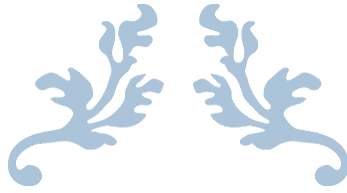**OCaC**

ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.:- OCAC-SEGP-SPD-0014-2022-22014

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for selection of Service Provider for design, development, implemention and maintenance of Common Credit Portal for Farmers. For details please visit websites www.ocac.in & www.odisha.gov.in. **The bid shall be submitted in electronic mode only in the portal https://enivida.odisha.gov.in latest by 21.04.2022, 02:00 PM.** OCAC reserves the right to accept/ reject any/ all bids without assigning any reason thereof.

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

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF COMMON CREDIT PORTAL (WEB AND MOBILE) FOR FARMERS

ODISHA COMPUTER APPLICATION CENTRE

OCAC

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVT. OF ODISHA, OCAC BUILDING,

ACHARYA VIHAR SQUARE,

BHUBANESWAR, ODISHA, INDIA – 751013

WEB : **www.ocac.in**, PH : **0674-2567295/2567283** FAX : **0674-2567842**

REF No.: OCAC-SEGP-SPD-0014-2022-22014

(RFP RESPONSE TO BE SUBITTED IN e-TENDER MODE ONLY THROUGH e-NIVIDA PORTAL

https://enivida.odisha.gov.in)

DISCLAIMER

OCAC on behalf of the Department of Agriculture & Farmer's Empowerment (DAFE), Odisha is procuring services related to Selection of Service Provider for Design, Development & Implementation of Common Credit Application Portal (Web & Mobile) for its farmers. OCAC is the Tender inviting authority for this tender.

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

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

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

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

INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

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

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

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

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

Guidelines for Registration:

1. Bidders are required to enroll themselves on the eNivida Portal https://enivida.odisha.gov.in or click on the link "Bidder Enrollment" available on the home page of e-tender Portal by paying the Registration fee as per actual.

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

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

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

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

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

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

8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com, for activation of the account.

Searching for Tender Documents

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

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

Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Color option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.

5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

Submission of Bids

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.

3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

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

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

For Any Clarification in Using Enivida Portal:

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

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

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

Phone No : 011-49606060

Mail id : **odishaenivida@gmail.com** **/** **enividahelpdesk@gmail.com** **/** **eprocurement@railtelindia.com**

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GLOSSARY OF ACRONYMS	
CMMI	Capability Maturity Model Integration
CMS	Content Management System
CV	Curriculum Vitae
DFD	Data Flow Diagrams
DMS	Data Management System
EMD	Earnest Money Deposit
ER	Entity Relationship
FRS	Functional Requirement Specifications
G2B	Government to Business
G2C	Government to Citizens
GST	Goods and Service Tax
LoI	Letter Of Intent
MIS	Management Information System
MSA	Master Services Agreement
MIS	Management Information System
API	Application Program Interface
CERT-In	Computer Emergency Response Team
CM	Change Management
CPU	Central Processing Unit
DB	Database
DC	Data Centre
DMS	Document Management System
DPR	Detailed Project Report
DSC	Digital Signature Certificate
FRS	Functional Requirement Specifications

GIGW	Guidelines for Indian Government Websites
GoI	Government of India
HTTPS	Hypertext Transfer Protocol Secure
ICT	Information &Communication Technology
ISO	International Organization for Standardization
ITIL	Information Technology Infrastructure Library
Meity	Ministry of Electronics and Information Technology
MIS	Management Information System
OB&CWWB	Odisha Building & other Construction Workers Welfare Board
OTP	One Time Password
OWASP	Open Web Application Security Project
PDF	Portable Document Format
PIN	Personal Identification Number
PKCS	Public Key Cryptography Standards
QCBS	Quality cum Cost Based System
RAM	Random Access Memory
RFP	Request For Proposal
SeMT	State e-Mission Team
SLA	Service Level Agreement
SMS	Short Message Service
SOAP	Simple Object Access Protocol
SRS	System Requirement Specification
SSL	Secure Sockets Layer
TAT	Turn Around Time
UID	Unique Identity
XML	Extensible Markup Language

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

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

TENDER REFERENCE

Date	**30.03.2022**
Tender Reference Number	**OCAC-SEGP-SPD-0014-2022-22014**
Title	**RFP for Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Government of Odisha**

TENDER SCHEDULE

Sl No.	Event	Date & Time Venue / Address
1.	Date of Publication	**30.03.2022** (www.ocac.in , www.odisha.gov.in & https://enivida.odisha.gov.in)
2.	Last Date of submission of Pre-bid queries	04.04.2022 upto 5 PM
3.	Pre-bid meeting	05.04.2022 at 11.30 AM through Virtual Meeting on MS Teams Platform
4.	Issue of Corrigendum	07.04.2022 (www.ocac.in & www.odisha.gov.in)
5.	Last date for submission of bids	21.04.2022, 02:00 PM
6.	Opening of Pre-Qualification-cum-Technical Bids	21.04.2022, 04:00 PM
7.	Technical Presentation	22.04.2022, 11 AM onwards (Through VC using MS Teams)
8.	Opening of Financial Bids of technically qualified bidders	Will be communicated later

FACT SHEET

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

Clause Reference	Topic
Prebid	A Pre-Bid meeting will be held on **05.04.2022**, at **11.30 AM** in virtual mode using MS Teams Platform. All the queries should be received on or before **04.04.2022, by 5:00 PM** through e-mail **(gm_ocac@ocac.in)** to General Manager (Admin) with a copy to **kalpana.biswal@ocac.in** & **soumya.biswal@semt.gov.in**
Document Fee	RFP Document can be Downloaded from www.odisha.gov.in, https://enivida.odisha.gov.in, or www.ocac.in.`. The bidders are required to submit the document Fee of **₹11, 200/-** (including GST of 12%) Online through ePayment gateway of eNivida Portal
EMD	As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21, the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.
Language of bid	The Proposal should be filled in by the Bidder in English language only.
Bid Price	The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Submission details	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 Email: gm_ocac@ocac.in *Proposals must be submitted on or before 21.04.2022 by 02:00 PM*

Selection Methodology	Bidders will be selected through Quality & Cost Based Selection **(QCBS 70:30)** method. Technical bid of those bidders who qualify in General Bid (Pre-qualification) shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring 70% or above shall be opened. Consortium not allowed.
Bid validity	Proposals/Bids must remain valid 180 days from the date of opening of financial bid.
Project Period	Total project period is 5 years and 6 months (5 years after Go-live). Software firm must complete development of the application within 24 weeks from receiving the work order. Post implementation application support, operation & maintenance etc. Must be provided for a period of 60 months after Go-Live. The service provider must handover all deliverables to the OCAC/ DAFE within stipulated time.

1. Request for Proposal (RFP)

This RFP document is for "Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha".

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

1.1. **Structure of the RFP**

- Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:

  i) General instructions for bidding process
  ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider
  iii) Financial bid and other formats

- Functional Requirements of the project. The contents of the document broadly cover the following areas:

  i) About the project and its objectives
  ii) Scope of work
  iii) Functional Requirements
  iv) Project Schedule
  v) Service levels for the implementation partner
  vi) Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Software developer & Implementation partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

2. Background Information:

2.1. Basic Information

OCAC on behalf of DAFE, Odisha, invites responses ("Tenders") to this Request for Proposal ("RFP") from Software Development/System Implementer firms ("Bidders") for **Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers.** Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

2.2. Project Background

Agriculture is a dominant sector of our economy and credit plays an important role in increasing agriculture production. Availability and access to adequate, timely and low cost credit from institutional sources is of great importance especially to small and marginal farmers. Along with other inputs, credit is essential for establishing sustainable and profitable farming systems. Most of the farmers are small producers engaged in agricultural activities in areas of widely varying potential. Experience has shown that easy access to financial services at affordable cost positively affects the productivity, asset formation, income and food security of the rural poor. The major concern of the Government is therefore, to bring all the farmer households within the banking fold and promote complete financial inclusion

Credit facility is not only offered to farmers working towards the cultivation of food crops, but they are available to anyone who is engaged in other agriculture-related sectors like horticulture, aquaculture, animal husbandry, silk farming, apiculture and floriculture.

Thus credit in the form of loans plays an important part in supporting farmers for their livelihood activities. To simplify the process of loan application for farmers, the DAFE and F&ARD Department have envisioned a Farmer Facing Credit Portal.

2.3. About the Department

2.3.1. <u>Department of Agriculture and Farmers' Empowerment</u>

The mandate of the Department of Agriculture and Farmers' Empowerment is the development of the agriculture sector by harnessing latest technologies, supporting education and research, proper administration of its wings, timely sanction of the various state plan schemes / central sector & centrally sponsored schemes and monitoring their implementation.

The Agriculture Department mainly consists of 3 executive wings namely, Directorate of Agriculture, Directorate of Horticulture, Directorate of Soil Conservation and Watershed Development. Besides these, a number of autonomous bodies like Odisha State Seeds Corporation (O.S.S.C), Odisha Agro Industries Corporation (O.A.I.C.), Agriculture Promotion and Investment Corporation of Odisha Limited (APICOL), Odisha State Seed and Organic Products Certification Agency (OSSOPCA), Institute on Management of Agricultural Extension (IMAGE), Odisha Cashew Development Corporation are also working under the Department. Of the three, the Directorate of Agriculture is the oldest, which started functioning from 1945 onwards as the Directorate of Development, subsequently renamed as the Directorate of Agriculture and Food Production, Odisha from which the other two Directorates got separated in the years 1977 and 1978.

2.3.2. <u>Fisheries and Animal Resources Development Department</u>

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

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

Livestock Sector in Odisha is highly livelihood intensive and 80% of its rural households own livestock of one species or the other and earn supplementary income for the family. Animal husbandry and poultry farming are expected to play an important role in supplementing the limited income and employment opportunities particularly for the small and marginal holdings.

Next to agriculture, animal husbandry is the most important economic activity in the rural Odisha, which is significantly contributing around 4 % to Gross State Domestic Product (GSDP). The Department is implementing programe for breeding, feeding, management of livestock and poultry on scientific methods through the Directorate of Animal Husbandry and Veterinary Services, Odisha.

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

3. Instruction to Bidders

3.1. General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.

c) No commitment of any kind, contractual or otherwise shall exist unless and

until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2. Compliant Proposals/ Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

   i. Include all documentation specified in this RFP;

   ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP

   iii. Comply with all requirements as set out within this RFP.

3.3. Pre-Bid Meeting & Clarifications

a) OCAC shall hold a pre-bid meeting with the prospective bidders on **05.04.2022 at 11.30 AM** through VC using MS Teams Platform.

b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in & soumya.biswal@semt.gov.in on or before **04.04.2022, 5 PM**.

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

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

d) OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC

3.4. Responses to Pre-Bid Queries and Issue of Corrigendum

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

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

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

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

e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

3.5. Key Requirements of the Bid

3.5.1. Right to Terminate the Process

a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

3.5.2. RFP Document & Processing Fee

The RFP document can be downloaded from www.odisha.gov.in, https://enivida.odisha.gov.in, or www.ocac.in. The bidders are required to submit the Document Fee of Rs. 11,200 (including GST of 12%) & Tender Processing fee of Rs. 2,950/- (including GST of 18%) online through eNivida portal. Proposals received without or with inadequate document and bid processing fee shall be rejected.

3.5.3. <u>Earnest Money Deposit (EMD) / Bid Security Declaration</u>

As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21, the EMD is exempted. The bidder has to submit the Bid Security Declaration as per the format attached in this RFP.

3.6. Submission of Proposals

a) The bidders should submit their responses as per the format given in this RFP in the following manner
   i. Response to Pre-Qualification Criterion - first cover
   ii. Technical Proposal - second cover
   iii. Financial Proposal - third cover
b) The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
d) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers.
e) The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
f) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.
g) In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder, for submission of hardcopy of such documents to OCAC.

3.7. Preparation of Proposal

3.7.1. <u>Proposal Preparation Costs</u>

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

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

3.7.2. <u>Language</u>

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

3.7.3. <u>Venue & Deadline for Submission of Proposals</u>

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal https://enivida.odisha.gov.in/ by 21.04.2022, 2 PM.

3.7.4. <u>Late Bids</u>

a) Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.

b) The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

c) OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.

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

3.8. Evaluation Process

a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.

c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required. The bidders shall submit their clarification, if any, through eNivida portal.

e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP

3.9. Tender Opening

The Proposals submitted up to 21.04.2022, 2 PM will be opened on 21.04.2022 at 4 PM in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in & soumya.biswal@semt.gov.in enclosing the identity card or a letter of authority from the tendering firms.

3.10.   Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of Financial bid. However, validity of the price bid of selected bidder will be for entire contract period as mentioned in the RFP and the extension period, if any.

3.11.   Deviations

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

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

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

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

3.12. Tender Evaluation

a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
   i. Are not submitted as specified in the RFP document
   ii. Are found with suppression of details
   iii. with incomplete information, subjective, conditional offers and partial offers submitted
   iv. Submitted without the documents requested in the checklist
   v. With lesser validity period

b) All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Evaluation Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

3.13. Evaluation Criteria

a) Bidders will be selected through Quality cum Cost Based Selection (QCBS 70:30) method i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.
b) All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals for only those, who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Document.
c) In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

   i. Overall completeness and compliance with the requirement

   ii. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP document

   iii. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the proposal evaluation, the Pre-qualification criteria and Technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

3.14. Prequalification Criteria (General Bid)

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. <u>Consortium is not allowed.</u> Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information tobe Submitted
1	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of software development for a period of at least 10 (Ten) years as of March 31, 2021	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 10 years in Software development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Turnover of Implementing Agency	Average Annual Turnover generated from Software development and implementation only (excluding COTS) during the last three financial years ending on 31.03.2021 should be at least 30 Crores. (Revenue generated from hardware sales/Call centre services will not be considered.)	Copy of the Audited Balance sheet and Profit & Loss account or Statutory Auditor's Certificate

3	Net Worth	The company must be profit making & having positive net worth for 3 years during last three financial years ending at 31/03/2021.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate
4	Certification	The bidder must possess a valid CMMi Institute (erstwhile SEI) recognized and published CMMi DEV/3 or above certificate as on date of submission of this RFP. The bidder must have ISO 27001 Certificate	Copy of Valid Certificates.
5	Manpower Strength	The Bidder should have at least 150 technically qualified professionals having minimum qualification B.E/Btech/MCA or equivalent or higher on its payroll.	Certificate from HR Head showing the details of resources with qualification along with latest PF copy
6	Technical Capability	The bidder must have developed and successfully implemented e-Governance project with / Online Services in India with one project of minimum order value of 2.5 Cr or two projects with minimum order value of 2 Cr each or three projects with minimum order value of 1.5 Cr each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Work order/ Completion/ Phase Completion Certificates from the client
7	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head

9	Black Listing	The bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices nor should have been black listed by any State Govt. or Central Govt.	Self-declaration duly signed by authorized representative of Bidder Refer Annexure - Self-Declaration
10	EMD & Document Fee	The bidder must submit - Document Fee of Rs. 11,200/- (including GST of 12%) & Bid processing fee of Rs. 2,950/- (Including GST of 18%) - Bid Security declaration in lieu of EMD in the prescribed format	• Tender Fees through ePayment gateway of eNivida Portal • Declaration for EMD submission as per given format of this RFP.

3.15. Contents of Technical Bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, application support, operation management plan etc. in technical bid document.

3.16. Technical Evaluation

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. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation.

Distribution of Marks:

Financial, Resource Strength	20 Marks
Project experience and expertise	50 Marks
Approach & Methodology	30 Marks

3.16.1.   Financial & Resource Strength: 20

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should have years of experience in software development and implementation business as of 31/03/2021.	Copy of the work order/ completion certificate as documentary proof	Software development experience of the bidder in years: 10 years: 3 Marks Additional 0.5 mark for additional 1 year each subject to maximum 5 marks.	05
2	Revenue generated only from development of software applications during the last three (3) financial years ending on 31.03.2021. (Revenue generated from Hardware Sales and Call Centre services will not be considered.)	Audited Balance Sheet and Statutory Auditor's Certificate	>= 30 Cr : 3 marks 0.5 Mark each for additional 5Cr maximum up to 5 Marks	05
3	The firm/ company should have development centre in Odisha and 150 IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Lease Agreement EPF Challan	Minimum 150 : 3 Marks Beyond 150 professionals, 0.5 mark for each additional 25 professionals maximum up to 5 marks	05
4	The bidder must possess a valid CMMi Institute (erstwhile SEI) recognized and published CMMi certificate as on date of submission of this RFP.	Valid certificate copy	o CMMi 3 : 3 marks o CMMi 5 : 5 marks	05

3.16.2. Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm/ company should have developed and implemented E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than ₹2.5 Crore in last 5 years as on 31.03.2021.	Work Order / Work Agreement/ Completion Certificates/ Phase Completion Certificate from the client	• >= 10 Projects: 20 marks • >=6 Projects & <10 Projects: 15 marks • >=3 Projects & <=5 Projects: 10 marks • >=1 Projects & <3 Projects : 5 marks *For each project implemented in Odisha additional one mark will be awarded to the bidder.*	25
2	The firm/ company should have developed and implemented a project having API integration with any financial application such as payment gateway/iFMS/PFMS etc as a component for any Department in State / Central Government/Govt. PSU in India with minimum order value of 1 Crore	Work order and + Completion Certificates/Phase Completion Certificate from the client.	Each project will be awarded 2.5 marks.	10

Sl#	Criteria	Documentary Evidence		Max. Marks
3	The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K.	Work order along with documentary evidence confirming downloads	o 1 project: 5 mark o 1 mark for each additional project	10
4	Experience in securing Personally Identifiable Information (PII) data in IT systems in last 5 years like Aadhaar Matching/ Aadhaar Vault	Work Order + Go-Live/Completion Certificates	Each project will be awarded with 1 mark	5

3.16.3. __Approach & Methodology: 30__

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Understanding of the requirements of the RFP in terms of Proposed Solution and its components, understanding of the objectives of the project	Technical Presentation and demonstration	10
	Live demonstration of at least one E-governance web application with API integration with payment gateway & mobile App.		10

Sl#	Criteria	Documentary Evidence	Max. Marks
2	• Work plan, approach & methodology for completing the work. • Technologies used, • Risks and Mitigation Plan • Training Methodology and time frame. • Operation and maintenance road map. • Clear and unambiguous narration of exit Management activities of the bidder. • Post Implementation plan and methodology. • Challenges likely to be encountered • Client references.	Technical document & Presentation	10

3.17. Technical Evaluation Formula

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

b) The bidder with highest technical bid (H1) will be awarded 100% score

c) Technical scores of other than H1 bidders will be evaluated using the following formula

d) Technical Score of a Bidder =

{(Technical Bid score of the Bidder / Technical Bid Score of H1) X 100} %

(Adjusted up to two decimal places)

e) The Commercial bids of only the technically qualified Bidders will be opened for further processing.

3.18.   Financial bid Evaluation Formula

a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives

b) The bidder with lowest financial bid (L1) will be awarded 100% score.

c) Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder =

{(Financial Bid of L1/Financial Bid of the Bidder) X 100} %

(Adjusted to two decimal places)

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

e) The bid price will be including of all taxes and levies and shall be in Indian Rupees.

f) Any conditional bid would be rejected

g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

3.19.   Combined Evaluation of Technical & Financial Bids

a) The technical and financial scores secured by each bidder will be added using weight age of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.

b) Authority reserves right to reject financial Bids that are less than 50% of the average bid price (Average bid price is the total amount of all the technical qualified bidders price divided by the number of qualified bidders after omitting H1 and L1 bid) will be disqualified.

c) The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

d) 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.

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

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

4. Appointment of Service Provider

4.1. Award Criteria

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

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

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

4.3. Purchaser's Procurement Rights

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

a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.

b) Change any of the scheduled dates stated in this tender.

c) Reject proposals that fail to meet the tender requirements.

d) Exclude any of the module(s)

e) Remove any of the items at the time of placement of order.

f) Increase or decrease no. of resources supplied under this project.

g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.

h) Make typographical correction or correct computational errors to proposals

i) Request bidders to clarify their proposal.

4.4.   Notification of Award

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

4.5.   Contract Finalization and Award

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

4.6.   Performance Guarantee

a) The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.

b) Performance Guarantee (PBG) would be 3% of the total cost of ownership i.e., total order value excluding taxes.

c) Validity of each PBG should be 1 year 3 months (15 months).

d) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.

e) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.

f) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.7.   Signing of Contract

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigendum, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for entire project period & value.

4.8.   Failure to Agree with the Terms and Conditions of the RFP

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

5. Terms of Reference

5.1.   Scope of Work:

The broad scope of the project is : Development of a Common Credit Application Portal for Farmers along with both Android and iOS based mobile application to be used by Department of Agriculture & Farmer's Empowerment (DAFE) & Fisheries & Animal Resources Development (FARD) Department and bank officers for monitoring the application status and for the farmers to apply for loans.

The indicative scope of work of the bidder will be as follows

a) Detailed System Study, Requirement Analysis, System Requirement Specification for the proposed application

b) Design and development of the solution

c) Testing

d) Configuration, installation and hosting of the developed application in High Availability mode at Odisha State Data Centre

e) SSL Certification as per requirement & Cyber Security Audit of the application

f) Training to Department users

g) Integration with existing 3rd party Applications and to meet future need as per new scope additions

h) Post Implementation Support such as Application Maintenance, Application Support, System Support, Operation Support for the Portal for a period of 5 years.

The Service Provider shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The following sections outline the scope of work to be performed :

5.2.   Requirement Study

The Service Provider shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, the Service Provider shall develop & finalize the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with DAFE and F&ARD Department/OCAC. While doing so, Service Provider is at least expected to do following:

a) The Service Provider or shall liaise with DAFE and F&ARD Department officials, Govt. of Odisha.
b) The Service Provider shall consult with the domain experts and translate all the requirements mentioned in the document into System Requirements
c) The Service Provider shall follow standardized template for requirements capturing
d) The Service Provider must maintain traceability matrix from SRS stage for the entire implementation

5.3.   Design

a) After completion of system study, Service Provider shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The Service Provider shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including suggestion on sizing of the required hardware.
b) Service Provider shall be responsible for the preparation of System Requirement Specification (SRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/ improvised FRS.
c) Service Provider shall demonstrate the FRS/SRS including screen templates, reporting requirements, process flow, and new features suggested for review and shall incorporate all the suggestions / modifications for approval by OCAC/Department.
d) Service Provider is required to update the SRS documents as and when any enhancement/ modifications is made into the module/ system till the duration of contract.

5.4. Development

The Service Provider shall identify, design and develop the Common Credit Portal with components / functionalities to address the requirements of DAFE and F&ARD Department, Govt. of Odisha including but not limited to the approved SRS/FRS, Solution Architecture & Standards as specified in this RFP document. The Service Provider shall supply the following documents along with the developed components:

a) Business process guides
b) Data model descriptions
c) Sample reports
d) Frequently asked question (FAQ) guides
e) Any other documentation required for usage of implemented solution

5.5. Integration

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

5.6. Testing

a) The Service Provider shall design the testing strategy including test cases and conduct testing of various components of the solution developed. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).
b) The Service Provider shall perform the testing of the solution based on the test plan, document the results, fix the bugs found during the testing and take remedial action based on outcome of the tests.
c) The Service Provider shall ensure that each module & features developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards and shall comply with GIGW guideline
d) Service Provider must ensure deployment of necessary resources, tools and related logistics during the testing phases.

5.7. Security Audit

a. The Service Provider needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.

b. The Service Provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.

c. The cost of audit & rectification of non-compliances shall be borne by the Service Provider.

d. Carryout security audit before go-live of application and obtain the safe-to-host certification

e. Carryout the periodic audit & certification as and when it is required as per the OSDC policy.

f. The audit shall be performed at least on the below mentioned aspects.
   ─ Functional Testing
   ─ Accessibility Testing
   ─ Application Security Audit
   ─ Vulnerability Testing

5.8. SSL Certification

The Service Provider shall carry out SSL certification, as per requirement.

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

5.9. Deployment & Configuration

a) The solution is proposed to be hosted in OSDC.

b) Service Provider shall deploy the new application/portal over the hardware infrastructure provided by the OSDC.

c) The Service Provider shall be responsible for the end-to-end management of hosting and deployment of the application.

d) The Service Provider will be responsible for configuration, installation and hosting of the application in High Availability mode at OSDC and as per policy of OSDC.

e) Post award of contract, the Service Provider will be expected to furnish detailed hardware & software sizing including server, storage, security devices and related system software required for operationalization of the solution. Based on sizing submitted by the Service Provider, the required hardware & software will be provided by OSDC.

f) The Service Provider shall carry out necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.

g) The Service Provider will be required to develop the solution in their own test environment.

5.10.   UAT and Go Live

a) After completion of the development work for application, DAFE and F&ARD Department /OCAC will conduct the reviews of development work performed by the Service Provider as UAT. OCAC / Department may constitute a UAT committee for this purpose.

b) The Service Provider shall be responsible for:

- Preparation and submission of test strategy, test cases and test results
- Demonstration of module-wise functionalities/ features before the DAFE and F&ARD Department /OCAC in staging environment
- Support DAFE and F&ARD Department /OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
- Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / upgradations suggested Departments (if any) during the UAT without any additional cost.
- It would be Service Provider's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority

c) After incorporation of the suggestions made during the UAT phase, the Service Provider shall host the application in the production environment and Go-live of the system will be declared.

d) After the Go-live, the application will be rolled out for Operation and Maintenance.

5.11. Training & Handholding Support

a) The Service Provider` is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.
b) The schedule / training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with DAFE and F&ARD Department. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed
c) The Service Provider shall also provide hand-holding support to Department users as and when required during the contract period.

5.12. Technology Components

The development of application should be done preferably using open-source platform. The bidder is free to use the software available with OSDC like application server, any third-party software etc as per requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, adequate license must be procured in the name of DAFE, Govt of Odisha and cost towards the same will be borne by the bidder. However, the bidder shall use only the Enterprise version of the Database software and procure the same in the name of DAFE, Government of Odisha as per its quoted price.

5.13. Operation and Maintenance

5.13.1. <u>Application support</u>

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

a) Enhancement of MIS report as per the requirement
b) Database query report management on emergency
c) Optimization of the already developed reports
d) Tuning of transactions
e) User & access management
f) The Service Provider shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by Service Provider ensuring the SLA requirements are met at no additional cost.

5.13.2. <u>Software Maintenance</u>

a) The Service Provider shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required.
b) The Service Provider shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Service Provider (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.
c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the Service Provider to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
d) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network/ software failures or replacement, shall be the responsibility of the Service Provider.

e)   Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the Service Provider and periodically submitted to the Department.

5.14.   Project Team Structure

The Service Provider shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of these resources in both the phases shall play a key role in meeting the project objectives.

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

a)   The Service Provider shall form a team for his project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the User Department during Implementation Phase and Operation & Maintenance phase as and when required.

b)   The Service Provider would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of Service Provider to inform the User Department/OCAC in advance and propose a replacement member who shall be equally qualified having similar experience.

c)   The escalation process and matrix will be finalized during approval of Project inception report and communication strategy. The Service Provider will adhere to this escalation process during the Operation support.

5.15.   Helpdesk Support
a)   The Service Provider shall provide helpdesk support to Department Users and End Users for resolution of queries, errors, incidents, issues relating to system operations, by deploying 3 nos. Helpdesk executives for 5 years at the Centralised Helpdesk (with toll free number) of the User Department.

b)   The working hours would be office business hours of the User Department. The Helpdesk shall be made operational from the Go-Live of services.

6. Functional Requirement

The Credit Portal will have the following broad functionalities in place:

i.   A publicly accessible view which contains information about various types of departmental schemes, bank loan products, Model DPRs etc.
ii. A login-based loan applicant view, to enable new loan applications and tracking old applications
iii. A login-based bank / administrative view to process and track the status of applications
iv. A login-based department view to access the dashboards
v.   A login-based CSC view/department view to enable assisted mode application

Following prototype shows the macro level functionalities being envisaged currently:
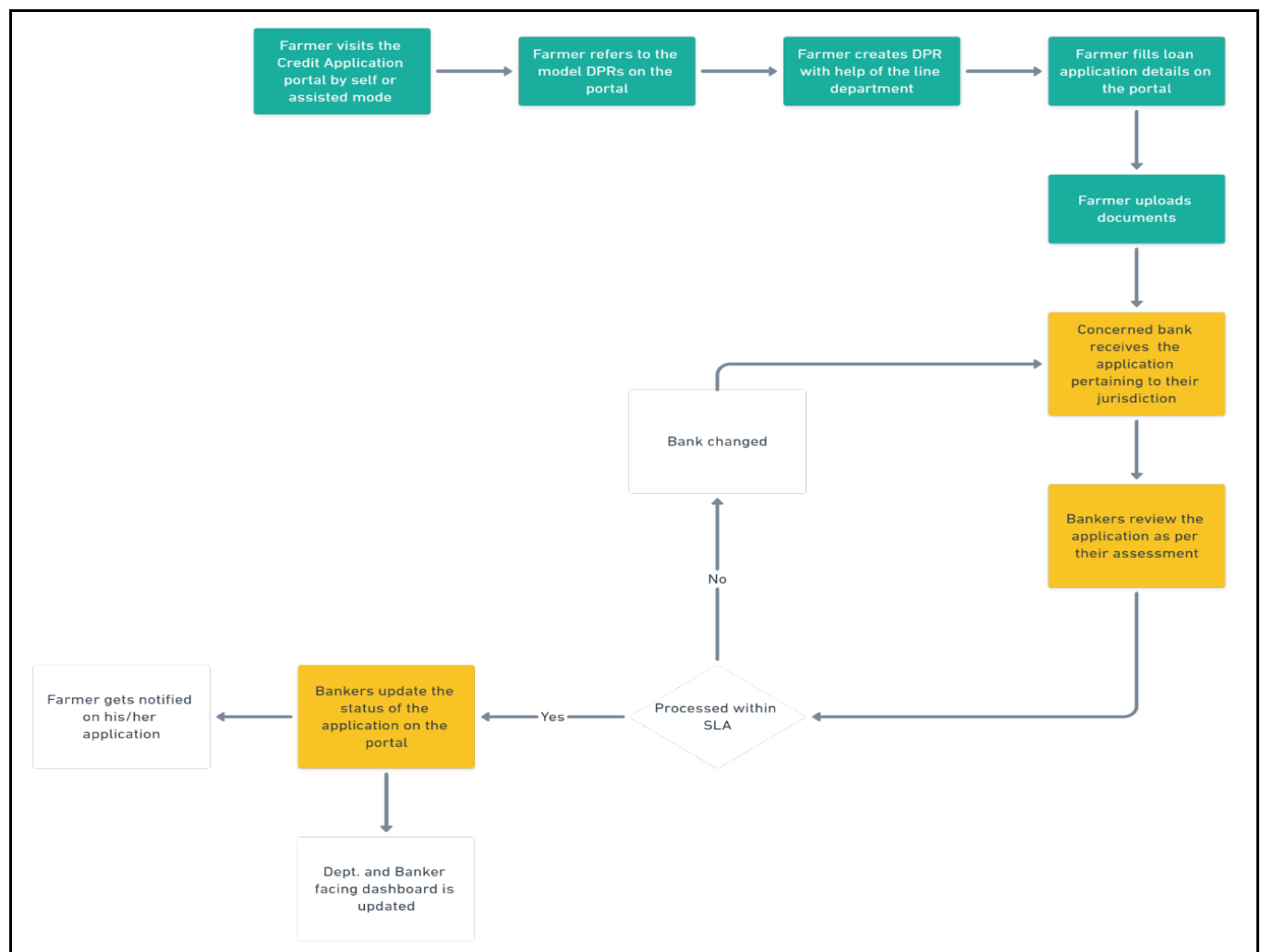
(*An example of a loan application workflow on the Credit Portal*)

The vendor will have to develop the Credit Portal in order to enable the above-mentioned functionalities.

6.1. Indicative workflow of the portal

a) User visits the Credit Portal
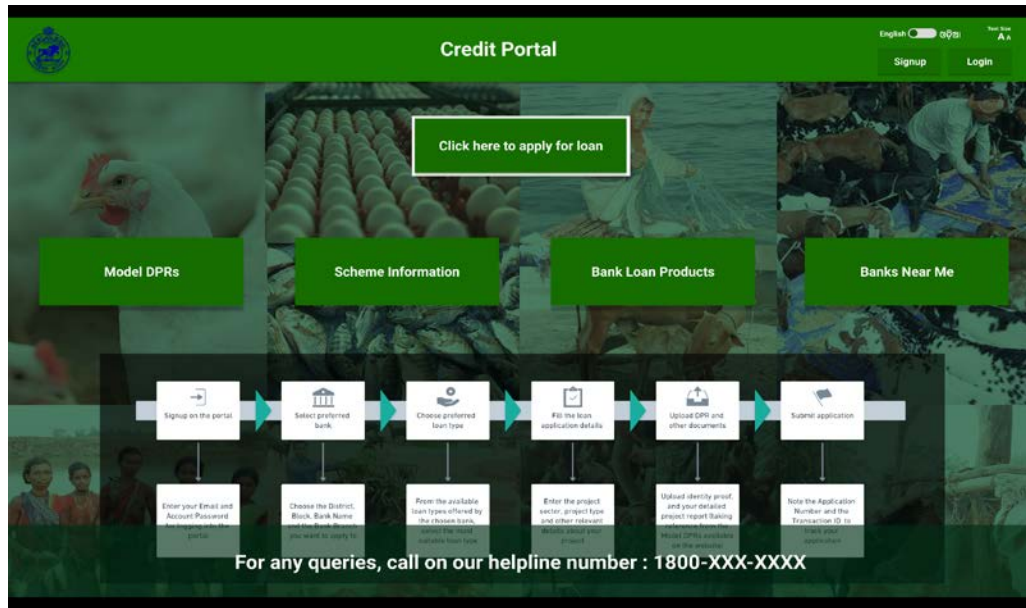
b) User explores the various informative sections available on the website
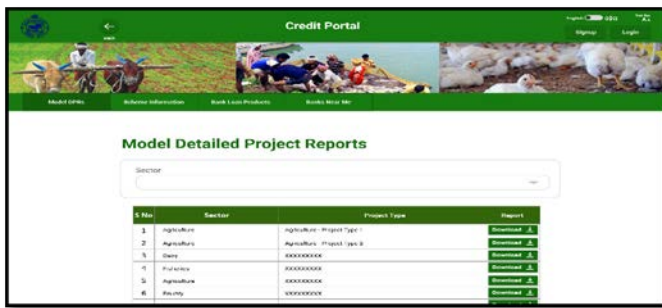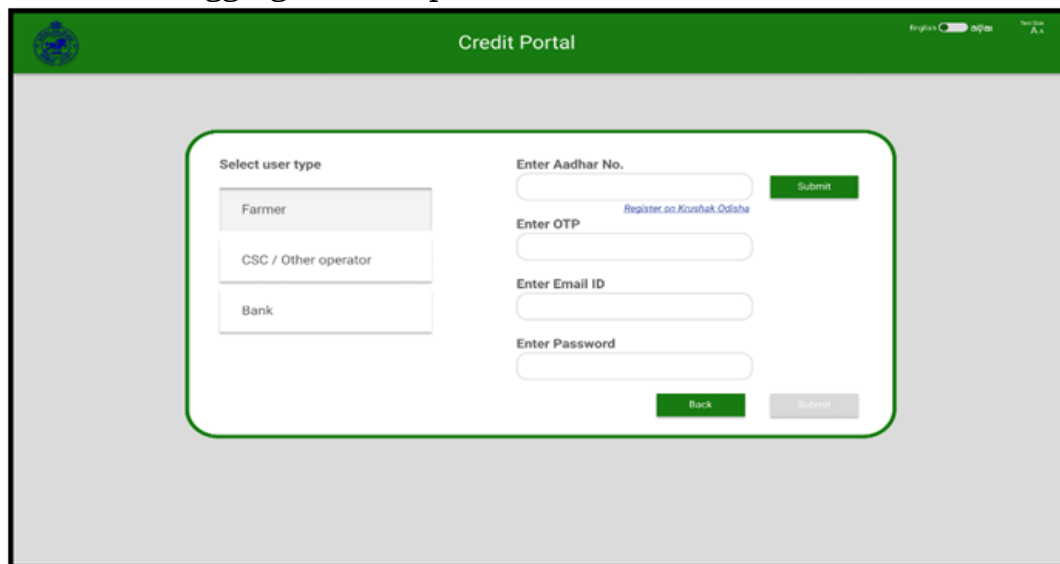
Model DPRs
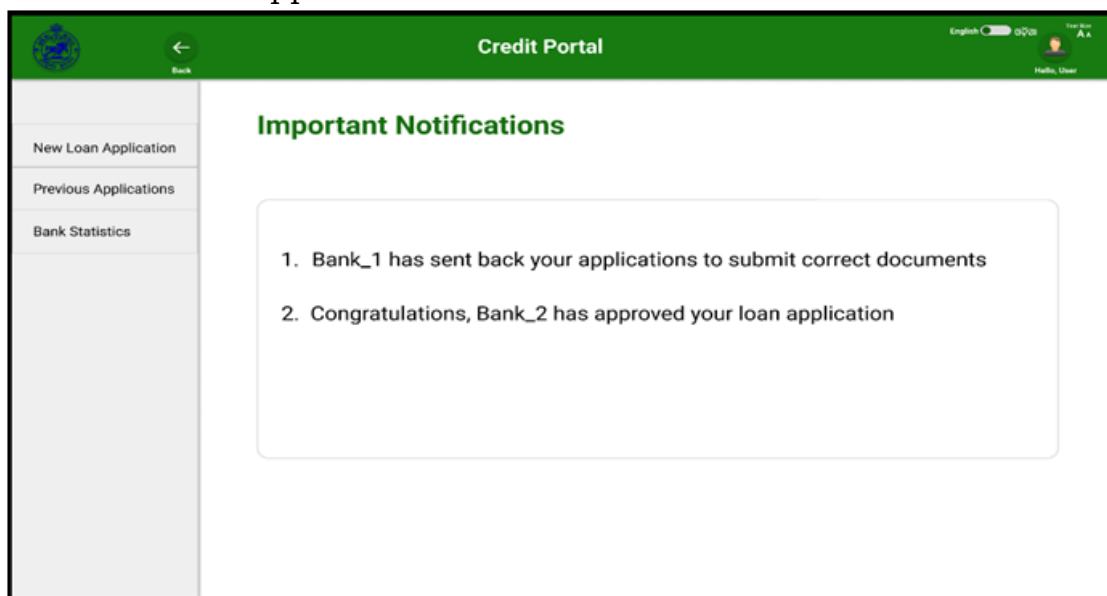

Scheme information

Type of loans offered by Banks

Banks Near Me
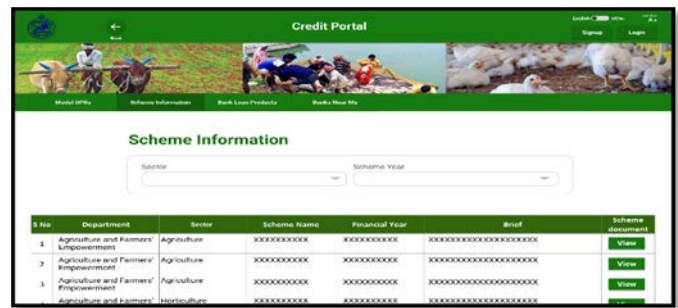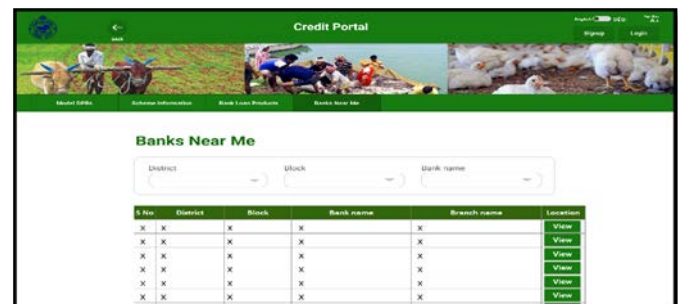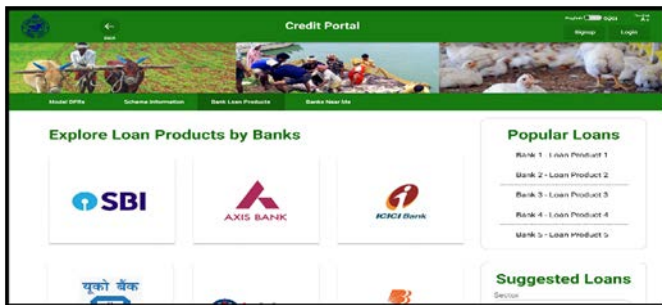
c) User signs upon the portal by entering Aadhaar, OTP received on the mobile, email ID and password. The user will enter the registered email ID and password for logging into the portal in future.

d) Farmer login : The farmer will see the option to apply for new loan applications, track status of their previous applications, and view bank-wise statistics on loan application status.

e) Farmer login : To apply for new loan application, farmer will be able to choose the bank and enter the loan amount and other details in a form

f) Farmer login : Demographic details of the farmer from the Krushak Odisha database will get pre-filled in the application form. Farmer can enter other details as required by the lending bank

g) Farmer login : Farmer fills the project details in the form as per the format required by the lending bank

h) Farmer login : Farmer uploads the documents as per the requirement of the lending bank, and also uploads the Detailed Project Report (DPR)

i) Farmer login : Farmer can see the current status of all their previously submitted applications
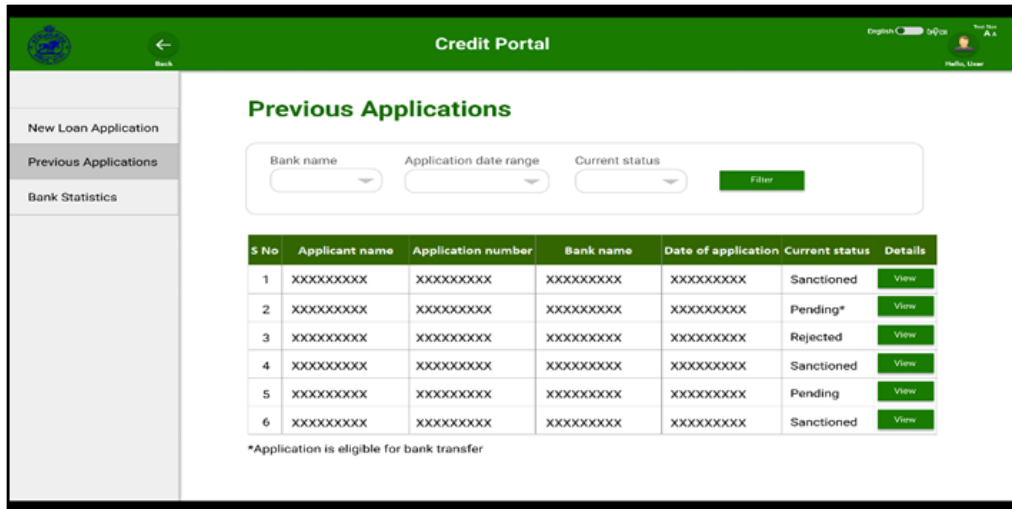
j) Farmer login : Farmer can select from the application submitted by him/her and track its status.
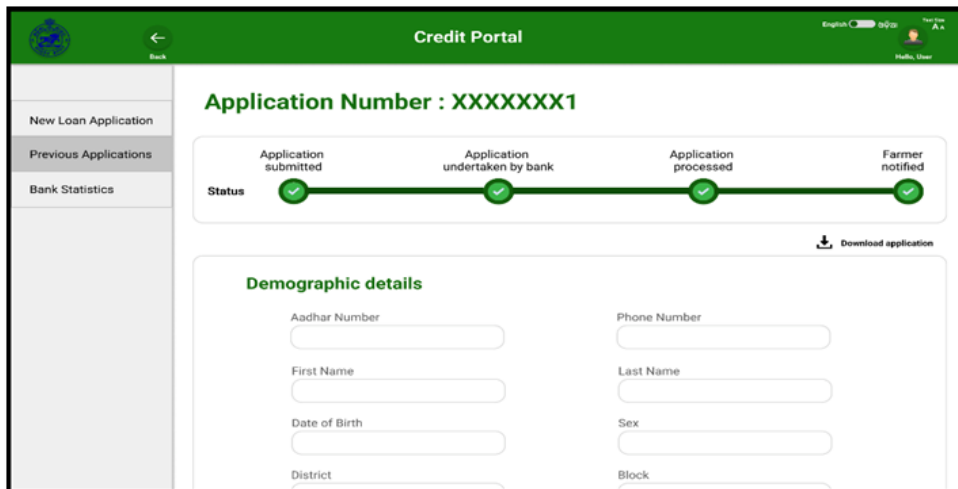
Also they can change the bank in case the application is not processed by the bank, and also make the application openly available for any other bank to undertake
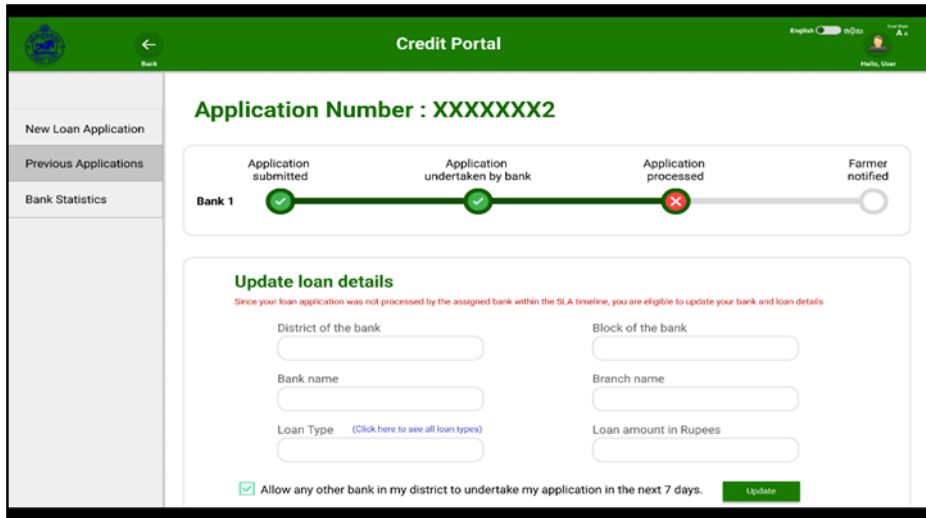
k) Farmer login : Farmer will be able to see bank-wise statistics about loan application status - % loan applications sanctioned and average processing time in days
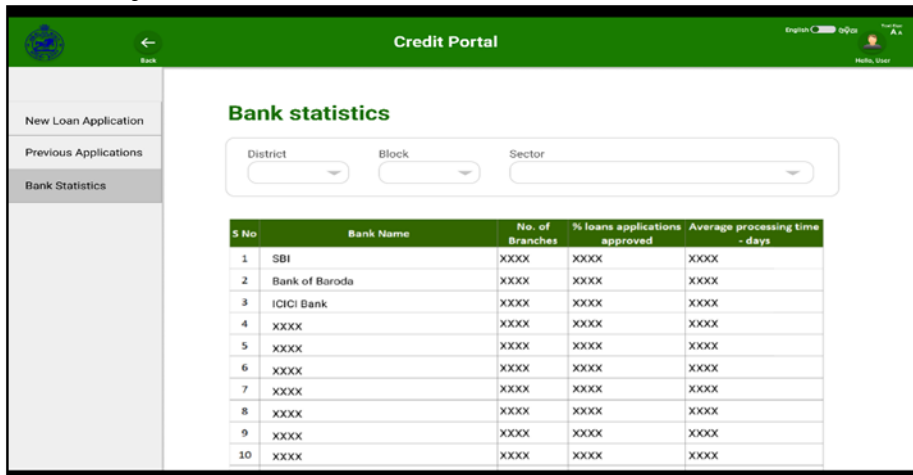
l) Bank login : Banks will be able to see all the pending applications for their branch in a tabular format
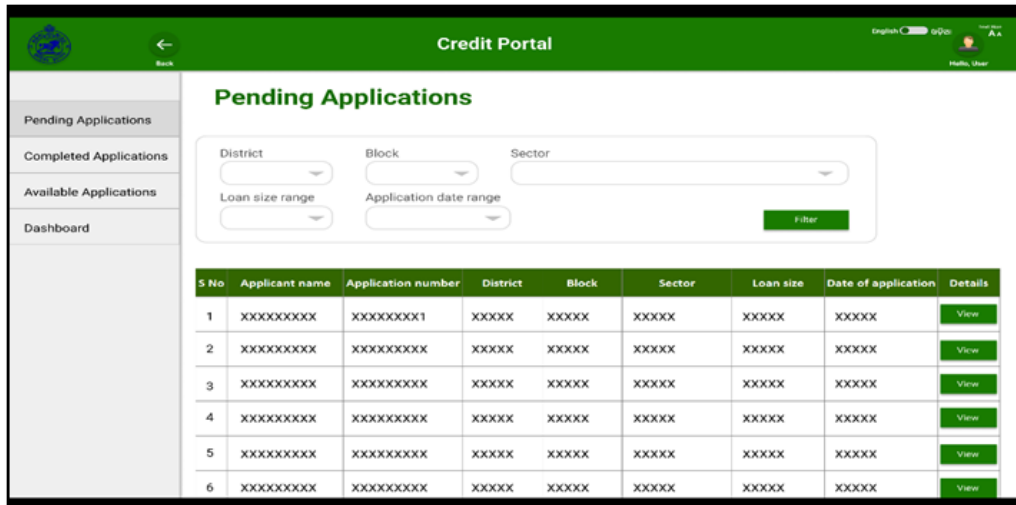
m) Bank login : Banks will see the application form and will be able to take action on it, ie. mark it as sanctioned, send it back to the farmer for corrections, or reject it
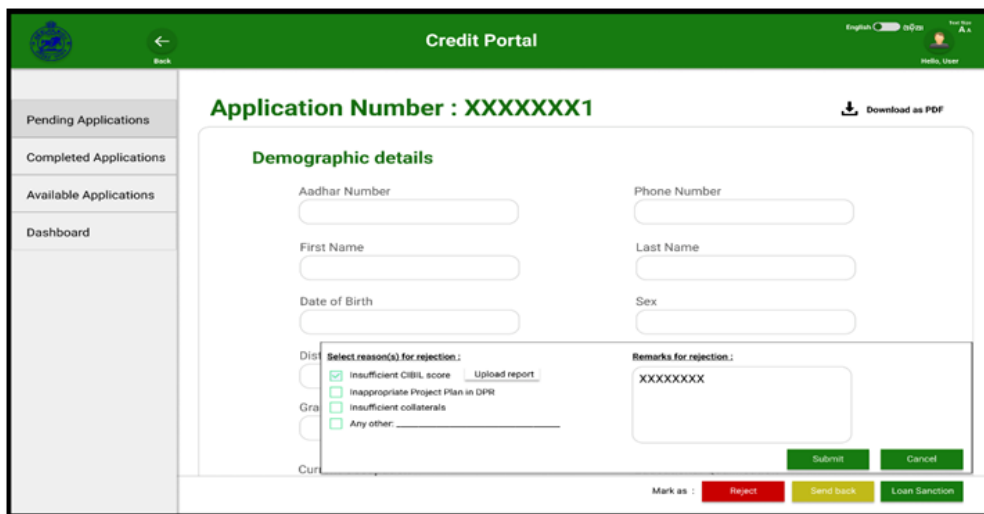
n) Bank login : Banks will be able to see the list of all the applications assigned to the branch in the past
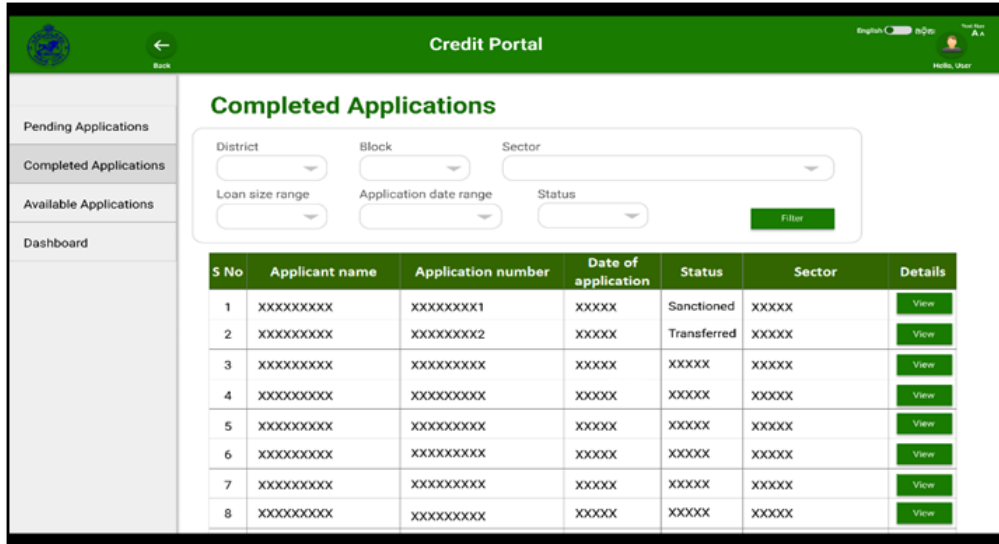
o) Bank login : Banks can open any particular application and see its details
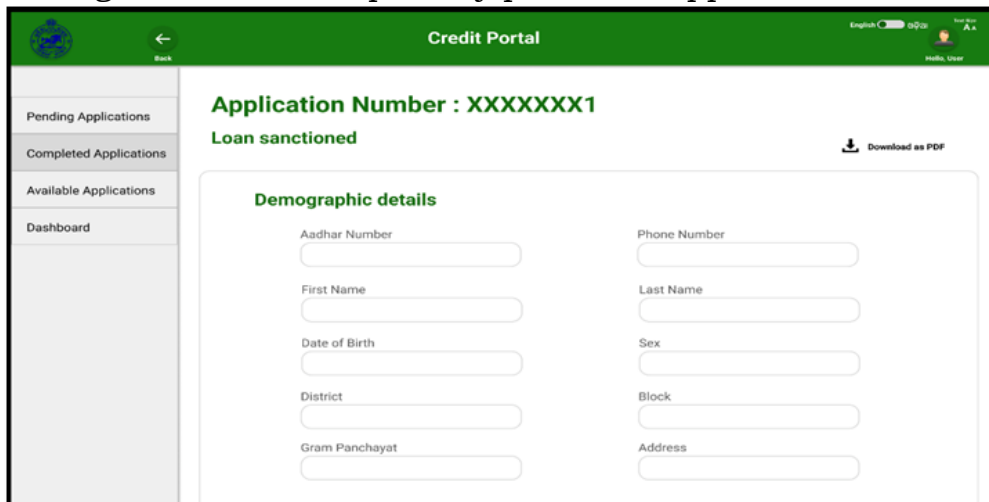
p) Bank login : Banks can see the applications which were made openly accessible by farmers while changing their preferred bank
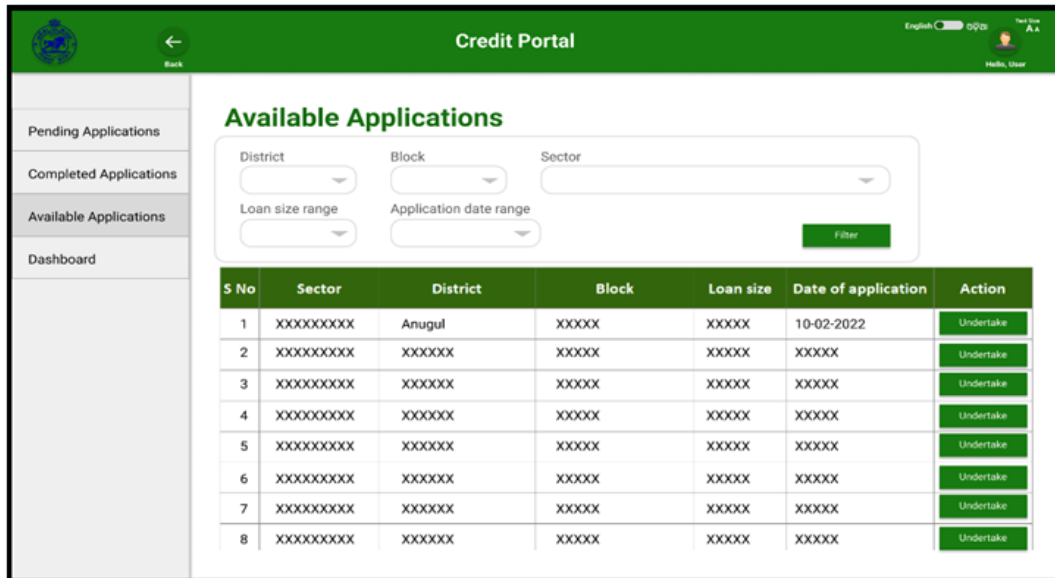
q) Bank and Government view : Viewers can see summary district-wise and block-wise and branch-wise dashboards and drill-down reports
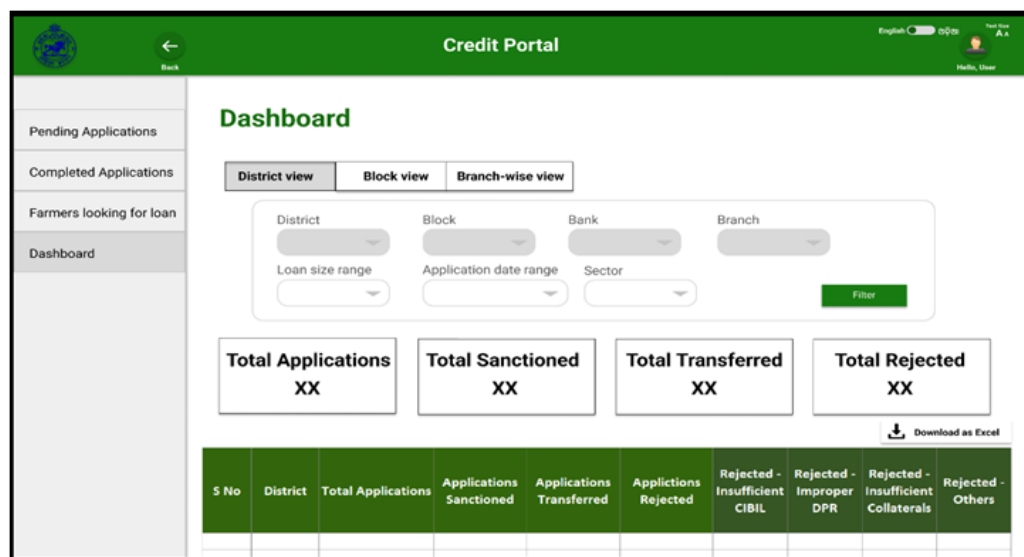
6.2. Design features/ Functional requirement

In order to implement the above-mentioned requirements, the Credit Portal will have the following design features

6.2.1. User Interfaces

6.2.1.1 Web Portal

The web portal will be used by the farmers, bank officials and department officials (block/sub-division/district/state level). The web portal will have the following major modules:

- Loan application configuration panel
- Farmer registration
- Farmer loan application module
- Application processing by bank officials
- Application transfer by farmers
- Undertaking new applications by banks
- Payment gateway
- Direct benefit transfers through PFMS/IFMS
- Reports/Dashboards
- Loan Product Comparison Module
- DPR Generator basis rules defined by department and inputs
   from end user
- Any other functionality, if required in the future

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

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

6.2.1.2 Mobile application

An Android and iOS mobile application will be used by the farmers, department officers and bank officers for monitoring loan applications, processing and for the farmers to apply for loans. Major functionalities of the app are as follows:

➢ Farmer login features:

- Farmer registration

- Loan application tracking

- Responding to queries raised by the banks

- Any   other   functionality,   if   required   in   the   future

➢ Bank login features:

- Application Status

- Submitting queries to farmers

- Dashboards to monitor applications

- Any other functionality, if required in the future

➢ Department login features:

- Dashboards to monitor application status

- Any other functionality, if required in the future

Some core features required in the mobile application:

- Users will view features of the app depending on the permissions assigned to them

- Features on the app will be configurable

- Should work in online & offline mode

- Odia Compatible

6.2.2. Data collection

Data will be collected from Farmers and Bank Staff in the form of Configurable Forms. These forms should be easily configurable by an admin designated by SLBC/banks/department.

A sample form requirement is as follows:

S No	Field Name	Field Type	Mandatory / Optional	Field Validation
Form: New Loan Application				
Demogrpahic details				
1	Name	Text	Mandatory	50 characters
2	Gender	Dropdown	Mandatory	Male / Female / Transgender
3	Date of Birth	Date Picker	Mandatory	Cannot be in future
4	Mobile Number	Number	Mandatory	10 digits
5	Occupation	Dropdown	Mandatory	Master list
6	Qualification	Dropdown	Mandatory	Master list
Project details				
1	Project Sector	Dropdown	Mandatory	Master list
2	Expected date of break-even	Date Picker	Optional	Cannot be in past
3	Enrolled in a govenrment scheme	Dropdown	Mandatory	Yes / No
4	Name of government scheme	Dropdown	Optional	Master list
Loan details				
1	District of Bank	Dropdown	Mandatory	List of 30 districts
2	Block of Bank	Dropdown	Mandatory	Blocks of selected district
3	Bank Name	Dropdown	Mandatory	Banks in the selected block
4	Bank Branch	Dropdown	Mandatory	Branches of the selected bank
5	Loan Amount	Number	Mandatory	
Documents				
1	ID Proof type	Dropdown	Mandatory	Aadhar / Voter ID
2	ID Proof number	Number	Mandatory	12 / 10 digits
3	ID Proof document	Upload / Scan	Mandatory	JPG / PNG / PDF
4	PAN number	Text	Mandatory	10 characters
5	PAN document	Upload / Scan	Mandatory	JPG / PNG / PDF
6	Photograph	Upload / Scan	Mandatory	JPG / PNG / PDF
7	Detailed Project Report	Upload / Scan	Mandatory	JPG / PNG / PDF

A visual representation of forms that will be visible on the Portal:

The configuration module should allow creation of forms with following features -

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

6.2.3. **Application tracking**

The status of each application should be visible on the farmer and the bank-facing login, with automatic status update whenever an action is taken on the application.

6.2.4. <u>Application transfer and undertaking</u>

The loan applicant should be able to change the bank of preference in case the application does not get processed by the first bank of choice. Additionally, the loan applicant should have the option to make his/her loan application publicly visible for a set duration to all banks for undertaking.

The banks will be able to see some basic details about the application and will have the option to undertake any new application.

6.2.5. __Data Visualisation__

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

- Configurable reports and dashboards: This module will need to be used to create all the reports and dashboards for the farmer and bank-facing facing system. The interface to configure dashboards should have the feature of adding tables, charts, links, photographs in the dashboards, and also download the reports and dashboards as Excel and PDF.

- Custom reports: For specific use cases, custom reports might be required. They will have to be developed on the system.

6.2.6. __Configuration of Workflows__

The application flow on the portal will consist of various actionable steps. The steps will be assigned to different users to take action. This can be defined through a configuration panel by the admin in the department.

6.2.7. <u>User Management (Access Control Layer)</u>

Authentication and authorization of users will be controlled through a centralized Access Control Layer (ACL) that is managed on the front-end through the Credit Portal.

The Access Control Layer comprises the following components –

- Users
- Roles
- Permissions

The application workflow steps will be assigned to specific roles defined on the portal. Each user is mapped to a role, and each role is given access to a set of permissions. Each user has access to sections and data that is only relevant to that user.

The portal will have the functionality to add, delete and update users, their hierarchy, and roles, and also assign roles to the users.

6.2.8. <u>Query Management System</u>

The Credit Portal must be equipped with a robust Query Management System (QMS) in order to manage the potential queries/doubts on the application between the farmer and bank officials. The QMS must allow the bank officials to revert the application back to the farmer with the following

1. Specific query/remark in text, asking for more documents etc.
2. Attachments such as multiple PDFs and images

The query may contain explanations in the form of text and supporting documents as attachments. The QMS must also have the functionality to farmers to revert back on the raised query with explanations as text and documents.

The farmer should be able to do the following -

1. Revert to the raised query with text remarks
2. Attach multiple PDFs and images

Logs should be maintained of the queries raised by the banks and the farmers for easy review and monitoring by each party involved. In addition to that, the QMS should offer the functionality to build customizable business logics for processing queries by:

- Defining the maximum number of queries that can be raised by a bank
- Defining the time limit for the response to be submitted by the farmer and the department official

6.2.9. Integrations

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

S No	System	Description
1	Krushak Odisha	Database of farmers in Odisha: This consists of agriculture, livestock and fisheries farmers of the state. They will be uniquely identified in the database and be used for department activities like scheme delivery, advisory, disaster relief etc.
2	Sugam	Technology systems used by the DAFE and F&ARD Department to implement schemes. The databases of these systems contain information about the scheme beneficiaries, their asset details and scheme progress details.
3	BALARAM	BALARAM is a scheme launched by the DAFE to provide crop loans to landless farmers.
4	OFARIS	This is a geo-location based asset tagging and visualization system. It is owned by the F&ARD department, and is developed by Odisha Space Applications Centre (ORSAC). It contains the asset information of the beneficiaries enrolled in the F&ARD schemes.
5	Aadhaar	An E-KYC or Demo-auth integration with Aadhaar database will be required to verify the identity and basic details of the loan applicant.

6	IFMS / PFMS	For direct benefit transfers from the government to the beneficiaries in case of interest subventions in bank loans through schemes.
7	Core Banking System	This is a database maintained by different banks for recording the details of the sanctioned loan applications. The details of the loan applications captured via the Credit Portal shall be shared with the Core Banking System of each of the banks once the application has been marked as sanctioned.

The DAFE and F&ARD Department will be responsible for getting the APIs from the custodians of the above-mentioned systems.

6.2.10. <u>Communication</u>

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

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

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

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

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

6.2.11. <u>Login & Authentication</u>

Users will be able to log into the Credit Portal through User-ID and Password based verification. The portal will also enable users with forgotten credentials to change their credentials through a One-Time-Password (OTP) verification. OTP will be sent to the user's registered email and mobile phone through SMS.

An OTP based verification will also be followed for authenticating users with other

databases like Krushak Odisha and Aadhaar.

6.2.12. <u>Transaction history recording</u>

Records of user or system-initiated actions on the portal will be maintained in the form of timestamp-based logs on the backend. These records will be used for tracking of activity on the applications and technical issue resolutions.

6.2.13. <u>Support for technical challenges</u>

The portal will have a section on addressing frequently faced challenges to report any technical issues faced by the user, and a chat-based customer support for 8 hours a day and 5 days a week.

6.3. User Interface

System shall provide User interface with the following features:

a) Unified, easy, flexible and user-friendly interface

b) Homogenous screen layout, menu operations and access methods across all modules

c) GUI suitable for non-technical users and IT experts

d) Validation Check pop up messages and user alerts

e) Confirmation / warning windows for delete, changes etc.

f) Consistent screen layouts and access methods across all modules for same look and behaviour

6.4. Other features

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

b) Security : Support for SSL, User Authorization, Automatic timeout for user, Configurable password policies, permissible log-in attempts, Data Updation/deletion/creation only through application layer etc.

c) SMS/Email alert/notification in different stages of application / verification / approval / sanction / rejection

d) Bilingual interface : The system should provide bilingual interface/labels in languages of English and Odia.

e) Compatibility : The system should run on all latest browsers and web responsive & viewable from the Mobile compliant browsers.

f) Help Section : For Tutorial Videos, Instructional Manual and other training material

g) Section for publishing FAQs

h) The solution architecture should be platform, database and vendor independent.

7. General

7.1. Adherence to Standards

The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable as prescribed by various rules under I.T. Act, 2000 (as amended from time time). This will apply to all the aspects of solution including but not limited to its design, development, security, installation, testing, integrity & confidentiality. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of DAFE & FARD.

7.2. Security, Integrity & Confidentiality

a) Web Services Security: System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing.

Encryption of data shall take place at client level itself. Application server shall provide SSL security.

b) Data Integrity and Confidentiality: Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.

c) Transactions and Communications: With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.

d) Database Controls: The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

7.3. Change Request Management

a) Change requests beyond the scope of work will be incorporated in the application after obtaining due approval from OCAC/DAFE/FARD. Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and OCAC/user departments.

b) Payment for the Change Request will be considered when such a requirement arises in the project.

c) The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

The activities that will be treated as changes request is mentioned below:

1. Functional changes in the application
2. Development of new module/sub-module/Form/Report in the developed system
3. Changes in the workflow or core application framework
4. Integration with any new system

The procedure for executing the change request is as follows:

- Analysis: System Implementer will analyse the changes suggested and submit an effort estimation/cost including timeline to OCAC

- Approval: OCAC & DAFE/FARD shall do the due diligence and provide approval on the effort and timeline suggested

- Incorporation: After receiving the approval, System Implementer team will incorporate the changes in the application as per the quoted rate for change request and raise the claim accordingly.

7.4. Intellectual Property Rights

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

7.5. Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC/DAFE/FARD Department team at least 4 months before project closure.   The resource persons of User Department/OCAC will work closely with Service Provider at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The Service Provider will ensure capacity building of the resource persons of User Department on maintenance of software.

7.6. Functional Requirements Review

The system developed by Service Provider shall be reviewed and verified against the Functional Requirements signed-off between DAFE/FARD & Service Provider. Any gaps, identified as a severe or critical in nature, shall be addressed by Service Provider immediately prior to Go-live of the system. One of the key inputs for this

testing shall be the traceability matrix to be developed by the Service Provider for the system. Apart from Traceability Matrix, Service Provider may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t the functional requirements shall be performed by the Service Provider as well as DAFE & FARD/OCAC for User Acceptance Testing.

7.7. Performance

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

7.8. Availability

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

7.9. Manageability Review

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

7.10.   Data Quality

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

7.11. Warranty

As part of the warranty services Selected Bidder shall provide:

a. comprehensive support & warranty for 1 year from the date of Go Live for all artifacts which would be provided by the Selected Bidder.

b. Licenses of necessary software/tools, if any, as per proposal submitted and shall replace or augment or procure higher-level new licenses/tools at no additional cost in case the procured artifacts supplied by the Selected Bidder is not adequate to meet the service levels during the warranty period. All the licenses and support should be in the name of DAFE.

c. the warranty complied with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

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

7.12. Expected Project Timeline & Deliverables

Sl. #	Activity	Tentative Deliverables	Timeline
1.	Mobilization of Team and System Study	- Detailed Team Structure with team members - Point of Contact - FSR/SRS Document - Screen prototypes	T+05 Weeks
2.	Design, Development & Implementation	- Load Testing report - Hosting in staging environment - Operation Manual - FAQs	T+15 Weeks

Sl. #	Activity	Tentative Deliverables	Timeline
3.	UAT & Training	- Test Cases - UAT certificate - Training to users and training completion report. - Movement of application from Staging to Production environment	T+ 20 Weeks
4.	Security Audit	- Auditor's vulnerability report - Fixing of vulnerabilities found during security audit - Safe to Host to be issued by auditor	T+22 Weeks
5.	Operation & Maintenance	✓ Issue Logs & Bug fixing report ✓ Quarterly Activities report	Five years from the date of Go live

* T = Date of Letter of Intent /Work Order

7.13. Payment Terms

Sl. #	Category	Payment Terms
1.	Design, Development & Implementation of Common Credit Portal for Farmers	a. 20% payment on Prototype & SRS Approval b. 20% payment on completion of development & hosting in the staging server c. 20% payment in acceptance of UAT & 1st Security Audit

Sl. #	Category	Payment Terms
		d. 20% payment on Go-Live
		e. Balance 20% will be paid after 3 months of successful Go-Live of the application.
2.	Operation & Maintenance	100% cost of this item equally divided into 20 quarters
3.	SSL Certificate & Security Audit	100% payment on submission of Safe-To-Host Certificate and submission of Configuration Report
4.	Change Request	The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by the Department thereof.

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

8. Role and Responsibility of Different Stakeholders

8.1. Responsibility of DAFE, Odisha

DAFE, Odisha shall play an important role in the fruition of the envisioned system. The following are the roles and responsibilities :

a. Provide information on Business Process / Domain related issues to the SI.

b. Provide data /documents that need to be digitized and brought to the system.

c. Provide and validate all required document & data

d. Provide Guidance & Suggestion during the execution of the project.

e. Review the deliverables (interim and final) submitted by the SI.

f. Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution.

g. Approve the SRS, FRS

h. User Acceptance Test Certificate after testing of the software

i. Identify Officers for different training needs.

8.2. Responsibilities of OCAC

a. OCAC will supervise and monitor project implementation, and coordinate with User Department & Service Provider to facilitate smooth implementation of the project, and, for meeting the administrative requirements pertaining to the project.

b. Monitor the Project Implementation in terms of managing the project timelines, quality of deliverables.

c. Monitoring key metrics and SLA compliance by Service Provider as per RFP terms

d. Reviewing and approving/organizing approvals for all the deliverables such as SRS, Design Documents etc. submitted by the Service Provider within a defined timeline throughout the implementation phase in consultation with Department

e. Reviewing the UAT readiness & overseeing the UAT and the results thereof

f. Overseeing the progress of user training and coordinate signoff activities

g. Supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live.

h. Review and provide recommendations on the change requests identified by the Service Provider and assist Department in approving/modifying/rejecting such requests

8.3. Service Provider

a. Prepare and submit the Project plan comprising all the components of deliverables, for implementation of the project.

b. Prepare the project reporting formats to report the progress of the project to OCAC for approval

c. Participate in project review sessions in regards to the progress of the project

d. Adhere to the directions of OCAC as and when provided.

e. Prepare and deliver for approval all the deliverables such as SRS, FRS, Design Documents etc. within a defined timeline.

f. Develop/Install/configure/deploy all the components of system and get approval from OCAC.

g. Provide detailed training plan to OCAC and train the personnel identified by the Department and report the results

h. Provide support for entire duration of the project.

9. Project Documentation

The Service Provider shall maintain & update System documentation and share below list of documents to GA&PG Department/OCAC during the project contract period.

a) Project Inception report

b) Latest version of Source Code

c) System Requirement Study Documents

d) High Level Design (HLD) / Low Level Design (LLD) documents including

    i. Application architecture documents

    ii. ER diagrams and other data modelling documents

    iii. Database design Document

    iv. Application component design including component deployment views, control flows, etc.

    v. Application flows and logic

e) Test Plans, Test cases and Reports

f) Issue Logs

g) User Manual

h) Application Installation & Configuration Manual

i) Report of Security Audit & Safe-to-Host Certificate

j) Any other documents defined under Timeline & Tentative Deliverables

k) All the above documentation should be done as per IEEE/ISO Standard

10. Performance Requirements – Service Levels (SLAs)

Service Provider shall agree to the following service level agreement (SLA) parameters while providing services to OCAC/DAFE. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them. The SLA parameters are divided into 2 (two) types: -

10.1. During Implementation

Sl#	Project Component	Penalty Parameters	Time Line
1.	Mobilization of Team and System Study	0.5% of the application development cost per week for each week of delay upto 2 weeks. After that 1% of the application development cost per week	T+05 Weeks
2.	Software Development, Testing, Deployment, Configuration	Delay beyond 5 weeks from the date of approval of SRS will attract 1% of penalty on the application development cost per week	T+15 Weeks
3.	UAT & Training	0.5% of the application development cost per week for each week of delay	T+20 Weeks
4.	Security Audit	0.5% of the application development cost per week for each week of delay	T+22 Weeks

a) Maximum penalty capping is 10%.

b) In case there is a delay of 200% with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc).

c) **Penalty will not be applicable if the delay is not attributable to the SI**. However, in such cases Service Provider has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

10.2.   Operation & Maintenance Phase

10.2.1. <u>Application Availability</u>

The Application covering all the features shall remain operational during the scheduled operation time.

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	>=98%	Nil
		>=95% but <98%	0.5% of Quarterly billed value
		>=90% but <95%	1.0% of Quarterly billed value
		<90%	2.0 % of Quarterly billed value

a) Performance of system refers to the proper and timely functioning of the system's functionalities. The application should be available and performing as per functionalities

b) The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.

c) Application availability and performance will be monitored and reports will be generated as per the monitoring system deployed at OSDC.

10.2.2. <u>Resolution Time</u>

Measurement	Reporting Period	Target	Penalty
Critical Severity – within 2 hours Moderate Severity – within 6 hours Minor Severity – within 12 hours Monitored through Monthly Incident report	Monthly	100% of resolution within schedule	Nil
		>= 95% of issues to be resolved within the schedule	0.01% of O&M cost for that qtr. per each incident
		<95% of the issues to be resolved within the schedule	Penalty of 0.05% of O&M cost for that Qtr. per each incident

Incident Level	Description
Critical	Critical bugs / issues – Bugs / issues on web portal /application affecting most of the intended users Showstoppers involving major functional failure in the application such as unable to login, system completely down, unable to save due to error etc.
Moderate	Affecting large numbers of users or some key users. No workaround available / moderate functional restrictions in the application
Minor	Only for Bug fixing

If penalty reaches above 10% in any quarter, it may be treated as unsatisfactory performance by SI. The purchaser has the right to terminate the contract in such case or case of any additional delays.

10.2.3. <u>Reporting Procedures</u>

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

10.2.4. <u>Definitions & Interpretations</u>

a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. The scheduled maintenance time would not be during Working Hour timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.

b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC & DR will be 12 hrs. X 7 days X 12 months.

c) "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time.

d) "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as: {(Scheduled Operation Time – System Downtime) / (Scheduled Operation Time)} 100%

e) "Incident" refers to any event / abnormalities that may lead to disruption in normal operations of System or Application services.

f) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.

g) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the Service Provider on monthly basis in the suggested format for review. The monthly Availability and Performance Report shall be containing

the summary of all incidents reported and associated Service Provider performance measurement for that period. The monthly availability and performance report will be deemed to be accepted by the Purchaser.

h) The Service Provider is expected to provide the required service levels. In case the service levels cannot be achieved at service levels defined above, it shall result in a breach of contract and invoke the penalty clause. Payments to the Service Provider are linked to the compliance with the SLA metrics laid down in the tables above.

10.2.5. <u>Service Level Change Controls</u>

a) General

It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- A process for negotiating changes to the Service Levels
- An issue management process for documenting and resolving particularly difficult issues.

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

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

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

11. Formats for Submission of Proposal

11.1. Bid-Security Declaration

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E&IT Dept, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar – 751013

Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – Bid-Security Declaration

Sir,

In response to the RFP No.: No. OCAC-SEGP-SPD-0014-2022-22014 for RFP titled "Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha", I/We, ……………………… irrevocably declare as under:

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

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of ___**3**___ 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.

Signature:

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

Form:

Duly authorized to sign the bid for and on behalf of:____ (complete name of Bidder)

Dated on____day of_____month,____year.

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

11.2. Self-Declaration: Not Blacklisted

<div align="center">(Company letter head)</div>

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E&IT Dept, Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – *Self Declaration for not Blacklisted*

Sir

In response to the RFP Ref. No.: OCAC-SEGP-SPD-0014-2022-22014 for RFP titled "Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha", as an owner/ partner/ Director of (organization name) I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.3. Bidder's Authorization Certificate

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

(Technical Directorate of E&IT Dept., Govt. of Odisha)

N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Portal Application (Web and Mobile) for Farmers for Govt. of Odisha – Bidder's Authorization Certificate

Sir,

With reference to the RFP Ref. No.: OCAC-SEGP-SPD-0014-2022-22014, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is and Email id is . For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature Verified Signature by

(Authorised Signatory)

Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

11.4. Acceptance of Terms & Conditions

(Company letter head)

To

    The General Manager (Admin)

    Odisha Computer Application Centre

    (Technical Directorate of E&IT Dept., Govt. of Odisha)

    N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – *Acceptance of Terms & Conditions*

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document vide Ref. No. OCAC-SEGP-SPD-0014-2022-22014, regarding "**Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha -** with Support for Five (5) Years.

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.5.   Technical Bid Cover Letter

(Company letter head)

To

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

Sub- Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – *Technical Bid Submission*

Sir,

We, the undersigned, offer to provide solution to OCAC, for "**Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha**", in response to the RFP Ref. No.: OCAC-SEGP-SPD-0014-2022-22014. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Financial bid sealed in a separate envelope.

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

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

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

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

Thanking you,

Seal: Signature
Date:

                                                                  (Authorised Signatory)

Place:
Name of the Bidder:

11.6. Project Citation Format

Relevant IT / e-Gov Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

11.7. Proposed Solution

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

a) Solution Proposed

b) Understanding of the project (how the solution proposed is relevant to the understanding)

c) Technical Approach and Methodology

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.8.   Proposed Work plan

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

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

11.9. Financial Bid Letter

(Company letter head)

To

     The General Manager (Admin)

     Odisha Computer Application Centre

     (Technical Directorate of E&IT Dept., Govt. of Odisha)

     N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub- Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – Financial Bid Submission

Sir,

We, the undersigned, offer to provide the service for **Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha**, as per RFP Ref. No.: OCAC-SEGP-SPD-0014-2022-22014 and our Proposal (Technical and Financial Proposals).

PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

1) UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

2) TENDER PRICING

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

3) QUALIFYING DATA

We confirm having submitted the information as required by you in your TOR. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Financial bid attached with our Tender as part of the Tender.

5) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

11.9.1. <u>Commercial Bid Format</u>

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	[Study, Design, Development, Testing, Implementation, Training & Maintenance]	Common Credit portal for farmers	Lump-sump		1	
		Mobile App (android and ios)	Lump-sump		1	
2	Integration with other application		Lump Sump		7	
3	Security Audit	Third Party Security Audit	Lump Sump		10	
4	SSL Certificate as per requirement		Year		5	
5	Enterprise database license with OEM support		Year		5	
6	Help Desk Resource	3 Resource for 5 year	Man-Month		180	
7	Operation & Maintenance		Year		5	
8	Change Request		Man-month		10	
Total						
Tax (18%)						
Grand Total						

11.10. Performance Security

To

    The General Manager (Admin)

    Odisha Computer Application Centre

    (Technical Directorate of E&IT Dept., Govt. of Odisha)

    N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: RFP Ref. No.: **OCAC-SEGP-SPD-0014-2022-22014**

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for "**Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha**", (hereinafter called "the beneficiary")

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

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

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

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

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

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary

i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).

ii) This bank guarantee shall be valid up to <<insert date>>.

iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) Seal:

Date:

11.11. Statement of Deviation

(Company letter head)

To

    The General Manager (Admin)

    Odisha Computer Application Centre

    (Technical Directorate of E&IT Dept., Govt. of Odisha)

    N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub- Selection of Service Provider for Design, Development, Implementation & Maintenance of Common Credit Application Portal (Web and Mobile) for Farmers, Govt. of Odisha – *Statement of Deviation*

Sir,

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

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

A. On the Terms of Reference/Scope of Work

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

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

B. Any other areas

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder: