



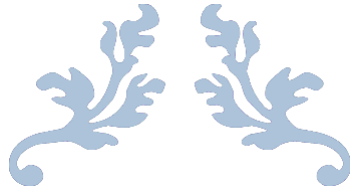
ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.:-OCAC-SEGP-SPD-0027-2022/23050

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for the selection of Service Provider for Design, Development, Implementation and Support of Co-operation Automation & Monitoring System. 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 11.07.2023, 3.00 P.M.** 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 THE SELECTION OF SERVICE PROVIDER
DESIGN, DEVELOPMENT, IMPLEMENTATION, AND SUPPORT
OF CO-OPERATION AUTOMATION & MONITORING SYSTEM

ODISHA COMPUTER APPLICATION CENTRE



TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVT. OF ODISHA,
OCAC BUILDING, ACHARYA VIHAR SQUARE, BHUBANESWAR,
ODISHA, INDIA – 751013

Website: www.ocac.in Phone: 0674-2567295/2567283
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RFP No.: **OCAC-SEGP-SPD-0027-2022-23050**

(RFP RESPONSE TO BE SUBMITTED IN e-TENDER MODE ONLY THROUGH e-Nivida PORTAL

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

DISCLAIMER

OCAC on behalf of the Department of Cooperation is procuring services related to the Selection of Service Provider for Design, Development, Implementation & Support of the Co-Operation Automation & Monitoring System. OCAC is the Tender inviting authority for this tender.

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

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

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

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

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1. 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 e-Nivida Portal may be obtained at: <https://enivida.odisha.gov.in>

2. Guidelines for Registration:

1. Bidders are required to enroll themselves on the e-Nivida 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/n-Code/e-Mudhra 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.

3. 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.

4. 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.

5. 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.

6. For Any Clarification in Using e-Nivida Portal:

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

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

Phone No: 011-49606060

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

7. 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
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

RFP for Design, Development, Implementation & Support of Co-Operation Automation & Monitoring System

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
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

8. Tender Reference

Date	22.06.2023
Tender Reference Number	OCAC-SEGP-SPD-0027-2022-23050
Title	RFP FOR SELECTION OF SERVICE PROVIDER TO DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF WEB BASED & MOBILE BASED CO-OPERATION AUTOMATION & MONITORING SYSTEM

9. Tender Schedule

Sl No.	Event	Date & Time Venue / Address
1.	Date of Publication	22.06.2023 (www.ocac.in , www.odisha.gov.in & https://enivida.odisha.gov.in)
2.	Last Date of submission of Pre- bid queries	28.06.2023 up to 4.00 PM
3.	Pre-bid meeting	04.07.2023 at 3.00 PM through Virtual Meeting on MS Teams Platform
4.	Issue of Corrigendum	06.07.2023 (www.ocac.in & www.odisha.gov.in)
5.	Last date for submission of bids	11.07.2023 up to 3.00 PM
6.	Opening of Pre-Qualification-cum-Technical Bids	12.07.2023, 2.00 PM
7.	Technical Presentation	12.07.2023, 3.00 PM onwards (Through VC using MS Teams)
8.	Opening of Financial Bids of technically qualified bidders	Will be communicated later

10. 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 04.07.2023, at 3.00 PM in virtual mode using MS Teams Platform. All the queries should be received on or before 28.06.2023, by 4.00 PM through e-mail (gm_ocac@ocac.in) to General Manager (Admin) with a copy to jayashree.mishra@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 e-Payment gateway of e-Nivida
EMD	<p>Bidders shall submit, along with their Bids, EMD of ₹17,00,000/- (Seventeen lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender /RFP.</p> <p>The EMD should be submitted in the General Bid. The EMD may also paid through electronic mode to the following financial Bank A/c No.: 149311100000195 Payee Name: Odisha Computer Application Centre Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar Account Type: Savings IFSC: UBIN0814938</p>
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	<p>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</p> <p><i>Proposals must be submitted on or before 11.07.2023 by 3.00 PM</i></p>

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 60% 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 3 years and 6 months (3 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 <u>36</u> months after Go-Live. The service provider must handover all deliverables to the OCAC/ Co-operation within stipulated time.

11. Request for Proposal (RFP)

This RFP document is for “Selection Of Service Provider To Design, Development, Implementation And Support Of Web & Mobile Based Co-Operation Automation & Monitoring System, 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.

11.1 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.

12. Background Information:

12.1 Basic Information

OCAC on behalf of Department of Co-Operation, Odisha, Cuttack invites responses ("Tenders") to this Request for Proposal ("RFP") from Software Development/System Implementer firms ("Bidders") for **"Selection of Service Provider to Design, Development, Implementation and Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System, Govt. of Odisha"**.

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.

12.2 Executive Summary

The Department of Cooperation and its field formations have been organized with the main objective of strengthening the co-operative movement in the state. Initially, the Cooperation Department was a part of other Department like Agriculture and Forests. In the year 1991, the Cooperation Department came into being as an independent department of Government of Odisha.

Cooperation Department was established for development and strengthening of the

cooperative movement as well as development and welfare of the farmers in the state. The Cooperatives cover a very large percentage of the population in the State.

In view of their wide reach and immense potential, Cooperatives have long been regarded as one of the most important tools of socio-economic development of the people in general and the deprived and weaker sections of the society in particular.

E-Governance has been a term used frequently in the modern day governing that has been exclusively providing solutions to people in finding an efficient way of fulfilling their business operations. ‘Development, Implementation and Support of Co-Operation Automation & Monitoring System’ comes with a motive to serve the purpose of data management, secured framework, timely monitoring & reporting, flexible to implementation of proper training and assessment of departmental officials.

The present document is a Project Proposal Report for the Activity Monitoring and Training Assessment is being operated in the Department of Cooperation and its all Directorates and Sub-ordinates offices. The aim of the digitization is elemental to formulation of plan, taking to quick decisions and monitoring.

Odisha Computer Application Centre (OCAC), the Designated Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in Training, IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. OCAC believes that the proposed software model aims to serve as a dynamic solution enabling the stakeholders of the esteemed organization to efficiently carry out their day-to-day activities in a hassle & error free digitized environment.

This document covers the detail scope of the proposed ICT intervention into the project, the cost estimates and Project Management Strategy.

12.3 Introduction

A Co-operative Society is an association of persons united for fulfilment of certain common object. In a planned economy the role of cooperative as the principal basis of organization in many branches of economic life, especially in agricultural, small industry, processing, marketing, distribution and supplies is a settled is a fact. A progressive cooperative rural economy with a diversified occupational structure in which the weaker section of the community are brought specially to the level of the rest is a prerequisite of planned development.

The Cooperation Department has been indirectly aiding the farmers in various ways through their different wings and corporations. Some of the activities are depicted as following:

- The Odisha State Warehousing Corporation (OSWC), the only Public Sector Undertaking under the Cooperation Department provides infrastructure for storage of food grains through its warehouses and go-downs located in different parts of the State.
- The Odisha State Agricultural Marketing Board (OSAM Board) is functioning with the intention of regulating the sale and purchase of agricultural produce and fertilizers provide in subsidiary rate to farmers in the State.
- The Odisha State cooperative Bank (OSCB) is banking sector has made significant strides in the field of rural institutional credit through its short term and long term credit structures which continue to play a crucial role in dispensation of credit for agricultural activities and rural development.

The Co-operation Department, Govt. of Odisha needs to develop a robust system for activity monitoring of the resources and their day to day activities hierarchal reporting from field level to department level and computerization of officers training and assessment process monitoring and reporting in time to time purpose of the organisational benefits, the main things is that all above scenarios department required a centralized dashboard in single platform for visualization of entire activities of department and its all directorates and sub-ordinates.

Governance has been a term used frequently in the modern day governing that has been exclusively providing solutions to people in finding an efficient way of fulfilling their business operations. The automation system comes with a motive to serve the purpose of data management, secured framework, timely monitoring & reporting, flexibility of implementation on a large scale. Some of the key features below elicit why the proposed solution can be a successful monitoring tool.

- a. **Data Security** – Automating a process of business needs tends to have a purpose of security and compatibility to the latest environment. Capable of managing a multi- characteristic database of users, records, activities, audit trails, the system carries its own data security feature.
- b. **Quick Access** – A centralized database guarantees retrieval of data / information through easy and user-friendly navigations across the system.
- c. **Efficient Storage** – The headache of storing historic data is cured with the help of the robust database structure that the solution provides.

- d. **Quick Reporting** – Pre-defined parameters of reporting has been possible through the system as it understands the user needs and data behavioral pattern.

This application aims to serve as a dynamic solution in dashboard model enabling the transparency in data collection and reporting from all the districts across the state as well as It help to Co-operation officials for the automatic process of the department to efficiently carry out their day-to-day activities in a hassle & error free digitized environment.

12.4 Aim & Objective of the Department

The Co-operation Department aims at achieving its objectives & goals through following measures: -

- To promote farmer's activities of the state through effective credit and cooperative activities.
- Effective storage through godowns and preservation in cold storages.
- To provide market related support to the farming community thereby enhancing the welfare of farmers.
- To create programs on skill up-gradation training for upliftment of Farmers.
- To create programs on skill up-gradation training for upliftment of officer and employees of Cooperative institution.
- To ensure adequate credit flow
- To create a pool of highly skilful cooperative member for self-development
- To provide common infrastructure for production/ marketing/ warehousing/ storage.
- To adopt publicity and propagation measures
- To facilitate availability of seeds/ Fertilizers/ Pesticides.
- To facilitate e-marketing
- To encourage farmers to avail the institutional credit facilities in Agriculture and Horticulture sector

12.5 Project Objective

The Department of Co-operation required developing a coherent and consistent system of projects or schemes monitoring which is running under the department and its other offices with monitoring of field level to department level including all the activities of particular projects. Apart from that the department intend to proper maintaining of employees database for the training and assessment purpose which easier analysis of employees training and dissemination within the present structure and centralized set of responsibilities under the constitutional framework and ensure

that official capabilities match in all levels, this is also help to department to taken exact decision which will be run through the application automatically.

12.6 Activities of Co-operation Department

Here we are given different activities of Directorate and Sub-Ordinate offices under Co-operation Dept.

<p>The Registrar of Cooperative Societies</p>	<p>The Registrar of Cooperative Societies: Under the Directorate of the Registrar of Cooperative Societies, there are 19 Cooperative Divisions - one each at the headquarters of the 13 erstwhile undivided Revenue Districts headed by a Deputy Registrar of Cooperative Societies and 58 Cooperative Circles, each headed by an Assistant Registrar of Cooperative Societies. This Directorate is entrusted with the responsibility of implementation of policies and programmes of the State Governments for the benefit of farmers and other economically weaker sections through cooperatives and for strengthening the cooperative movement. To achieve these objectives, the Directorate looks after administration, supervision, monitoring and regulation of the cooperative societies functioning in the State in various sectors and the co-operative credit societies.</p>
<p>The Directorate of Cooperative Audit</p>	<p>The Auditor General of Co-operative Societies heads this Directorate. There are 16 Audit Circles in this Directorate each under an Assistant Auditor General of Cooperative Societies. The Directorate is responsible for conducting the audit of all Cooperative Societies and taking follow-up action on the observations cited in the Audit Reports.</p>
<p>The Directorate of Agricultural Marketing</p>	<p>The Directorate implements the schemes / programmes of the Government of India / State Government for providing marketing support to farmers for marketing of their produce, creating and strengthening of infrastructure for marketing of agricultural produce for increasing market efficiency thus enhancing farmers' incomes.</p>
<p>Odisha State Warehousing Corporation (OSWC)</p>	<ul style="list-style-type: none"> • To acquire and build godowns and warehouses at such places in the State, as it may, after consultation with the Central Warehousing Corporation determine • To run warehouses in the State for the storage of agricultural produce, seeds, manures, fertilizers, agricultural implements and notified commodities • To arrange facilities for transport of agricultural produce, seeds, manures, fertilizers, agricultural implements and notified commodities to and from warehouses
<p>Odisha State Agricultural Marketing (OSAM) Board</p>	<p>OSAM Board is the Apex Statutory organization of all RMCs to take up all round development of Agricultural Marketing in the State in a systematic manner in consonance with the provision of OAPM Act & Rules. The OSAM Board was</p>

	<p>established in the year 1984 and acts as super intending and controlling body of the RMCs in promotion of organized markets, approval of budgets, execution of works and provide any other assistance to increase efficiency of marketing of Agricultural produce. The OSAM Board is Agricultural Marketing So far 66 RMCs with 54 principal market yard and 412 sub market yard including 130 GP markets have been developed under the RMCs for orderly marketing of Agricultural produces</p>
<p>Odisha State Cooperative Bank</p>	<p>The Odisha State Cooperative Bank (OSCB) is one of the Scheduled State Cooperative Banks incorporated under the Orissa Cooperative Societies Act on 2nd April, 1948. Since its inception, the Bank has been playing a pivotal role in transforming the agrarian economy of the State by catering to the credit requirement of the farm families. As a State partnered Bank, the OSCB has been implementing various plans and programmes of the State Government meant for agriculture production and productivity with rural development. The Bank has a network of 14 Branches spread across the State and it has been supporting the Central Cooperative Banks with its 323 Branches to consolidate the Short-Term Cooperative Credit Structure. The PACS are also being transformed as One Stop Shop to provide all the requirements of the farm families under one roof. The Bank has also facilitated organization and credit linkage of Self-Help Groups (SHGs) and Joint Liability Groups (JLGs) to meet the credit requirements of the sharecroppers and oral lessees. The Bank has established a State-of-the-Art Core Banking Data Management Centre in its Head Office premises and linked all the Branches of DCCBs to the Data Centre along with its functional units as a part of the Core Banking Solution (CBS) being assisted by the State Government.</p>
<p>Odisha State Cooperative Marketing Federation Ltd. (MARKFED)</p>	<p>The Orissa State Co-operative Marketing Federation Ltd. otherwise known as MARKFED-Odisha, is the Apex Cooperative Institution was registered under Bihar -Orissa Cooperative Societies Act, 1935 mandated to provide qualitative service in the following fields like Market / distribute chemical fertilizer, pesticides and agricultural implements to the farmers of the State & Procurement of Surplus Agricultural commodities under Price Support Scheme to help farmers get fair price of their produce.</p>
<p>Odisha State Cooperative Election Commission</p>	<p>The Odisha State Cooperative Election Commission works in collaboration with the Cooperation Department to ensure smooth and impartial conduct of elections in the cooperative sector of Odisha. Its activities are governed by relevant laws, rules, and regulations, and it operates as an independent constitutional body to maintain the integrity and democratic functioning of cooperative societies in the state.</p>
<p>Odisha State Cooperative tribunal</p>	<p>The specific procedures and practices related to monitoring and disposal of cases may vary depending on the jurisdiction and the institutional setup of the cooperative tribunal. For the most accurate and up-to-date information on how the disposal of cases pending at a cooperative tribunal is monitored in Odisha.</p>

12.7 Challenges

Here are explaining the challenges and how-to department assist to their employees in better way which impact through strengthened monitoring and timely feedback from their end.

Outcome based development policies have brought to the fore critical inter-related challenges facing by the department. These challenges include, but are not limited to:

- ❖ Poor organizational and institutional framework for official data – there is a need to inculcate among officials the importance of reliable and accurate official data and their roles and responsibilities required to be monitor.
- ❖ Inadequate capacity for identifying and responding to emerging data needs and difficulty in linking with departmental policy processes.
- ❖ Insufficient coordination between field level resources with project head and is leading to extensive duplication of effort and lack of synergy among proper data producers.
- ❖ Inadequate linkages and co-ordination arrangements of employee training among the lead officials – need to promote better linkages of empirical evidence to policy making;
- ❖ Inadequate capacity for collecting and managing adequate data; analysing and transforming the data; and ensuring the systematic flow and usage of the resulting information for evidence-based policy formulation and decision-making- need to a dashboard is a data visualization tool that tracks, analyzes, and displays KPIs, metrics, and critical data points. Dashboards empower both technical and non-technical users to understand and leverage business intelligence to make more informed decisions.

12.8 Project Goal

Design development a good web-based application and mobile application, the department can be automated and get all the information to operate over time and for longer hours non-stop. The interface should make it possible for the integrated system and the users will input the data through application and it will be automate processes and formulate the work of multiple decision makers from different levels in their services.

13. Instruction to Bidders

13.1 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.

13.2 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.

13.3 Compliant Proposals/ Completeness of Response

No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

- 1. Prohibition of
 - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - c. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.

- d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g. obstruction of any investigation or auditing of a procurement process.
 - h. making false declaration or providing false information for participation in a tender process or to secure a contract;
2. Disclosure of conflict of interest.
 3. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

13.4 Consortium/ Joint Venture

Consortium/ Joint Venture is not allowed for this bid.

13.5 Pre-Bid Meeting & Clarifications

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on 04.07.2023 at 3.00 PM through VC using MS Teams Platform.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in with a copy to jayashree.mishra@ocac.in & soumya.biswal@semt.gov.in on or before 28.06.2023 up to 4.00 PM.
- c) The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

Sl#	RFP Reference(s) (Section & Page Number(s))	Document (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.

13.6 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.

13.7 Key Requirements of the Bid

13.7.1 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.

13.7.2 RFP Document & Processing Fee

1. RFP document can be downloaded from www.enivida.odisha.gov.in, www.ocac.in & www.odisha.gov.in. The bidders are required to pay the document Fee of ₹11,200/- (including GST 12%) electronically through e-Nivida portal.

2. Proposals received without or with inadequate RFP Document fees shall be rejected.
3. The fee can also be paid through electronic mode to the following:

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

13.7.3 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, EMD of ₹17,00,000/- (Seventeen lakhs only) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.

The EMD may also paid through electronic mode to the following financial:

Bank A/c No.: 149311100000195 Payee Name: Odisha Computer Application Centre Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar Account Type: Savings IFSC: UBIN0814938 EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

The EMD may be forfeited:

if a bidder withdraws its bid during the period of bid validity.

- a) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- b) If found to have a record of poor performance such as having abandoned work,

having been black listed, having inordinately delayed completion and having faced Commercial failures etc.

c) The Bidder being 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.

A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

13.8 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 the prices should not be indicated in the Pre-Qualification

d) Proposal or Technical Proposal but should only be indicated in the financial proposal.

e) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers.

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

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

h) 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.

13.9 Preparation of Proposal

13.9.1 Proposal Preparation Costs

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

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

13.9.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English,

translation of the same in English language is to be duly attested by the Bidders.

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

13.10 Submission of Proposals

13.10.1 General Instruction to Bidders

1. The bidders should submit their responses as follows:
 - a.** Response to Pre-Qualification Criterion
 - b.** Technical Proposal
 - c.** Financial Proposal
2. 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.
3. 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.
4. 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 initiated by the person (or persons) who sign(s) the proposals.
5. 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 resubmission of such documents.

13.10.2 Instruction to Bidders for Online Bid Submission

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

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

13.10.3 Guidelines for Registration

1. Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment”

available on the home page by paying Registration Fees of ₹5,600/- inclusive of Applicable GST.

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

13.10.4 Searching for Tender Documents

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit
3. / 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.

13.10.5 Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted

as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
5. These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

13.10.6 Submission of Bids

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & 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 Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for

submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

13.10.7 Clarifications on using e-Nivida Portal

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Phone No.: 011-49606060/ Nos. available at www.enivida.odisha.gov.in

Mail id: odishaenivida@gmail.com

13.10.8 Late Bids

1. 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.
2. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
3. 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.
4. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

13.10.9 Venue & Deadline for Submission of Proposals

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 **11.07.2023 up to 3.00 PM.**

13.11 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 e-Nivida 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

13.12 Tender Opening

The Proposals submitted up to 11.07.2023 up to 3.00 PM will be opened on 12.07.2023 up to 2.00 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 jayashree.mishra@ocac.in & soumya.biswal@semt.gov.in enclosing the identity card or a letter of authority from the tendering firms.

13.13 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.

13.14 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.

13.15 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 with incomplete information, subjective, conditional offers and partial offers submitted
 - iii. Submitted without the documents requested in the checklist
 - iv. 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.

13.16 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.

13.17 Prequalification Criteria (General Bid)

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

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation on the field of software development for a period of at least 7 (Seven) years as of March 31, 2022	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 7 years in S/W development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Business Experience	Bidder should be in operation for at least Seven (7) financial years as on 31st March 2022.	Copy of the work order/completion certificate as documentary proof of 7 years in operation

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3	Sales Turnover of Implementing Agency	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2022 should be at least 15 Crores. (Revenue generated from H/W sales and Single order of call center services will not be considered)	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover from software development & implementation. CA certificate to this essential.
3	Net Worth	The company must be profit making & having positive net worth of 3 years in the last three financial years ending at 31/03/2022	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate
4	Certification	The bidder must have valid CMMi Level 3 or above & ISO Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
5	Manpower Strength	The Bidder should have at least 75 technically qualified professionals having minimum qualification of B.E/MCA or equivalent or higher on its payroll.	Certificate from Director /HR Head & PF copy showing the details of Manpower.
6	Technical Capability	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹10 Cr or two projects with minimum order value of ₹ 8 Crore each or three projects with minimum order value of ₹ 6 Crores each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)
7	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration
8	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration

9	Expertise in Odisha	The bidder should have experience in development, Implementation & Support any web based E-governance project of State / Central Government/Govt. PSU/Govt. Autonomous body in Odisha with minimum order value 10 Cr.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)
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13.18 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.

13.19 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 60% 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

70 is the cut-off marks to open the financial bid

13.19.1 Financial & Resource Strength: 20

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should be a business entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for at least 7 years in software development and implementation business as of 31/03/2022.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥7 years: 2 Marks Additional 1 mark for additional 1 year each subject to maximum 5 marks.	05
2	Average Annual Turnover in last 3 financial years ending with March 2022 from Software development implementation and its support Services	Audited Balance Sheet and Statutory Auditor's Certificate	>= 15 Cr: 2 marks 1 mark for additional 2 Cr Max up to 5 marks.	05
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR Head. The bidder needs to produce the latest EPF return challan.	Minimum 75: 3 Marks Beyond 75 professionals, 1 mark for each 25 professionals maximum 5 marks	05
4	Quality Certification	Relevant copy of certificate highlighting validity	The bidder must have valid CMMi Level 3 or above & ISO Certificates on date of submission of this RFP. CMMi Level 5: 2 Mark CMMi Level 3: 1 Mark ISO 27001: 1Mark ISO 9001: 1 Mark ISO 20000: 1 Mark	05

13.19.2 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 in last 7 years as on 31.03.2023.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	Total value of all projects having each project of minimum value of ₹6 Cr For each ₹6 Cr: 4 Mark Subject to maximum 20 marks.	20
2	The firm/ company should have developed and implemented Mobile application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2.5 marks for each project subject to maximum 5 marks.	05
3	The firm/ company should have provided technical resource deployment (40 resource Minimum) for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum order value 3 Cr.	Work Order+ On Going or Completion Certificates from the client	2.5 marks for each project subject to maximum 5 marks.	05
4	The firm/ company should have experience of development & implementation of E-Governance Projects in any Department of State/Central Government / PSU/Govt. Autonomous body in Odisha with minimum order value 5 Cr.	Work Order+ On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2 Projects = 3 Marks 1 mark for each additional project subject to maximum 5 marks.	05

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5	The Bidder should have their office in Odisha in last 7 Years	Documentary Proof like Company incorporation certificate/ Lease Agreement with Self Declaration	5 marks for Incorporated & Development Center in Odisha 2 marks for Operation Center in Odisha	05
6	The firm/ company should have developed and implemented project for Co-Operation Department or its subsidiaries/ FS&CW Department or its subsidiaries in State/ Central Government/Govt. PSU in India.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	2.5 marks for each project subject to maximum 5 marks.	05
7	The firm/ company should have developed and implemented a project having BI Tools for Dashboard and data Visualization for any Department in State/ Central Government/Govt. PSU in India.	Work order and + Completion Certificates/ Phase Completion Certificate from the client.	2.5 marks for each project subject to maximum 5 marks.	05

13.19.3 Approach & Methodology: 30

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Proposed Solution and its components with Prototype design.	Technical Presentation	5
2	Work plan, approach & methodology for completing the work. Technologies used, Risks and Mitigation Plan Data Migration Plan Training Methodology and plan time frame. Operation and maintenance road map. Clear and unambiguous narration of exit Management activities of the bidder. Post Implementation plan and methodology. Challenges likely to be encountered Client references:	Technical Presentation	5

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3	Demo covering the following modules: [Training Modules, Activity Monitoring Modules, Process Flow, mobile app with external embedded interfaces, Dashboard & Reports and technology etc	Application / Prototype Demonstration	20
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13.20 Technical Evaluation Formula

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

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

(Adjusted up to two decimal places)

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

13.21 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:
- d. Financial Score of a Bidder =
$$\left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of the Bidder}} \times 100 \right\} \%$$
 (Adjusted to two decimal places)
- e. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- f. The bid price will be including of all taxes and levies and shall be in Indian Rupees.
- g. Any conditional bid would be rejected
- h. 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".

13.22 Combined Evaluation of Technical & Financial Bids

- a) 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.

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

Where

B_n = overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks) F_n = Normalized financial score of the bidder

- 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
 - a. 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)

14. Appointment of Service Provider

14.1 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.

14.2 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.

14.3 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.

14.4 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.

14.5 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.

14.6 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 xx% of the total cost of ownership i.e., total order value excluding taxes.
- c. Validity of each PBG should be x year & x months (xx 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.

14.7 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.

14.8 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.

14.9 Contract Term

Contract duration would be 60 months from the start of Application Maintenance and Support service of the Farmers' Advisory Portal which may be extended based on the requirement & performance of the SI. Further extension (if required) may be done on mutual agreement between OCAC and SI.

15. Terms of Reference

15.1 Scope of Work:

- ❖ To conduct system requirement specification (SRS) study.
- ❖ To suggest process reengineering if any to improve the existing process.
- ❖ To create a calendar that will store and display training events that has been assigned to the employee.
- ❖ To add the list of training sessions by admin that is available for the employees to take for the current calendar year.
- ❖ To integrate the calendar to show both daily tasks as well as the training schedules assigned to each employee.
- ❖ Design a dashboard to log the daily tasks being performed at the field level.
- ❖ To develop a web and mobile application to capture the end-to-end process starting with the inspectors on the field till the head of the department.
- ❖ To create a digital verification and approval process by authorities in the Co-operation Department.
- ❖ To create a list of trainings attended by the employees till date during their service in the cooperation department.
- ❖ To create a feedback form that will be shared with all the participants at the completion of the training to ensure this process is effectively being implemented further.
- ❖ Development of user manual and training of stakeholders.
- ❖ User Acceptance Testing and deployment of the web and mobile application.
- ❖ Provide handholding support for 6 months from date of deployment.
- ❖ Host the application in Govt. approved cloud at beginning and get it to SDC after security audit.
- ❖ AMC for 3 years from the date of Go-Live.
- ❖ Provide a helpline of appropriate resources to deal with queries of field functionaries.

15.2 Study Design and Development

15.2.1 Requirement Study

The Implementing agency is required to perform detailed assessment of the solution requirements. Based on the assessment, the implementing agency should finalize the System Requirement Specifications (SRS). The implementing agency shall:

- Conduct requirement gathering by meeting with officials and users of the Application.
- Follow standardized template for requirements capturing.

15.2.2 Design

The implementing agency needs to design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The implementing agency should be responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document. The implementing agency is required to perform the following activities:

- Prototype preparation
- Prepare High Level and Low-Level design document
- Design database architecture, including defining data structure, data dictionary as per requirements of data storage

15.2.3 Development

The implementing agency should design and develop components / functionalities that are required to address the stated requirements.

- Business process guides
- Data model descriptions
- Sample reports
- Frequently asked question (FAQ) guides
- Any other documentation required for usage of the implemented solution

15.2.4 Integration

Following services are proposed to be integrated in the solution:

Services	Purpose of Integration
SMS	For sending notifications to users
Email	For sending notifications to users
PDF Generator	For generating PDF
API Integrations	For integrating with existing software under cooperation department

15.2.5 Testing

The implementing agency should provide testing strategy and should conduct testing of various components of the software developed. Implementing agency must ensure deployment of necessary resources and tools during the testing phases. The implementing agency is required to perform the testing of the solution based on the approved test plan, document the results and should fix the bugs found during the testing. Before Go-live of the application, following testing should be done:

- Unit testing
- Functional Testing

15.2.6 Security Audit

The following activities should be performed during security audit.

- Assessment of the vulnerabilities, threats and risks
- Security audit by CERT-In Agency for all modules mentioned above and issuance of safe to host certification

15.2.7 User Acceptance Test (UAT)

After completion of development of application, User Acceptance Test (UAT) shall be conducted. Implementing agency shall carry out the User Acceptance test for the identified users and ensure that the issues raised during the User Acceptance Testing (UAT) phase are addressed, closed and signed-off. After successful completion of UAT, Go Live shall be conducted.

- Demonstration of features and functionalities of the solution
- Conduct User acceptance test on the requirement
- Provide staging server facility for application testing
- Bug and error resolution

15.2.8 Hosting And Go-Live

The application will be go-live after development in cloud server for the initial period of 6 month then it will be transfer to Odisha State Data centre after security audit, implementing agency will coordinate to Department and OSDC official to further deployment plan of the application with complying all the policies of OSDC.

- Perform detailed assessment of infrastructure requirements including Servers, Storage and Security, etc. for operationalization of the solution.
- Deploy the application at OSDC.
- Configure, install and host the application in High Availability mode.
- Ensure deployment of the application as per the DR policy of OSDC.

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 Department of Co-operation /OCAC in staging environment
- ❖ Support the Department of Co-Operation/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
- ❖ 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.
- ❖ After the Go-live, the application will be rolled-out for Operation and Maintenance.

15.2.9 Training

Training shall be conducted for the end users to make them acquainted with the application preferably through virtual mode. The training imparted shall ensure that end users are able to perform the various functions through the enhanced and newly developed modules. For this a proper training documentation shall be maintained to facilitate:

- Impart training to all the users and the identified officials
- Training on usage of application
- Resolving common problems which users may encounter
- Training in case of any changes of application during the contract period

15.2.10 Hand Holding Support

Implementing agency needs to provide hand holding support for a period of 6 months from the date of Go-Live of application. HH support does not cover design of new screens and creation of new Dynamic modules in proposed application.

The activities that will be covered under the HH support are as follows:

- The team with adequate manpower having expertise in database and application management & support for operation and management of entire application to carry out the above activities
- To give details of methodology for Application Support, operation and management with team structure.

- To share administrative access rights / credentials with User Department and all the administrative tasks should be done in presence of competent officials of OCAC/ User Department.

15.2.11 Annual Maintenance Contract (AMC)

Annual Maintenance Contract (AMC) will be provided for a period of 3 years from the hand date expiry of holding support period. The Scope of work during AMC phase: -

- Database Cleansing & Data Rearrangement.
- Data Synchronization.
- Fixing of broken links.
- Defect analysis & troubleshot

15.3 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 the Department and the 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 Department of Co-operation, Odisha, as per its quoted price.

15.4 Operation and Maintenance

15.4.1 Application support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Service Provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by the Directorate 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.

15.4.2 Software Maintenance

- 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 re-configuration 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.

15.5 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.

16. Functional Requirement

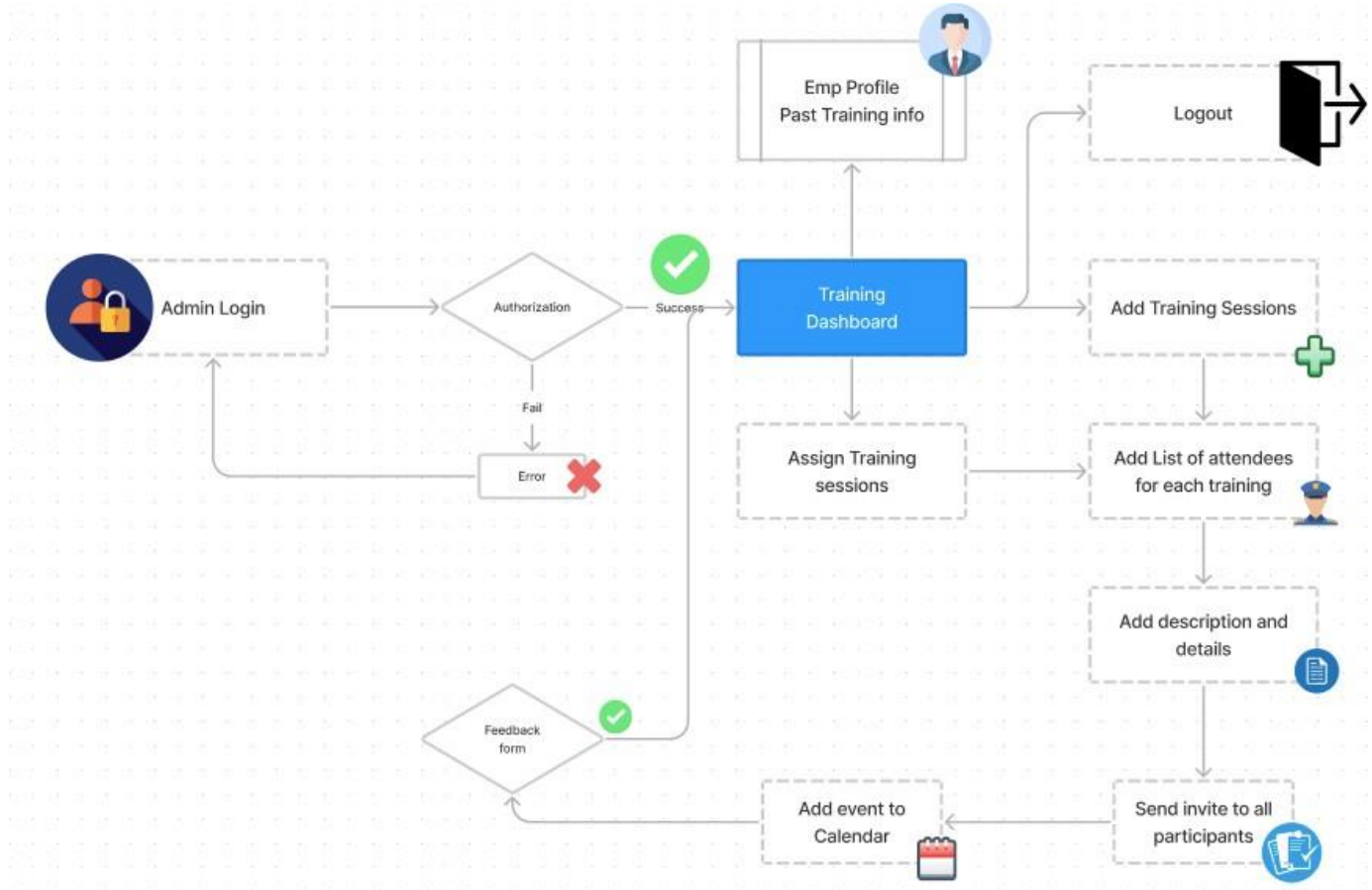
The following are the module wise functional requirement, which the implementing agency is intended to develop under this assignment.

16.1 Training Assessment System

- ◆ The employees of the cooperation department will login to the application using a computer or a mobile device.
- ◆ The employee profile will contain the details of all the past training sessions they have attended during their service with the cooperation department.
- ◆ The employees can voluntarily add any missing training modules they have attended but are not visible on the list.
- ◆ The admin will add the list of available training sessions for the entire calendar year along with the number of seats allotted to the program.
- ◆ The immediate supervisor will assign the training programs to the employees as and when they become available and ensure all the seats are filled.
- ◆ All attendees will receive a feedback form where they can provide feedback about the training that they have just completed.
- ◆ The employees of the cooperation department will login to the application using a computer or a mobile device.
- ◆ All training programs and daily events will be added to the respective employee calendars once it has been assigned to them.
- ◆ Employees can edit and add more details or attachments to the events that are present on the calendar.

- ◆ Every event will have the list of attendees which helps the employees to see who all will be accompanying them in a particular training session.

16.2 Training Feedback



- ◆ The employees of the cooperation department will login to the application using a computer or a mobile device.
- ◆ The employee profile will contain the details of all the past training sessions they have attended during their service with the cooperation department.
- ◆ The employees can voluntarily add any missing training modules they have attended but are not visible on the list.
- ◆ The admin will add the list of available training sessions for the entire calendar year along with the number of seats allotted to the program.
- ◆ The immediate supervisor will assign the training programs to the employees as and when they become available and ensure all the seats are filled.
- ◆ All attendees will receive a feedback form where they can provide feedback about the training that they have just completed.
- ◆ The employees of the cooperation department will login to the application using a computer or a mobile device.

- ◆ All training programs and daily events will be added to the respective employee calendars once it has been assigned to them.
- ◆ Employees can edit and add more details or attachments to the events that are present on the calendar.
- ◆ Every event will have the list of attendees which helps the employees to see who all will be accompanying them in a particular training session.

16.3 Activity Monitoring System

- ◆ The employees of the cooperation department will login to the application using a computer or a mobile device.
- ◆ There will be different user roles based on their respective designations.
- ◆ All employees will be able to manage their public profile and update their account passwords themselves.
- ◆ All employees will be able to view any tasks assigned to them by their reporting supervisors.
- ◆ Each task will be made available to the immediate supervisor for approval and additional notations.
- ◆ The head of the department (or Principal Secretary) and the ministerial secretary will have complete access to the application data and data from the connected sources like all Cooperative societies, OSAMA board and MARKFED. They will be able to assign tasks to the respective registrars.
- ◆ Registrars will be able to see all the tasks assigned to them by and will also be able to monitor and assign tasks to the remaining ARCS and DCS officers and the flow shall continue in the hierarchy order shared by the department.
- ◆ Inspectors can manage their jobs and update the progress on their daily tasks using the application that needs to be installed on their smartphones.
- ◆ Inspectors will be able to conduct all their yearly inspections of each cooperative society and submit their reports using this application.
- ◆ All employees will be able to assign tasks to themselves from the drop-down list of job duties when they are found due.
- ◆ There will be an option to upload any evidence, pictures or documents related to the task.
- ◆ Every employee will be able to contact each other within the department by utilizing the Directory feature in the Profile section.

16.4 GIS-Based Activity Monitoring System

A GIS-based activity monitoring system can provide several provisions to enhance task assignment and tracking, as well as streamline the upload of evidence, pictures, documents, and coordinate data. Here are some possible provisions:

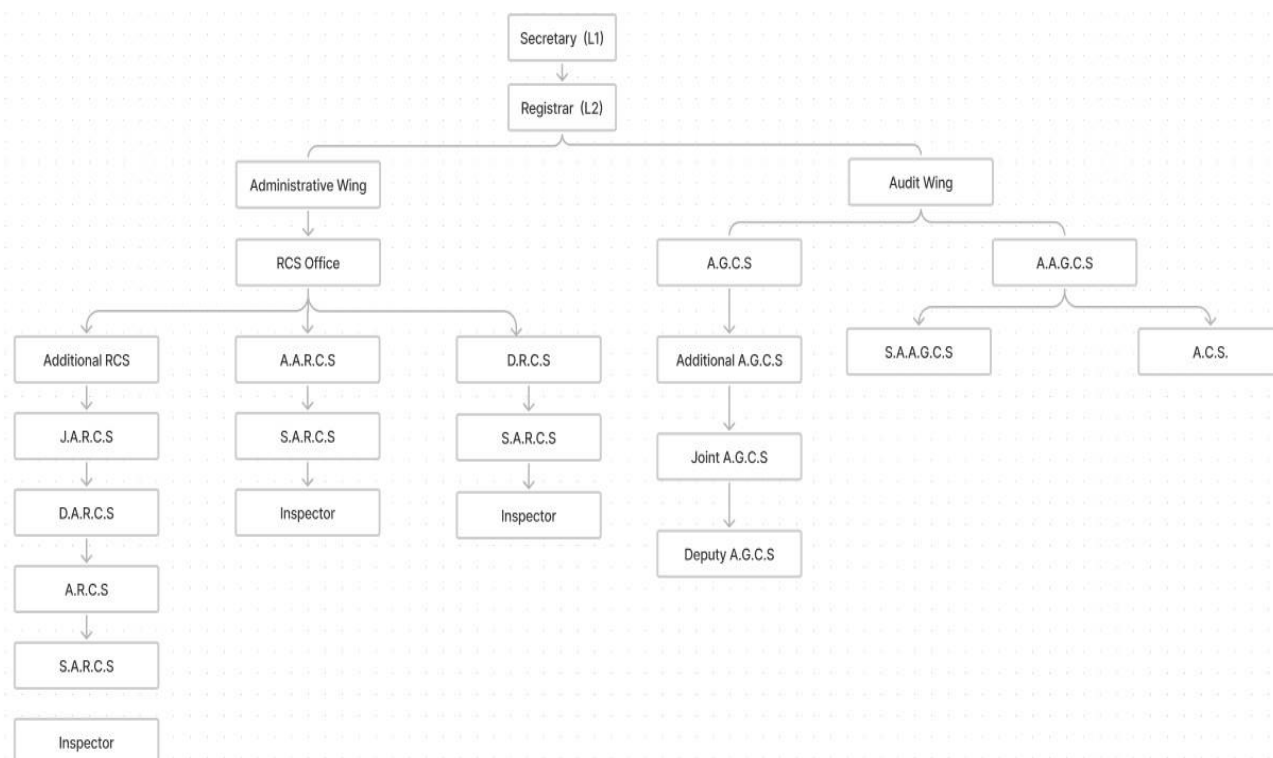
- **Task Assignment:** The system can offer a user-friendly interface where employees can access a drop-down list of job duties and assign tasks to themselves when they become due. This feature allows for easy task management and self-organization.
- **Evidence Upload:** Employees can upload relevant evidence, such as photos or documents, directly within the system. This feature ensures that supporting materials are readily available and accessible to stakeholders.
- **GIS Integration:** The system can integrate with a GIS (Geographic Information System) platform, allowing for the capture and visualization of location-based information. When uploading photos or documents, the system can automatically capture the associated coordinates and link them to the task or evidence.
- **Auto-Capture of Coordinates:** When employees fill out forms or provide location-specific data, the system can automatically capture the coordinates using GIS-enabled features. This feature eliminates manual data entry and ensures accurate geolocation information.
- **Map Visualization:** The GIS-based system can display uploaded photos, documents, and coordinates on a map interface. This visualization helps stakeholders gain a spatial understanding of tasks, evidence, and associated locations.

16.5 Master Module

A master module will be created where all the required details will be entered by the administrator. Data incorporated in the master modules will be accurate, complete and consistent. After the master is defined, the user will be able to view the master data in the application. In the master module, following activities will be done:

- Each District's, Division's, Circles Code Generation
- Creation of login ID of Users like; Registrars/ Nodal Officers of the Department and Directorates
- Role & rights management of the users
- GPS based tracking system to monitor the field officers' regular task and assignments of project specific visit at site/place
- Yearly Data collection report generation graphically
- Generation of as on date monthly report
- Configuration of data collection calendar
- Performance monitoring negative/ positive
- Provision to download of day-to-day inspection report
- Each District's or Sub-Division's data updation status
- Any other reports as per the requirement of Co-operation Dept.
- Dashboard: Visual representation of Data for Co-operation authorities based on access rights until Directorate level.
- There should have comprehensive reporting system and provision to export report output to Microsoft Excel, PDF and HTML format.

The Hierarchy order of the different roles in the Co-operation Department is as shown below:



16.6 3rd Part Integrations:

Integration will be used to push notifications via e-mail/ SMS/ to all the stakeholders. Integration system will help in creation and pushing of alerts /reminders for specific activities related to survey. The module will have capability to send following notifications:

a. Automatic SMS

- Change Password SMS to RCS, DRCS, ARCS & SARCS
- On Successful change of Password by RCS, DRCS, ARCS & SARCS
- OTP based Forget Password
- Notification to users to start registering in the system

b. Email

- Change Password by RCS, DRCS, ARCS & SARCS
- On Successful change of Password by RCS, DRCS, ARCS & SARCS
- Mail for Approval of user's registration by super user
- Summary report on progress of survey process to RCS, DRCS, ARCS & SARCS

c. Service Integration

The Proposed application will be integrated with the other existing service applications like Sakshyam, Samikshya, Samrudhi, Payment Gateway run in the department, the integration shall be done through API for capturing desired service details from department in pre-defined formats as per the requirement.

16.7 Workflow Automation Process

Workflow automation is an approach to making the flow of tasks, documents and information across work-related activities perform independently in accordance with defined business rules. When implemented, this type of automation should be a straightforward process that is executed on a regular basis to improve everyday productivity.

Workflow is a series of activities needed to complete a task. Workflow automation shifts the performance of those activities from humans to a software program.

To automate a workflow, an organization first identifies the tasks that make up the job. It next creates the rules and logic that govern how those tasks should

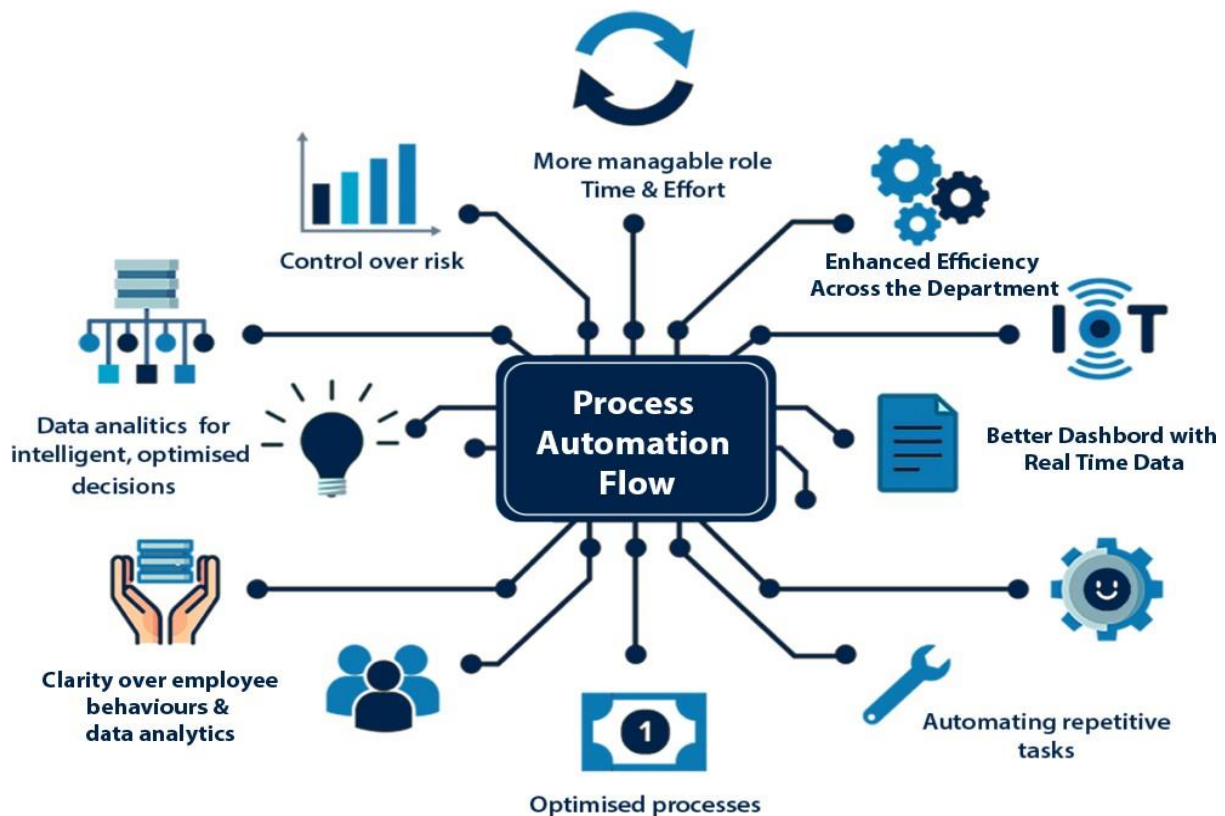
be done. Finally, it programs the software with the predefined business rules and logic.

The rules and logic are often a series of if-then statements that act like instructions telling the program what actions to take and how to move from one task to the next. The software uses those rules and logic to perform the series of tasks from start to finish, so that humans no longer have to handle the job.

Organizations generally seek to automate workflows for the following reasons:

- Policy compliance adherence
- Reduced approval cycles
- Reduced manual handling
- Improved communication
- Improved visibility
- Improved employee satisfaction
- Continual process improvement
- Better workload management
- Reduced errors

They also implement workflow automation so employees can spend less time on tedious, low-value tasks. This approach gives workers more time to focus on jobs that require human intellect.



Workflows should be automated whenever possible for numerous reasons, including to achieve faster operations and to increase the efficiency and accuracy of automated tasks.

Workflow automation is important for other reasons as well, including the following:

High-value tasks: By relieving workers of mundane, low-value tasks, automation frees them to work on higher-value, nonautomated tasks that only humans can handle.

Savings: Increased productivity generates cost savings.

Visibility: The workflow mapping that's used to program automation software creates visibility into the processes being automated. That gives an organization a top-down view of its workflows that can help it remove outdated or redundant tasks that drain time and resources.

Communication: That increased visibility in turn can improve employee and interdepartmental communication and coordination, further enhancing efficiency and eliminating bottlenecks.

Product quality: With human error eliminated, overall product quality improves.

Performance tracking: By digitalizing the tasks within a workflow, automation can track performance of the workflow from end to end. This enables an organization to easily review how well its business operates.

16.7.1 Workflow automation steps

Implementing workflow automation software typically involves the following seven steps:

- **Identify the processes** that would make good candidates for automation, namely those made up of repetitive manual tasks. In doing this, prioritize the workflows that are most inefficient and prone to human error or ones that are expensive to do manually.
- **Map out the process** and design the workflow. This step requires an in-depth knowledge of business operations.
- **Define the business goals** Organizations should articulate how implementing workflow automation can deliver on specific goals, whether those goals involve saving money, improving efficiency, reducing errors, boosting productivity or delivering another benefit typically associated with this technology.
- **Research, choose and implement** the workflow automation software. Organizations should pick software that has the features, functions and service-level agreements at the right price point to help them achieve their stated business goals.
- **Train employees** to use the workflow automation software, supporting the initiative with a solid change-management program.

- **Establish KPI metrics** and use them to measure success and adjust automated workflows to meet the goals.
- **Drive continuous improvement** by gathering employee feedback, which combined with the KPIs can improve the user experience and the overall workflow.

16.7.2 Processes going to be automated

a. Inspection Monitoring:

- ❖ Develop a system to streamline the inspection process, enabling digital capture of inspection details, and automating the generation of inspection reports.
- ❖ Implement real-time tracking and notification mechanisms to ensure timely completion of inspections.
- ❖ Enable integration with existing systems for seamless data exchange and analysis.
- ❖ Create a user-friendly interface for inspectors to conduct inspections, record observations, and document findings.
- ❖ Implement workflows to streamline the inspection process, including the ability to track the status of inspection tasks and assignments.
- ❖ Enable inspectors to generate inspection reports, add comments, and attach supporting documents.

b. Internal, Co-operative Audit & UC Monitoring:

- ❖ Develop a module for audit planning, including scoping, risk assessment, and allocation of resources.
- ❖ Enable the creation of audit plans, timelines, and assignment of auditors.
- ❖ Provide the ability to track and monitor the progress of audit planning activities.
- ❖ Create a user-friendly interface for auditors to conduct fieldwork, collect audit evidence, and document findings.
- ❖ Implement workflows to streamline the audit process, including the ability to track the status of audit tasks and assignments.
- ❖ Enable auditors to generate working papers, add comments, and collaborate with team members.
- ❖ Automate the generation of audit reports based on predefined templates and formats.
- ❖ Provide the flexibility to customize reports based on the specific

requirements of each audit.

- ❖ Enable easy review, approval, and distribution of audit reports to relevant stakeholders.

c. UC Monitoring:

- ❖ Online Submission Portal: An online portal will be developed to facilitate the submission of utilization certificates by recipients. This portal will streamline the process, eliminate paperwork, and provide a convenient platform for recipients to upload their certificates electronically.
- ❖ Automated Tracking and Reminders: The UCMS will include an automated tracking mechanism to monitor the submission deadlines for utilization certificates. Reminders and notifications will be sent to recipients well in advance of the due dates to ensure timely submissions.
- ❖ Document Verification: A dedicated team will be responsible for reviewing and verifying the submitted utilization certificates. They will cross-reference the provided information with the allocated funds, assess compliance with guidelines, and identify any discrepancies or concerns.
- ❖ Reporting and Analytics: The UCMS will generate regular reports and analytics to provide insights into the utilization of funds. These reports will highlight patterns, trends, and potential areas of improvement, enabling informed decision-making within the Cooperation Department.

d. Grievance Monitoring:

- ❖ Establish an online platform for stakeholders to submit grievances related to cooperative societies.
- ❖ Implement workflows for grievance ticketing, assignment, and resolution.
- ❖ Enable tracking and reporting of grievance status and trends.

e. Registration of Cooperative Societies:

- ❖ Develop an online portal for cooperative societies to register themselves, complete necessary forms, and submit required documents.
- ❖ Automate the validation and approval process, generating registration certificates and maintaining a centralized database of registered societies.

f. Amalgamation of Cooperative Societies:

- ❖ Create a system to facilitate the process of amalgamating cooperative societies, including documentation, validation, and approvals.
- ❖ Automate the generation of amalgamation agreements and related documents.

g. Liquidation of Cooperative Societies:

- ❖ Develop a system to manage the liquidation process of cooperative societies, including asset valuation, debt settlement, and compliance with legal requirements.
- ❖ Automate the generation of liquidation reports and related documents.

h. E-repository Management System:

- ❖ Develop a centralized platform for secure document storage, organization, and retrieval.
- ❖ Implement advanced search functionality and metadata tagging for easy document discovery.
- ❖ Enable version control, document history, and access permissions to ensure data integrity and security.
- ❖ Facilitate collaboration, workflow management, and seamless document sharing.
- ❖ Integrate with existing systems for efficient data exchange and analytics capabilities.

i. Pension Disbursement Monitoring System:

- ❖ Build a robust system to register, verify, and monitor pension disbursement to beneficiaries.
- ❖ Establish secure interfaces with banking and financial systems for accurate and timely disbursements.
- ❖ Implement real-time tracking, alerts, and notifications for anomalies or exceptions.
- ❖ Generate pension statements and reports for transparency and auditing purposes.
- ❖ Provide comprehensive data analytics and reporting features for informed decision-making.

j. Loan Disbursement & Recovery Management System:

- ❖ Develop a user-friendly system for seamless loan application processing and verification.
- ❖ Automate loan approval workflows to streamline the disbursement process.
- ❖ Enable efficient tracking of loan repayment and automate recovery efforts.
- ❖ Integrate with cooperative society and financial systems for seamless data exchange.
- ❖ Generate loan statements, reports, and alerts for defaulters.

k. Court Case and D. P. Monitoring System:

- ❖ Case Registration: Parties involved in a court case or dispute related to the Co-operation Department initiate the process by registering their case through the designated application portal or system. They provide essential details such as case type, parties' information, and a brief description of the case.
- ❖ Case Validation: The system validates the registered case for completeness and accuracy of information. Any missing or incorrect details are flagged for correction by the parties involved or the system administrators.
- ❖ Case Assignment: Once the case is validated, it is assigned to the appropriate department or officer responsible for handling the specific case type. This ensures that the case is routed to the correct authority for further processing.
- ❖ Document Submission: The parties involved in the case are required to submit relevant documents, evidence, and supporting materials through the application system. These documents are uploaded securely and attached to the respective case records.
- ❖ Case Review and Analysis: The assigned department or officer reviews the submitted documents, analyzes the case details, and performs necessary assessments to understand the nature of the dispute and its legal implications.
- ❖ Case Hearing and Proceedings: If the case requires a formal hearing, the system schedules the hearing date and notifies the involved parties. The hearing is conducted in accordance with the applicable legal procedures and guidelines, ensuring a fair and transparent process.
- ❖ Case Decision and Notification: Following the hearing, the

authorized authority reviews the arguments, evidence, and applicable laws to make an informed decision. The decision is recorded in the system, and all parties involved are notified of the outcome through the application portal or system-generated notifications.

- ❖ **Monitoring and Progress Tracking:** The Court Case and D. P. Monitoring System allows authorized users to monitor the progress of each case. They can track important milestones, view case documents, and receive updates on the case status, ensuring transparency and accountability throughout the process.
- ❖ **Case Closure:** Once the case is resolved or reaches a final conclusion, it is marked as closed in the system. All case-related documentation and records are securely archived for future reference and compliance purposes.

16.8 Dashboard & MIS reports:

The dashboard should have a dynamic interface enabling the user to get updated information. Each user should have a separate dashboard according to their roles. User will be able to take action on the pending items through the dashboard. Dashboard will provide graphical representation of the data (Charts & Graphs). It should allow reports to be generated in Excel, CSV and PDF format.

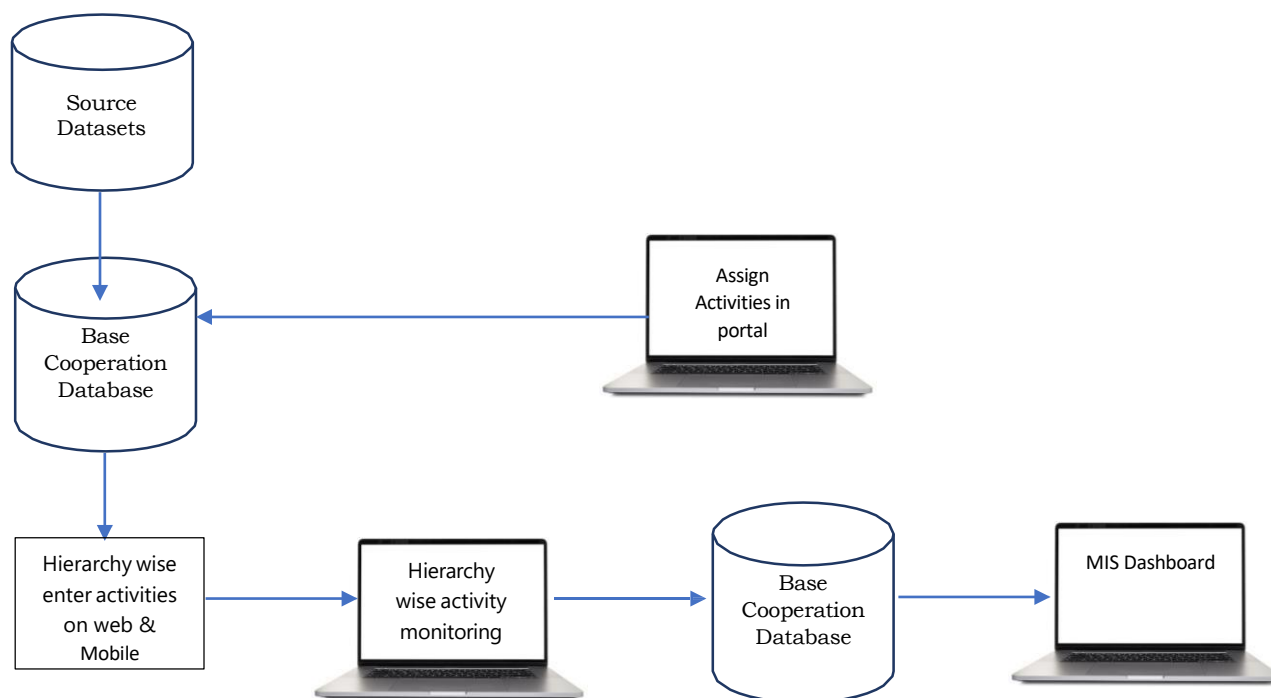
System will facilitate dynamic query builder feature in the application, dashboard visual representation of Data/ Statistics for individual authorities based on access rights until Block level to Department level.

The Dashboard will also show the data from external sources like cooperative societies, OSAMA Board, MARKFED etc by API integration.

The features:

	Dashboard Settings: Configurable to Prioritize the important Projects/Schemes of Department.
	Officer's Login: Officer's personalized login will configure to access the Dashboard.
	Administrative Logins: Technical Administrator can personalize access to tinker Settings.
	Periodically Updated: Constantly Improved to Provide the Best View of Services
	Analytical Review: At a Glance to Drill Down Reports & Graphical Analysis of Project Statistics.
	Access 24x7: Access to the Dashboard from anywhere anytime with Periodically Updated Data in Real Time.
	Prioritize Statistics: Rank Projects to view what is crucial first.
	Responsive: View dashboard from any device.

16.9 Workflow of Co-operation Database



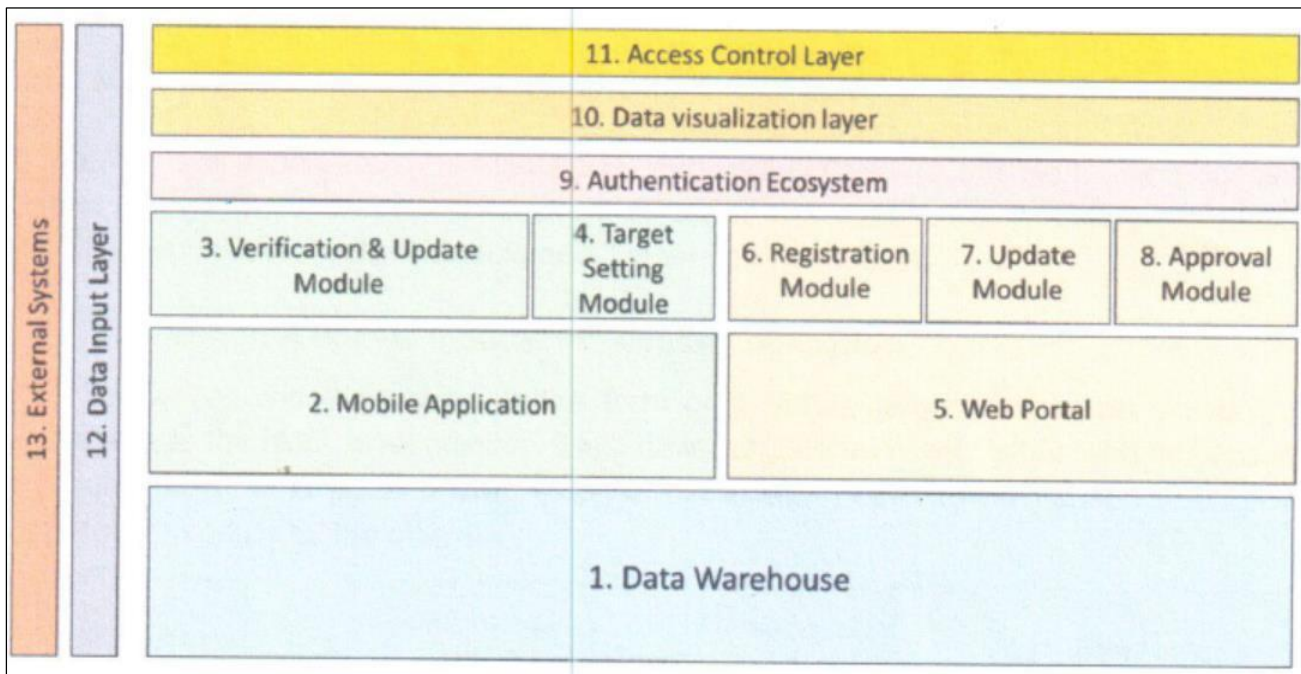
- The base Co-operation employee database which is the database of verified profiles will get its data from either ingestion from source datasets or from new registrations done through the web portal.
- This base Co-operation database will act as the source database for the verification module for admin verification
- Admin Officers will do verification for relevant profiles of their directorate on a mobile/web application
- The verified profiles will then move to the respective directorate level admin officers for approval. The directorate level officers will approve the profiles through a web portal
- The verified profiles will enter the activities in the web portal which will be verified by Hierarchically.

16.10 Design: -

The web portal and mobile application should have a scalable, modular and configurable architecture and should be user friendly to ensure quick ease of use, quick uptake, sustainability and re-usability over a long period of time. The following design principles will guide the creation of the technical system: -

- Creation of Modular, reusable, scalable, extensible & deployable technology products using open-source tools: -
 - a. Modular- Can be configured by writing together multiple open-source tools
 - b. Reusable- Can be reused with minimal efforts for similar use cases
 - c. Scalable- Can work well as number of end users begin to rapidly scale
 - d. Extensible- Feature additions can be made on the products with ease
- To leverage and integrate with the existing government systems such as Sakshyam, Samikshya, Samrudhi, Payment Getway etc.

16.11 High-Level Design



The technology architecture is a micro-service architecture and consists of different configurable and modular technology components that are wired together to power the mobile application and web portal. The description of each of these components is presented below.

The selected vendor is required to at every point in time maintain the architecture as shown above. If the selected vendor deems any change in the afore-mentioned architecture, the selected vendor will have to present the logic for such change before the steering committee, and only after the due approval, can such a change be made.

16.12 Web & Mobile Application

Both Web & mobile application should be developed which will only be accessible to department officials. The mobile application will consist of verification module, update module, Target setting module, activity insert module & feedback module.

16.13 Authentication Layer

The Co-operation Database will be linked to an authentication ecosystem, to ensure the authenticity of data being stored in the database. This ecosystem comprises the following four sub-components: -

- **Mobile Verification:** - The mobile number of each employee is critical to establish the future communication channels and send out customized advisory. For this, it is imperative that all the recorded mobile numbers be verified. To enable this, the selected vendor will be required to integrate the co-operation Database with OTP based mobile verification, and other mobile verification mechanisms, as may be required.

16.14 Data Visualization Layer

The vendor will be required to visualize all the data collected in the various modules in co-operation Database. The reports will show aggregated data at different geographic levels such as District, Block, GP and the village for effective monitoring. The reports will be available on both the web portal & mobile application. The indicative types of data reports and dashboards are as follows: -

- **Registration & Update Report:** Multiple reports for department officials to monitor the real-time status of Activity. The dashboard will show the real time status of activity updates to the concerned officials. KPIs such as # society registered, # no of inspections, # audits, # of verifications pending, # of profiles approved etc. will be showcased in this report for each primary user. The concerned department officials will be able to view the progress at a district, block, GP, or village level using cascaded filters. The dashboard should consist of relevant pie charts, bar graphs and other statistical graphs for analyzing progress.
- **User Mapping Report:** The department officials should be able to view the mapping of employee's activity. The concerned department officials will be able to view the employee's activity from various GIS address.
- **Analytics Dashboard:** The employees of the cooperation department will login to the application using a computer or a mobile device. Each designation will have their own personalized Dashboard with information related to their role. After login, the employee will be able to see the customized dashboard. This Dashboard will contain all the information of pending and completed tasks. The Dashboard will also show the data from external sources like cooperative

societies, OSAMA Board, MARKFED etc by API integration.

- For more complex reporting, involvement of analytical tool shall help the departmental authorities to take necessary decisions at the right time. The major usage of the analytical tool is to generate various customized reports by churning the data available in the databases

16.15 Access Control Layer

Authentication & authorization of users will be controlled through a centralized access control layer (ACL). The access control layer comprises of the following components: -

- Users
- Roles
- Permissions

Each user is mapped to a role, and each role is given access to a set of permissions based on the geographical entity mapping of that particular user. Each user has access to sections and data that is only relevant to that user.

16.16 Data Input Layer

A data input layer of co-operation will connect the system to other external systems through one of the following means: -

- API
- CSV
- Excel
- XML

The medium between the external data source and the system's database will be a middleware ETL layer using Talend & Apache Airflow.

16.17 External Systems' Integration

The database needs to be integrated with other existing tech systems in the state for ensuring consistency in data and to better leverage the data collected in the database for efficient scheme and service delivery. The indicative list of external integrations to be carried out are as follows: - Sakshyam, Samikshya, Samrudhi

16.18 Technology Development Guidelines: -

The selected vendor will need to ensure the following development guidelines at all points in time

16.19 Open Source' Development

The implementation agency will be recommended to use libraries available on open

source to build different components of the system to ensure sustainability and re-usability of technology over the long term

16.20 Configurability

Each technology element mentioned above will be developed in such a manner that it can be seamlessly configured by the Government department tech team. If this requires a content management system, then the same can be developed after approval from the Steering Committee.

16.21 Deployments

All deployments to be containerized and the stack needs to be horizontally scalable. Orchestration to be done through Docker.

- The staging environment will replicate the entire system as is and will be used for future development and testing
- Auto scaling based on CPU/RAM usage for all services (read as Micro-services)
- Databases
 - Periodic database backups (preferably every 2 days)
 - CI/CD needs to be set up for the entire system with auto testing and to build docker images every time code is pushed to master.
- A suite of load tests that could run to monitor the speed and status of all API on a dashboard. (Data could be saved in a database to see historical trends)

16.22 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 Cooperation Department/OCAC and the SI. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

16.23 Resource Deployment: -

The bidders have to furnish resumes of key personnel both to be engaged during implementation, operation & maintenance phase. On successful pilot implementation of the system, User Acceptance Test (UAT) will be performed. The following resources would be deployed at the state level for the proposed project: -

- a) App Developers
- b) Web Developers
- c) Product Manager
- d) System Analysis

16.24 Hand-holding Support: -

- The vendor shall also provide hand-holding support to department/OCAC personnel for a period of three months from the data of Go-Live
- These personnel must be clearly identified exclusively for this role
- The vendor shall provide at least two people for hand-holding support at the department/OCAC.

16.25 Technical Support Unit: -

- The Technical Support Unit (TSU) shall work onsite at the Directorate under the supervision of Department of Fisheries
- Co-ordinate with the department for project implementation
- Address the application related functional queries raised by officials of the Department'
- Coordinate with the software team for all types of issue management/redressal in relation to the application software, MIS reports etc.
- Providing assistance and technical support to end users for efficient use of the system
- Provide training to departmental users
- The team shall furnish periodic reports on the number of issues received vis-à-vis resolved related to software.

The vendor 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.

16.26 Development Milestones: -

The following section indicates the development milestones: -

SI No	Millstone	Deliverable	Timeline
1	Requirement Gathering, Gap Analysis & Documentation	Detailed Project Plan & SRS Document	T+6 Weeks
2	Application Development	UAT Compliance Report	T+14 weeks
3	Testing and Audit Compliance	Unit, Functional, Vulnerability, Final Testing and Security Compliance	T+20 Weeks
4	Deployment	Deployment Over, Infrastructure Hosting, Security Check and User Signoff	T+22 Weeks
5	Training & Go-Live	Test Strategy, Application	T+24 Weeks

		Demonstration, UAT Signoff and Go-Live	
6	AMC Support	After completion of warranty period	36 Month

16.27 Features for 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 behavior.

16.28 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

17. General Terms & Conditions

17.1 Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'The Authority' and 'the Bidder'. The bidder subject to this contract has complete charge of personnel, performing the services under this project from time to time. The bidder shall be fully (jointly and severally) responsible for the services performed by them or on their behalf hereunder.

17.2 Standards of Performance

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to the Authority.

The bidder shall always support and safeguard the legitimate interests of the Authority, in any dealings with the third party. The bidder shall abide by all the provisions / acts / rules etc. of Information Technology prevalent in the country. The bidder shall conform to the standards laid down in tender in totality.

17.3 Delivery and Documents

The bidder shall submit all the deliverables on due date as per the delivery schedule. The bidder shall not without the Authority's prior written consent disclose the contract, drawings, specifications, plan, pattern, samples to any person for "project management unit set up" other than an entity employed by the Authority for the performance of the contract. In case of termination of the contract, the entire document used by bidder in the execution of project shall become property of the Authority.

17.4 Intellectual Property Rights

No services covered under the contract shall be sold or disposed by the bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The bidder shall indemnify the Authority from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the bidder, the Authority shall be defended in the defense of any proceedings which may be brought in that connection.

17.5 Assignment

The bidder shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the Authority

prior written consent.

17.6 Penalties

If there is delay in execution of the work beyond the allowed timeline and such delay is due to the fault of the vendor, penalty will be charged to the vendor @0.50% of the project cost per week of delay subject to a maximum of 5% of the project cost.

17.7 Statutory Provisions of ESI & EPF for resource

The vendor must abide by all applicable rules, laws & regulations that may be in force from time to time and shall be responsible for conduct of resource persons as an immediate Employer. Further, the vendor shall ensure compliance of all permissions under Act & Regulations of ESI & EPF Scheme. Vendor should submit the relevant records & registers towards contribution made for ESI & EPF in respect of the resource persons engaged as & when required by the concerned Statutory Authorities. If the vendor defaults in any manner to comply with the provisions of ESI & EPF Act & Scheme made there under including all other applicable Laws & Regulations, the vendor shall be solely responsible for the same and shall be liable to pay any fine/penalty/damage/interest imposed by the authorities and/or by the management (ISL/Govt./PSU) on that scope. In case of default by the vendor the notional amount towards fine/penalty/damage/interest likely to be imposed by the concerned Statutory Authorities shall be deducted from the running Bill/Security Deposit/Performance Guarantee and kept separately till finalization of the matter. No interest shall be paid on such amount.

Besides the above, the vendor requires to comply with any other Act/Provisions such as payment of Bonus etc, if applicable for the resource persons engaged.

17.8 Payment Schedule

The Payments/Project Directions would be made to the bidder and bidder would be the single point of contact for the Authority. The payment schedule will be made on the back to back basis and only after receipt from the client on successful completion of the assignment in all respect for which the bidder is to obtain certificate of completion from the customer.

17.9 Suspension

The Authority may, by written notice to vendor, suspend all payments to the vendor as hereunder if the vendor fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension

- a) Specifies the nature of failure and
- b) Requires the vendor to remedy such failure within a period not exceeding thirty (30) days after receipt by the vendor of such notice of failure.

17.10 Termination

Under this contract, the Authority may, by written notice, terminate the contract in the following ways

- c) Termination for default or failing to perform obligations under the contract or if the quality is not up to the specification or in the event of non adherence to time schedule or for any other valid reason.
- d) In case the contract is terminated for the default or failure on the part of the vendor, then the Authority shall have the right to get the work done at the risk & cost of the vendor. Any additional expense in this regard shall be borne by the vendor.

17.11 Bankrupt

If the bidder subsequently becomes bankrupt or otherwise insolvent, the contract shall stand terminated.

17.12 Taxes and Duties

The commercial proposal shall be inclusive of all taxes, duties and operational expenditures. Any changes in the Tax rate, then the tax portion estimate will be changed, accordingly payment will be made to the vendor.

17.13 Governing laws, Arbitration and Jurisdiction

(a) Management of Dispute

In the event of any dispute between ISL and the parties arising in connection with the Agreement or any associated agreement entered into pursuant to the Agreement, they shall use all reasonable endeavours to resolve the matter on an amicable basis. If one party serves formal written notice on the other that a material dispute of such a description has arisen and the parties are unable to resolve the dispute within a period of [thirty (30)] days from the service of such notice, then the dispute shall be referred to Arbitration.

(b) Governing Laws and Arbitration

The Agreement shall be governed by the laws of India and the Rules framed there under. In the event of any dispute or difference arising under/out of this Agreement or anything contained therein or connected therewith, the same shall be referred to a single arbitrator in case parties agree upon one, otherwise three arbitrators be appointed by both parties in accordance with and subject to the provisions of Arbitration and Conciliation Act 1996. The arbitration shall take place at Bhubaneswar and all legal proceedings in any manner arising there under can only be initiated in the court of law at Bhubaneswar only within the jurisdiction of High Court of Orissa and none of the parties shall have the liberty of initiating any legal proceedings anywhere except in court at Bhubaneswar within jurisdiction of High Court of Orissa.

17.14 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party by Email or Post at the address mentioned in the Contract Agreement.

17.15 Progress of the Assignments

The bidder would be required to intimate the progress of the assignments and submit required documents to the Authority in a frequency and manner prescribed by the Authority in consultation with the bidder after the award of contract.

17.16 Miscellaneous

- a) The end product of the work assignment carried out by the bidder, in any form, will be the sole property of the Authority.
- b) In the event the bidder's company or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with the Authority, should be passed on the compliance by the new company new division in the negotiation for their transfer.

17.17 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 to 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 Department of Fisheries/OCAC.

17.18 Security, Integrity & Confidentiality

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

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

- b) **Data Integrity and Confidentiality:** Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- c) **Transactions and Communications:** With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- 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.

17.19 Change Request Management

- a) Change requests beyond the scope of work will be incorporated in the application after obtaining due approval from the Department/OCAC. 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:

- a) Functional changes in the application
- b) Development of new module/sub-module/Form/Report in the developed system
- c) Changes in the workflow or core application framework
- d) Integration with any new system

The procedure for executing the change request is as follows: -

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

- b) **Approval:** OCAC & Department Officials shall do the due diligence and provide approval on the effort and timeline suggested.
- c) **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.

17.20 Intellectual Property Rights

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The 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.

17.21 Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC 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.

17.22 Functional Requirements Review

The system developed by Service Provider shall be reviewed and verified against the Functional Requirements signed-off between OCAC/Department & the 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 Department of Co-Operation/OCAC for User Acceptance Testing.

17.23 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 Department of Co-Operation/OCAC and the SI. Such parameters include request- response time, work- flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

17.24 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.

17.25 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.

17.26 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.

17.27 Expected Project Timeline & Deliverables

Sl. #	Activity	Tentative Deliverables	Timeline	Payment Terms
1.	Mobilization of Team and System Study	<ul style="list-style-type: none"> - Detailed Team Structure with team members - Point of Contact - FSR/SRS Document - Screen Prototypes 	T+6 Weeks	25% of the Design & Development Charges
2.	Design & Development of Mobile App & Web Portal	<ul style="list-style-type: none"> - Load Testing report - Hosting in staging environment - Operation Manual - FAQs 	T+14 Weeks	35% of the Design & Development Charges
3.	UAT & Training	<ul style="list-style-type: none"> - Test Cases - UAT certificate - Training to users and training completion report. - Movement of application from Staging to Production environment 	T+ 20 Weeks	25% of Design & Development the Charges

4.	Security Audit & Go-Live	<ul style="list-style-type: none"> - Auditor's vulnerability report - Fixing of vulnerabilities found during security audit - Safe to Host to be issued by auditor 	T+24 Weeks	15% of Design & Development Charges + Security Audit Charges
5.	Operation & Maintenance	<ul style="list-style-type: none"> - Issue Logs & Bug fixing report - Quarterly Activities report 	Three years from the date of Go live	Total AMC Charges (for 3 years) (divided equally into 12 installments (considering 4 quarters per year for 3 years)

*** T = Date of Letter of Intent /Work Order**

6.	SSL Certificate & Security Audit or any other certificate as requested by the department	<ul style="list-style-type: none"> • 100% payment on submission of Safe-To-Host Certificate and submission of Configuration Report. • 100% payment for SSL certificate to be done post implementation & successful UAT of the same.
7.	Change Request CR)	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

18. Role and Responsibility of Different Stakeholders

18.1 Responsibility of Department of Co-Operation

Department of Co-Operation 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 and validate all required document & data
- c) Provide Guidance & Suggestion during the execution of the project.
- d) Review the deliverables (interim and final) submitted by the SI.
- e) Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution.
- f) Approve the SRS, FRS
- g) User Acceptance Test Certificate after testing of the software
- h) Identify Officers for different training needs.

18.2 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

18.3 Responsibilities of 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.

19. Project Documentation

The Service Provider shall maintain & update System documentation and share below list of documents to Directorate/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 component design including component deployment views, control flows, etc.
 - ii. Application flows and logic
 - iii. Issue Logs
 - iv. User Manual
 - v. Application Installation & Configuration Manual
 - vi. Report of Security Audit & Safe-to-Host Certificate

20. Performance Requirements – Service Levels (SLAs)

Service Provider shall agree to the following service level agreement (SLA) parameters while providing services to OCAC/Directorate. 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: -

20.1 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 up to 2 weeks. After that 1% of the application development cost per week	T+06 Weeks
2)	Design & Development of Mobile App & Web Portal	Delay beyond 26 weeks from the date of approval of SRS will attract 0.5 % of penalty on the application development cost per week	T+14 Weeks
3)	UAT & Training	0.5% of the application development cost per week for each week of delay	T+20 Weeks
4)	Security Audit & Go-Live	0.5% of the application development cost per week for each week of delay	T+24 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.

20.2 Operation & Maintenance Phase

20.2.1 Application Availability

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 the 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.

20.2.2 Resolution Time

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

20.2.3 Reporting Procedures

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

20.2.4 Definitions & Interpretations

- 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.

20.2.5 Service Level Change Controls

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.

21. Formats for Submission of Proposal

21.1 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 Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

Sir,

In response to the RFP No.: OCAC-SEGP-SPD-0027-2022-23050 for RFP titled “Selection of Service Provider for Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, 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 _____ 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)

21.2 Self-Declaration: Not Blacklisted

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

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

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

Sub: Selection of Service Provider for Selection of Service Provider for Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

Sir,

With respect to the subject RFP; I. as an owner/ partner/ Director of (organization name), 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

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

21.3 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 Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

Sir,

With reference to the subject RFP Ref. No.: OCAC-SEGP-SPD-0027-2022-23050, 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

(Authorized Signatory)

Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

21.4 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: Sub: Selection of Service Provider for Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

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-0027-2022-23050, regarding “Selection of Service Provider for Web Based & Mobile Based Co- Operation Automation & Monitoring System for Co-operation, Govt. of Odisha - with Support for Three (3) Years”

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

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

21.5 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 & Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

Sir,

We, the undersigned, offer to provide solution to OCAC for “Design, Development, Implementation & Maintenance of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha, in response to the RFP Ref. No.: OCAC-SEGP-SPD-0027-2022-23050. 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:

(Authorized Signatory)

Place:

Name of the Bidder:

21.6 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	

21.7 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

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

21.8 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 & Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

Sir,

We, the undersigned, offer to provide the service for Design, Development, Implementation & Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha as per RFP Ref. No.: OCAC-SEGP-SPD-0027-2022-23050 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

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

21.9 Commercial Bid Format

21.9.1 Design & Development of Web Portal & Mobile Application

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost	
a)	Application Development	Co-Operation Automation & Monitoring System					
	[Study, Design, Development, Testing, Implementation, Training]	Webportal for Activity Monitoring System	Lump-sum			1	
		GIS based mobile application(both android and ios) for Activity Monitoring System	Lump-sum			1	
		Training Assessment System	Lump-sum			1	
		Learning Management System	Lump-sum			1	
		E-Repository Management System	Lump-sum			1	
		Department Process Automation	Lump-sum			10	
		Centralised Dashboard	Lump-sum			1	
		Integration with Other govt. portal	Lump-sum			5	
b)	Security Audit	Third Party Security Audit	Year		3		
c)	SSL Certification	Third Party Certification	Year		3		
d)	Annual Maintenance	Application Support	Year		3		
e)	Hand Holding Support (3 no.)	Hand Holding	Man -Month		72		
					Sub Total		
					Tax (18%)		
					Grand Total		

21.9.2 Change Request (CR)

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
1	Change Request	Activity Monitoring System & Training Assessment System	Man-month		10	

21.10 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-0027-2022-23050

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 & Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, Govt. of Odisha

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:

21.11 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 & Support of Web Based & Mobile Based Co-Operation Automation & Monitoring System for Co-operation, 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.]

RFP for Design, Development, Implementation & Support of Co-Operation Automation & Monitoring System

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: