked for in the past <ul style="list-style-type: none"> <li>○ Organization name</li> <li>○ Duration and dates of entry and exit</li> <li>○ Designation Location(s)</li> <li>○ Key responsibilities</li> </ul> </li> <li>• Prior project experience <ul style="list-style-type: none"> <li>○ Project name</li> <li>○ Client</li> <li>○ Key project features in brief</li> <li>○ Location of the project</li> <li>○ Designation</li> <li>○ Role</li> <li>○ Responsibilities and activities</li> <li>○ Duration of the project</li> </ul> </li> </ul> Please provide only relevant projects	
Proficient in languages (Against each language listed indicate if speak/ read/ write)	

### 6.1.8 Tech Form 8: Undertaking for Non-Blacklisting / Debarring

Date: [Insert: date of bid]

To,

The Inspector General of Registration, Odisha  
Board of Revenue (Registration Wing)  
Rajaswa Bhawan,  
Cuttack - 753002

**Tender Reference No: 1060**

**Subject:** Self Declaration of not being blacklisted and / or debarred.

Dear Sir,

We confirm that our company, <Name of the Company>, is not under blacklisted and/or debarred in any manner whatsoever by any of the State/UT and/or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on the date of bidding.

Authorized Signatory's Signature

Authorized Signatory's Name and Designation:

Place:

Date:

Bidder's Company Seal:

## 6.2 Annexure 2: Commercial Bid Formats

### 6.2.1 Commercial Form 1: Commercial Bid Letter

To:

The Inspector General of Registration,  
Board of Revenue (Registration Wing)  
Rajashaw Bhawan,  
Cuttack - 753002

**Tender Reference No: 1060**

Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the Building, Operation, Maintenance and Transfer as the proposed solution for Office of the Inspector General of Registration, Department of Revenue and Disaster Management (Registration Wing), Government of Odisha and to meet such requirements and provide such services as are set out in the Bid Document for a **Total Solution for Bid price per Transaction for 5 Years for the value of X as per Annexure 05**

Indian Rupees in figures: ..... and in words: ( .....)

**This price is inclusive of applicable of Taxes, Duties & Other Levies for the entire duration of the contract.**

We declare that this Commercial Bid and the separately submitted Technical Bid are in absolute conformity with each other and the prices used for the development of the Commercial bid correspond to the items described in the Technical Bid.

We also declare that we have studied the necessary locations and systems necessary for the development of this Technical and Commercial bid.

We attach hereto the Commercial Bid Response as required by the RFP.

We undertake, if our Bid is accepted, to adhere to the Implementation Plan (Key Events, Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and Office of the Inspector General of Registration, Department of Revenue and Disaster Management (Registration Wing), Government of Odisha or its appointed representatives.

If our Bid is accepted, we will obtain a Performance Bank Guarantee the in the draft format given in the Bid Document issued by a Scheduled/Nationalized Bank in India, acceptable to the Office of the Inspector General of Registration, Board of Revenue (Registration Wing), Government of Odisha, as per requirement, for the due performance of the contract.

Also we agree to provide e-Registration service, if any, to new Registration offices opened by GoO.

We agree to abide by the bid validity period of 120working days from the date of bid opening. It shall remain binding upon us, until within this period a formal Service Agreement is prepared and executed, that this Bid Response, together with your written acceptance thereof in your notification of award, shall form a binding contract upon us.

We agree that you are not bound to accept the most preferred offer or any Bid Response you may receive. We also agree that you reserve the absolute right to reject all or any of the proposals/services specified in the Bid Response without assigning any reason, whatsoever.

It is hereby confirmed that I/ We are entitled to act on behalf of our Corporation/ Company/ Firm/ Organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this ..... Day of..... 2022

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

.....  
.....

(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness signature \_\_\_\_\_

Witness name \_\_\_\_\_

Witness address \_\_\_\_\_

**6.2.2 Commercial Form 2: Commercial Bid**

<b>S. No.</b>	<b>Description</b>	<b>Value of “X” as per Annexure 05 (Transaction Charge excluding applicable Taxes)</b>
1.	Fee per Transaction - Value of “X” as per Annexure-05	
<p>Fee Excluding applicable Taxes in words (                    )</p> <p>This price is <u>inclusive</u> of applicable of Taxes, Duties &amp; other Government levies for the entire duration of the contract. No additional charges shall be added to the above mentioned price except Taxes, Duties &amp; other levies applicable, if any shall be paid to the professional agency over and above the value of “X” as per the prevailing tax rule, which shall be notified by the GoO/Gol.</p>		

### 6.3 Annexure 3: Performance Bank Guarantee

To:

The Inspector General of Registration,  
Board of Revenue (Registration Wing)  
Rajaswa Bhawan,  
Cuttack - 753002

Sir,

1. Against the letter of award No. \_\_\_\_\_ dated \_\_\_\_\_ for the “**Operation , Maintenance and Management of e-Registration Services in the State of Odisha for 5 Years**” across the State of Odisha (hereinafter termed as the "said Contract") entered into between Inspector General of Registration (IGR), Department of Revenue & Disaster Management (Registration Wing), Government of Odisha and M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ (herein after called the "Successful Bidder"), this is to certify that at the request of the Successful Bidder, we \_\_\_\_\_ **Bank** having its Registered/Head office at \_\_\_\_\_ and branch at \_\_\_\_\_ are holding in trust, in favor of the Purchaser, the amount of Rs 60,00,000 (Rupees Sixty Lakhs) Only to indemnify and keep indemnified the IGR against any loss or damage that may be caused to or suffered by IGR by reason of any breach by the Successful Bidder of any of the terms and conditions of the said contract/and/or in the performance thereof. We, the Bank, agree that the decision of IGR, Odisha whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Successful Bidder and the amount of loss or damage that has been caused to or suffered by the IGR, Odisha shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on receipt of a written demand received by the **Bank** on or before <date>, and without demur to the IGR, Odisha.
2. We, the **Bank**, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Successful Bidder i.e. till \_\_[day],\_\_[month],\_\_[year] (minimum 5 years from SCOD) from the date of the Scheduled Commercial Operation Date (SCOD), hereinafter termed as the said date, and that if any claim accrues or arises against us, we the Bank by virtue of this irrevocable and unconditional performance guarantee before the said date, the same shall be enforceable against us. Payment under this letter of guarantee shall be made promptly upon receipt of written notice received by the Bank on or before \_\_\_\_\_ to that effect from IGR, Odisha, Cuttack.



3. It is fully understood that this guarantee is effective from the date of the said contract and that we the **Bank** undertake that no change or addition or modification of the terms of the contract or the work to be performed there under or any of the contract documents which may be made between IGR and the Successful 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.
4. We, the **Bank**, undertake to pay to IGR, Odisha any money so demanded not exceeding a sum of Rs 75,00,000 (Rupees Seventy Five Lakhs Only), notwithstanding any dispute or disputes raised by the Successful Bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.
5. We, the **Bank**, further agree that IGR, Odisha shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time for performance by the Successful Bidder from time to time or to postpone for any time any of the power exercisable by IGR, Odisha against the said Successful Bidder and the Bank shall not be released from its liability under this guarantee by reason of any such variation or extension being granted to the said Successful Bidder or for any forbearance by IGR, Odisha or any other matter or thing what-so-ever, which under the law relating to sureties would, but for this provision have the effect of so releasing us from liability under this guarantee.
6. This guarantee will not be discharged due to the change in the constitution of the **Bank** or Successful Bidder.

**Notwithstanding anything contained hereinbefore:**

- a. Our liability under this bank guarantee shall not exceed Rs 60,00,000 (Rupees Sixty Lakhs Only);
- b. This bank guarantee shall be valid for \_\_\_\_ years (minimum 5 years from SCOD) from the Scheduled Commercial Operation Date (SCOD), till \_\_\_\_\_; and
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written claim or demand on or before the date of expiry of validity of this bank guarantee.

Date:

For and on behalf of the \_\_\_\_\_ Guarantor Bank,

(Signature)

Designation

(Address and Common Seal of the Bank)

## 6.4 Annexure 4: List of Locations

Sl. No.	District Name	Office Type	Name of Office
1	Angul	DSR	Angul, DSR
2	Angul	Ex Off	Athamallik, Ex-off
3	Angul	Ex Off	Chhendipada, Ex-off
4	Angul	Ex Off	Pallahara, Ex-off
5	Angul	Ex Off	Talcher, Ex-off
6	Angul	Ex Off	Kishorenagar, Ex-off
7	Balasore	DSR	Balasore, DSR
8	Balasore	SRO	Baliapal, SR
9	Balasore	SRO	Basta, SR
10	Balasore	SRO	Jaleswar, SR
11	Balasore	SRO	Jaleswarpur, SR
12	Balasore	SRO	Khaira, SR
13	Balasore	SRO	Nilagiri, SR
14	Balasore	Ex Off	Simulia, Ex-off
15	Balasore	SRO	Soro, SR
16	Bargarh	SRO	Attabira, SR
17	Bargarh	Ex Off	Barapalli, Ex-off
18	Bargarh	DSR	Bargarh, DSR
19	Bargarh	Ex Off	Bhatli, Ex-off

20	Bargarh	Ex Off	Bheden, Ex-off
21	Bargarh	SRO	Padmapur, SR
22	Bargarh	Ex Off	Paikamal, Ex-off
23	Bargarh	SRO	Sohella, SR
24	Baragarh	Ex Off	Bijepur Ex-Off
25	Baragarh	Ex Off	Gaisilet Ex-Off
26	Bhadrak	SRO	Basudevpur,SR
27	Bhadrak	DSR	Bhadrak, DSR
28	Bhadrak	SRO	Bhandaripokhari,SR
29	Bhadrak	SRO	Bonth,SR
30	Bhadrak	SRO	Chandbali,SR
31	Bhadrak	SRO	Dham Nagar,SR
32	Bhadrak	SRO	Dhusuri,SR
33	Bhadrak	SRO	Tihidi,SR
34	Bolangir	Ex Off	Kantabanjhi, Ex-off
35	Bolangir	Ex Off	Luisinga, Ex-off
36	Bolangir	SRO	Patnagarh, SR
37	Bolangir	SRO	Titilagarh, SR
38	Bolangir	Ex Off	Tusura, Ex-off
39	Bolangir	DSR	Bolangir, DSR
40	Boudh	DSR	Boudh, DSR
41	Boudh	Ex Off	Kantamal, Ex-off
42	Cuttack	SRO	Athagargh, SR

43	Cuttack	SRO	Badamba, SR
44	Cuttack	SRO	Banki, SR
45	Cuttack	SRO	Jagatpur, SR
46	Cuttack	SRO	Niali, SR
47	Cuttack	SRO	Salipur, SR
48	Cuttack	Ex Off	Tigiria, Ex-off
49	Cuttack	DSR	Cuttack, DSR
50	Cuttack	SRO	Mahanga, SR
51	Cuttack	SRO	Narsinghpur, SR
52	Cuttack	Ex Off	Baranga, Ex-off
53	Deogarh	DSR	Deogarh, DSR
54	Dhenkanal	Ex Off	Bhuban, Ex-off
55	Dhenkanal	DSR	Dhenkanal, DSR
56	Dhenkanal	Ex Off	Hindol, Ex-off
57	Dhenkanal	SRO	Kamakshyanagar, SR
58	Dhenkanal	SRO	Parjang, SR
59	Gajapati	DSR	Gajapati, DSR
60	Gajapati	Ex Off	R.Udayagiri, Ex-off
61	Ganjam	SRO	Aska, SR
62	Ganjam	SRO	Berhampur-R, SR
63	Ganjam	SRO	Berhampur-T, SR
64	Ganjam	SRO	Bhanjanagar, SR
65	Ganjam	SRO	Buguda, SR

66	Ganjam	Ex Off	Chikiti, Ex-off
67	Ganjam	SRO	Digapahandi, SR
68	Ganjam	DSR	Ganjam, DSR
69	Ganjam	SRO	Hinjilikote, SR
70	Ganjam	SRO	K.S.nagar, SR
71	Ganjam	SRO	Khalikote, SR
72	Ganjam	Ex Off	Kodala, Ex-off
73	Ganjam	SRO	Patrapur, SR
74	Ganjam	SRO	Purusottampur, SR
75	Ganjam	SRO	Sorada, SR
76	Ganjam	Ex Off	Kukudakhandi
77	Ganjam	Ex Off	Kanisi
78	Ganjam	Ex Off	Polsara
79	Ganjam	Ex Off	Ganjam Ex-off
80	Ganjam	Ex Off	Seragarh, Ex-Off
81	Jagatsinghpur	SRO	Balikuda, SR
82	Jagatsinghpur	SRO	Debidol, SR
83	Jagatsinghpur	DSR	Jagatsinghpur DSR
84	Jagatsinghpur	SRO	Kujanga, SR
85	Jagatsinghpur	SRO	Raghunathpur, SR
86	Jagatsinghpur	SRO	Tirtol, SR
87	Jajpur	SRO	Barachana, SR
88	Jajpur	SRO	Bari, SR

89	Jajpur	SRO	Dharmasala, SR
90	Jajpur	SRO	Dolipur, SR
91	Jajpur	DSR	Jajpur, DSR
92	Jajpur	Ex Off	Mangalpur, Ex-off
93	Jajpur	SRO	MaNSada, SR
94	Jajpur	SRO	Sukinda, SR
95	Jharsuguda	Ex Off	Lakhanpur, Ex-off
96	Jharsuguda	DSR	Jharsuguda, DSR
97	Kalahandi	SRO	Dharmagarh, SR
98	Kalahandi	Ex Off	Jaipatna, Ex-off
99	Kalahandi	DSR	Kalahandi, DSR
100	Kalahandi	Ex Off	M.Rampur, Ex-off
101	Kalahandi	Ex Off	Th.Rampur, Ex-off
102	Kalahandi	Ex Off	Kalampur, Ex-Off
103	Kalahandi	Ex Off	Koksara, Ex-Off
104	Kalahandi	Ex Off	Junagarh Ex-Off
105	Kalahandi	Ex Off	Kesinga Ex-Off
106	Kendrapara	SRO	Aul, SR
107	Kendrapara	SRO	Garadpur, SR
108	Kendrapara	DSR	Kendrapara, DSR
109	Kendrapara	SRO	Pattamundai, SR
110	Kendrapara	Ex Off	Kanika, Ex-off
111	Kendrapara	SRO	Marsaghai, SR

112	Kendrapara	Ex Off	Rajnagar, Ex-off
113	Keonjhar	SRO	Anandapur, SR
114	Keonjhar	Ex Off	Barbil, Ex-off
115	Keonjhar	Ex Off	Champua, Ex-off
116	Keonjhar	Ex Off	Ghatgaon, Ex-off
117	Keonjhar	Ex Off	Hatadihi, Ex-off
118	Keonjhar	DSR	Keonjhar, DSR
119	Keonjhar	SRO	Sainkul, SR
120	Keonjhar	Ex Off	Telkoi, Ex-off
121	Khurda	SRO	Balipatna, SR
122	Khurda	SRO	Banpur, SR
123	Khurda	Ex Off	Begunia, Ex-off
124	Khurda	Ex Off	Bolagarh, Ex-off
125	Khurda	SRO	Jatani, SR
126	Khurda	SRO	Khandagiri, SR
127	Khurda	DSR	Khurda(BBSR),DSR
128	Khurda	SRO	Khurda, SR
129	Khurda	SRO	Tangi, SR
130	Khurda	Ex Off	Balianta,Ex-Off
131	Koraput	Ex Off	Bariguma, Ex-off
132	Koraput	DSR	Koraput (Jeypore),DSR
133	Koraput	Ex Off	Koraput, Ex-off
134	Koraput	Ex Off	Kotpad, Ex-off

135	Koraput	Ex Off	Machhkund, Ex-off
136	Koraput	Ex Off	Pattangi, Ex-off
137	Malkangiri	Ex Off	Chitrakonda, Ex-off
138	Malkangiri	DSR	Malkanagiri, DSR
139	Malkangiri	Ex Off	Motu, Ex-off
140	Mayurbhanj	Ex Off	Bahalda, Ex-off
141	Mayurbhanj	SRO	Betnoti, SR
142	Mayurbhanj	SRO	Karanjia, SR
143	Mayurbhanj	DSR	Mayurbhanj ,DSR
144	Mayurbhanj	SRO	Rairangpur, SR
145	Mayurbhanj	Ex Off	Rasagobindapur, Ex-off
146	Mayurbhanj	SRO	Udala, SR
147	Nabarangpur	Ex Off	Dabugaon, Ex-off
148	Nabarangpur	Ex Off	Kodinga, Ex-off
149	Nabarangpur	DSR	Nabarangpur, DSR
150	Nabarangpur	Ex Off	Umerkote, Ex-off
151	Nayagarh	SRO	Daspalla, SR
152	Nayagarh	SRO	Khandapara, SR
153	Nayagarh	DSR	Nayagargh, DSR
154	Nayagarh	SRO	Odagaon, SR
155	Nayagarh	SRO	Ranapur, SR
156	Nuapada	Ex Off	Khariar, Ex-off
157	Nuapada	DSR	Nuapada, DSR



158	Phulbani	Ex Off	Baliguda, Ex-off
159	Phulbani	Ex Off	Daringbadi, Ex-off
160	Phulbani	Ex Off	G-Udayagiri, Ex-off
161	Phulbani	DSR	Phulbani, DSR
162	Puri	SRO	Brahmagiri, SR
163	Puri	Ex Off	Delanga, Ex-off
164	Puri	SRO	Gop, SR
165	Puri	SRO	Kakatpur, SR
166	Puri	Ex Off	Kanas, Ex-off
167	Puri	Ex Off	Krushnaprasad, Ex-off
168	Puri	SRO	Nimapara, SR
169	Puri	SRO	Pipili, SR
170	Puri	DSR	Puri, DSR
171	Puri	SRO	Satyabadi, SR
172	Rayagada	Ex Off	Bisam Cuttack, Ex-off
173	Rayagada	Ex Off	Gunupur, Ex-off
174	Rayagada	Ex Off	Kasipur, Ex-off
175	Rayagada	DSR	Rayagada, DSR
176	Samabalpur	Ex Off	Kuchinda, Ex-off
177	Samabalpur	Ex Off	Rairakhol, Ex-off
178	Samabalpur	Ex Off	Rengali, Ex-off
179	Samabalpur	DSR	Sambalpur, DSR
180	Sonepur	Ex Off	Binika, Ex-off

181	Sonepur	Ex Off	BirMaharajpur, Ex-off
182	Sonepur	Ex Off	Rampur, Ex-off
183	Sonepur	DSR	Sonepur, DSR
184	Sonepur	Ex Off	Tarava Ex-Off
185	Sundergarh	DSR	Sundergarh, DSR
186	Sundergarh	Ex Off	Banei, Ex-off
187	Sundergarh	Ex Off	Biramitrapur, Ex-off
188	Sundergarh	Ex Off	Hemgiri, Ex-off
189	Sundergarh	Ex Off	Lephgiri, Ex-off
190	Sundergarh	SRO	Panposh, SR
191	Sundergarh	Ex Off	Rajgangpur, Ex-off

6.5 Annexure 5: Types of Deeds and Services

Sr. No	Deed Type		Deed Sub Type	Fee excluding applicable Taxes
1	Sale Immovable	1	Sale	X
		3	Sale Cancellation by both Parties	X
		4	Rectification One Error	X/2
		5	Rectification more than one error	X
2	Sale Movable (Book 4)	6	Sale	X
		7	Sale Cancellation Executant	X
		8	Sale Cancellation by both Parties	X
		9	Rectification One Error	X/2
		10	Rectification more than one error	X
3	Conveyance	11	Conveyance Govt.	X
		12	Conveyance cancellation Govt. by Executant	X
		13	Conveyance cancellation Govt. by Both Parties	X
		14	Conveyance Rectification	X/2
4	Adoption	15	Adoption without consent	X
		16	Adoption with consent	X
		17	Adoption Cancellation	X
		18	Adoption with Gift (Property)	X
5	Gift Immovable	19	Gift	X
		20	Gift Cancellation	X
		21	Gift Cancellation by both parties	X
6	Gift Movable	23	Gift	X
		24	Gift Cancellation Executant	X
		25	Gift Cancellation by both	X

			Parties	
7	Partition Immovable	27	Partition on equale Share	X
		28	Partition on un equale Share	X
8	Partition Movable	29	Partition on equale Share	X
		30	Partition on un equale Share	X
9	Lease Rent Reserved	31	Lease less than one year	X/2
		32	Lease between one to 5	X/2
		33	Lease between 5-10 Yrs	X
		34	Lease between 10-20 Yrs	X
		35	Lease Between 20-30 Yrs	X
		36	Lease Between 30-100 Yrs	X
		37	beyond 100 yrs	X
		38	Indefinite period	X
10	Lease with advanced only	39	Only Advance	X
		40	If all the rent paid in advance	X
11	Lease Advance with Rent	41	Lease less than 1 year (Rent + Advance)	X/2
		42	Lease between 1 to 5 Years (Rent + Advance)	X/2
		43	Lease between 5-10 Years (Rent + Advance)	X/2
		44	Lease between 10-20 Years (Rent + Advance)	X
		45	Lease Between 20-30 Years (Rent + Advance)	X
		46	Lease Between 30-100 Years (Rent + Advance)	X
		47	beyond 100 Years (Rent + Advance)	X
		48	Indefinite period (Rent + Advance)	X
		49	Surrender of Lease	X/2
		50	Cancellation of Lease	X/2

12	Power of Attorney	51	General Power of Attorney without Property	X
		52	General Power of Attorney with Property without Possession to Less than Six person	X
		53	General Power of Attorney with Property without Possession to six or more person	X
		54	Giving PoA to one or more person for a single Transaction	X
		55	Power of Attorney with possession	X
		56	Power of Attorney Cancellation	X
		57	PoA with Authentication	X/2
13	Partnership	58	Partnership less than 500 Rs Capital	X/4
		59	Partnership more than 500 Rs Capital	X
		60	Dissolution of Partnership	X/2
14	Trust	61	Declaration of Trust	X
		62	Trust with Property	X
		63	Revocation of Trust	X
15	Will	64	Will	X
		65	Will Cancellation	X/2
		66	Sealed Cover Will	X/4
		67	Opening of Sealed cover Will	X/4
16	Bond	68	Bond	X
		69	Administrative Bond	X
		70	Administrative Bond with Property	X

		71	Bettor Bond	X
		72	Bottomry Bond with Property	X
		73	Customs Bond	X
		74	Customs Bond with Property	X
		75	Indemnity Bond	X/4
		76	Indemnity Bond with Property	X/4
		77	Respondentia Bond	X/4
		78	Respondentia Bond with Property	X/4
		79	Security Bond	X/4
		80	Security Bond with property	X/4
17	Agreement	81	Agreement without property	X
		82	Agreement with property	X/2
		83	Cancellation of Agreement	X/2
		84	Agreement to Sale with Possession	X*2.5
		85	Agreement to Sale without Possession	X/2
18	Affidavit	86	Affidavit	X/4
19	Divorce	88	Divorce Without property	X
		90	Divorce with property	X
20	Exchange	91	Exchange of Property	X
21	Release	92	Release of Property upto 1000	X/2
		93	In any other case	X
22	Settlement	94	Settlement	X
		95	Revocation of Settlement	X/2
23	Mortgage	96	Mortgage	X
		97	Mortgage with Possession	X
		98	Mortgage without Possession	X
		99	Cancellation of Mortgage	X/2
		101	Reconveyance of Mortgage	X/4
24	Counterpart or duplicate	102	Counterpart	X

25	Encumbrance Certificate	103		<p>User fees Rs. X/4 - /per year and maximum to Rs. X /- be levied on every application for an Encumbrance Certificate for 13 years or less.</p> <p>Rs X/4 /- per year shall be levied for each subsequent year after 13 years.</p>
26	Certified Copy	104		<p>User fees Rs. X/8 - /per page and maximum to Rs. X /- be levied for grant of a Certified copy.</p>
<p>If the no. of pages of the document exceeds 10 pages. Rs. 10 per page beyond page no 10 shall be applicable.</p>				

Fees Rs. X/4 -/per year and maximum to Rs. X /- be levied on every application for an Encumbrance Certificate for 13 years or less. Rs X/4 /- per year shall be levied for each subsequent year after 13 years.

Fees Rs. X/8 -/per page and maximum to Rs. X /- be levied for grant of a Certified copy.

**Annexure-6****INFORMATION ON TYPE OF DOCUMENTS AND NO. OF DOCUMENTS REGISTERED FROM 2017-2022**

SL. No.	DEED_NAME	SUBDEED_NAME	DEED_COUNT	% Percentage
1	ADOPTION	ADOPTION	7,896	0.292%
2	ADOPTION	ADOPTION WITH PROPERTY	16	0.001%
3	AFFIDAVIT	AFFIDAVIT	131	0.005%
4	AGREEMENT	AGREEMENT OF SALE WITH POSSESION	1,373	0.051%
5	AGREEMENT	AGREEMENT OF SALE WITHOUT POSSESION	11,316	0.419%
6	AGREEMENT	AGREEMENT WITH PROPERTY	6,828	0.253%
7	AGREEMENT	AGREEMENT WITHOUT PROPERTY	1,011	0.037%
8	AGREEMENT	GENERAL AGREEMENT	2,344	0.087%
9	APPOINTMENT IN EXECUTION OF POWER	APPOINTMENT IN EXECUTION OF POWER	40	0.001%
10	AWARD	AWARD	1	0.000%
11	AWARD	DECREE	97	0.004%
12	BOND	BOND WITH PROPERTY	142	0.005%
13	BOND	BOND WITHOUT PROPERTY	285	0.011%
14	BOND	INDEMNITY BOND	23	0.001%
15	BOND	INDEMNITY BOND WITH PROPERTY	44	0.002%
16	BOND	SECURITY BOND	627	0.023%
17	BOND	SECURITY BOND WITH PROPERTY	488	0.018%
18	CANCELLATION	BOND CANCELLATION	9	0.000%
19	CANCELLATION	CANCELLATION OF ADOPTION	248	0.009%
20	CANCELLATION	CANCELLATION OF AGREEMENT	2,296	0.085%
21	CANCELLATION	CANCELLATION OF APPOINTMENT IN EXECUTION OF POWER	3	0.000%
22	CANCELLATION	CANCELLATION OF EXCHANGE OF PROPERTY	3	0.000%



SL. No.	DEED_NAME	SUBDEED_NAME	DEED_COUNT	% Percentage
23	CANCELLATION	CANCELLATION OF LEASE	983	0.036%
24	CANCELLATION	CANCELLATION OF MORTGAGE	108	0.004%
25	CANCELLATION	CANCELLATION OF OPEN WILL	1,374	0.051%
26	CANCELLATION	CANCELLATION OF POA	8,108	0.300%
27	CANCELLATION	CONVEYANCE CANCELLATION GOVT. BY EXECUTANT	1	0.000%
28	CANCELLATION	GIFT CANCELLATION BY BOTH PARTIES(IMMOVABLE)	55	0.002%
29	CANCELLATION	GIFT CANCELLATION EXECUTANT(IMMOVABLE)	168	0.006%
30	CANCELLATION	SALE CANCELLATION BY BOTH PARTIES (IMMOVABLE)	2,400	0.089%
31	CANCELLATION	SALE CANCELLATION BY REAL OWNER	9	0.000%
32	CANCELLATION	SALE CANCELLATION EXECUTANT (IMMOVABLE)	4,377	0.162%
33	CONVEYANCE	CONVEYANCE GOVERNMENT	1,786	0.066%
34	DIVORCE	DIVORCE WITH CASH	122	0.005%
35	DIVORCE	DIVORCE WITH PROPERTY	1	0.000%
36	DIVORCE	DIVORCE WITHOUT PROPERTY	812	0.030%
37	DUPLICATE DEED	DUPLICATE DEED	11,610	0.430%
38	EXCHANGE	EXCHANGE	17	0.001%
39	EXCHANGE	EXCHANGE OF PROPERTY	356	0.013%
40	GIFT	GIFT IMMOVABLE	27,609	1.021%
41	GIFT	GIFT MOVABLE	8	0.000%
42	GIFT	GIFT TO GOVT. (IMMOVABLE)	3,401	0.126%
43	LEASE	LEASE ADVANCE WITH RENT IMMOVABLE	11,714	0.433%
44	LEASE	LEASE ADVANCE WITH RENT MOVABLE	24	0.001%
45	LEASE	LEASE RENT RESERVED(IMMOVABLE)	19,951	0.738%
46	LEASE	LEASE RENT RESERVED(MOVABLE)	349	0.013%
47	LEASE	LEASE WITH ADVANCE ONLY(IMMOVABLE)	12,185	0.451%

SL. No.	DEED_NAME	SUBDEED_NAME	DEED_COUNT	% Percentage
48	LEASE	LEASE WITH ADVANCE ONLY(MOVABLE)	25	0.001%
49	LEASE	SURRENDER OF LEASE	1,077	0.040%
50	MORTGAGE	MORTGAGE BY DEPOSITE OF TITLE WITHOUT POSSESION	11,846	0.438%
51	MORTGAGE	MORTGAGE WITH POSSESION	830	0.031%
52	MORTGAGE	MORTGAGE WITHOUT POSSESION	37,157	1.375%
53	MORTGAGE	RECONVEYANCE OF MORTGAGE	16,101	0.596%
54	MORTGAGE	RECONVEYANCE OF MORTGAGE FOR AGRICULTURAL LAND	1,691	0.063%
55	MORTGAGE	SECURITISATION OF LOANS	43	0.002%
56	MORTGAGE	SIMPLE HBL TO GOVT.EMPLOYEE FROM GOVT. WITH PROPERTY	3,341	0.124%
57	MORTGAGE	SIMPLE HBL TO GOVT.EMPLOYEE FROM GOVT. WITHOUT PROPERTY	6,067	0.224%
58	OTHER	LOAN ORDER	1,14,999	4.254%
59	OTHER	OTHER DEED	2,713	0.100%
60	OTHER	SALE CERTIFICATE	133	0.005%
61	PARTITION	PARTITION ON EQUAL SHARE	1,096	0.041%
62	PARTITION	PARTITION ON UNEQUAL SHARE	8,737	0.323%
63	PARTITION	TEHSILDAR PARTITION	5,119	0.189%
64	PARTNERSHIP	DISSOLUTION OF PARTNERSHIP	78	0.003%
65	PARTNERSHIP	PARTNERSHIP LESS THAN RS.500	20	0.001%
66	PARTNERSHIP	PARTNERSHIP MORE THAN RS.500	2,417	0.089%
67	POWER OF ATTORNEY	AUTHENTICATION AND REGISTRATION OF POA	108	0.004%
68	POWER OF ATTORNEY	GENERAL POA WITHOUT PROPERTY	23,264	0.861%
69	POWER OF ATTORNEY	POA WITH POSSESSION	19,761	0.731%
70	POWER OF ATTORNEY	POA WITHOUT POSSESSION	43,675	1.616%
71	RELEASE	RELEASE - LESS THAN RS.1000	144	0.005%
72	RELEASE	RELEASE - MORE THAN RS.1000	7,132	0.264%

SL. No.	DEED_NAME	SUBDEED_NAME	DEED_COUNT	% Percentage
73	SALE	RECTIFICATION ONE ERROR (IMMOVABLE)	5,400	0.200%
74	SALE	RECTIFICATION MORE THAN ONE ERROR (IMMOVABLE)	3,339	0.124%
75	SALE	SALE IMMOVABLE	21,60,280	79.920%
76	SALE	SALE IMMOVABLE WITH AGREEMENT	32,732	1.211%
77	SALE	SALE MOVABLE	94	0.003%
78	SALE	SUPPLEMENTARY DEED (IMMOVABLE)	5,611	0.208%
79	SETTLEMENT	RECTIFICATION OF SETTLEMENT	3	0.000%
80	SETTLEMENT	REVOCAION OF SETTLEMENT	17	0.001%
81	SETTLEMENT	SETTLEMENT	407	0.015%
82	TRUST	DISSOLUTION OF TRUST	72	0.003%
83	TRUST	TRUST	971	0.036%
84	TRUST	TRUST WITH CASH	11,314	0.419%
85	TRUST	TRUST WITH PROPERTY	132	0.005%
86	WILL	OPEN WILL	32,278	1.194%
87	WILL	OPENING THE SEALED WILL WITH REGISTRATION	14	0.001%
88	WILL	SEALED WILL DEPOSITION	52	0.002%
<b>Total</b>			<b>27,03,039</b>	
<b>EC&amp;CC (2017 -2022)</b>			<b>12,88,595</b>	
<b>Grand Total</b>			<b>39,91,634</b>	