

Request for Proposal



Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Department, Government of Odisha.

RFP No.: OCAC-SEGP-SPD-0040-2023-23097
DATED 06.11.2023.



Vol-I

Instructions to Bidder



ODISHA COMPUTER APPLICATION CENTRE

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

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Tender Reference

Date	06/11/2023
Tender Reference Number	OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023
Title	Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

Tender Schedule

Event	Date & Time Venue / Address
Date of Publication	06/11/2023 (www.ocac.in & www.odisha.gov.in)
Last Date of submission of Pre-bid queries	10/11/2023 up to 3:00 PM (Details in Fact Sheet)
Schedule for Pre-bid meeting	13/11/2023, 4:00 PM through Virtual Meeting on MS Teams Platform
Schedule for Issue of Corrigendum	17/11/2023, 05:00 PM (www.ocac.in & www.odisha.gov.in)
Last date for submission of bid documents	28/11/2023, by 02:00 PM
Opening of Pre-Qualification-cum-Technical Bids	28/11/2023, 04:00 PM
Technical Presentation	Will be communicated later.
Opening of Financial Bids of technically qualified bidders	Will be communicated later

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1 Glossary of Terms

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

2 Fact Sheet

#	Item	Description
a)	Project Title	Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.
b)	Name of Purchaser	Odisha Computer Application Centre (OCAC)
c)	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar, Odisha - 751013 <u>gm_ocac@ocac.in</u>
d)	RFP Document Fees	₹ 11,200/- inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) Non-refundable.
e)	E-Nivida Registration Fees	₹ 2,500/- plus Applicable GST
f)	Earnest Money Deposit	Bidders shall submit, along with their Bids, EMD of ₹6,00,000/- (Six 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. 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.: 14931110000195 Payee Name: Odisha Computer Application Centre Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar Account Type: Savings IFSC: UBIN0814938
g)	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
h)	Bid publication date	06/11/2023
i)	Last date for submission of queries by Bidders	10/11/2023 by 3 PM
j)	Pre-bid Meeting	13/11/2023 at 04.00 PM
k)	Pre-bid clarifications by OCAC (if any)	17/11/2023 by 5:00 PM
l)	Last date and time for receipt of proposals from Bidders	28/11/2023 by 02:00 PM
m)	Date and time for opening of Pre-Qualification-cum-Technical Proposals	28/11/2023 at 04:00 PM
n)	Date and time for Technical Presentation	Will be communicated later
o)	Date and time for opening of Commercial Bids	Will be communicated later
p)	Bid Validity Period	180 Days
q)	Project Term	3.5 years

3 Request for proposal

Sealed proposals are invited from eligible **Service Provider for Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Department, Government of Odisha.**

This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document for **Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Department, Government of Odisha** comprising of the following volumes:

Volume-I: Instructions to Bidder

The contents of this volume broadly cover following areas:

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

Volume-II: Terms of Reference

The contents of this volume broadly cover following areas:

- a) About the project and its objectives
- b) Scope of Work
- c) Functional Requirements
- d) Project Milestones and Timelines
- e) Payment Terms and Schedule
- f) Service Level Agreement for Service Provider

4.1 Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses (“Tenders”) to this Request for Proposal (“RFP”) from Software Development / System Integration firms (“Bidders”) for this RFP document for **Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept., Government of Odisha** as described in the Vol-II “Terms of Reference” of this RFP.

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet.

Proposals that are received late will not be considered in this procurement process.

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

4.2 Project Background

About OCAC

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

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

Project Profile

The Panchayat Project Management System is a comprehensive system that enables the monitoring of projects from initiation to completion. It facilitates the management of various stages, including Project Entry at State Level, Forward the Project to respective BDO's, Case record preparation, Work Estimation Preparation, Estimation verification & Approval, Administrative Approval, Work Order Generation, Work Execution by respective JE/AEE/EE, Bill preparation, Check measurement verification, Payment through the treasury, Project Completion and Asset Creation.

This system streamlines the project management process by providing functionalities to capture project proposals, initiate approval workflows, and maintain case records. It enables the assignment of project tasks to Junior Engineers and facilitates communication throughout the project execution phase. The system includes features for verifying estimations, obtaining administrative approvals, and generating bills and invoices. It also allows for the verification of check measurements, ensures smooth payment processes

through integration with the treasury system, and tracks the creation and management of project assets.

Throughout the project lifecycle, the system provides reporting and tracking capabilities, enabling stakeholders to monitor project progress, identify bottlenecks, and generate relevant reports. By encompassing these stages and functionalities, the Panchayat Project Management System enhances efficiency, transparency, and accountability in managing projects within the Panchayati Raj Department.

5 Instruction to the Bidders

5.1 General

- a) While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC based on this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- d) This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

5.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP.
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

5.3 Pre-Bid Meeting and Clarifications

Pre-Bid conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **13-Nov-2023, 4:00 PM**
- b) Link will be provided to the interested bidders whose query will be received by **10-Nov-2023, 2:00 PM** through email to gm_ocac@ocac.in (with a copy to avijit.puhan@semt.gov.in and bibhuthi.ojha@ocac.in .

- c) The representatives of Bidders (restricted to one person) may attend the Pre-bid meeting.
- d) The Bidders should submit their queries in writing in below specified format (**in MS-Excel only**) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting.
- e) During the meeting the representatives of the bidders should only ask showstopper queries and relevant queries which seem to be an obstacle for them to participate in the tender. All other queries will be answered and published as response sheet.

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

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

Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by OCAC shall endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.ocac.in or www.odisha.gov.in
- d) Any such corrigenda and/or addenda shall be deemed to be incorporated in this RFP.
- e) To provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

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.

RFP Document Fees

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

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

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

Earnest Money Deposit

- a) Bidders shall submit, along with their Bids, EMD of **₹6,00,000/-** (Six 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. The EMD should be submitted in the General Bid.
- b) 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
- c) 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.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f) The EMD may be forfeited:
- i. if a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - iii. If found to have a record of poor performance such as having abandoned work, having been blacklisted, having inordinately delayed completion, and having faced Commercial failures etc.
 - iv. 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.
 - v. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

5.5 Submission of proposal

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>

Guidelines for Registration

- a) Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page by paying Registration Fees of Rs.2500/-+ Applicable GST.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/ TCS / nCode/ eMudhra etc.), with their profile.
- e) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- g) The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- h) After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com for activation of the account.

Searching for Tender Documents

- a) There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- b) Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NON-REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees, tenders will be moved to the respective ‘requested’ Tab. This would enable the e-Tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

Preparation of Bids

- a) Bidder should consider any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Bidder, in advance, should get ready with 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.

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

Submission of Bids

- a) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c) Bidder must select the payment option as per the tender document to pay the Tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
- d) In case of BG, bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow 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.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- i) The tender summary must 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.

Clarifications on using e-Nivida Portal

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

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

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

Tender Validity

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

Submission and Opening of Proposals

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

The Proposals submitted up to **28-Nov-2023, 2 PM** will be opened on **28-Nov-2023, 4 PM** by Proposal Evaluation Committee.

Late Bids

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

Proposal Preparation Costs

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

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

Language

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

Acceptance and Rejection of Bids

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

5.6 Evaluation Process

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- c) The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals based on any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) Initial bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if proposals are:
 - Not submitted as specified in the RFP document.
 - Received without the Letter of Authorization (Power of Attorney)
 - Found with suppression of details.
 - Found with incomplete information, subjective, conditional offers and partial offers submitted.

- Submitted without the documents requested in checklist.
- Submitted with lesser validity period.

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

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

6 Criteria for Evaluation

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

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened in the portal.

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

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

6.1 Pre-Qualification Criteria:

Sl#	Basic Requirement	Specific Requirement	Documents required
a)	Legal Entity	Responding bidder should be: <ul style="list-style-type: none"> – Registered as a Company / LLP under Companies Act, 1956/ 2013 OR Partnerships Firm registered under LLP Act, 2008. – The Company should be in operational on software development and implementation services for at least five (5) years as on bid submission date. – Registered with Goods and Services Tax Network (GSTN). 	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation / Registration – Copy of the work order with completion certificate/phase completion certificate from the client as documentary proof of 5 years in operation on software development and implementation services. – Copy of GST Registration Certificate
b)	Consortium bidding/ sub-contracting	Consortium of any kind shall not be acceptable for this project. Any deviation would lead to disqualification or termination of the same.	Self-declaration certificate to be submitted.
c)	Sales Turnover	Average Sales Turnover from IT/ ITeS must be Rs. 20 Crores in last three financial years ending on 31 st March 2022.	<ul style="list-style-type: none"> – Copy of audited Profit & Loss Statement and Certificate from the Statutory Auditor

Sl#	Basic Requirement	Specific Requirement	Documents required
d)	Net Worth	The company must have positive net worth in last three financial years ending on 31 st March 2022.	– Certificate from the statutory auditor
e)	Certifications	The bidder should have following certifications with validity: – CMMI Level 3 (from CMMi Institute erstwhile SEI) published in CMMi website	Copy of certificate issued by accredited organizations
f)	Technical Capability	The bidder must have successfully implemented at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date and value specified below. – 1 project not less than 1.5 Cr. OR – 2 projects not less than 1 cr OR – 3 projects not less than 80 lakhs	Copy of the work order with completion certificate/phase completion certificate from the client.
g)	Similar Experience	The bidder must have successfully completed at least one Project Management or monitoring Application for any Govt. Department / Government Agency / PSU in India during last 10 years as on bid submission date with minimum order value of not less than 50 lakhs.	Copy of the work order with completion certificate/phase completion certificate from the client.
h)	Blacklisting	Bidder should not be blacklisted by any Department regulatory/Central Government / State Government/ PSU etc. in India. Bidder should not have a conflict of interest in the assignment in question as specified in the bidding document.	Self-Declaration / Certification on the entity's letterhead
i)	Local Presence	The bidder should have a local office in Odisha. If bidder does not have a local office at the time of bid submission, they must furnish an undertaking to setup an office within 1 month from issuance of work order	Leased agreement/ Trade licence/ Undertaking
j)	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document

6.2 Technical Evaluation Scoring Matrix

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

Organization Profile & Resource Strength	15
General e-Governance Experience	10
Experience Similar to the Scope of work	45
Proposal and presentation	30

Sl. No.	Evaluation Criteria	Max Score	Documents required
a.	Organization Profile & Resource Strength		
i)	Average Annual turnover from IT/ ITeS project in last three financial years ending on 31 st March 2022 \geq 20 Cr: 3 Marks <i>[Additional 1 mark for additional 5 crore subject to maximum 5 marks]</i>	5	– Copy of audited Profit & Loss Statement and Certificate from the Statutory Auditor
ii)	Quality Certification – CMMi Level 5: 2 Marks – CMMi Level 3: 1 Marks – ISO 9001-2015: 1 Mark – ISO 27001-2013: 1 Mark – ISO 20000-2018: 1 Mark	5	– Copy of valid certificate (from CMMi Institute erstwhile SEI) published in CMMi website
iii)	The bidder must have at least 50 full time technical resources in its payroll as on date of submission of bid. – \geq 50 Resources: 3 Marks <i>[Additional 1 mark for additional 10 resources subject to maximum 5 marks]</i>	5	Copy of the work order with completion certificate/phase completion certificate from the client.
b.	General e-Governance Experience		
i)	The bidder must have successfully implemented e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date with minimum order value of 1 cr. 5 marks for each project max up to 10 marks	10	Copy of the work order with completion certificate/phase completion certificate from the client.
c.	Similar Experience		
i)	The bidder must have successfully implemented Panchayat level /District level/ Circle level/ Block level projects in Odisha for any Government	10	Copy of the work order with completion certificate/phase completion certificate from the client.

Sl. No.	Evaluation Criteria	Max Score	Documents required
	Department / Government Agency / PSU as on bid submission date during last 10 years. Each Project 5 Marks Max up to 10 Marks.		
ii)	The bidder must have successfully implemented Project Management and monitoring system in India with a value not less than Rs. 50 Lakhs for any Government Department / Government Agency / PSU as on bid submission date during last 10 years. Each Project 5 marks max up to 15 marks	15	Copy of Work Order with Project completion / Go-live certificate / Phase completion certificate from the client.
iii)	The bidder must have Experience in setting of Project Management Unit or Technical support unit in any Government Department / Government Agency / PSU in India as on bid submission date during last 10 years. Each Project 5 marks max up to 05 marks.	10	Copy of Work Order with Project completion / Go-live certificate / Phase completion certificate from the client.
iv)	The bidder must have successfully implemented Mobile application for any Government Department / Government Agency / PSU in India as on bid submission date during last 10 years. Each Project 2.5 marks Max up to 10 Marks	10	Copy of Work Order with Project completion / Go-live certificate / Phase completion certificate from the client with Proof of deployed in play store or APP store.
d.	Approach & Methodology		
i)	Implementation Approach & Methodology <ul style="list-style-type: none"> – Understanding of the assignment & Solution Presentation. – Technical Demonstration and case study of readily available features – Detailed Work Plan with Activities 	30	Quality of Technical Proposal and Presentation

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

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

c) Technical Scores for other than H1 bidders will be evaluated using the following formula:

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

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

6.3 Evaluation of Commercial Bids

a) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.

- b) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- c) Any conditional bid would be rejected.
- d) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected”.
- e) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- f) If there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as “Best responsive bid” for award of the Project.
- g) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula:

$$Fn = \{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ Bidder) * 100\} \%$$

6.4 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:

$$Bn = 70\% * Tn + 30\% * Fn$$
- b) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.
- c) In case of a tie between bidders, the bidder with the highest Technical Scores will be considered.

7 Appointment of Service Provider

7.1 Award Criteria

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

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

7.3 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.
- j) The Purchaser understands and appreciates that the proposal is for an integrated application and the change / addition / deletion as per above shall not result in change of the overall scope of the Project for which the RFP is sought. However, quantities depending on number of schools can be added / deleted based on actual situation on ground, as part of Change Management. Approved Scope should include total number of schools and users at the time of approval of SRS and commencement of Development/ Customization/ Integration phase.

7.4 Notification of Award

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

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

7.5 Contract Finalization and Award

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

7.6 Performance Guarantee

- a) Selected Service to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award to OCAC.
- b) PBG would be 10% of the total Project cost and valid for 48 months.
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

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

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

8 Formats for Response

8.1 Pre-Qualification Bid Formats

8.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Department Government of Odisha.

Ref: -RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023

Sir / Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No.: *OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023*, We hereby submit our proposal which includes the pre-qualification proposal, technical proposal, and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

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

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

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

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

(To be submitted on the Letterhead of Bidder)

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

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

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),

Odisha Computer Application Centre,

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

Sub: Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023 regarding RFP for **Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.**

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

8.1.4 FORM PQ-4 [Self-Declaration against Not-Blacklisted]

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

Ref: RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023

Sir

In response to the RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023 for RFP titled " Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha's an owner/ partner/ Director of (organization name) _____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

8.1.5 FORM PQ-5 Project Citation Format

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

8.1.6 FORM PQ-6 Format for Bank Guarantee for Earnest Money Deposit

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, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023 for engagement of Service Provider **for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.** (hereinafter called "the Bid") to OCAC. Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Odisha Computer Application Centre (hereinafter called "the Purchaser") in the sum of Rs. 6,00,000 (Rupees six Lakh only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>> The conditions of this obligation are:

1. If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender; or
2. If the Bidder have been notified of the acceptance of his tender by the Purchaser during the period of its validity: -
 - a. If the tenderer fails to furnish the Performance Security for the due performance of the contract; or
 - b. Fails or refuses to accept/execute the contract;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii) This Bank Guarantee shall be valid upto<<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:

8.2 Technical Bid Formats

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

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

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

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

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

8.2.2 FORM TECH-2: Description of Proposed Approach and Methodology and work plan with activities, Duration Sequencing, Interrelations, Milestones and Dependencies

Bidder is free to propose any type of approach for implementation of this application.

8.3 Financial Bid

8.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

Ref: RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023

Madam/Sir,

I /We, the undersigned, offer to provide the service for for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept., Government of Odisha as per RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED 06.11.2023 and *our Pre-Qualification, Technical and Financial Proposals*. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) PERFORMANCE BANK GUARANTEE

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

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

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No.

Seal

8.3.2 Cost Implication:

Costing for Design, Development & Implementation of PPMS of Panchayati Raj Department, Govt. of Odisha

Sl#	Category	Module/Item	Unit	Qty	Unit Rate	Total Amount
A	Application Development	Design and Development	Lump-sum	1		
	[Study, Design, Development, Testing, Implementation & Training]					
B	Mobile App	Mobile App for Android users	Lump-sum	1		
Sub Total Development Cost						
C	Operation & Maintenance	Application Support & Software Maintenance	Year	3		
D	Integrations	API integration with other application	Number	5		
E	Onsite TSU	One Project Manager for 1 year	Month	12		
		3 support Executive for 1 year	Month	36		
F	SSL certificate	EV SSL certificate with 3 years Subscription	year	3		
G	Security Audit	Third Party Security Audit	Lump-sum	6		
H	Change Request	Blended Technical Resource	Man-month	05		
Sub Total						
Tax (18%)						
Grand Total						