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**Request for Proposal (RFP) for Selection of  
Software firm for Provision of  
SAP Support and Maintenance Services to  
Odisha State Civil Supplies Corporation Ltd  
(OSCSC)**

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**RFP REF NO. OCAC-SEGP-SPD-0054-2023-23090**



**ODISHA COMPUTER APPLICATION CENTRE**

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

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## KEY EVENTS

Sl. No.	Events	Date, Time
1.	Start date of issue / sale of RFP document	<b>01.11.2023</b>
2.	Last date and time for Submission of Queries	<b>08.11.2023 by 5 PM</b>
3.	Pre-Bid Conference in VC mode	<b>09.11.2023 at 12:00 Noon</b>
4.	Last date and time for Submission of Bid in Online mode	<b>23.11.2023 by 12 Noon</b>
5.	Opening of Pre-Qualification and Technical bids	<b>23.11.2023 at 12:30 PM</b>
7.	Technical Presentation as per clause of Technical evaluation	<b>To be intimated later</b>
8.	Opening of Commercial bids	<b>To be intimated later</b>

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## 1. Request for Proposal

Sealed proposals are invited from eligible, reputed, qualified software solution providers for providing SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd (OSCSC). This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

## 2. Structure of the RFP

This RFP document for Selection of Software firm for provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd (OSCSC), comprises of the following.

- a) 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) Commercial bid and other formats
- b) Terms of Reference of the project. The contents of the document broadly cover the following areas:
  - i) Scope of work
  - ii) Functional Requirements for upgradation of existing SAP implementation
  - iii) Resource Requirement
  - iv) Project Schedule
  - v) Service levels agreement
  - vi) Timeline of Project implementation

The bidders are 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 Service Provider of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. 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.

### **3. Summary Information**

#### **3.1 About the Engagement**

OCAC the Technical Directorate of E&IT Department, Government of Odisha on behalf of Odisha State Civil Supplies Corporation, a PSU of Government of Odisha, invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development / System Integration firms (“Bidders”) for SAP ERP Support and Maintenance Services to OSCSC as described in this RFP, “Terms of Reference”.

Proposals must be received electronically before the last date and time mentioned in the Fact Sheet.

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.

#### **3.2 Project Profile**

Odisha State Civil Supplies Corporation Ltd., a fully owned State Government company that engages on behalf of Govt. of Odisha for, purchase, storage, processing, transport, distribution & sale of essential commodities like food grains.

The corporation in a nutshell, strives to ensure the welfare of the farmers and beneficiaries of the state, through a wide network of public distribution system. It aspires to provide better quality food grains to the consumers using scientific standard of testing & storing.

The primary Policy objective of the OSCSC is to ensure food security for the state through timely and efficient procurement and distribution of food grains. This involves procurement of various food grains, building up and maintenance of food grain stocks, food grain storage, transport and delivery of food grain and monitoring of production, stock, and price levels of food grains.

Odisha State Civil Supplies Corporation Limited (OSCSC) is looking forward to hire service of reputed firms who shall provide OSCSC with onsite support services on the SAP application modules (FICO, MM, PP, SD) along with associated tools (PI/PO) implemented in OSCSC. These support services and maintenance of the existing SAP system shall be done in line with the scope of work (SOW) specified in this RFP. The scope of work highlighted is tentative in nature and may be subjected to be changed/updated as per the requirement of OSCSC from time to time.

The core area of OSCSC is procurement, storage, and distribution of the food grains. SAP system majorly captures the related financial accounting of the above-mentioned activities. In view of this strategic objective, OSCSC has adopted various IT-enabled initiatives for delivering services to different stakeholders.

The IT initiatives implemented by OSCSC for providing services are as listed below:

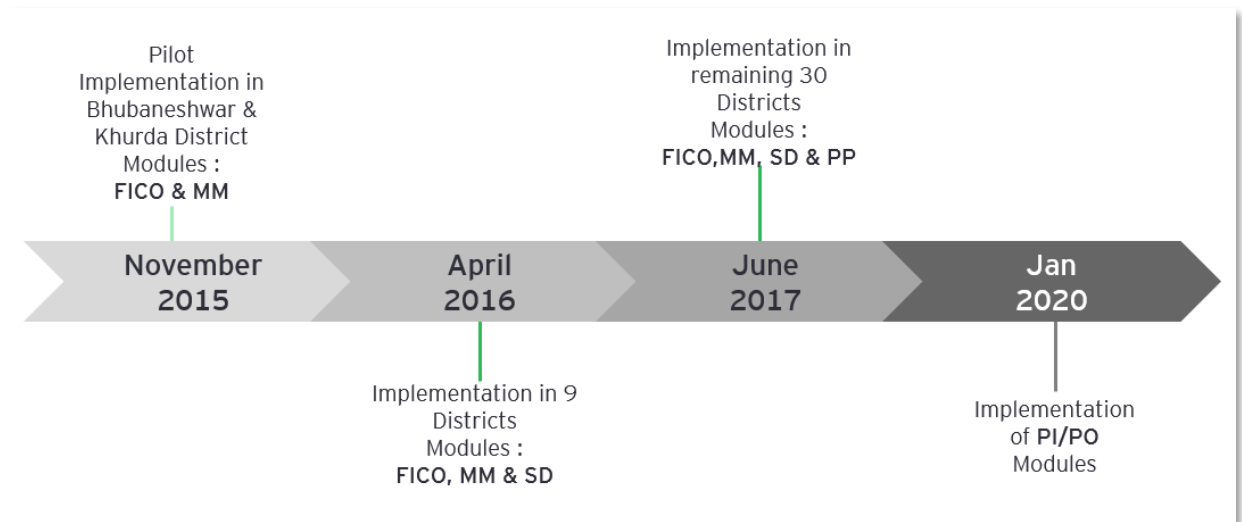
- Paddy Procurement Automation System (PPAS)



- Supply Chain Management System (SCMS v2)
- Deliver Certificate/Release Order (DC/RO)
- Online Billing Management System (OBMS)
- SAP ERP Platform

### 3.2.1 SAP Platform

- To streamline the financial accounting process, SAP system has been implemented by OSCSC. The first instance of SAP platforms was implemented at OSCSC in November 2015.
- The module wise implementation of various modules of the SAP system are mentioned below.



- In the year 2015 OSCSC outsourced the SAP implementation, maintenance, and handholding work to a System Integrator vendor. The SI vendor provided service till July of 2022, until the contract with OSCSC was concluded.
- After the contract with the SI vendor was concluded OSCSC has initiated the process of floating this tender for selecting a suitable SAP service provider to deploy resources as SAP Support Team to perform the activities of operation & maintenance and Upgradation/ enhancement/ development required for the implemented SAP system at OSCSC. The SAP Support Team will perform the SAP support to enable the smooth functioning of the SAP day-to-day activities and operations performed at its various offices.
- To meet the requirement of OSCSC, SI vendor has implemented various modules of SAP for the proper mapping of various OSCSC business processes and required output generation in terms of reports related to financial and accounting data as well stock data of OSCSC.
- The SAP modules/functionality that have been implemented at OSCSC are as mentioned below:
  - Financial Accounting and Control (FI/CO)

- Materials and Inventory Management (MM)
- Sales and Distribution (SD)
- Production Planning (PP)
- Technology Stack of SAP System implemented at OSCSC:
  - SAP Integration Tool in use: PI/PO (Process Integration/Process Orchestration)
  - SAP Version: ECC 6.0 EHP 7, SP level SP08
  - Database System: SYBASE
  - Operating System: Windows NT
  - SAP Landscape: Three-system (Development, Quality Assurance and Production).
- SAP is integrated with other applications at OSCSC to get the data from various source points. In this bid, there is scope to complete the integration with applications of OSCSC and upgradation/ enhancement of existing integrations as per the requirement of OSCSC. (The detailed status & scope of Integration mentioned in Scope of Work section of this RFP.)
- For proper generation of reports w.r.t finance, accounting and stock, the data migration from legacy systems of OSCSC has been initiated. So, in this bid there is requirement of completion of porting the data from Legacy applications to SAP. (The detailed scope of Data Migration mentioned in the Scope of Work section of this RFP.)
- SAP System is also accessed and used from various office locations of OSCSC across the state.

The list of office locations from where SAP system is accessed are as mentioned below:

Sl. No.	Office Details	Location
1	OSCSC Head Office	Bhubaneswar
2	Angul District Office of OSCSC	Angul
3	Balasore District Office of OSCSC	Balasore
4	Bargarh District Office of OSCSC	Bargarh
5	Bhadrak District Office of OSCSC	Bhadrak
6	Bolangir District Office of OSCSC	Bolangir
7	Boudh District Office of OSCSC	Boudh
8	Cuttack District Office of OSCSC	Cuttack
9	Deogarh District Office of OSCSC	Deogarh
10	Dhenkanal District Office of OSCSC	Dhenkanal
11	Gajapati District Office of OSCSC	Gajapati
12	Ganjam District Office of OSCSC	Ganjam
13	Jagatsinghpur District Office of OSCSC	Jagatsinghpur
14	Jajpur District Office of OSCSC	Jajpur
15	Jharsuguda District Office of OSCSC	Jharsuguda
16	Kalahandi District Office of OSCSC	Kalahandi
17	Kandhamal District Office of OSCSC	Kandhamal
18	Kendrapada District Office of OSCSC	Kendrapada
19	Keonjhar District Office of OSCSC	Keonjhar

20	Khurda District Office of OSCSC	Khurda
21	Koraput District Office of OSCSC	Koraput
22	Malkangiri District Office of OSCSC	Malkangiri
23	Mayurbhanj District Office of OSCSC	Mayurbhanj
24	Nawarangpur District Office of OSCSC	Nawarangpur
25	Nayagarh District Office of OSCSC	Nayagarh
26	Nuapada District Office of OSCSC	Nuapada
27	Puri District Office of OSCSC	Puri
28	Rayagada District Office of OSCSC	Rayagada
29	Sambalpur District Office of OSCSC	Sambalpur
30	Sonepur District Office of OSCSC	Sonepur
31	Sundargarh District Office of OSCSC	Sundargarh

The SAP system is also used and accessed from the below mentioned Model Fair Price Shop (MFPS) of OSCSC:

Sr. No.	MFPS Details	Location
1	Khurda - Unit-IV-Bhubaneswar	Khurda
2	Khurda - Barmunda-Bhubaneswar	Khurda
3	Khurda - Sahid Nagar-Bhubaneswar	Khurda
4	Khurda - ID Market-Bhubaneswar	Khurda
5	Cuttack – CDA	Cuttack
6	Cuttack - Buxi Bazar	Cuttack
7	Cuttack - College Square	Cuttack
8	Cuttack - Naya Bazar	Cuttack
9	Sambalpur – Golebazar	Sambalpur
10	Sambalpur – Badbazar	Sambalpur
11	Kandhamal – Phulbani	Kandhamal
12	Keonjhar	Keonjhar
13	Koraput - Raju Street	Koraput
14	Koraput - Gandhi Chowk	Koraput
15	Koraput - Auravind Nagar	Koraput
16	Malkangir – Balimela	Malkangir
17	Malkangir	Malkangir
18	Nuapada	Nuapada
19	Rayagada	Rayagada
20	Rayagada – Gunupur	Rayagada
21	Sundargarh	Sundargarh

The details of SAP users at OSCSC are as mentioned below:

Sr. No.	Description	No. of Users
1	Number of SAP users at OSCSC Head Office	45

2	Number of SAP users at OSCSC District Offices	112
3	Total Number of SAP users at OSCSC	157

## 4. Instructions to the Bidders

### 4.1 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 regarding 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 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.

### 4.2 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.

### 4.3 Pre-Bid Meeting & Clarifications

#### 4.3.1 Pre-bid Conference

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on **17.11.2023 at 12 Noon** in VC Mode (through Microsoft Teams).
- b) Link will be provided to the interested bidders on request through email to [gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) (with a copy to [subrat.mohanty@ocac.in](mailto:subrat.mohanty@ocac.in) ) by **5 PM of 16.11.2023**.
- c) The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.

- d) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email ( [gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) ) with a copy to with a copy to [subrat.mohanty@ocac.in](mailto:subrat.mohanty@ocac.in) and [chitta.behera@ocac.in](mailto:chitta.behera@ocac.in) by **5 PM of 16.11.2023**.
- e) The queries should necessarily be submitted in the following format (**Soft copy in MS Word or MS Excel file to be attached**):

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

- f) 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.

### 4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- The Nodal Officer notified by the OCAC will Endeavour 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
- 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.
- The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on [www.enivida.odisha.gov.in](http://www.enivida.odisha.gov.in) , [www.ocac.in](http://www.ocac.in) or [www.odisha.gov.in](http://www.odisha.gov.in) Any such corrigendum shall be deemed to be incorporated into this RFP.
- 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.

## 4.4 Key Requirements of the Bid

### 4.4.1 Right to Terminate the Process

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

### 4.4.2 RFP Document Fees

The bidder must furnish along with its bid required bid document fee amounting to **₹11,200/-** inclusive of GST @ 12% online through e-Nivida portal/or in shape of DD in favor of "Odisha

Computer Application Centre” payable at Bhubaneswar. Proposals received without or with inadequate RFP Document fees shall be rejected.

#### **4.4.3 Earnest Money Deposit (EMD)**

- a. Bidders shall submit, along with their Bids, EMD of INR. 12,00,000, in the shape of Demand Draft OR Bank Guarantee (in the format specified in Clause 9.7) issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b. Fund towards EMD can also be transferred electronically through e-Nivida Portal.
- 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:
  - If a bidder withdraws its bid during the period of bid validity.
  - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
  - 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.
  - 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
- g. The local bidders registered under MSME are exempted from submission of EMD. However, they must furnish documentary evidence against the same.

### **4.5 Submission of proposal**

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

The bidder must submit their response online through e-Nivida Platform. 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>

#### **4.5.2 Guidelines for Registration**

- a) Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link "Bidder Enrolment" available on the home page by paying Registration Fees of Rs.2,500/- + Applicable GST.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ 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](mailto:odishaenivida@gmail.com) for activation of the account.

#### **4.5.3 Searching for Tender Documents**

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

#### **4.5.4 Preparation of Bids**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.



- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 150 dpi with Colour option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

#### **4.5.5 Submission of Bids**

- a) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- c) Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
- d) In case of BG, bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow 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 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.

#### 4.5.6 Clarifications on using e-Nivida Portal

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

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

Contact	Support Id
Email id	<a href="mailto:odishaenivida@gmail.com/">odishaenivida@gmail.com/</a> <a href="mailto:odishaeproc@railtelindia.com/">odishaeproc@railtelindia.com/</a> <a href="mailto:support.enivida@odisha.gov.in">support.enivida@odisha.gov.in</a>
Phone	011-49606060 9355030613 9355030604 9355030618 8448288981 Any of the numbers available at <a href="http://www.enivida.odisha.gov.in">www.enivida.odisha.gov.in</a>

#### 4.5.7 Tender Validity

Proposals (including price quoted by bidder) shall remain valid for a period of 180 Days from the date of opening of the pre-qualification and technical proposals. However, validity of the price bid of selected bidder till end of contract period of 3 years.

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.

#### 4.5.8 Submission and Opening of Proposals

- a) The bidders should submit their responses as per format given in this RFP in the following manner:
- Response to Pre-Qualification Criterion

- Technical Proposal
  - Commercial Proposal
- b) Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

The Proposals submitted up to **04.12.2023 by 12:30 PM** will be opened on **04.12.2023 by 1:00 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

#### **4.5.9 Receipt of Bids**

- a) Bids must be submitted through electronic mode in e-Nivida platform before the due date of submission. .
- b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

#### **4.5.10 Proposal Preparation Costs**

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

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

#### **4.5.11 Language**

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

#### **4.5.12 Acceptance and Rejection of Bids**

OCAC reserves the right to reject in full or part, any or all bids without assigning any reason thereof. OCAC reserves the right to assess the Bidder's capability and capacity. The decision of OCAC shall be

final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

#### **4.6 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 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.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

##### **4.6.1 Deviations**

No deviation is allowed.

##### **4.6.2 Tender Evaluation**

- a. 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
  - are found with suppression of details
  - with incomplete information, subjective, conditional offers and partial offers submitted
  - submitted without the documents requested in the checklist
  - 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 a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## 5. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Quality and Cost-based Selection (QCBS) system with technical and commercial scores in ratio of 70:30..** All bids will primarily be evaluated based on Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, 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 Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals based on information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- c. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a more than 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 debarred from being considered for financial evaluation.

### 5.1 Prequalification Criteria (General Bid)

Following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking 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 Indian Companies Act 1956/2013 and must have been in operation on the field of SAP implementation and Support and Maintenance Services for a period of at least 5 (Five) years as of March 31, 2023	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 5 years in SAP implementation and Support and Maintenance Services
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN

2	Turnover of Implementing Agency	Average Annual Turnover from IT/ITeS business during the last three financial years ending on 31.03.2023 must be at least ₹30 Crores.	<ul style="list-style-type: none"> <li>• Copy of the Audited Balance sheet and Profit &amp; Loss account.</li> <li>• Certificate of Statutory Auditor's Certificate or CA.</li> </ul>
3	Net Worth	The company must be profit making & having positive net worth during last three financial years ending on 31/03/2023.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate/CA Certificate
4	Certification	<p>The bidder must possess following certification with validity</p> <ul style="list-style-type: none"> <li>• CMMI SVC/DEV-3 (from CMMI institute) or above certificate</li> <li>• SAP Partner Certificate as on date of submission of this RFP.</li> </ul>	Copy of Valid Certificates.
5	Manpower Strength	The Bidder should have least 100 employees as on 30.09.2023 with a minimum qualification of BE/B. Tech/MCA/MSC(IT/CS) on its pay roll out of which at least 30 professionals with experience in SAP implementation/ Support and Maintenance Services.	<ul style="list-style-type: none"> <li>• Certificate from HR Head showing the details of resources with qualification along with PF copy (any one month since 01.04.2023)</li> <li>• Declaration with list of SAP professional with year of experience with modules</li> </ul>
6	Technical Capability	<p>The bidder must have executed projects for providing SAP implementation/ Support and Maintenance Services in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 years ending as on bid submission date with order value as follows:</p> <ul style="list-style-type: none"> <li>- one project of minimum order value ₹ 5 Cr. or</li> <li>- Two projects with minimum order value of ₹ 3.5 Cr each OR</li> <li>- Three projects with minimum order value of ₹ 2.5 Cr each</li> </ul>	Work order/ Completion/ Phase Completion Certificates from the client

7	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 90 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head
8	Black Listing	The bidder must not be currently under a declaration of ineligibility for corrupt and fraudulent practices nor should have been blacklisted by any State Govt. or Central Govt.	Self-declaration duly signed by authorized representative of Bidder Refer Annexure - Self-Declaration

## 5.2 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the technical criteria mentioned below:

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Score	Max Score
1	Average Annual Turnover from IT/ITeS Services during last 3 years ending on 31.03.2023	<ul style="list-style-type: none"> <li>- ₹30 Crore – 3 marks</li> <li>- Each additional ₹2 Crore – 1 mark maximum upto 10 marks</li> </ul> <p style="text-align: center;">(CA Certificate)</p>		10
2	Bidder should have relevant experience in implementation or providing maintenance support services for SAP projects. (minimum work order value should be ₹2.5 Crore)	<p>Each project carries 2 marks up to maximum of 10 marks.</p> <p>As documentary proof, bidder must submit Work order + Completion certificates from the client</p> <p>OR</p> <p>Work order + Phase completion certificate from the client</p> <p>OR</p> <p>Work order + CA Certificate confirming the payment received from clients for the said project</p>	---	10
3	Authorized SAP Partner	SAP Platinum Partner and above (Bidder to submit the copy of certificate)	5	5
		SAP Gold Partner (Bidder to submit the copy of certificate)	3	
		Other categories of SAP Partner (Excluding Platinum and Gold) (Bidder to submit the copy of certificate)	2	
4	Certifications	CMMi Level 3 issued by CMMi Institute (Bidder to submit the copy of certificate).	1	5
		CMMi Level 5 issued by CMMi Institute (Bidder to submit the copy of certificate)	3	
		ISO 27000 (any series)	1	



Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Score	Max Score
		ISO 20000 (any series)	1	
5	Presentation on this RFP project implementation and methodology	Understanding the OSCSC requirement	5	25
		Deployment Strategy	5	
		Past Implementation Case Studies	5	
		Integration Methodology and Experience	5	
		Execution Methodology	5	
6	FI/CO Functional Consultant cum Project Lead (Senior)	Holds SAP FI/CO Certification (if Yes 4 marks, if not then zero marks)	4	10
		Holds PRINCE2/ PMP Certification (if Yes 2 marks, if not then zero marks)	2	
		Has more than 5 years and less than 7 years of experience as FICO Functional Consultant	1	
		Has more than or equal to 7 years and less than 10 years of experience as FICO Functional Consultant	2	
		Has more than or equal to 10 years of experience as FICO Functional Consultant	4	
7	FI/CO Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as FICO Functional Consultant	4	6
		Has more than or equal to 5 years and less than 7 years of experience as FICO Functional Consultant	5	
		Has more than or equal to 7 years of experience as FICO Functional Consultant	6	
8	MM & PP Functional Consultant (Senior)	Has more than 5 years and less than 7 years of experience as MM Functional Consultant	4	6
		Has more than or equal to 7 years and less than 10 years of experience as MM Functional Consultant	5	
		Has more than or equal to 10 years of experience as MM Functional Consultant	6	
9	SD Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as SD Functional Consultant	4	6
		Has more than or equal to 5 years and less than 7 years of experience as SD Functional Consultant	5	

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Score	Max Score
		Has more than or equal to 7 years of experience as SD Functional Consultant	6	
10	BASIS & PI/PO Technical Consultant (Junior)	Has more than 3 years and less than 5 years of experience as BASIS Technical Consultant	4	6
		Has more than or equal to 5 years and less than 7 years of experience as BASIS Technical Consultant	5	
		Has more than or equal to 7 years of experience as BASIS Technical Consultant	6	
11	ABAP Technical Consultant (Senior)	Has more than 5 years and less than 7 years of experience as ABAP Technical Consultant	4	6
		Has more than or equal to 7 years and less than 10 years of experience as ABAP Technical Consultant	5	
		Has more than or equal to 10 years of experience as ABAP Technical Consultant	6	
12	SAP Support Executive - 1st	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1	2.5
		Has more than or equal to 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1.5	
		Has more than or equal to 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	2.5	
13	SAP Support Executive - 2 <sup>nd</sup>	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1	2.5
		Has more than or equal to 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1.5	
		Has more than or equal to 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	2.5	

- a) **The bidder must furnish the CV of all the resources as mentioned in scope of work for technical evaluation. Otherwise, the bid will be rejected on the basis of “Technical Non-compliance”.**

- b) All the bidders who secure a Technical Score of more than 70% will be declared as technically qualified.
- c) The bidder with highest technical bid (H1) will be awarded 100% score.
- d) Technical Scores for other than H1 bidders will be evaluated using the following formula:
- e) *Technical Score of a Bidder = {(Technical Bid score of the Bidder/ Technical Bid Score of H1) X 100} % (Adjusted to two decimal places)*
- f) The commercial bids of only the technically qualified bidders will be opened for further processing.

### 5.3 Evaluation of Financial Bid

- a) The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives
- b) The cost quoted by the bidder towards enhancement and integration should not be more than 30% of the total resource deployment cost. Any deviation in this clause, authority reserved right to reject the bid.**
- c) The bidder with lowest financial bid (L1) will be awarded 100% score.
- d) Financial Scores for other than L1 bidders will be evaluated using the following formula:  
*Financial Score of a Bidder = {(Financial Bid of L1/Financial Bid of the Bidder) X 100} % (Adjusted to two decimal places)*
- e) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- f) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

### 5.4 Combined Evaluation of Technical & Financial Bid

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

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

Where

B<sub>n</sub> = overall score of bidders

T<sub>n</sub> = Technical score of the bidder (out of maximum of 100 marks)

F<sub>n</sub> = Normalized financial score of the bidder

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

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

### 5.5 Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score in column 'F' above. However, in the event of two or more bidders securing exactly the same composite score, then Tendering Authority reserves the right to:

- a) Declare the bidder whose technical score is highest among the bidders who have secured exactly the same composite score as successful bidder
- b) OR adopt any other method as decided by Tendering Authority.

## **6. Appointment of Service Provider**

### **6.1 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.

### **6.2 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 such action.

### **6.3 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. Remove any of the item at the time of placement of order.
- e. Increase or decrease no. of resources supplied under this project.
- f. 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.
- g. Make typographical correction or correct computational errors to proposals
- h. Request bidders to clarify their proposal.

### **6.4 Notification of Award**

Prior to the expiry of the 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 the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

## **6.5 Contract Finalization and Award**

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

## **6.6 Performance Guarantee**

The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 30 days from the Notification of award or issue of work order, for a value equivalent to 10% of the total cost of ownership i.e., total order value excluding taxes. The Performance Guarantee should be valid for a period of 40 months. The Performance Guarantee shall be kept valid till completion of the project period. 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 project. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC/OSCSC incurs any damages due to Service Provider's (i.e. selected bidder's) negligence in carrying out the project implementation as per the agreed terms & conditions.

## **6.7 Signing of Contract**

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC/OSCSC shall enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

## **6.8 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 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 of the most responsive bidder.

## 7. Contractual Clauses

The Contract Agreement for this engagement would contain the following key clauses: -

### 7.1 Term of Contract

The contract period of the selected bidder will be 3 years from the date of joining of the first resource. However, in case of requirement by OSCSC Ltd, the contract shall be extended up to another 2 years. The final decision will be taken by the OSCSC Ltd/OCAC.

### 7.2 Termination

- a. Normal termination of the contract would happen at the end of the tenure.
- b. The Purchaser (i.e. OCAC) may, terminate this Contract by giving the selected bidder a 90 (Ninety) days prior and written notice indicating its intention to terminate the Contract.
- c. Termination by selected bidder - The selected bidder may terminate this Contract, by not less than Ninety (90) days' written notice to the OCAC, such notice to be given after the occurrence of any of the following events –
  - i. If the Purchaser fails to pay any money due to the selected bidder pursuant to this Contract and not subject to dispute pursuant to Clause 7.10 hereof within forty-five (45) days after receiving written notice from the SI that such payment is overdue.
  - ii. If the Purchaser fails to comply with any final decision reached because of arbitration pursuant to Clause 7.10 hereof
  - iii. If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the selected bidder may have subsequently approved in writing) following the receipt by the Purchaser of the selected bidder's notice specifying such breach.

### 7.3 Effects of Termination

- a. In the event of a pre-mature termination of this agreement by OCAC, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables till the last effective date of termination.
- b. Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder shall agree to extend full cooperation in supporting the transition process.

### 7.4 Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or measurable criteria. In case of any conflict between RFP and Proposal submitted

by the Bidder in relation to Scope of Work or Deliverables, the Proposal submitted by Bidder (including clarifications, if any) shall prevail and apply.

## 7.5 Norms Governing Service Delivery

- a) Provide necessary performance guarantees on signing of the agreement.
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement.
- c) Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune to the requirements.
- d) Provide a roadmap and project plan for this engagement, clearly describing the responsibilities, timelines, dependencies, milestones, and risks.

## 7.6 Fees and Payments

- a) The total fees payable to the bidder including a milestone-based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. **Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.**
- b) Payments for additional services in case of change in scope will also be specified.
- c) In case of a *bona fide* dispute regarding any invoice, OCAC shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

## 7.7 Audit

- a) The software and documents prepared for this project are subject to audit. The bidder should help OCAC during preparation of compliances of audit without any additional cost.
- b) Software including executables, binaries, licenses (if any) and all technical documents/manuals shall be in favour of the OCAC/OSCSC and shall be submitted to the OCAC before final payment or on demand.
- c) All records pertaining to this work shall be made available to the OCAC/ OSCSC and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

## 7.8 Indemnity

The Service Provider shall indemnify OSCSC and keep indemnified against any loss or damage, claims, compensation, penalty, fine, levies, etc. on account of slackness, deficiency, failure to observe any obligations under the contract, failure to comply with statutory/ mandatory provisions pertaining to the contract by the Service Provider in respect of the services provided etc., whatsoever.



## **7.9 Confidentiality**

The Service Provider and its employees shall undertake to maintain absolute Confidentiality and shall not divulge in any way any information relating to the conversations, events, ideas, concepts, know-how, techniques, data, facts, figures and all information concerning or relating to OCAC/OSCSC Ltd and its affairs to which the Service Provider/ their employees etc. have access, in the course of performance of the contract and after the completion of the contract..

## **7.10 Force Majeure**

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

## **7.11 Dispute Resolution**

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

On non-settlement of the dispute, same shall be referred to the Principal Secretary to Government, E&IT Department, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

## **7.12 Governing Law and Jurisdiction**

This agreement/contract (under this RFP) and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suites, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

### 7.13 Compliance to Labour Laws

The bidder shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.

### 7.14 Change Request Management

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows:

- Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- Effort Estimate – OCAC will ask the successful bidder to submit the effort estimate in terms of man month rate using any standard estimation model.
- Approval or disapproval of the change request – Technical Committee constituted by OCAC will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- Implementation of the change Request– The change will be implemented in accordance with the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to OCAC accordingly.
- Additional cost towards change request management is to be agreed upon mutually by bidder and OCAC and factored separately post approval of efforts by OCAC. This clause should only be invoked for justified business cases during the tenure of the project for such cases which is beyond the scope of this RFP.

The costing of change request shall be finalized as per cost mentioned in financial bid format- Software Enhancement Service. The bidder have to quote for 100 man month and payment shall be made as per actual consumed.

### 7.15 Intellectual Property Rights (Source Code)

**7.15.1 Products and fixes:** All products and related solutions and fixes provided pursuant to this tender shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. “**Product**” means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to OCAC/Govt. of Odisha for license which is published by product owner or its affiliates, or a

third party. “Fixes” means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

**7.15.2 Bespoke development:** Subject to the provisions of Clause 7.15.3 and 7.15.4 below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with OCAC. Implementation Agency/System Integrator/Service Provider shall be entitled to a broad license in the bespoke development for its internal usage and other e-governance projects.

**7.15.3 Pre-existing work:** All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party (“pre-existing work”) including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services under this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment, the Implementation Agency/System Integrator should grant OCAC/Govt. of Odisha a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to OCAC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. OCAC’s license to pre-existing work is conditioned upon its compliance with the terms of the Agreement to be signed under this RFP and the perpetual license applies solely to the pre-existing work that bidder leaves with OCAC at the conclusion of performance of the services.

**7.15.4 Residuals:** In no event shall Implementation Agency/System Integrator be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to the deliverables set out in this RFP. In addition, subject to the confidentiality obligations, Implementation Agency/System Integrator shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services.

## **7.16 Liquidated Damages**

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the agency shall be liable to a penalty @0.5% of the respective deliverable/item/resource, for every week of delay up to a maximum of 5%, after which OCAC shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week. Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. Decision of Chairman, OCAC in this matter is final.

(Maximum ceiling of the penalty under this contract will be 10% of the total work order value)

## 7.17 Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b. Maximum liability of the bidder for this project will be limited to the total value of the contract or the amount actually paid to the bidder whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue.

## 8. Terms of Reference (Scope of work)

### 8.1 Broad Scope of Work

- i) At Present the majority processes are mapped to SAP application and the selected bidder will deploy resources as **SAP Support Team** for carrying out do day to day maintenance and ensure existing daily work on SAP is not hampered.
- ii) OSCSC has set up an SAP Core Team to look into the SAP operations and will work along with the SAP Support Agency to ensure proper running of the SAP processes. SAP Support Agency will set up a team of consultants from all required Functional and Technical modules to work along with the SAP Core Team of OSCSC.
- iii) The Proposal is to engage Consultants who will work on Onsite Model and shall support OSCSC.
- iv) As the need arises the SAP Support Agency will also be required to do relevant mapping of the business processes as directed by OSCSC from time to time as per business needs, as detailed in the scope of work.

#### **The broad Scope of work for the of vendor in this project includes:**

- A. Operation and Maintenance of existing SAP Modules with capacity building and support service.
- B. Upgradation / Enhancement, Development of the business process of the modules implemented.
- C. Data Migration from Legacy system to SAP.
- D. Seamless Integration of existing system with SAP system for exchange of data between the existing applications and SAP.
- E. Assessment of existing IT infrastructure & propose upgradation required

## **8.2 Operation & Maintenance of existing SAP Modules**

### **8.2.1 Technical Support**

- To analyze the modules implemented for issue diagnosis and provide resolutions accordingly.
- System configuration and customization - To provide support for configuration of the system for the modification/changes required in the system.
- Customization of report such as Asset procurement register year wise, purchase register etc. with added field as per the requirement of OSCSC.
- Support should be provided every day of the year and any time of the day as the need might arise and the SAP Support Agency is to plan accordingly.
- To carry out the addition/deletion of new fields, changes in the mapping, creating/modifying static and dynamic queues, structural changes etc. related to the existing interfaces.

### **8.2.2 Bug fixes and patch upgrades**

- Any system error/issue/bug or any recommendations from product vendor of SAP, will be carried out.
- Bug fixes/program changes will be tested by the support team in development environment and subsequently UAT (user acceptance testing) will be done by the end users in quality environment before moving to production.
- To perform the installation of software updates security patches as per availability.
- To perform impact analysis on SAP modules implemented prior to SAP patch installation and submission of reports accordingly.
- The SAP support team will be responsible for setting central patch installation server for the efficient distribution of SAP patches across entire landscape.

### **8.2.3 System monitoring and management**

- The SAP support team will perform SAP BASIS activities in Development, Quality and Production servers of SAP ECC systems. They will also perform all the System Monitoring and health check activities for smooth running of the servers.
- SAP support team must prepare a maintenance plan, share the document with OSCSC and execute the plan according to the requirement.
- Team must perform all type of monitoring and administrative activities like restarting SAP servers, maintenance of system configuration, administration for Browser-Based User Dialogs, User Administration, RFC/any middleware tool Connections and monitoring, Scheduling Background Tasks, Printer Connections, System Monitoring and Trouble Shooting, Setting up an SAP System

Landscape, Creating/ Exporting/importing Transport Requests, SAP Note Assistant, Support Package Upgrades, System Workload Analysis, System trace monitoring, Performance Analysis Monitors, SAP Memory Management , System Load Verification, SAP Table buffering, Database Overview and monitoring.

#### **8.2.4 Other O&M Activities**

- Management and maintenance of all currently implemented SAP modules and tools in SAP system implemented at OSCSC.
- Sharing the details of work of SAP support team along with detailed roles and responsibility of individual in team during contract and providing profile / experience of each individual.
- Real time basis accounts data updating in SAP.
- Ensuring smooth data flow from external applications such as P-PAS, SCMS & OBMS.
- Utilization & monitoring of PI/PO tool as per the requirement and module basis
- Technical support while filing of TDS Return (Both GST & IT) at Head Office by providing accurate information (through reports) from SAP.
- Providing technical support for generation of Financial Statement as per Companies Act and books of Account as per Statutory requirement.
- Supporting the OSCSC SAP core team to gradually get involved in the support process of the SAP operations at OSCSC and be self-sufficient.
- Active participation to technically support OSCSC with the auditing activities and changes/report/data fetch in SAP as is required.
- Technical support for all other MIS of purchase / sales inventory data to be generated from the system.
- Technical support for scheme wise reports and other reports required by Govt. of India and Govt. of Odisha, also as per internal requirement of OSCSC to be generated from SAP.
- Integration with other applications and SAP modules (to be implemented, if any) as the need may arise.
- Documentation for the reports developed along with SOP and process flow.
- Providing support to configure Master Data Management

#### **8.3 Upgradation/ Enhancement & Development activities**

- i. Technical support to create KMS reports to be developed/upgraded based on procurement and distribution of food grains for sharing with Govt. of India.
- ii. Integration of various application with SAP. (Please refer to the RFP document for details).
- iii. Controlling (CO) module implementation/upgradation/enhancement.

- iv. Technical support for scheme wise reports and other reports required by GoI and GoO, also as per internal requirement of OSCSC to be generated from SAP.
- v. Integration with other applications and SAP modules (to be implemented, if any) as the need may arise.
- vi. Reports & smart form (such as Purchase/Sales/Tax Register etc.) are to be developed as per the requirement of OSCSC.
- vii. Review the stock movement system in MM/SD and suggest for any upgradation and enhancement if required.
- viii. Maintenance and upgradation of workflow module if required.

#### **8.4 Data Migration from Legacy System to SAP**

- The Scope of Data Migration contains the need for the porting of data from various legacy applications of OSCSC to SAP platform.
- The SAP Support Team deployed by selected vendor, is required to support OSCSC in the successful migration of the data.
- SAP Support Team will perform the Data Migration in coordination with SAP Core Team.
- OSCSC shall provide the bidder with the data in Excel / CSV/ XML format for migration if needed.
- In this regard the SAP Support Team is required to carry out following activities:
  - ✓ Carry out study of the existing data in legacy system in consultation with OSCSC officials and other application vendors.
  - ✓ Prepare migration plan and migration script to carry out migration of data from legacy system to SAP application.
  - ✓ Support OSCSC team in the testing of data/records ported to ensure migration has been successfully completed.
  - ✓ Predict and take measures for changes that might occur to live data during migration process
  - ✓ To analyze the infrastructure requirements to carry out the Porting process.
- Legacy System wise details of records/ files available for Data Migration is listed below:

Sr. No	Application Name	Financial Year Pending	Total Record (Approx.)
1	SCMS 2.0	FY 2020-21 & 2021-22	75 Lakh Line Items
2	PPAS	FY 2020-21 & 2021-22	35 Lakh Line Items
3	DC	FY 2020-21 & 2021-22	5 Lakh Line Items
4	RO	FY 2020-21 & 2021-22	5 Lakh Line Items

### 8.5 Seamless Integration of existing system with SAP

- The Scope of Integration is to capture the data from other applications of OSCSC to SAP platform for seamless generation of reports related to financial, accounting and stock details. The system should support both push and pull of data from applications proposed to be integrated.
- The SAP Support Team deployed is required to support OSCSC in the successful Integration.
- Integration shall be done on a seamless basis to update the data from the existing systems/applications to SAP system on daily basis as per defined schedule automatically.
- In this regard the SAP Support Team is required to carry out following activities:
  - ✓ To study and understand the existing application and the data structure required for integration.
  - ✓ Prepare the Standard Operating Procedure (SOP) for Integration.
  - ✓ Support OSCSC in the integration of existing application with SAP application
  - ✓ Support OSCSC in carrying out integration testing to ensure that the integration has been successfully completed as per the stated requirements.
  - ✓ To perform the maintenance and upgradation of the existing integration with SAP modules.
- Status of the integration of major applications with SAP system & future scope of Integration to bidder:

Sl. No.	Major Applications of OSCSC	Related to SAP Module	Transaction Type	Integration Status
1	P-PAS (Paddy Procurement Automation System)	MM	Paddy procurement/Farmer payment	Partially Integrated but upgradation/enhancement to be done.



2	SCMS v2 (Supply Chain Management System)	SD/MM	PDS distribution details	Seamless Integration to be done
3	OBMS (Online Billing Management System)	FI	Captures data related to billing of rice millers, L1 & L2 transporters, Handling Contractor	Partially Integrated but upgradation/ enhancement to be done.
4	DC Application	Sales	Rice & wheat sale to FCI	Seamless Integration to be done
5	RO Application	PP	Paddy conversion to rice	Seamless Integration to be done

**Note:** The above integration scope mentioned the major activities, however it is not limited to this and may require integration with other applications and SAP modules (to be implemented, if any) as the need may arise.

## 8.6 Assessment of existing IT infrastructure & proposing upgradation requirements

- The SAP application is currently hosted at Odisha State Data Centre (OSDC) on the infrastructure provided by the OSDC. The entire server infrastructure is maintained by OSDC.
- The SAP support team shall be required to carry out the assessment study of the existing IT infrastructure implemented for the SAP platform.
- Based on assessment study, the SAP Support Team shall submit a detailed report w.r.t to the enhancement/ upgradation required in the existing infrastructure to ensure data can be seamlessly migrated from legacy system and SAP system will perform as per the expectation of OSCSC post integration with other business applications of OSCSC.
- The SAP Support Team will submit the Report for Assessment of Existing IT Infrastructure and Hardware requirement recommendation for upgradation to OSCSC.

## 8.7 SAP Module wise Consultants Roles & Responsibilities

### 8.7.1 Module – Finance and Controlling (FICO)

- Month end activities (opening / closing of posting period, reconciliation of ledger & subledger, Depreciation posting of Asset, reporting of statutory part etc.)
- Year-end activities (G/L balance carry forward, Subledger balance carry forward, opening / closing of Asset posting period etc.)

- Ensuring transaction posted from PPAS-SAP integration is correct. Necessary steps needed to be taken to ensure smooth flow of data and ensuring auto detection if the data is not posted correctly.
- Maintenance of Asset Accounting
- Must be expert in functional spec to prepare new reports, smart form and change in existing reports if required.
- To help audit team to get the valid data in technical part.
- Maintenance of Cost Center Accounting, Cost Element Accounting, Profit Center Accounting, and Internal Order Management.
- Conduct Controlling process configuration (if any additional configuration and enhancement required)

### **8.7.2 Module - Materials Management (MM)**

- Support the current MM footprint & suggestion for betterment is expected.
- Analyze and solve the SAP MM issues.
- Conduct SAP MM process configuration (if any additional configuration and enhancement required).
- Tweaking, changing, and maintaining the OSCSC SAP MM integration with other SAP modules, such as FICO, MM, PP etc.
- Month end activities (opening & closing of posting period, stock OB/CB reconciliation, verification of 2/3 way matching & reporting of the verification).
- Year-end activities (define number range, stock OB/CB reconciliation, verification of 2/3 way matching & reporting of the differences).
- Ensuring the purchase data is posted properly in daily basis. Necessary steps need to be taken in case of any error.
- Stock management
- Preparation of Functional Specification for reports if required at any point of time.
- Considering the business process, stock movement from one location to another, and reconciliation.

### **8.7.3 Module – Sales & Distribution (SD)**

- Tweaking, changing, and maintaining the OSCSC SAP Sales order Management cycle.
- Tweaking, changing, and maintaining the OSCSC SAP SD integration with other SAP modules, such as FICO, MM, PP etc.

- Maintaining and upgrading all OSCSC SAP SD procedures related to pricing and billing.
- Technical support for FCI Sales report generation and maintenance through SAP SD module.
- Sales mapped in Legacy applications (DC modules of SCMS) is to be tracked, tweaked, and maintained through SAP SD module.
- OSCSC FPS scheme wise distribution mapped in SAP SD is to be tweaked, changed, and maintained as per requirement.
- OSCSC MFPS scheme wise distribution mapped in SAP SD is to be tweaked, changed, and maintained as per requirement.

#### **8.7.4 Module – Production Planning (PP)**

- Design changes, customization, configuration and testing of SAP PP module as per the requirement.
- Identifying gaps, issues and designing work around solutions in SAP PP as the need arises.
- Legacy application system (RO) module integration in SAP PP to be monitored and maintained.
- Repetitive manufacturing process (for grain to rice conversion) mapped in SAP PP to be monitored, maintained, and tweaked as required.
- Tweaking, changing, and maintaining the OSCSC SAP PP integration with other SAP modules, such as FICO, MM, SD etc.

#### **8.7.5 Module – Business Application Software Integrated Solution (BASIS)**

- Management & monitoring of server infrastructure in OSDC
- Software upgrades and enhancement
- Role authorization to user
- New releases, Patch, and security updates
- Server performance monitoring
- Data monitoring (backup & restoring data)
- Managing data transports
- SAP Note Application
- Data optimization
- Security Management
- System Administration and Trouble Shooting
- Application & System Software Administration (including performance tuning)
- Application and database level performance tuning.

- Database Administration, optimization and Trouble Shooting

#### **8.7.6 Module – Advance Business Application Programming (ABAP)**

- Enhancement of existing reports if required.
- Preparing of Report and smart form (ABAP) such as purchase register, sale register, Tax register, sale Invoice and any reports or smart form if required.
- Maintaining, monitoring, and tweaking of SAP Workflow as per requirement
- Review, maintenance & upgradation of exist Reports
- Proper documentation to be done for the reports

#### **8.8 SAP Training requirements**

- SAP Support Team will prepare Training Plan in-coordination with OSCSC and conduct training according to the training plan.
- SAP Support Team should provide training to OSCSC officials and their nominated representative on various modules/reports of SAP application and other associated components.
- The SAP Support Team shall conduct adequate number of training sessions spread over the contract period as & when required.
  - Initially for the first & last two months the selected bidder shall be required to provide training twice in a month to OSCSC users. On Completion of 2 months, 1 Refresher training shall be arranged by the selected bidder every month. However, OSCSC may ask to provide training to OSCSC employees as and when required.
- SAP support team shall prepare the necessary training related documentation such as manuals, presentations, flowcharts, training aids if required for successful delivery of trainings.
- SAP Support Team will provide knowledge sharing session on Upgradation or modifications done/Training of technical staff/domain knowledge to OSCSC SAP Core Team (as per the assessment of gap of the OSCSC SAP Core Team).

#### **8.9 SAP Project Documentation**

- SAP support team must update documentation related to SAP software, user manual for any changes, technical updates.
- Frequency of update must be carried out as per the requirement of system management and OSCSC.
- Sharing of all Project Document about processes/reports/integrations/support created during the contract tenure on an ongoing basis.

- To create/upgrade and provide the documents related to manuals for end user, technical document such as BPB (Business Process Blueprint) and any other documents as and when required.
- Prior release of all the project related documents submitted by SAP Support Team, it should be reviewed and approved by OSCSC.
- SAP support team will carry out all the changes in the system through proper documentation and approval mechanism. During this support phase, team should follow this procedure (subjected to approval of OSCSC) for any Change in the system.

### **8.10 Support Model**

- The selected vendor shall be completely responsible for the overall support and maintenance of the SAP project. A detailed functional, technical, and non-functional requirements specification document must be developed by the selected vendor in consultation with OSCSC.
- The scope of this project for the selected vendor includes maintenance, support, configuration, and customization of the ERP – SAP, based on the Requirements provided by OSCSC from time to time. The vendor selected would also be required to create all required documentation including operations manuals, technical manuals, and user manuals.
- The selected vendor shall be responsible for all steps necessary for maintenance of the SAP system including gathering detailed requirements, testing, data migration, training, bug fixing, patch management, enhancements etc.

### **8.11 Operation Plan**

- Support would be provided by the Team of Consultants deployed onsite. The onsite location is the OSCSC Head Office at Bhubaneswar, Odisha. The consultants would get in touch with the respective OSCSC staff (i.e., the user of the process from OSCSC side) to understand the business processes in detail and perform a system study with them.
- The SAP Support services will cover Transactional support - This is the support required by the end users who face problems in executing the business transactions, usually in the early stages after going productive on SAP.
  - Onsite Operational Mode for head office at Bhubaneswar
  - Offsite Operational Mode for District offices and MFPS (vendor consultants will be supporting from OSCSC HO)

### **8.12 Office space and other facilities**

- For the On-site support, OSCSC shall not charge anything to provide the following:
  - Suitable office space, office supplies, furniture, electricity, internet service required for the deployed consultants
  - Knowledge Transfer from the existing service provider
  - Access to the document repository and all project relevant documents

- The vendor has to ensure necessary laptop/ desktop/ workstation and printer (along with consumables) supply for their employees working at the OSCSC premises.

### 8.13 SAP Manpower Requirement

- SAP Manpower requirement at OSCSC Bhubaneswar Head Office:

Sl. No.	Profile of Consultants	No. of Resources	Required Qualification & Experiences	Mode of Deployment
1	FI/CO Functional Consultant cum Project Lead (Senior)	1	<b>Minimum Qualification:</b> MBA (Finance)/ Chartered Accountant/ ICWA/ CA (Inter)/ICWA (Inter) <b>Mandatory Experience:</b> Minimum two SAP end to end implementation experience with minimum 5-years of experience as functional consultant in SAP FI/CO module	Onsite
2	FI/CO Functional Consultant (Junior)	1	<b>Minimum Qualification:</b> MBA (Finance)/ ICWA (Inter)/ CA (Inter)/ M. Com <b>Mandatory Experience:</b> Minimum 3-years of SAP experience in FI/CO module as functional consultant	Onsite
3	MM & PP Functional Consultant (Senior)	1	<b>Minimum Qualification:</b> B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) <b>Mandatory Experience:</b> Minimum 5-years of SAP experience in MM module as functional consultant	Onsite
4	SD Functional Consultant (Junior)	1	<b>Minimum Qualification:</b> B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) <b>Mandatory Experience:</b> Minimum 3-years of SAP experience in SD module as functional consultant	Onsite
5	BASIS & PI/PO Technical Consultant (Junior)	1	<b>Minimum Qualification:</b> B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) <b>Mandatory Experience:</b> Minimum 3-years of SAP experience in related module as functional consultant	Hybrid (Onsite/Offsite)
6	ABAP Technical Consultant (Senior)	1	<b>Minimum Qualification:</b> B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) <b>Mandatory Experience:</b> Minimum 5-years of SAP experience in ABAP module as functional consultant	Hybrid (Onsite/Offsite)
7	SAP Support Executive with FI exposure	2	<b>Minimum Qualification:</b> B.Sc/ B. Com/ BCA/ BBA/ B. Tech/ B.E./ MCA/ MBA <b>Mandatory Experience:</b> Minimum 2-years of experience in SAP modules (FI/CO as mandatory) as functional consultant	Onsite

**Note:**

- Relevant job experience will be considered only after completion of graduation. Therefore, bidders are instructed not to mention any job experience of the proposed candidate/s before completion of graduation.

- Any change of resource from proposed CVs, either during team deployment or in mid-course, must be replaced by equivalent/ better profile, in terms of qualification, certification and experience, as mentioned in the RFP, in consultation with OSCSC.
- In case of any delay in providing equivalent or better replacement either during team deployment at project commencement or in mid-course, 0.5% of work order value per replacement per week of delay shall be deducted from payment.
- The bidder may propose one (1) resource with experience of both BASIS and PI/PO or the bidder may propose two (2) separate resources one for BASIS and one for PI/PO. In both the cases the resource(s) can work from offshore (with onsite presence on need basis). In case of two (2) separate resources, the duration of the deployment will be for 6 months each spread over a period of 12 months for both resources.
- The Bidder is required to quote the rate against 'Sl. No. 1.5 PI/PO & BASIS Technical Consultant (Junior)' for both the resources while quoting in the financial bid. However, two (2) separate profiles shall be shared by the bidder in their technical proposal. Technical evaluation shall be carried out based on CV proposed against BASIS profile.

#### **8.14 Engagement of Resources**

- i. The selected agency should deploy the proposed manpower (i.e. CV furnished for evaluation of technical bid) within 20 (twenty) days of getting the work order.
- ii. Selected Agency should deploy only those candidates those CVs were submitted during bid evaluation. No changes will be allowed within 6 months from start of the assignment. However, replacement is allowed in case of resignation or medical exigencies of personnel subject to furnishing of appropriate relieving certificate.
- iii. The winning bidder should deploy the proposed manpower (i.e. CV furnished for evaluation of technical bid) within 20 (twenty) days of getting the work order.
- iv. Any change of resource from proposed CVs, either during team deployment or in mid-course, must be replaced by equivalent/ better profile, in terms of qualification, certification and experience, as mentioned in the RFP, in consultation with OSCSC.
- v. In case of any delay in providing equivalent or better replacement either during team deployment at project commencement or in mid-course, 0.5% of work order value per replacement per week of delay shall be deducted from payment.
- vi. The deployed manpower at the OSCSC Bhubaneswar office premises need to report to office and accordingly attendance register should be maintained and submitted with monthly invoice.
- vii. OSCSC office time is 10 am to 6 pm. OSCSC office is open from every Monday to Friday and odd numbered Saturdays of the month. However, the deployed manpower may have to stretch time as demanded by the SLA/ or by OSCSC. Unauthorized

absence by any resource shall invites action like immediate dis-engagement of the concerned resource.

- viii. For any absence of any manpower not approved by OSCSC, the vendor will not be claiming the daily charge of the manpower for the number of days he/she is absent in a month.
- ix. Absence/ leave of manpower when planned should be properly notified to OSCSC beforehand and permission from OSCSC should be obtained for the same. Every manpower deployed by the SAP Support Agency is entitled to only 12 days leave in a year.
- x. The responsibility of the conduct and action of deputed manpower at OSCSC is the direct responsibility of the vendor. Any damages caused to OSCSC property by the deputed manpower has to be made good by the vendor.
- xi. OCAC/OSCSC Ltd will have right to ask for replacement of any person /persons who do not have and/or exhibit sufficient expertise and experience in the required field for the intended job. The replacement has to be to the satisfaction of the Purchaser.
- xii. Any replacement of a manpower either during team deployment or mid-course from the resource whose CV was proposed as part of the proposal should be done with an equivalent or higher profile. Deputation of a replacement manpower will be only allowed after OSCSC conducts the interview of the proposed candidate and is satisfied.
- xiii. Any manpower replacement requested by OSCSC has to be done within 15 days (inclusive of non-working days).

## **8.15 Process of Resource Replacement**

The procedure of replacement of resource(s) is as follows

- a. The bidder shall officially intimate OSCSC Ltd the cause of resource replacement along with the CV of the proposed resource.
- b. The CV of the proposed resource should be equivalent/better with respect to the respective profile as mentioned at Clause no. 8.13 "SAP Manpower Requirement)
- c. OSCSC shall conduct an interview of the proposed resource by technical panel comprising of OSCSC officials.
- d. The date, time and venue of the interview will be conveyed by OSCSC to the selected Bidder.
- e. Any candidate not found suitable by OSCSC should be replaced by the successful bidder. Details of replacement candidate should be provided to OSCSC within 15 working days. The replacement candidate also has to go through the interview



undertaken by OSCSC as mentioned above. OSCSC will decide the time and venue for the interview of replacement candidate.

## 8.16 Deliverables

### 8.16.1 Monthly Deliverables

The Deliverables of SAP Support Team to be submitted to OSCSC on each & every month, mentioned below:

- Monthly Progress Report comprises of the activities performed during the particular month; activities planned for next month etc.
- Monthly attendance report of all its manpower deployed at OSCSC.
- Monthly Ticket/ Issue Log & resolution status.
- Technical support in Monthly closure of all reports of OSCSC in SAP.

**Note:** *All the Monthly deliverables mentioned above has to be completed and requires to be submitted accordingly with the monthly invoice. Each month a performance review meeting will be held by OSCSC to evaluate the deliverables. In absence of any one of the above-mentioned monthly deliverables, OSCSC at its sole discretion may penalize the SAP Support Agency. However, the penalty amount per month will not be more than the 10% of the monthly invoice raised by the SAP Support Agency.*

### 8.16.2 General Deliverables

- Existing IT Infrastructure assessment report & Hardware requirement recommendation report.
- Standard Operation Procedure (SOP) for Integration
- Migration plan to carry out migration of data from legacy system to SAP application.
- Proper planning and guidance for capability building of OSCSC SAP Core Team will be a major deliverable. In this regard an initial study with recommendation report for doing the same should be submitted by the SAP Support Agency. This report should be followed with a quarterly report stating the progress by OSCSC to achieve the goal.
- All ABAP code changes/ creation should be documented and shared with OSCSC.

**Note:** *All the General deliverables mentioned above has to be completed and requires to be submitted to OSCSC within 3 months from the Deployment of SAP Support Team at OSCSC Bhubaneswar Office location.*

## **8.17 Functional Audit**

The selected agency to prepare/modify the System Requirement Specifications (SRS) and Functional Requirement Specifications (FRS) of the implemented SAP modules. In addition, the agency shall assist in identifying and rectifying any GAPS found during support and maintenance services.

The functional audit of the implemented SAP module will be conducted by any third party agency (TPA) engaged by OSCSCL/OCAC. The selected agency will be required to assist the TPA during this audit, ensuring that the module functions according to the SRS and FRS specifications. Any gaps or discrepancies identified during the audit will need to be addressed and rectified by the agency.

The agency shall undertake the responsibility of fixing all identified GAPS during support, maintenance, and the functional audit. The agency should provide a timeline for rectification, ensuring that the solutions are both timely and in line with the specifications provided in the SRS and FRS.

The financial cost associated with the functional audit by TPA will be borne by OSCSC Ltd.

The agency shall provide complete documentation for the SRS, FRS, and all GAP rectifications undertaken. This documentation should be detailed, clear, and structured, enabling OSCSC Ltd and TPA to understand and verify the work completed.

The agency shall coordinate closely with both OSCSC Ltd and TPA to ensure a seamless audit process. Any feedback or recommendations provided by TPA should be taken into account and promptly acted upon.

## **8.18 Cyber Security Audit**

The bidder should engage a firm empanelled by CERT-IN (Govt. Of India) to conduct Cyber Security Audit of entire application within 4 months thereafter once a year and furnish "Safe to Host" certificate with final vulnerability assessment report after each security audit iteration.

The Selected bidder should carry out following activities relating to Security Audit.

- Coordination with the Cert-in empaneled firm for conducting security audit
- Rectification in the system for any issues/ bugs suggested by auditing firm without any additional cost.
- Removal of all vulnerabilities/ security threats identified without any additional cost.
- Submit the report (final vulnerability assessment report and Safe to Host certificate) / testing documents including details of defects/ bugs/ errors found and corrective actions taken.
- The cost of audit & rectification of non-compliances shall be borne by the SI

### **8.19 SSL Certificate**

The application should be hosted in “HTTPS” and required Secure Socket Layer (SSL) shall be supplied by the bidder. The bidder shall quote EV Green Bar SSL Certificate for 3 years.

### **8.20 Adherence to Standards**

The integration of various applications of OSCSC Ltd and other activities mentioned in the scope of work 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).

### **8.21 Exit Plan**

The selected firm shall provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC/OSCSC Ltd team at least 4 months before project closure. The resource persons of OSCSC Ltd./successor will work closely with the bidder during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The bidder will ensure proper capacity building of the resource persons without affecting its services. The selected bidder has to provide documents like Hand Over Plan document, User Credentials, User manuals, Business Blueprint (BBP) Document and SoPs for integrations etc.

## 8.22 Service Level Agreement (SLA)

### 8.22.1 SLA Details

Severity Levels	Severity Type	Description	Resolution Duration	Uptime %
S1 Business Standstill	Critical	<ul style="list-style-type: none"> <li>An application is unavailable and blocks the execution of the primary business process. A workaround is not possible.</li> <li>A business-critical part of an application is not available. A workaround is not possible.</li> <li>Business-critical functions cannot be executed. A workaround is not possible.</li> </ul>	Up to 4 Hours	99%
S2 Performance Degradation/ Partial Impact	High	<ul style="list-style-type: none"> <li>Important functions perform with response times that deviate significantly from the agreement.</li> <li>The user is able to work but is unable to achieve a normal productivity level due to the problem.</li> <li>Partial unavailability of system or components.</li> </ul>	Up to 24 Hours	99%
S3 Regular, Default Category	Medium	<ul style="list-style-type: none"> <li>A non-business critical part of an application is unavailable. A workaround is not possible, but the user is able to achieve a normal productivity level.</li> <li>The problem has few consequences for the user and workaround is possible.</li> <li>The majority of the functions operate normally.</li> </ul>	Up to 48 Hours	98%
S4 No Immediate Impact to Business	Low	<ul style="list-style-type: none"> <li>The problem has few consequences for the user and there is a workaround.</li> <li>The application or its parts are used by a very few users &amp; the unavailability will not affect business.</li> </ul>	Up to 72 Hours	98%

#### **NOTE:**

- i. Support request (either ticket or CHANGE REQUEST (CR)) will be reported to SAP support team via call/e-mail/letter by OSCSC indicating urgency level.
- ii. Delay attributable to OSCSC like delay in providing input / testing feedback / decision will not be counted while arriving at resolution time of any ticket.

### 8.22.2 Downtime Calculation methodology

- i. Downtime will be calculated from OSCSC's reporting time.
- ii. Please note that data integration or requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request

- iii. Please note that data reconciliation requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request
- iv. Please note that Report creation requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request
- v. Effective Downtime-hours will be calculated by assigning appropriate weight to each severity parameter.
- vi. The basis of downtime calculation is as follows:

Severity Weight Formula for Effective Downtime-hours Calculation:

- ✓ S1 x (1.0) Weight X Down time in Hours
- ✓ S2 x (0.6) Weight X Down time in Hours
- ✓ S3 x (0.4) Weight X Down time in Hours
- ✓ S4 x (0.2) Weight X Down time in Hours

**NOTE:**

- Monthly downtime % = (effective downtime in hours X 100)/ (8\*24)
- Where (8\*24) is number of hours in 24 days of a month (not considering 2 Saturdays and 4 Sundays in a month).
- In case of Severity 1 and 2 (S1 & S2) incidents, the respective user from OSCSC will also be available to support the vendor during trouble shooting.
- Please note that planned maintenance time are not considered inside the required uptime.

### **8.22.3 Penalty Clause for SLA**

- Penalty will be charged as at the rate of 1% of the total contract rate per month for each 1% decrease in the uptime (Desired uptime as per severity level) with a maximum of 10% of the contract cost.
- If the monthly uptime falls below 90%, authority reserves right to cancel contract / Order or and OSCSC may claim entire/partial PBG amount as penalty.
- Maximum penalty capped at 10% of the work order value.
- Penalty shall not be applicable in case the “the cause of penalty/performance” is not attributable to bidder.

**NOTE:**

- Downtime due to issues related to Server Maintenance in the data center shall not be calculated in the downtime calculation of Bidder. In such cases no penalty shall be imposed.
- Please note that the daily working hours will be 10 am to 6 pm, and the time beyond this stretch (10 am to 6 pm) and public holidays will not be added to the downtime.

### 8.23 Expected Project Timeline & Deliverables

T = Date of issuance of Work order

SL #	Activity	Tentative Deliverables	Timeline
1.	Deployment of Functional Consultants	- Deployment of all onsite resource persons at OSCSC Ltd	T+15 days
2.	SRS/FRS and BBP Document Preparation	The service provider is required to update the SRS/FRS/BBP documents as per the present practice. During the contract period, any modification in process/ requirement shall also be reflected in respective SRS/FRS/BBP	T+60 days
3.	Upgradation/ Enhancement and Development activities	- SRS/FRS of new modules - Demo of new modules developed - UAT & training	T+60 days
4.	Data Migration Activities	- Data Migration Plan Submission - Demo of Data Migration	T+120 days
5.	Integration Activities	- Integration of existing application with SAP system - Demo of integration and its functionalities	T+120 days
6.	Support & Maintenance	- Quarterly Activities report	T+1095 days

### 8.24 Payment Terms

Sl#	Milestones	Payment term
1.	Upgradation/Enhancement and Development Activities as per scope of work	<ul style="list-style-type: none"> <li>– 20% of Upgradation/Enhancement and Development Activities cost component” on submission of SRS/FRS and BBP Document and duly approved by OSCSC Ltd</li> <li>– 50% of “Upgradation/Enhancement and Development Activities cost component” on completion of UAT and duly approved by OSCSC Ltd.</li> </ul>

		<ul style="list-style-type: none"> <li>– 30% of “Upgradation/Enhancement and Development Activities cost component” after successful running application 3 months from the date of Go-Live of the new modules.</li> </ul>
2.	Data Migration from Legacy System to SAP as per scope of work	<ul style="list-style-type: none"> <li>– 30% of “Data Migration from Legacy System to SAP cost component” on completion of migration of PPAS and duly approved by OSCSC Ltd.</li> <li>– 30% of “Data Migration from Legacy System to SAP cost component” on completion of migration of SCMS and duly approved by OSCSC Ltd.</li> <li>– 20% of “Data Migration from Legacy System to SAP cost component” on completion of migration of RO application and duly approved by OSCSC Ltd.</li> <li>– 20% of “Data Migration from Legacy System to SAP cost component” on completion of migration of DC application and duly approved by OSCSC Ltd.</li> </ul>
3.	Integration of existing system with SAP as per scope of work	<ul style="list-style-type: none"> <li>– 20% of “Integration of existing system with SAP cost component” on completion of Integration with PPAS and duly approved by OSCSC Ltd.</li> <li>– 20% of “Integration of existing system with SAP cost component” on completion of Integration with SCMS and duly approved by OSCSC Ltd.</li> <li>– 20% of “Integration of existing system with SAP cost component” on completion of Integration with OBMS and duly approved by OSCSC Ltd.</li> <li>– 20% of “Integration of existing system with SAP cost component” on completion of Integration with DC Application and duly approved by OSCSC Ltd.</li> <li>– 20% of “Integration of existing system with SAP cost component” on completion of</li> </ul>

		Integration with RO Application and duly approved by OSCSC Ltd.
4.	Functional Consultants Deployment	To be paid quarterly based on the submission of deliverables as mentioned at Clause no. 8.16
5.	Support and Maintenance Services	To be paid on QGR basis (Total 12 Quarter) based on the submission of Quarterly Activity Report and monthly attendance report
6.	Security Audit	100% of the cost shall be paid after submission of "Safe to Host" certificate each times
7.	SSL	100% cost of SSL after submission of certificate each year

**Note:**

- In case, the bidder unable to complete the integration within the above period, then 20% of quarterly payment due shall be kept withheld till the completion of all the integration. However, this clause shall not be applicable, if the reason of the delay is not attributable to the bidder.
- Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.
- Payments are in accordance with the Payment Terms after deduction of penalty (as mentioned in liquidated damage clause), if any and submission of deliverables. Statutory Taxes will be paid as per the rate prevalent at the time of billing.
- The invoices towards the functional consultant deployment shall be submitted to OCAC on quarterly basis at the end of every quarter for the no. of manpower actually deployed during the period on submission of attendance sheet, quarterly activity report etc.
- Taxes and duties shall be paid as per the prevailing rate at the time of billing.



## 9. Formats for Submission of Proposal

### 9.1 Pre-Qualification Bid Formats

#### 9.1.1 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: RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd**

*Ref: RFP Reference No. OCAC-SEGP-SPD-0054-2023-23090*

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-SPD-0054-2023-23090. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

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

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

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

Yours faithfully,

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

### 9.1.2 FORM PQ -2 : Pre-Qualification Checklist

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted	Page Reference
1	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of SAP implementation and Support and Maintenance Services for a period of at least 5 (Five) years as of March 31, 2023	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 5 years in SAP implementation and Support and Maintenance Services	
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN	
2	Turnover of Implementing Agency	Average Annual Turnover from IT/ITeS business during the last three financial years ending on 31.03.2023 must be at least ₹30 Crores.	<ul style="list-style-type: none"> <li>• Copy of the Audited Balance sheet and Profit &amp; Loss account.</li> <li>• Certificate of Statutory Auditor's Certificate or CA.</li> </ul>	•
3	Net Worth	The company must be profit making & having positive net worth during last three financial years ending on 31/03/2023.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate/CA Certificate	
4	Certification	The bidder must possess following certification with validity <ul style="list-style-type: none"> <li>• CMMI SVC/DEV-3 (from CMMI institute) or above certificate</li> <li>• SAP Partner Certificate as on date of submission of this RFP.</li> </ul>	Copy of Valid Certificates.	
5	Manpower Strength	The Bidder should have least 100 employees as on 30.09.2023 with a minimum qualification of BE/B.	<ul style="list-style-type: none"> <li>• Certificate from HR Head showing the details of resources with</li> </ul>	•

		Tech/MCA/MS/IT/CS) on its pay roll out of which at least 30 professionals with experience in SAP implementation/ Support and Maintenance Services.	qualification along with PF copy (any one month since 01.04.2023) <ul style="list-style-type: none"> <li>• Declaration with list of SAP professional with year of experience with modules</li> </ul>	
6	Technical Capability	The bidder must have executed projects for providing SAP implementation/ Support and Maintenance Services in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 years ending as on bid submission date with order value as follows: <ul style="list-style-type: none"> <li>- one project of minimum order value ₹ 5 Cr. or</li> <li>- Two projects with minimum order value of ₹ 3.5 Cr each OR</li> <li>- Three projects with minimum order value of ₹ 2.5 Cr each</li> </ul>	Work order/ Completion/ Phase Completion Certificates from the client	
7	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 90 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head	
8	Black Listing	The bidder must not be currently under a declaration of ineligibility for corrupt and fraudulent practices nor should have been blacklisted by any State Govt. or Central Govt.	Self-declaration duly signed by authorized representative of Bidder Refer Annexure - Self-Declaration	

**9.1.3 FORM PQ - 3 : Bidding Organization Details**

SI. No.	Details of the Organization	Response of bidder
1	Name of Organization	
2	Nature of the legal status in India	
3	Nature of business in India	
4	Date of Incorporation	
5	Date of Commencement of Business	
6	Address of the Headquarters	
7	Address of the Registered Office in India	
8	Supporting Documents	
9	Certificate of Incorporation from Registrar of Companies (ROC), PAN, Service tax	
10	Name of Authorized contact person	
11	Email of Authorized contact person	
12	Phone number of Authorized contact person	
13	Does the organization have an office in Bhubaneswar, Odisha (if yes, provide address and office phone number)	
14	Number of employees in the payroll of the organization	
15	Number of SAP Functional Consultants in the payroll of the organization (e.g., 2 (MM), 3 (SD), 4 (FICO) etc.)	
16	Number of SAP Technical Consultants in the payroll of the organization (e.g., 2 (ABAP), 2 (BASIS) etc.)	
17	Number of SAP Certified Consultants in the payroll of the organization	
18	Number of SAP support maintenance projects done	
19	Number of SAP implementation projects done	
20	Is the organization SAP certified partner? (Yes/No) If an SAP certified partner, please provide SAP Partner ID	

I hereby declare that the information provided above is true to my knowledge.

Yours Sincerely,

\_\_\_\_\_  
(signature)

Name:  
Date:

Designation:  
Stamp:

**9.1.4 FORM PQ - 4 : Turnover & Financial Information**

[To be submitted on letterhead of Statutory Auditor/ CA]

**TO WHOM IT MAY CONCERN**

I hereby declare that I have scrutinized and/ or audited the financial statements of M/s \_\_\_\_\_.  
 Net Worth as on 31<sup>st</sup> March 2023 and Turnover\* of the Bidder for the three financial years as under:

Financial Year	Turnover (in INR)
2020 - 21	
2021 - 22	
2022 - 23	
<b>Average Turnover (For above mentioned 3 FYs)</b>	

Particulars	Net-Worth (in INR)
As on the 31 <sup>st</sup> March 2023	

**\* To be provided from Audited Financial statements of Account**

I also certify that M/s \_\_\_\_\_ has not filed for insolvency in the last 3 financial years as disclosed by the records and documents produced before us and information and explanation given to us.

For

M/s .....  
 Chartered Accountants / Statutory Auditor

\_\_\_\_\_  
 Signature

Name of Chartered Accountant/ Auditor:

Membership No./ Registration No.:

Seal/ Stamp:

Date:

Place:

**9.1.5 FORM PQ - 5 : 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: RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd**

Madam/Sir,

I have carefully and thoroughly gone through the all the Terms & Conditions along with Terms of Reference contained in the RFP No. OCAC-OCAC-SEGP-SPD-0054-2023-23090 regarding RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd .

I declare that all the provisions/clauses including Terms of Reference mentioned in 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

**9.1.6 FORM PQ - 6 : Self Declaration – No Blacklisting**

(On Organization Letter head)

Location, Date:

To,

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

**Subject: RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd – SELF-DECLARATION – NO BLACKLISTING**

**Ref : RFP Ref No. OCAC-SEGP-SPD-0054-2023-23090**

Dear Sir,

I/ We hereby declare that presently our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

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  
[Signature with Date and Seal]

## 9.2 Technical Bid Formats

### 9.2.1 FORM TECH - 1 : Technical Bid Cover Letter

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

**Subject: RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd**

Bid Reference No –OCAC-SEGP-SPD-0054-2023-23090

Dear Madam,

We, the undersigned, offer to OCAC, for **on the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd.**

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid separately.

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.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_



**9.2.2 FORM TECH - 2 : Technical Evaluation Checklist**

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Compliance/short description	Page Reference
1	Average Annual Turnover from IT/ITeS Services during last 3 years ending on 31.03.2023	<ul style="list-style-type: none"> <li>- ₹30 Crore – 3 marks</li> <li>- Each additional ₹2 Crore – 1 mark maximum upto 10 marks</li> </ul> <p style="text-align: center;">(CA Certificate)</p>		
2	Bidder should have relevant experience in implementation or providing maintenance support services for SAP projects. (minimum work order value should be ₹2.5 Crore)	<p>Each project carries 2 marks up to maximum of 10 marks.</p> <p>As documentary proof, bidder must submit</p> <p>Work order + Completion certificates from the client</p> <p>OR</p> <p>Work order + Phase completion certificate from the client</p> <p>OR</p> <p>Work order + CA Certificate confirming the payment received from clients for the said project</p>		
3	Authorized SAP Partner	SAP Platinum Partner and above (Bidder to submit the copy of certificate)		
		SAP Gold Partner (Bidder to submit the copy of certificate)		
		Other categories of SAP Partner (Excluding Platinum and Gold) (Bidder to submit the copy of certificate)		
4	Certifications	CMMi Level 3 issued by CMMi Institute (Bidder to submit the copy of certificate).		

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Compliance/short description	Page Reference
		CMMi Level 5 issued by CMMi Institute (Bidder to submit the copy of certificate)		
		ISO 27000 (any series)		
		ISO 20000 (any series)		
5	Presentation on this RFP project implementation and methodology	Understanding the OSCSC requirement		
		Deployment Strategy		
		Past Implementation Case Studies		
		Integration Methodology and Experience		
		Execution Methodology		
6	FI/CO Functional Consultant cum Project Lead (Senior)	Holds SAP FI/CO Certification (if Yes 4 marks, if not then zero marks)		
		Holds PRINCE2/ PMP Certification (if Yes 2 marks, if not then zero marks)		
		Has more than 5 years and less than 7 years of experience as FICO Functional Consultant		
		Has more than or equal to 7 years and less than 10 years of experience as FICO Functional Consultant		
		Has more than or equal to 10 years of experience as FICO Functional Consultant		
7	FI/CO Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as FICO Functional Consultant		
		Has more than or equal to 5 years and less than 7 years of experience as FICO Functional Consultant		
		Has more than or equal to 7 years of experience as FICO Functional Consultant		

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Compliance/short description	Page Reference
8	MM & PP Functional Consultant (Senior)	Has more than 5 years and less than 7 years of experience as MM Functional Consultant		
		Has more than or equal to 7 years and less than 10 years of experience as MM Functional Consultant		
		Has more than or equal to 10 years of experience as MM Functional Consultant		
9	SD Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as SD Functional Consultant		
		Has more than or equal to 5 years and less than 7 years of experience as SD Functional Consultant		
		Has more than or equal to 7 years of experience as SD Functional Consultant		
10	BASIS & PI/PO Technical Consultant (Junior)	Has more than 3 years and less than 5 years of experience as BASIS Technical Consultant		
		Has more than or equal to 5 years and less than 7 years of experience as BASIS Technical Consultant		
		Has more than or equal to 7 years of experience as BASIS Technical Consultant		
11	ABAP Technical Consultant (Senior)	Has more than 5 years and less than 7 years of experience as ABAP Technical Consultant		
		Has more than or equal to 7 years and less than 10 years of experience as ABAP Technical Consultant		
		Has more than or equal to 10 years of experience as ABAP Technical Consultant		

Sl. No.	Criteria	Marking Criteria and document to be submitted by bidder to get the mark	Compliance/short description	Page Reference
12	SAP Support Executive - 1st	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.		
		Has more than or equal to 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.		
		Has more than or equal to 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.		
13	SAP Support Executive - 2 <sup>nd</sup>	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.		
		Has more than or equal to 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.		
		Has more than or equal to 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.		

**9.2.3 FORM TECH – 3 : SAP implementation/ maintenance/ support Experience**

SI. No.	ERP Implementation Project Information (one form for each)	Details
1	Primary Contract/Sub-Contract	
2	Client Name (in Full) *	
3	Client Address	
4	Name of the person who can be referred to from Clients' side, with name, designation, email, phone	
5	Nature of business / operations of client	
6	Nature of Client (Govt./Semi Govt./ PSU/ Private sector etc.)	
7	Functional areas of business covered in the project	
8	SAP modules handled in this project (e.g., FICO/MM/SD/Workflow/ PIPO/PP etc.)	
9	Implementation Geographical Location/ Number of Locations / business units at which the project is implemented	
10	Duration of engagement (with Start date and end-date/expected end-date)	
11	Scope of the Project (SAP Consulting/ SAP Implementation/ SAP support/ SAP maintenance/ SAP training etc.)	
12	Version of SAP instance in this project	
13	Total number of users for this SAP project	
14	Work order awarding date	
15	Colour scanned copy of this work order attached	
16	Number of SAP experiences claimed in this Bid	
17	Serial number of this experience in this Bid (e.g., 3rd of 5 experiences etc.)	
18	Value of the work order in INR	
19	Page number of Work order as mentioned in technical bid	
20	Page number of Completion/ Phase Completion/ CA Certificate as mentioned in technical bid	

**Notes\*:**

- *The organization/ agency that provided the work order to execute the SAP implementation/ support project to the participating bidder will only be considered as client.*
- *The bidder needs to provide the work order from the client mentioned at Serial #2, failing which this particular experience of the bidders shall not be considered for evaluation.*

I hereby declare that the information provided above is true to my knowledge.

Yours Sincerely,

\_\_\_\_\_  
(Signature)

Name:

Date:

Designation:

Stamp:

**9.2.4 FORM TECH – 4 : Summary of CVs of proposed SAP Manpower for the assignment**

(Note: The selected bidder needs to submit the candidate's self-attested certificates pertaining to candidate's educational qualification and work experiences, as and when required by OSCSC)

Sl. No.	Name of the Candidate	Position Proposed	Highest Educational Qualification	SAP Functional/ Technical Consultant Experience in years	Expertise in SAP modules/s	Have SAP Certification
1		FI/CO Functional Consultant cum Project Lead (Senior)				
2		FI/CO Functional Consultant (Junior)				
3		MM & PP Functional Consultant (Senior)				
4		SD Functional Consultant (Junior)				
5		BASIS & PI/PO Technical Consultant (Junior)				
6		ABAP Technical Consultant (Senior)				
7		SAP Support Executive – 1st				
8		SAP Support Executive – 2nd				

I hereby declare that the information provided above is true to my knowledge.

Yours Sincerely,

\_\_\_\_\_

(signature)

Name:

Date:

Designation:

Stamp:

### 9.2.5 FORM TECH – 5 : Format of Curriculum Vitae (CV) for Proposed SAP Manpower

<b>Name:</b>		Passport Sized Photo				
<b>Position Proposed For:</b>					<b>Number of SAP implementation experience:</b>	
<b>Years with the Bidding Firm/ Company*:</b>						
<b>Gender:</b>						
<b>Date of Birth:</b>						
<b>Nationality:</b>						
<b>Address:</b>						
<b>Email:</b>						
<b>Phone:</b>						
<b>Relevant years of experience as SAP Functional/ Technical Consultant:</b> <b>Mention the years of experience in each of the SAP module work with.</b> <i>For ex. FI/CO (2.5 Years), MM (2 Years), SD (1 Year):</i> <b>Relevant years of experience in working with Gov. Organization:</b>						
<b>Educational Qualification Details:</b> (Starting from the Highest Qualification, add as many as required)						
Sl. No.	Educational Qualification	Institute	Start Date	End Date		
<b>Experience Details:</b> (Starting from the most recent job, add as many as required)						
Sl. No.	Name of the Employer	Designation	Start Date	End Date	Brief Job Responsibility	
<b>Language Proficiency:</b>						
Sl. No.	Language	Reading Skill Level	Writing Skill Level	Speaking Skill Level	Typing Skill Level	


**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Signature of SAP Manpower with Date: \_\_\_\_\_

Full name of SAP Manpower: \_\_\_\_\_

Authorized Signatory [In full and initials signature]: \_\_\_\_\_

**Note\*:**

- In case the resource proposed by the bidder is not on bidder's payroll as on date of bidding, then bidder may mention "**Not Applicable**" against the box - "**Years with the Bidding Firm/Company**" in this form.
- However, in such a scenario bidder will have to share a declaration by the proposed resource in the Annexure Format (**Annexure-16 of the RFP**) and also by authorized signatory along with the CV.



### **9.2.6 FORM TECH - 6: Description of Proposed Approach and Methodology**

Bidder is free to propose any type of approach for Operation & Maintenance Support and integration

**9.2.7 FORM TECH - 7: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies**

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									

## 9.3 Financial Bid

### 9.3.1 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: RFP for Selection of Software firm for the provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd**

*Ref: RFP Reference No. OCAC-SEGP-SPD-0054-2023-23090*

Madam/Sir,

I /We, the undersigned, offer to provide the SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd as per RFP No.: OCAC-SEGP-SPD-0054-2023-23090 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 (Terms of Reference) as specified in the Chapter 8. These prices are indicated in the Financial Bid as part of this RFP response.

b) 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 3 years from the date of opening of the financial 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.

c) 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

### 9.3.2 FORM FIN-2: Commercial Bid

Bidder has to furnish the Financial bid as per the excel sheet as well as upload the financial bid in PDF file (after printing of the same in company letter head)

#### Rate to be quoted excluding GST

##### 9.3.2.1 Summary of Commercial Bid

SL No	Activities	Total Cost Excluding GST
1	One time Development/Upgradation , Data Migration and Integration Activities as per scope of work (Sub total of Clause no. 9.3.2.2)	
2	Support and Maintenance Activity as per scope of work (Sub total of Clause no. 9.3.2.3)	
3	Onsite Manpower Deployment Activities (Sub total of Clause no. 9.3.2.4)	
4	Security Audit & SSL (Sub total of Clause no. 9.3.2.5)	
<b>Grand Total</b>		
<b>In Words</b>		

##### 9.3.2.2 One time Development/Upgradation , Data Migration and Integration Activities

SI No	Items	Unit	Unit Cost excluding GST	Total Cost excluding GST
A	B	C	D	E=C * D
1	Upgradation/Enhancement and Development Activities as per scope of work	Lumpsum		
2	Data Migration from Legacy System to SAP as per scope of work	Lumpsum		
3	Integration of existing system with SAP as per scope of work	Lumpsum		
4	Any other cost, required for carryout above activities, bidder may specify			
<b>Sub total (excluding GST)</b>				
In words				

**Note :** The cost quoted by the bidder towards enhancement, migration and integration together (i.e. Sub total of clause 9.3.2.2) should not be more than 30% of the total resource deployment cost(Grand total of Table-3). Any deviation in this clause, authority reserved right to reject the bid.

**9.3.2.3 Support and Maintenance Activity as per scope of work**

SI No	Items	Unit	Cost per year (excluding tax)	Quantity	Total Cost
A	B	C	D	E	F=(D*E)
1	Support and Maintenance of existing/new SAP modules as per scope of work	Years		3 years	
<b>Sub-Total (Excluding Tax)</b>					
<b>In Words</b>					

**9.3.2.4 Onsite Manpower Deployment Activities**

SI No	Items	Unit	Cost per Man-month GST	Quantity	Total Cost
A	B	C	D	F	G=(D*E)
1	FI/CO Functional Consultant cum Project Lead (Senior)	Man month		36	
2	FI/CO Functional Consultant (Junior)	Man month		36	
3	MM & PP Functional Consultant (Senior)	Man month		36	
4	SD Functional Consultant (Junior)	Man month		36	
5	BASIS & PI/PO Technical Consultant (Junior)	Man month		36	
6	ABAP Technical Consultant (Senior)	Man month		36	
7	SAP Support Executive with FI exposure	Man month		72	
<b>Sub Total (Excluding GST)</b>					
<b>In Words</b>					

**9.3.2.5 Security Audit and SSL**

SI No	Items	Unit	Quantity	Unit Cost	Total Cost
A	B	C	D	E	G=D*E
1	Security Audit (through any Cert-in empanelled firm)	Times	3		
2	EV Green Bar SSL	Year	3		
<b>Sub Total (Excluding GST)</b>					
<b>In Words</b>					

## 9.4 Format for Bank Guarantee for Earnest Money Deposit

RFP REF: OCAC-OCAC-SEGP-SPD-0054-2023-23090

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

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for Selection of Software firm for SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd for 3 Years (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 <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> 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 having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed.

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:

d) 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

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 provision of SAP Support and Maintenance Services to Odisha State Civil Supplies Corporation Ltd (OSCSC) for 3 Years to Odisha Computer Application Centre, Bhubaneswar (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract 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 contract;

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 Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) 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 contract to be performed there under or of any of the contract 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 contained herein:



- I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry 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 Expiry Date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: