

Request for Proposal



Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

RFP No.: OCAC-TE-14/2022-ENQ-22069



Vol-I | Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

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

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1 Glossary of Terms

| | |
|------|--|
| ATS | Annual Technical Support |
| CPU | Central Processing Unit |
| CBT | Computer Based Training |
| CV | Curriculum Vitae |
| DO | Demissal Order |
| EMD | Earnest Money Deposit |
| FRS | Functional Requirement Specification |
| HLD | High Level Design |
| ICT | Information Communication Technology |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| KB | Kilobytes |
| LLD | Low Level Design |
| LOI | Letter of Intent |
| MIS | Management Information System |
| MUR | Monthly Utilization Reports |
| Nos | Numbers |
| OCAC | Odisha Computer Application Center |
| OSDC | Odisha State Data Centre |
| PBG | Performance Bank Guarantee |
| PMU | Project Management Unit |
| PSU | Public Sector Undertaking |
| QCBS | Quality & Cost Based Selection |
| RFP | Request for Proposal |
| ROC | Registrar of Companies |
| RTI | Right to Information |
| SDLC | Software Development Life Cycle |
| SI | System Integrator |
| SLA | Service Level Agreement |

2 Fact Sheet

| SI# | Item | Description |
|-----|--|---|
| a) | Project Title | Selection of System Integrator for development and implementation of e-Despatch 3.0 |
| b) | Name of Purchaser | Odisha Computer Application Center (OCAC) |
| c) | Contact Person, Address and Email | General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar, Odisha - 751013 gm_ocac@ocac.in |
| d) | RFP Document Fees | ₹ 11,200/- inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) |
| e) | E-Nivida Registration Fees | ₹ 2,500/- plus Applicable GST |
| f) | Earnest Money Deposit | As per the government of Odisha Finance department office memorandum no 8943 dated 18.03.21 and 8484 dated 05.04.22, the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP. |
| g) | Selection Method | QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation) |
| h) | Last date for submission of queries by Bidders | 26.10.2022 by 12.30 PM |
| i) | Pre-bid Meeting | 28.10.2022 at 12.30 PM |
| j) | Pre-bid clarifications by OCAC (if any) | 02.11.2022 by 5:00 PM |
| k) | Last date and time for receipt of proposals from Bidders | 15.11.2022 by 2.00 PM |
| l) | Date and time for opening of PreQual-cum-Technical Proposals | 15.11.2022 at 4.00 PM |
| m) | Date and time for Technical Presentation | To be notified later |
| n) | Date and time for opening of Commercial Bids | To be notified later |
| o) | Bid Validity Period | 180 Days |
| p) | Project Term | Development - 9 Months Operation & Support - 5 Years |

3 Request for proposal

Sealed proposals are invited from eligible, reputed, qualified software application developers and implementers for Functional and Technical Enhancement of Enterprise e-Despatch Application, Implementation & Support [e-Despatch 3.0] for Government of Odisha. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for Selection of System Integrator for Functional and Technical Enhancement of Enterprise e-Despatch Application, Implementation & Support [e-Despatch 3.0] of the application & Post Implementation Support for Five (5) Years comprises of the following volumes:

Volume-I: Instructions to Bidder

The contents of this volume broadly cover following areas:

- a) Project Background
- b) Instruction to Bidders
- c) Criteria for evaluation
- d) Appointment of System Integrator/ Service Provider / Implementing Agency
- e) Formats for Pre-Qualification, Technical and Financial Bid response

Volume-II: Terms of Reference

The contents of this volume broadly cover following areas:

- a) About the project and its objectives
- b) Scope of work
- c) Functional Requirements
- d) Project Schedule
- e) Payment Terms and Schedule
- f) Service level for System Integrator
- g) Time line of Project implementation
- h) Bill of Material and Quantity

5 Background Information

5.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development / System Integration firms (“Bidders”) for This RFP document for Selection of System Integrator for Functional and Technical Enhancement of Enterprise e-Despatch Application, Implementation & Support [e-Despatch 3.0] of the application & Post Implementation Support for Five (5) Years application as described in the Vol-II “Terms of Reference” of this RFP.

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.

5.2 Project Background

5.2.1 About OCAC

The Department of Electronics & Information Technology is the nodal department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

OCAC on behalf of Govt. of Odisha intends to implement an enhanced version of e-Despatch application called e-Despatch 3.0. This will be a robust platform with upgraded technology & improved performance, making it more user friendly. OCAC is pleased to engage qualified and preferred software development Agency to execute this project.

5.2.2 Project Profile

In 2008, e-Despatch application was initially implemented in Panchayati Raj Department. Successful implementation has led to replication of the e-Despatch console in the 41 Departments of Government of Odisha. e-Despatch application is a simple and web based centralized communication management system that has facilitated Government letter transaction from dispatch to receipt with less travel time, cost and resources.

Key objective of e-Despatch was to bring in transparency in Government by the open publication of selected communications on the e-Despatch Portal for citizens to access and download. This function was aimed at considerably reducing the pressures arising from RTI applications and also increase accountability from officials.

The major objective for development of e-Despatch3.0 is to achieve following

- a) Upgrade to latest available technology to achieve following:
 - Cross-platform compatibility with a variety of operating systems, including Windows, Linux, and Mac OS.
 - Improved performance in comparison to existing Framework.
 - To have a highly scalable & robust platform
 - More agile and powerful
 - Robust ecosystem covering all the directions of modern development
- b) Bring in place citizen-centric mobile application to enable quick search facility.
- c) Implementation of Chatbot for faster letter retrieval process
- d) Undergo digital transformation by using emerging technologies
- e) Enhance security of the application

6 Instruction to the Bidders

6.1 General

- a) While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation 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 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 OCAC.

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

6.2 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 of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders **on 28.10.2022 at 12.30 PM in VC Mode (through Microsoft Teams).**
- b) Link will be provided to the interested bidders on request through email to gm_ocac@ocac.in (with a copy to avijit.puhan@semt.gov.in and sudha.mohanty@ocac.in) by **26.10.2022, 12.30 PM.**
- c) The representatives of Bidders (restricted to three persons) may attend the Pre-bid meeting.
- d) The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.
- e) On the meeting the representative of the bidders should only ask the show stopper queries and relevant queries which was an obstacle for them to participate on the tender. All Other queries will be answered and published as response sheet.

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

- f) OCAC shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by OCAC.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by 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 corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals

6.4 Key Requirements of the Bid

6.4.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OCAC. The Bidder's participation in this process may result in OCAC selecting the Bidder to engage towards execution of the contract.

6.4.2 RFP Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to ₹ 11,200/- inclusive of GST @ 12% in shape of DD in favor of Odisha Computer Application Centre (OCAC), drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected. The fee may also be paid through electronic mode to the following account:

| |
|---|
| Bank A/c No.: 149311100000195 |
| Payee Name: Odisha Computer Application Center |
| Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar |
| Account Type: Savings |
| IFSC: UBIN0814938 |

Also, the fees may be paid online on e-Nivida portal through e-Payment Gateway.

6.4.3 Earnest Money Deposit

The Bidders are exempted from paying EMD. It is mandatory for all Bidders to fill up and submit the Bid Security Declaration Form (Clause no. 9.1.4). The form shall be effective and in force until the bid validity period, or, until the selection of the Selected Bidder (whichever is earlier). In case a Selected Bidder is announced, the forms of all unsuccessful Bidders shall be deemed ineffective, while the form of the Selected Bidder shall continue to be effective until the Selected Bidder furnishes the performance Bank Guarantee (as per the provisions of the RFP). The clauses of Bid Security Declaration Form shall be exercised on account of the following reasons:

- a) If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
- b) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with Terms & Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms & Conditions (including timelines for furnishing Performance Bank Guarantee)
- c) If a Bidder withdraws its bid during the period of bid validity.
- d) During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- e) If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- f) If a Bidder's proposal contains deviations, conditional offers and partial offers.

6.5 Submission of proposal

6.5.1 Instruction to Bidders for Online Bid Submission

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

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

6.5.2 Guidelines for Registration

- a) Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of Rs. 2,500/- + Applicable GST.

- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) 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.
- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f) 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.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) 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.

6.5.3 Searching for Tender Documents

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

6.5.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.

- d) 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.
- e) 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.

6.5.5 Submission of Bids

- a) 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.
- b) 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.
- c) 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.
- d) 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.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f) 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.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

- h) 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.
- i) 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.

6.5.6 Clarifications on using e-Nivida Portal

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

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

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

6.5.7 Tender Validity

Proposals shall remain valid for a period of 180 Days from the date of opening of the pre-qualification and technical proposals. OCAC reserves the rights to reject a proposal valid for a shorter period as non- responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

6.5.8 Submission and Opening of Proposals

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
 - Response to Pre-Qualification Criterion
 - Technical Proposal
 - Commercial Proposal
- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to **15.11.2022 by 2:00 PM** will be opened on **15.11.2022 at 4:00 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

6.5.9 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

6.5.10 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by 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.

6.5.11 Language

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

6.5.12 Acceptance and Rejection of Bids

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

6.6 Evaluation Process

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to 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 Proposal Evaluation Committee in evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) Initial bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if proposals are:
 - Not submitted as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Found with suppression of details
 - Found with incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in checklist
 - Submitted with lesser validity period
- h) 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 RFP. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

7 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified firm and providing associated capacity building, training and operations & maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next set of

evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

7.1 Pre-Qualification Criteria:

| Sl# | Basic Requirement | Specific Requirement | Documents required |
|-----|-------------------|--|---|
| a) | Legal Entity | <p>Responding bidder should be:</p> <ul style="list-style-type: none"> – Registered as a Company / LLP under Companies Act, 1956/ 2013 OR Partnerships Firm registered under LLP Act, 2008. – Company should be in operation for last five (5) years as on date of bid submission date – Registered with Goods and Services Tax Network (GSTN). | <ul style="list-style-type: none"> – Copy of Certificate of Incorporation / Registration – Copy of the work order/completion certificate as documentary proof of 5 years in operation – Copy of GST Registration Certificate |
| b) | Sales Turnover | Average Sales Turnover from IT/ ITeS must be Rs. 50 Crores in last three financial years ending at 31st March 2022. | <ul style="list-style-type: none"> – Copy of audited Profit & Loss Statement OR – Certificate from the Statutory Auditor |
| c) | Net Worth | The company must be profit making and positive net worth in last three financial years ending at 31 st March 2022. | Certificate from the statutory auditor |

| Sl# | Basic Requirement | Specific Requirement | Documents required |
|-----|----------------------|--|--|
| d) | Certifications | The bidder should have following certifications with validity: <ul style="list-style-type: none"> – CMMI DEV - Level 5 or above (from CMMi Institute erstwhile SEI) published in CMMi website – ISO 27001-2013 – ISO 20000 | Copy of certificate issued by accredited organizations |
| e) | Technical Capability | The bidder should have successfully completed at least following numbers of e-Governance (application) of similar nature** of work for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below: <ul style="list-style-type: none"> – 1 project not less than 8 Cr. OR – 2 projects not less than 6 Cr. each OR – 3 projects not less than 4 Cr. Each **e-Governance (application) of similar nature means any Letter/file/correspondence management application rolled out across any state. | Work Order + Project completion / Go-live certificate |
| f) | Blacklisting | The bidder should not have been blacklisted/debarred by Central Government or any State Government organization / department / PSU in India at the time of submission of the Bid | Self-Declaration in this regard by the authorized signatory of the bidder on the company letterhead. |
| g) | Local Presence | The bidder should have a local office in Odisha. If bidder does not have a local office at the time of bid submission, they have to furnish an undertaking to setup an office within 1 months from issuance of work order | Leased agreement/ Trade licence/ Undertaking |

| Sl# | Basic Requirement | Specific Requirement | Documents required |
|-----|--|--|----------------------------|
| h) | Power of Attorney for Authorized Signatory | The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder. | Power of Attorney document |

8 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

| | |
|--|----|
| Organization Profile & Resource Strength | 15 |
| e-Governance Strength | 50 |
| Approach & Methodology | 35 |

| Sl# | Evaluation Criterion | Max Score | Documents Required |
|-----------|---|-----------|--|
| a) | Organization Profile & Resource Strength | | |
| i) | Average Annual turnover from IT/ ITeS project in last 3 years – ≥ 50 Cr: 3 Marks <i>[Additional 1 mark for additional 10 crore subject to maximum 5 marks]</i> | 5 | – Copy of audited Profit & Loss Statement OR – Certificate from the Statutory Auditor |
| ii) | Quality Certification – CMMi Level 5: 3 Marks – ISO 9001:2015: 1 Mark – ISO 27001: 1 Mark | 5 | Copy of relevant Certification |
| iii) | The bidder must have at least 200 full time technical resources in its payroll as on date of submission of bid. – ≥ 200 Resources: 1 Mark <i>[Additional 1 mark for additional 50 resources subject to maximum 5 marks]</i> | 5 | Copy of the latest EPF deposit challan and declaration from HR |

| Sl# | Evaluation Criterion | Max Score | Documents Required |
|-----------|--|-----------|--|
| b) | General e-Governance Experience | | |
| i) | <p>The bidder should have experience of application development & implementation having minimum order value of 5 cr for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022.</p> <p>[Each project will be awarded 5 marks] within India</p> <p>Note:</p> <ul style="list-style-type: none"> – *Application Development: Projects related to transactional application/workflow/Web portal excluding hardware to be considered for evaluation. | 20 | Copy of Work Order and Completion / Go-live certificate |
| ii) | <p>The bidder should have experience in implementation of e-Governance application with minimum user base of 5000 or more during last 5 years as on 31st March 2022 Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022.</p> <p>[Each project will be awarded 2 marks]</p> | 10 | Copy of Work Order and Completion / Go-live certificate |
| iii) | <p>Experience in implementation of at least one project involving cutting edge technology such as AI/ Data Analytics/ Machine Learning/ Chatbot during last 5 years with minimum order value of</p> <ul style="list-style-type: none"> – > ₹2 Cr & <= ₹3 Cr : 5 marks – > ₹3 Cr & <= ₹5 Cr : 8 marks – > ₹5 Cr : 10 marks | 10 | Copy of Work Order and Completion / Go-live certificate |
| iv) | <p>Bidder should have implemented mobile application project on Android or iOS platform with minimum 10k downloads as on bid submission date for any Government Department / Government Agency / PSU in India.</p> <p>[Each project will be awarded 2.5 marks]</p> | 05 | Copy of work order & documentary evidence confirming number of downloads |

| Sl# | Evaluation Criterion | Max Score | Documents Required |
|-----------|--|-----------|---|
| v) | The bidder should have experience in implementation of projects covering Software development, resource deployment and providing support & maintenance for a period not less than 3 years for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date. [Each project will be awarded 2.5 marks] | 05 | Copy of Work Order and Completion / Go-live certificate and with proof of completion of 3 years maintenance period. |
| vi) | The bidder should have experience in implementation of projects covering Software development, resource deployment and providing support & maintenance for Government of Odisha during last 10 years as on bid submission date. [Each project will be awarded 2.5 marks] | 05 | Copy of Work Order and Completion / Go-live certificate |
| c) | Approach & Methodology | | |
| i) | Proposed Solution will be evaluated on following parameters: – Technology Adopted – Scalability – Completeness – Simplicity | 10 | Quality of Technical Proposal and Presentation |
| ii) | Approach and Methodology – Understanding of the objectives of the assignment – 5 marks – Completeness and responsiveness – 5 marks – Risk management and mitigation plan – 5 marks – Staff engagement plan – 5 marks – Detailed Work Plan with Activities – 5 marks | 25 | Quality of Technical Proposal and Presentation |

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 for other than H1 bidders will be evaluated using the following formula:

$$T_n = \left\{ \frac{\text{Technical Bid score of the Bidder} / \text{Highest technical evaluation marks} * 100}{100} \right\} \% \text{ (Adjusted to two decimal places)}$$

- d) The commercial bids of only the technically qualified bidders will be opened for further processing.

8.1 Evaluation of Commercial Bids

- a) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) Any conditional bid would be rejected.
- d) Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- e) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- f) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- g) In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- h) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: $F_n = \left\{ \frac{\text{Financial Bid of L1} / \text{Financial Bid of Bidder} * 100}{100} \right\} \%$

8.2 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:
- b) $B_n = 70\% * T_n + 30\% * F_n$
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

9 Appointment of system integrator or Service provider

9.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

9.2 Right to Accept Any Proposal and To Reject Any or 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 OCAC action.

9.3 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

9.4 Notification of Award

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

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

9.5 Contract Finalization and Award

OCAC may also like to reduce or increase the quantity of any item in the Scope of Work defined in RFP. Accordingly, total contract value may change on the basis of rates defined in the financial proposal

9.6 Performance Guarantee

- a) OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- b) PBG would be 3% (reference Finance Department, Government of Odisha, Office Memorandum No. 8475/F, dated 05.04.2022) of the cost of the annual pay-out and should be valid for 21 months. Each year the System Integrator should submit the fresh PBG accordingly or extend the PBG in each year.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee 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.

9.7 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder.

A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.

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

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event OCAC may call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of successful bidder.

10 Formats for Response

10.1 Pre-Qualification Bid Formats

10.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To
The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar, P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

Ref: RFP Reference No. OCAC-TE-14/2022-ENQ-22069

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. *OCAC-TE-14/2022-ENQ-22069*, dated 20/10/2022. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.1.2 FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

| Sl# | Information | Details |
|-----|--|---------|
| 1. | Name of Bidder | |
| 2. | Registered Address of Bidder | |
| 3. | Address for Communication | |
| 4. | Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order. | |
| 5. | Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP | |
| 6. | Mobile no. of contact person: | |
| 7. | E-mail address of contact person: | |
| 8. | GST Number of the Firm | |
| 9. | PAN No. of the firm | |

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.1.3 FORM PQ-3 [Acceptance of Terms and Conditions]

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-TE-14/2022-ENQ-22069 regarding RFP for “RFP for Selection of System Integrator for Functional and Technical Enhancement of e-Despatch Application and Support [e-Despatch 3.0]”.

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

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.1.4 FORM PQ-4 [Self-Declaration against Earnest Money Deposit]

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

Madam/Sir,

I/We understand that, as per clause no. 6.4.3 above referenced RFP, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit, (reference Finance Department, Government of Odisha, Office Memorandum No. 8484/F, dated 05.04.2022). I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of three years from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

- a) I am /We are in a breach of any of the obligations under the bid conditions,
- b) 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.
- c) On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.1.5 FORM PQ-5: Project Citation Format

| | | |
|----|--|--|
| a) | Project Name: | |
| b) | Value of Contract/ Work Order (In INR): | |
| c) | Name of the Client: | |
| d) | Project Location: | |
| e) | Contact person of the client with address, phone and e-mail: | |
| f) | Project Duration: | |
| g) | Start Date (month/year): Completion Date (month/year): | |
| h) | Status of assignment: Completed / Ongoing (if it is on-going, level of completion) | |
| i) | Narrative description of the project with scope: | |
| j) | List of Services provided by your firm/company: | |

10.2 Technical Bid Formats

10.2.1 FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements as listed out in Volume-II of this RFP.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- a) Functional Architecture
- b) Technical Architecture
- c) Network Architecture
- d) Deployment Architecture
- e) Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

10.2.2 FORM TECH-2: Description of Proposed Approach and Methodology

Bidder is free to propose any type of approach for implementation e-Despatch 3.0

10.2.3 FORM TECH-3: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies

| SL# | Deliverable/ Activity* | Months | | | | | | | |
|-----|---------------------------|--------|---|---|---|---|---|---|---|
| | | 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) | | | | | | | | | |

10.2.5 FORM TECH-5: MANUFACTURER'S AUTHORIZATION FORM (MAF)

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Issue of the Manufacturer's Authorization Form (MAF)

Ref: Tender Ref No. OCAC-TE-14/2022-ENQ-22069

Madam/Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having offices at {addresses of office location} do hereby authorize {M/s _____} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide OEM Support / Warranty for the offered Software, as mentioned above, for <please specify as per Tender requirements> Years.

We hereby confirm that the offered Software is not declared as End-of-Service/ Support on the date of bid submission and comply with the technical specifications mentioned in this Tender.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.3 Financial Bid

10.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

Ref: RFP Reference No. OCAC-TE-14/2022-ENQ-22069

Madam/Sir,

I /We, the undersigned, offer to provide the service for Selection of System Integrator for Development and Implementation of *E-DESPATCH 3.0 Software in Odisha as per RFP No. OCAC-TE-14/2022-ENQ-22069 and our Pre-Qualification, Technical and Financial Proposals.* Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) 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 in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) 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.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

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

Yours faithfully,

(Authorized Signatory)
Name, Designation & Contact No.
Seal

10.3.2 Application Software:

| SI# | Item/Description | Unit | Rate | Qty | Cost |
|-----|--|----------|------|--------------|------|
| a) | Handover Takeover, Maintenance & management of existing e-Despatch application | Month | | 9 | |
| b) | Implementation of e-Despatch 3.0 with new technology and additional features | Lump-sum | | 1 | |
| c) | Application Maintenance Support for e-Despatch 3.0 | Year | | 5 | |
| d) | SSL Certification | Year | | 5 | |
| e) | Cyber Security Audit | No. | | 10 | |
| f) | Analytical tool – license with 5-year support | Lump-sum | | 1 | |
| | | | | Total | |

10.3.3 Project Management Unit:

For technical and operational support to the end users

| SI# | Item/Description | Man-month Rate | Duration (in months) | Cost |
|-----|------------------------------|----------------|----------------------|--------------|
| a) | Handholding Support (5 Nos.) | | 69 | |
| b) | Helpdesk support (5 Nos.) | | 69 | |
| | | | | Total |