REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF SYSTEM INTEGRATOR FOR
APPLICATION MODERNIZATION AND OPERATION &
MAINTENANCE SUPPORT OF
ODISHA STATE WORKFLOW AUTOMATION SYSTEM (OSWAS) AND
ODISHA JUDICIAL WORKFLOW AUTOMATION SYSTEM (OJWAS)

RFP REF. NO. OCAC-SEGP-SPD-0043-2022-23111

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	01/12/2023
2.	Last date and time for Submission of Queries	18/12/2023, 5PM
3.	Pre-Bid Conference	19/12/2023, 12PM
4.	Last date and time for Submission of Bid	08/01/2024, 12.30PM
5.	Opening of Pre-Qualification/General bids	08/01/2024, 1PM
6.	Technical Presentation on Approach & Methodology	To be intimated
7.	Opening of Commercial bids	To be intimated

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1. Request for Proposal

Sealed proposals are invited from eligible, reputed and qualified System Integrators for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) as detailed out in the Terms of Reference under Section 8 of this RFP Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Section 5 of this RFP Document.

2. Structure of the RFP

This Request for Proposal (RFP) document comprises of the following.

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

- General instructions for bidding process
- Bid evaluation process including the parameters for Pre-qualification, Technical evaluation, and commercial evaluation for determining bidder's suitability as the system integrator.
- Commercial bid and other formats

II.   Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:

- About the project and its objectives
- Scope of work
- Functional and Technical requirements
- Project Schedule
- Service levels for the implementation partner
- Timeline of Project implementation

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

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP 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. Background Information

3.1 Basic Information

a) OCAC invites responses ("Tenders") to this Request for Proposals ("RFP") from Software development/System Integration firms ("Bidders") for System Integrators for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System as described in Section 8 of this RFP, "Terms of Reference".

b) Proposals must be submitted electronically through e-Nivida Platform (www.enivida.odisha.gov.in) only.

c) 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 Background

3.2.1 About the Department

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

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

3.2.2 About existing OSWAS Application System (OSWAS 2.0) and OJWAS

Odisha State Workflow Automation System (OSWAS) system is the workflow system designed and developed keeping in view the State department practices. It enables to automate the functions of state Government Departments and to create a conducive environment for effective and efficient administration. The functionalities of the system are such that it not only ensures accomplishment of day-to-day official work in systematic manner but also prioritizes the essence of time.

The existing OSWAS Application is allowing GoO to meet the following objectives.

- Increase efficiency & effectiveness of the processes.
- Increase employee productivity.
- Efficient management of data
- Better communication & co-ordination and advancement towards knowledge-led governance

As part of the 5T initiative of Government of Odisha, **OSWAS** has been extended to all Directorates/ HoDs for their integration with respective Administrative Departments to speed up the process of decision making. OSWAS covers principal applications like correspondence management, file management, file processing, record room, knowledge bank, internal messaging, dashboard, notice board, MIS reports, audit management and advanced search engine. Many common applications like Assembly questions, RTI, online telephone directory, tours management, leave management etc., are also available in OSWAS.

OSWAS is implemented in all Departments and Directorates of Govt. of Odisha with approximately 12000 userbase. It is a web-based application hosted on-premises in Secretariat integrated with other networks such as CCTNS, NICNet and OSWAN.

Odisha High Court has implemented a separate instance of OSWAS for the judicial workflow processes of the state which is called as OJWAS, i.e., Odisha Judicial Workflow Automation System. This solution is an extension of OSWAS built with the same architecture and fundamental concepts which are present in OSWAS. This RFP will include the scope of both application systems i.e., OSWAS and OJWAS and any mention of either OSWAS or OJWAS with respect to functional requirements and application's scope of work will be applicable for both the systems cumulatively.

3.2.3 About OSWAS 3.0

OCAC has envisaged the requirement for existing version of OSWAS (namely, Odisha State Workflow Automation System) to be enhanced and upgraded as part of Application Modernization.

OSWAS 3.0 is expected to the upgraded version of OSWAS 2.0 in terms of:
- Functionally Smarter and Intelligent
- Technologically Enhanced, Secure and Scalable
- Extensively configurable with rapid transformational capability.

- OSWAS 3.0 is expected to be **Rolled Out across state in phase wise manner with coverage among GP, Block and Tehsil office touch points along with other offices of different line Departments located at District/Blocks**. The proposed system is expected to be a **Single system for all levels of offices with hierarchical access.**
- OSWAS 3.0 is expected to add new features to OSWAS 2.0 for **smarter digital processing of files and correspondences** through adoption of latest technology design principles.
- OSWAS 3.0 should be configured with a concept of **Mobile first model** with emphasis on usage on mobile/ portable devices as first choice of preference.
- OSWAS 3.0 is expected to be **highly configurable** and **customizable to meet dynamic requirements on-demand by various authorities of GoO.**

Implementation period for OSWAS 3.0 will be **9 months from date of signing of contract which will be the effective start date of the project.**

Bidder is expected to provide **Warranty, Operations and Maintenance Support for 5 years post Go Live of OSWAS 3.0**. **The overall duration of the project would be of 9 months of Implementation + 5 years of Warranty, Operations and Maintenance. Project may be extended after 5 years as per mutually agreed terms and conditions and necessary Government approval as required.**

OSWAS 3.0 is expected to be implemented through modern technologies which are expected to be in the industry trend for long-term. Bidders are expected to showcase and propose proven frameworks and architectures for upgradation of existing version of OSWAS and provide a stable and comprehensive implementation platform to help GoO meet on-demand business needs from various offices and hierarchies.

As part of the comprehensive solution, existing OJWAS application system will also be upgraded with the same clauses of enhancement, functionalities and modernization features and will have feature parity with proposed OSWAS 3.0

3.2.4 Technology Stack of current version of OSWAS (OSWAS 2.0)

Current OSWAS Application is based on J2EE Enterprise Application currently hosted on Secretariat LAN (SecLAN) built upon MySQL 8 EE as Backend and RedHat jBoss EAP 7 as Application Middleware on a pure Linux Stack (RHEL 7).

3.2.5 OSWAS 3.0 Objectives

The objectives of the proposed OSWAS 3.0 system are:
- One Integrated State-wide digital workplace suite.
- Rollout across state with coverage among GP. Block and Tehsil level offices along with other offices of different line Departments located at District/Blocks.
- Single system for all levels of offices with hierarchical access.
- Modern technology architecture with long-term support.
- New features for smart processing of files and correspondences.
- Highly scalable to accommodate 30k+ users.
- Emphasis on usage from mobile/ portable devices.
- Private cloud ready.
- Adoption of smart digital workplace suite for entire state Rollout across state with coverage among GP, block and tehsil touchpoints.
- Enhance productivity
- Efficient monitoring & control along with transparent administration in an efficient workplace.
- Effective internal information exchange, decision making and prioritization of work.
- Building a knowledge base, enabling a robust decision support system

- A structured & collaborative work environment in the Secretariat
- Enable prioritization of work
- Use IT as an enabler to help in daily work
- Enable policy-based processing
- Access controls at all levels

3.3 Transition from OSWAS 2.0 to OSWAS 3.0

Selected bidder is expected to develop/ customize OSWAS 3.0 under application modernization activity followed by 5 Year O&M Support. OCAC will facilitate with existing SI for necessary Handover Take Over and handover of the appropriate artifacts as required.

3.4 Major Stakeholders of OSWAS

The main stake holder of the project will be Government of Odisha represented through the OCAC.
The major responsibility of the individual departments of Secretariat would be:
- Organizational activities
- Restructuring, procedure realignment, process re-engineering (scope limited to recommendation on re-engineering requirements) and office automation
- Assisting & coordinating in requirements collection for applications of OSWAS.
- Ensuring the usage of the system by the users

The OCAC will ensure training on basic computer skills such as MS-Office, Open-Office etc. OCAC will oversee the infrastructure setup, implementation, training etc. The bidder will be responsible for the application development, customization, implementation and training of OSWAS 3.0 application system.

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 <19/12/2023> **at <12PM> in** VC Mode (through Microsoft Teams).

b) Link will be provided to the interested bidders on request through email**.**

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) with a copy to with a copy to subrat.mohanty@ocac.in and <kalpana.biswal@ocac.in> by **5 PM of <18/12/2023>.**

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

a. 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

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

c. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on www.enivida.odisha.gov.in , www.ocac.in or www.odisha.gov.in Any such corrigendum shall be deemed to be incorporated into this RFP.

d. 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

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

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

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. **3.2 Crore** may be furnished electronically or 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. In case of EMD submitted through Bank Guarantee, it should be valid for 120 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.

b. EMD of all unsuccessful bidders would be refunded by OCAC within 45 days or within 15 days after award of work to selected bidder, whichever is earlier. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

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

e. 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

f. 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 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	odishaenivida@gmail.com/ odishaeproc@railtelindia.com/ support.enivida@odisha.gov.in
Phone	011-49606060 9355030613 9355030604 9355030618 8448288981 Any of the numbers available at www.enivida.odisha.gov.in

4.5.7 Tender Validity

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

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 <08/01/2024> **by 12.30 Noon** will be opened on <08/01/2024> **by 1** PM by Proposal Evaluation Committee in online mode, 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 Late Bids

a) Bids received after the due date and the specified time (including the extended period if any) for any

reason whatsoever, shall not be entertained and shall be returned unopened.

b) The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.

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

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

a. No technical deviation is allowed.

b. The Bidder may provide deviation to the contents of the RFP document in the format prescribed in Form 11.6.

c. Deviation against the scope of work as mentioned at Chapter-8 will not be accepted.

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

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

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

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**. 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, to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. 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, considering 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.

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 minimum of 70 marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

5.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, 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 with proposal
a)	Legal Entity	Responding Firm/ Company should be: • Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. • Registered with Goods and Services Tax Network (GSTN).	• Copy of Certificate of Incorporation/ Registration. • Valid GSTIN and copy of GST Registration Certificate. • Copy of PAN
b)	System Integration Experience	Responding Firm/ Company should be in the Information Technology(IT) business as System Integrator for at least Ten (10) financial years as on 31st March 2023.	• Work orders confirming year and area of activity along with certificate from Statutory Authority to this effect.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
c)	Sales Turnover in System Integration	Average Annual Sales Turnover generated from services relating to System Integration during the last three financial years ending on 31.03.2023 (as per the last published Balance sheets), should be at least ₹800 Crores. This turnover should be on account of ICT Systems Development and Implementation (i.e., revenue should be on account of System Integration/Turnkey solutions or products and their associated maintenance or implementation services, packaged software etc.) only.	- Copy of the audited Balance sheet and Profit & Loss account. - Statutory Auditor's Certificate
d)	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth.	Statutory Auditor's Certificate/ Chartered Accountant / Company Secretary

e)	Certification	The bidder should have following certifications (with validity) at least one year prior to the date of publication of this RFP:
		  – CMMI DEV - Level 5 (from CMMi Institute erstwhile SEI) published in CMMi website
		  – ISO 27001
		  – ISO 20000
		  – ISO 9001:2008.
			Copy of a Valid Certificate

f)	Manpower Strength	The Bidder should have at least 10,000 (ten thousand) technically qualified professionals having minimum qualification of B.E/MCA or higher having 2 years of experience as on 31-03-2023 on its payroll.	Certificate from HR/Director
g)	Local Presence	The bidder should have an operation/delivery center in Odisha for at least 12 months before the publication of this RFP with at least 500 (five hundred) full time developers in its payroll in the domain of systems integration and software system development	Documentary Evidence on local presence such as Trade License, Leased Agreement etc.
h)	Technical Capability	The bidder must have successfully developed and implemented at least the following numbers	Completion Certificates from the client

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
		of e-Governance application for any Government Department / Government Agency / PSU in India during last 5 years as on 30th September 2023 of value specified herein: • One project not less than the amount ₹128 Crore; OR • Two projects not less than the amount ₹96 Crore; OR • Three projects not less than the amount ₹64 Crore.	OR Work Order + Self Certificate of Completion (Certified by the Auditor/CA/CS); OR Work Order + Phase Completion Certificate from the client
i)	Technical Capability on Workflow Automation	The bidder must have implemented at least one workflow automation system in the State/Central Government/PSUs in India of the order value of ₹ 20.0 Crore (Rupees Twenty Crores) with a minimum user base of 2000, in last 5 financial years ending 31-Mar-2023 excluding the cost of hardware and networking components.	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Auditor/CA/CS); OR Work Order + Phase Completion Certificate from the client
j)	Consortium	Consortium is not allowed. However, sub-contracting allowed with minimum 25% for deployment and maintenance components for implementation with local enterprises with experience and know-how as per ICT Policy 2022 of Government of Odisha. However, sub-contracting of core activities such as Software Developments, operation and Software maintenance etc. is not allowed and shall carry out by the bidder only.	Declaration of the bidder

SI#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
k)	Black Listing	The bidder should not be currently under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self Declaration (at Clause 9.2)
l)	EMD & Document Fee	The bidder must submit Tender document fee amounting to ₹11,200/- (inclusive of 12% GST) in e-Nivida Portal and EMD amounting to ₹3,50,00,000/- in shape of online payment through e-Nivida Portal or through DD or Bank Guarantee from a scheduled bank	Demand Draft and/or Bank Guarantee

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 criteria mentioned below:

SI#	Criteria	Documentary Evidence	Marks	Max. Marks
Financial & Resource Strength				
a)	Average Annual Turnover in last 5 years ending with March 2023 from IT/ICT and related services of last three years	Audited Balance Sheet and Statutory Auditor's Certificate/ Chartered Accountant / Company Secretary	₹800 Crore = 2 Marks Beyond ₹800 Crore = 1 Mark for each ₹100 Crore.	10
b)	Net Worth (average 5 years)	Statutory Auditor's Certificate/ Chartered Accountant / Company Secretary	₹800 Crore = 1 Mark. Beyond ₹800 Crore = 1 Mark for each ₹100 Crore.	10
c)	The firm/company should have IT professional with minimum qualification of B. E/ B. TECH/ MCA or higher having 2 years of experience	Letter from HR / Director	10000 Professionals = 1 Mark. Beyond 10000 Professionals = 1 Mark for each 1000 Professionals.	5
Previous experience and expertise				
e)	The firm/ company should have completed/Under Implementation e-Governance Projects in India during the last 10 years, each of the minimum order value of Rs 50 crore.	Completion Certificates from the client OR	Each Project = 5 Marks.	15

		Work Order + Self Certificate of Completion (Certified by the Auditor/CA/CS); OR Work Order + Phase Completion Certificate from the client		
f)	Experience in the implementation of Workflow Automation system in any Govt/ PSU /Autonomous body in India with a base of minimum 5000 users.		Each Project = 5 Marks.	10
g)	Experience of implementation of project in any Govt. Odisha Department / Govt. of Odisha Agency in Odisha since during last 5 years as on 31st Mar 2023 with a work order of at least ₹12 Crore		Each Project = 5 Marks.	10
Technical Solution Capability				
h)	Experience in development/customization of web applications using microservices architecture and DevSecOps.	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Auditor/CA/CS); OR Work Order + Phase Completion Certificate from the client Bidder to enclose the relevant document relating to Technology Stack with Architecture)		5
i)	Experience in development/ customization of web applications having components of AI /ML/RPA/NLP		Each Project = 2.5 Marks.	5
Approach & Methodology				
i)	Demonstration of understanding of the requirements of the RFP as per ToR through providing: - proposed Solution and its components, - Technologies used, - Proven Framework - Scale of implementation, - Learning on Issues - Challenges - Challenges likely to be encountered. - Mitigation proposed. - Client references	Technical Proposal & Presentation		15
k)	Approach and Methodology to perform the work in this assignment - Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of Work - Completeness and responsiveness: The	Technical Document & Presentation		15

extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference - Project work break down structure: timelines, resource assignment, dependencies and milestones				
			Total Score	**100**
Bidder have to secure more than 70% score in technical evaluation for opening of financial bid				**>70**

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

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

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

d) *Technical Score of a Bidder = {(Technical Bid score of the Bidder/ Technical Bid Score of H1) X 100} % (Adjusted to two decimal places)*

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

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

Financial Score of a Bidder = {(Financial Bid of L1/Financial Bid of the Bidder) X 100} % (Adjusted to two decimal places)

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

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

f) 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 **80%** (Technical) and **20%** (Financial) respectively to compute a Composite Bid Score.

Bn = 0.80 * Tn + 0.20* Fn

Where

Bn = overall score of bidders

Tn = Technical score of the bidder (out of maximum of 100 marks)

Fn = 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 (80% of B)	Weighted Financial Score (20% 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 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 System Integrator or 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. Increase or decrease the quantity of the software items
e. Remove any of the item at the time of placement of order.
f. Increase or decrease no. of resources supplied under this project.
g. Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
h. Make typographical correction or correct computational errors to proposals
i. Request bidders to clarify their proposal.

Authority reserves the right to negotiate with L1 bidder for reduction of price offer made against the any of the items including hardware components.

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 and return their EMD.

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, 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 75 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty 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 and Warranty period. 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 Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages due to Service Provider'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 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 or the EMD as the case may be, 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

This will include the period required to deliver the deliverables and other services specified in the terms of reference, including the duration of the support period (as may be applicable)

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 System Integrator a 90 (Ninety) days prior and written notice indicating its intention to terminate the Contract.

c. Termination by SI - The SI 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 SI 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 SI may have subsequently approved in writing) following the receipt by the Purchaser of the SI'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.

e) The cost of travel & accommodation during visit to various places of Odisha for various works like system study, training etc. should be borne by the bidder.

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 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 and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

7.8 Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy about data, wherever applicable. If required, the bidder will sign a Non-Disclosure Agreement (NDA) with OCAC/ other stakeholders of project.

7.9 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.

7.10 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.

7.11 Governing Law and Jurisdiction

This agreement 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.

7.12 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. It will be 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 has to quote for 100-man month and payment shall be made as per actual consumed.

7.13 Intellectual Property Rights (Source Code)

Source Code of the applications along with necessary documentations specifically developed for OCAC under this Agreement for new version OSWAS shall be shared with OCAC / Govt of Odisha after Go-Live of the application solely for the purpose of proper usage of the deliverables, internally by OCAC. This does not include the source code of the software (or) its components belonging to the System Integrator or its licensors.

7.13.1 Products and fixes: All products and related solutions and fixes provided pursuant to this project shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Implementation Agency/System Integrator would be responsible for arranging any licenses associated with products. "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 OCAC when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

7.13.2 Bespoke development: Subject to the provisions of Clause 7.13.3 and 17.13.4 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 shall be entitled to a broad license in the bespoke development for its internal usage and other e-governance projects.

7.13.3 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, 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 to be signed under this agreement and the perpetual license applies solely to the pre-existing work that selected bidder leaves with OCAC at the conclusion of performance of the services. No source code of the pre-existing work will be shared or escrowed.

7.13.4 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.

7.13.5 Source code of base framework of OSWAS along with all related documentations will be delivered to OCAC under an escrow account during the exit phase of the project. Cost towards the escrow account will be borne by OCAC. Source code and executable for any customized portion explicitly delivered as per the requirements will be delivered to OCAC as-is and as per the exit strategy mechanism. OCAC will take necessary steps to maintain and safeguard the security and confidentiality of the acquired source code for the customized portion of enhanced OSWAS. All the intellectual property rights (IPR) in third party products (viz., Operating System, Application Software, Database Software, etc.,) shall remain with the respective third-party owners and Implementation Agency/System Integrator are not entitled to share/ provide source code of such third-party application software with OCAC. However, Implementation Agency/System Integrator are expected to provide adequate license for use by OCAC in accordance with the license agreement and/or the end user license agreement.

7.14 Liquidated Damages

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the Implementation Agency/System Integrator shall be liable to a penalty @0.1% of the value of work order in respective phases, for every week of delay up to a maximum of 2%, 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 Penalty is capped at 10% of the respective payment.**

7.15 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.

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

8.1 Scope of Work

Government of Odisha has envisaged the requirement of next generation of OSWAS solution as a centralized web-based application which can be accessed by employees of various departments, Heads of the Departments, other organizations/offices of Government of Odisha on secured intranet using several devices like Laptops, PC, Tablets etc. This application will help the government employees in effective planning, coordination and execution of their day-to-day activities. It will also bring transparency & accountability in the system and provide additional tool for senior Government officials to monitor & analyse the employee performance at various levels.

The selected bidder shall Study, Design, Customize, Test, Implement and Maintain the next generation, modernized version of OSWAS for the users of Government of Odisha covering all the features including look & feel of the existing applications. The existing data should be seamlessly migrated to the new application within the implementation period. The selected bidder will help OCAC to do any kind of process reengineering as applicable during the implementation period.

The proposed system is expected to be technologically enhanced and upgraded version of existing OSWAS 2.0 built upon a proven framework which can be leveraged for various business processes of governance for Govt. of Odisha. Therefore, the proposed solution is expected to be flexible, scalable framework with provision for future service configuration and customization. The bidder should design and implement the system considering a user base of 30000 with a concurrency of approx. 3000 users.

The scope of work for the Selected Bidder during the period of contract/ engagement (applicable for both OSWAS and OJWAS) shall include:

- Preparation of Detailed Project Plan.
- Detailed System Study, Gap Analysis, System Requirement Specification for application modernization and enhancement/ upgradation and Suggestion for Business Process Re-engineering.
- Leveraging latest technology areas for applicable use-cases of a future ready Application.
- Design, finalization, and Customization/Configuration of the proposed solution.
- Sizing of the system for on premise deployment for Infra which will be provisioned by OCAC. **The bidder has to submit the hardware requirement keeping in view of 30000 users with 3000 concurrency in a phased manner.**
- Integration with existing 3rd party Applications and to meet future need as per new scope additions.
- Software Solution Testing
- Deployment & Configuration
- User Acceptance Testing (UAT)
- Go-Live of proposed software solution
- Training

- Application system and data migration from existing system to proposed application system.
- Application and Infrastructure Support, Operation & Maintenance (O&M) for a period of 5 years.
- Helpdesk Support for a period of 5 years
- End user hand holding Support at some of the locations identified by OCAC.
- Data migration (as required). This cannot be outsourced/sub-contracted and should be done within secretariat premises.

8.1.1 Preparation of Detailed Project Plan & High-Level System Study:

The selected bidder shall conduct a high-level system study for all modules, features & associated processes of application modernization of OSWAS in coordination with all stakeholders (along with comparison to existing version of OSWAS) and develop a thorough understanding leading to design, development, testing and implementation of the modernized version of OSWAS for Government of Odisha.

The selected bidder shall:

- Interact with concerned officials (key officials of selected departments/ organizations) to understand their process, requirements & expectations.
- Conduct a Gap Analysis of the business requirements.
- Suggest for necessary Process Re-engineering for all the required processes.
- Review the existing inward/outward processes, systems & applications associated with all modules and additional key requirements/ features (if any).
- Prepare consolidated list of modules & features comprising of features stated in the RFP and additional key requirements/ features (if any)

Based on high level system study, selected bidder shall prepare and submit a Detailed Project Plan, including well-defined/ traceable milestones & timelines for all modules and features (proposed to be developed in different Phases) for approval by OCAC.

8.1.2 Detailed System Study and Gap Analysis

The selected bidder shall be responsible for conducting gap analysis in coordination with all stakeholders (key officials of selected Departments/ Offices) for all modules and features proposed to be developed.

For each module & feature, bidder needs to perform detailed system study & requirement analysis covering:

- Capturing details of all requirements & features specified in Functional Requirement Specifications stated in the RFP and additional key requirements/ features (if any).
- Understand existing processes proposed to be covered in module & feature, find the gaps in the existing process, and suggest re-engineering of existing process (if required).
- Understand / assess data migration requirement and define strategy to prepare the legacy data as applicable.
- Understand / assess data inputs and outputs requirements

- Understand / assess their IT readiness & Training requirements
- Collecting all input forms, registers, and reports formats (if any).

The functional and non-functional requirement specifications stated in the RFP are the indicative features that the proposed solution should have and to be considered as an integral part of the scope of work. The bidder should take it into account for effort estimation and financials. However, to achieve/ fulfill the overall project objective, the selected bidder shall be responsible to re-fine/ improvise the detailed functional requirement specifications (FRS) for each module based on the detailed system study and requirement analysis performed by the bidder.

The selected bidder shall be responsible for the preparation of System Requirement Specification (SRS)/ Functional Requirement Specification (FRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/ improvised FRS. The SRS/ FRS document should be prepared as per the latest version of the IEEE Standard.

The selected bidder should demonstrate the SRS/ FRS including screen templates, reporting requirements, process flow, new features suggested before the committee constituted by OCAC for review and should incorporate all the suggestions/modifications made by the members of the committee.

The Selected Bidder shall obtain sign-off on SRS/ FRS document from the competent authority of OCAC. The bidder shall ensure that the SRS document is prepared considering all provisions of future scalability in terms of functional & technical requirement/ enhancement of the all the modules planned to be covered and their integration with 3rd party applications, legacy application and other modules developed in other phases.

After getting sign-off on FRS/ SRS document, the Selected Bidder shall start the application development/customization work.

The selected bidder is required to update the FRS/ SRS documents as and when any enhancement/ modifications are made into the module/ system till the duration of contract.

8.1.3 Upgradation, Customization/ Configuration and Development of OSWAS 3.0

The Selected Bidder shall be responsible for Design, Development/Customization, enhancement, upgradation, Testing and Deployment of the proposed solution, based on the approved SRS/ FRS and Solution Architecture & Standards as specified in this RFP document.

8.1.4 Requirement of IT infrastructure

The selected bidder has to propose infrastructure at Odisha State Data Centre as DC as well as for BCP site for the implementation of new version of OSWAS. The detailed requirement as mentioned in Section 8.6. **The infrastructure will be proposed considering the present requirement of 15000 users. Year wise expected user base as follows**

Year	Expected user growth

Year -1	16000
Year – 2	+5000 = 21000
Year - 3	+ 3000 = 24000
Year – 4	+ 3000 = 27000
Year - 5	+ 3000 = 30000

However, the sizing should be proposed considering a baseline of 2000 concurrency users with a scope of 10 to 15% YoY growth in user base. The selected bidder needs to appropriately size the application for hosting in SDC and IT Centre at Secretariat .

Bidder must furnish the requirement of all infrastructure along with necessary system software (Operating System etc) required for the operation of the proposed solution. OCAC will provide the necessary hardware with (Operating System) (in virtualization mode) as well as networking infrastructure as per the BoQ furnished by the bidder.

All the proposed System Software shall be of open standard. Bidder shall provide the Licenses for this software during the on-boarding phase, till the project end date / perpetual with necessary support structure in place. Considering the nature of the project, efficient and optimum sizing of the required infrastructure components are essential and is expected to be factored in by the bidders.

The bidder shall undertake the migration of existing MySQL database to Oracle Database Enterprise Edition. The primary goal is to leverage the advanced features and performance benefits of Oracle Database Enterprise Edition to enhance the functionality and scalability of data management infrastructure within the OSWAS framework. The selected bidder is expected to provide a comprehensive solution, including the seamless migration of data, hardware and software configurations for OSWAS 3.0, and post-migration support to ensure optimal database performance. In addition to these requirements, the bidder should propose the necessary licenses for Oracle Database Enterprise Edition and any associated products that may be integral to the successful execution of the migration project. The objective is to ensure a seamless transition to Oracle's advanced database platform, delivering enhanced data security and management capabilities for Government of Odisha.

The bidder should offer adequate licenses of Oracle Database Enterprise Edition (for both DC and BCP) with other required database related software such as RAC, Advance Security, Partitioning etc.

In clear term, OCAC will provide only hardware and networking items, Operating System, Virtualization software (such as VM Ware solution). Rest of the items required for hosting and Go-live of solution (for example Oracle Database with related software, all third party software, etc.) shall be factored in commercial bid and provided by the bidder. The bidder also factor the required development licenses in commercials.

Bidder should furnish the un-priced Bill of Quantities with the Technical bid.

8.1.5 Integration with Third Party Application and other e-Gov. applications

The selected bidder shall ensure that the next generation OSWAS meets all system integration requirements with other applications of Government of Odisha / third-party applications as mentioned below:

- E-Despatch

- Email, SMS and WhatsApp Gateway

- HRMS

- Digital Signature and e-Sign

- State 5T Dashboard

- MoSarkar Dashboard

- Microsoft Office 365

- Only Office Editors

- Richtext WYSIWYG Editors like CkEditor/ TinyMCE

- Odia Input Tools (for both Translation and Transliteration).

- iFMS

- Social Protection Delivery Platform(SPDP)

- Aadhaar Authentication Framework

- Any other third-party software, tools, services and components required for enabling modernized platform of OSWAS viz., Scanner API, Speech-to-Text, Testing Tools, Robotic Process Automation tools etc.,

Out of the above applications/solutions, bidder shall provide solution for Digital Signature and e-Sign, Only Office Editors, Richtext WYSIWYG Editors like CkEditor/ TinyMCE and Odia Input Tools for both Translation and Transliteration and integrate with OSWAS applications. However, APIs for remaining applications shall be provided by OCAC.

The selected bidder shall ensure that all the integration of government applications and third-party solutions with developed OSWAS shall be done through the Enterprise Service Bus (ESB), which shall act for middleware functionality of the application or directly through the REST API Web services. The proposed solution should be compliant enough either to publish or consume the web services to integrate with the above-mentioned applications.

The selected bidder shall provide all necessary support for integrating developed OSWAS solution with the existing e-Governance applications of selected organizations.

Commercial bid on integration to be revised.

8.1.6 Software Solution Testing

The selected bidder shall conduct the independent testing (including Unit Testing, Functional Testing, Integration Testing, Security Testing, and Performance Testing etc.) before deployment of the proposed solution.

The selected bidder shall thoroughly test the vulnerability and performance of the proposed solution for proper load. The bidder shall ensure that for each module & features developed for the proposed solution is tested as per standards.

Besides, the bidder shall engage a Cert-in empaneled firm to conduct security audit before Go-live of the solution and there after once a year (before completion of 10 months from the previous audit). If any vulnerability found during security audit, the selected bidder should resolve within the reasonable time. However, OCAC may ask the bidder to conduct the security audit as and when required. In such case OCAC shall pay the bidder the unit cost discovered against the security audit.

Selected bidders are required to produce safe-to-host certificate and third-party security audit report from Cert-In empaneled auditor prior to Go-Live of the proposed application system. This is a mandatory pre-requisite for declaration of Go-Live. The security audit report should be comprehensive in nature covering the complete stack of proposed application system and infrastructure including both software and hardware.

8.1.7 Deployment & Configuration

The proposed solution should be private cloud ready.

The bidder shall propose the hardware (no. of Vcore CPU/GPU, storage etc.) and networking items required for hosting of OSWAS and OJWAS solution. OCAC will provide the required hardware and networking item in consultation with bidder.

The bidder is responsible for installation and configuration of the application, third party software procured by the bidder, any other items required for hosting and Go-live of the solution.

The selected bidder shall be responsible to coordinate with OCAC to host the proposed solution in a private cloud (on-premises ecosystem).

The selected bidder, after deployment of the proposed solution, shall request for sign-off by OCAC. OCAC after complete testing of the software solution shall provide its recommendations for Go-ahead/ improvement. The selected bidder shall follow the improvement cycle till final sign-off by OCAC.

8.1.8 Data Migration

Bidder shall note that OCAC has planned to undertake an extensive exercise of Data Migration to build the Database of OSWAS. Data Migration to be performed by the bidder shall be preceded by an appropriate Data Migration Strategy & Methodology which is prepared by the Bidder and approved by OCAC. The bidder should clearly define the data migration strategy in the technical bid.

It is the ultimate responsibility of bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are migrated. Any corrections identified by OCAC, during

Data Quality Assessment and Review, in the data migrated by bidder, shall be addressed by the selected bidder at no additional cost to OCAC.

Data in the existing OSWAS Systems' Databases need to be migrated to the new Database to enable a smooth transition to enhanced OSWAS System. Data Migration should be carried out as per industry practice and all care must be taken to log in each error. Also, adequate measures must be taken to move all the digital record from old to new Database, as per defined Schema and Table Structure.

At least the following activities will be carried out as part of the Data Migration:

- Define all the specifications that are needed to populate the data into the new OSWAS System
- Prepare the Data cleaning and migration plan and submit to Department for approval.
- Prepare uniform codification of all data sets
- Identification, configuration or development of the data upload / download programs for the Data Migration
- Create data extraction programs (if required) in the existing OSWAS to convert into the format as required by enhanced OSWAS System
- Ensure minimum business downtime at the time of data cleaning and migration.
- On the Department's approval, prepare the requisite migration architecture and then clean and move the data to the new target environment.
- Ensure the accuracy and completeness of the migrated data. Departments of Govt. of Odisha reserve the right to verify the accuracy and completeness of the migrated data.
- Ensure migration of all data is completed by the time of Go Live.
- The Bidder shall ensure data cleansing of all the data migrated from the legacy system to the new application & data validation before uploading the same to the production environment.
- Proper documentation of the data conversion / upload.

The selected bidder is required to migrate all data available in digitized format from its existing OSWAS Systems' Databases to Database newly created after Data Migration to the OSWAS System.

As part of data migration, the selected bidder should perform the following activities:

- Prepare the Data Migration Plan and submit to Department for approval
- Ensure minimum business downtime at the time of Data Migration
- Prepare the requisite Migration Architecture and then move the data to the new target environment
- Ensure the accuracy and completeness of the migrated data. OCAC reserves the right to verify the accuracy and completeness of the migrated data.

It is envisaged that the above Data Sanitization and Migration Methodology will help ensure data purity from the date of Go-Live, availability of existing OSWAS data for use, and a clean new Database without any corruption from legacy data.

It is to be noted that a seamless data migration is required to be performed by the bidder to adopt its product/framework which will replace the existing office workflow automation system in place ensuring smooth transition to the newer platform.

Considering the overall plan for rollout of OSWAS 3.0 across the state, the bidder should propose Oracle Database Enterprise Edition and shall propose requirement of adequate license of Oracle Database and related products which will comply with requirements of the overall comprehensive solution. Bidders shall propose to migrate the existing RDBMS software from MySQL to Oracle RDBMS software. Adequate sizing and migration are to be carefully assessed and proposed by bidders for evaluation during bid cycle. Cost of the RDBMS software is part of the commercial bid.

8.1.9 User Acceptance Testing (UAT) and Go-Live

After completion of the development/customization work for application modules, OCAC will conduct the technical reviews of development work performed by the Selected Bidder.

The selected bidder shall be responsible for:

- Preparation and submission of Test strategy, Test cases and Test results
- Demonstration of module-wise functionalities/ features before the committee constituted by OCAC, after deploying the proposed solution.
- Support OCAC & its designated authority for conducting the testing and provide access of the systems as required by them.
- Rectification in the proposed solution for any issues/ bugs/ and improvements/ enhancements/ up-gradations suggested by OCAC (if any) during the UAT without any additional cost.

After achieving following numbers of transactions, UAT and Go-live shall deemed to be declared.

Core applications

- Creation of 500 correspondences
- Addition of 500 correspondences to files
- Creation of 200 digital files
- Movement of 100 files bearing pre-migration creation date
- Movement of 300 files bearing post-migration creation date

Operation and maintenance for period of 5 years after Go Live of the application. Effective date of start of O&M phase will be according to the clause specified in the signed MSA between OCAC and selected bidder.

After the Go-live of the proposed solution, the selected bidder will start Application support, operation, and maintenance as per the agreed SLA as specified in this RFP.

The Selected bidder shall provide detailed final system documentation for reference to OCAC. Bidder shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. In addition, the bidder will provide ongoing product information for reference purposes and to facilitate self-education for Department Personnel. OCAC expects the following (not limited to) in the form of product documents. Key documents required are: -

- BPD and Revised process documents consisting of granular details of each functional activity and

any changes (if any) after the OSWAS implementation

- Design document detailing technical architecture (application, network, and security)

- Interface / integration architecture.

- Appropriate load balancing and clustering techniques should be adopted by the bidder in the Solution design for meeting the requirements of the RFP.

- Database infrastructure architecture, including clustering/ mirroring, backup & recovery strategies, defining data structure, data dictionary as per standards laid-down by Government of India.

- Data Architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the bidder in the Solution design for meeting the requirements of the RFP.

- Configuration Documentation: consisting of system setting and parameters for each function modules.

- User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.

- Any other documentation required for usage and maintenance of implemented solution at each location like Technical Manual, Installation Guides etc.

- System operational procedure manuals.

- The bidder shall provide soft copies on the above-mentioned manuals.

- The bidder shall submit the system documents including the Functional Specifications & Technical Specification

- The bidder shall prepare & submit the System Administration manual indicating the system settings for each module

The bidder must ensure the provision of Toolkit/ Troubleshoot guides and Learning Management User manuals for every component of the Application/ System software as well as IT infrastructure.

The Selected bidder should carry out following activities in a regular interval relating to Security Audit.

- Coordination with the Cert-in empaneled firm for security audit and obtain the safe-to-host certification.

- Rectification in the proposed system for any issues/ bugs suggested by auditing firm without any additional cost.

- Removal of all vulnerabilities/ security threats identified within the proposed solution.

- Submit the report/ testing documents including details of defects/ bugs/ errors found and corrective actions taken.

For UAT, OCAC may constitute a UAT committee by drawing members from different departments and other offices etc. for this purpose. The role of the committee is to examine the deliverables and conditions of Go-live for issuance of UAT and Go-live certificate.

8.1.10 Training

The selected bidder shall ensure a proper hands-on training to the team of selected trainers & end-users designated by OCAC on the software solution developed by bidder to make them well conversant with all the functionalities, features and processes built in the proposed solution. Training may be divided into multiple sessions as per the need and requirement of the project/ application.

The selected bidder in consultation with OCAC shall conduct Training Needs Analysis of all the concerned staff during system study phase and drawing up a systematic training plan.

To meet the training requirement for successful implementation of project, the bidder shall perform following activities (but not limited to) in consultation with OCAC:

- Prepare a training plan and submit to respective stakeholders.
- Design the Training session with required training duration for meaningful assimilation of training content by an average user.
- There should be enough trainers (at least 2) in every training session for conducting the training program.
- The preferred batch size should be 25-30 trainees in a batch for an overall estimated user base of 5000 users in Train the Trainer model. If required on request basis, selected bidder has to conduct training to required number of users through virtual mode.
- Provide a training material (role based) and the language of training material shall be in English. The selected bidder shall ensure that all the training documentation in Softcopy is to be provided to all participants (user training, operation procedures, visual help-kit etc.).
- Conduct the training to the designated staff and technical team.
- The requisite training infrastructure like training space, computers, projector with screen, and connectivity to Server shall be provided by OCAC.
- In case more than 30% of the respondents suggest that the training provided to them was unsatisfactory or less than satisfactory, then bidder would re-conduct the same training at no extra cost.
- The Selected bidder shall submit details of each training session including Attendance Record (in soft format).

8.1.11 Application Support, Operation & Maintenance (O&M)

The selected bidder shall be required to provide operational and maintenance services with respect to Application Software & supporting IT Infrastructure, for the proposed system including all the connected software and cloud service components for a period of 5 Years from the effective date of Go-Live.

An indicative list of activities and nature of support to be provided is mentioned below:

- Application Support & Maintenance
- System Administration and Trouble Shooting
- Database Administration and Trouble Shooting
- Application and System Software Administration (including performance tuning)
- Data backup and recovery.

- Application support and maintenance with enhancements as per requirement of OCAC from time to time.
- Application and database level performance tuning
- Helpdesk, Hand Holding and Training
- Field support as per Business Needs. Bidder need to provide the rate card for the same as a part of the commercial format.

Bidder must deploy the team with adequate manpower having expertise in database and application management & support for operation and management of entire application for a period of 5 years to carry out the above activities. The bidder must give details of methodology for Application Support, operation and management with team structure with proposed profiles in technical bid.

Required number of application support team members for **operation and maintenance** are required to be stationed at designated locations during the Operations and Maintenance Support phase **to adhere the timeline and SLA**.

8.1.12 Infrastructure for Operation and Maintenance Team

The selected bidder shall provide following client hardware for Operation and Maintenance team operating from the premises provided by OCAC. **All the client hardware should be provided with 5 years warranty**.

SL#	Hardware	Quantity
1	Desktop Computer with UPS	40
2	Laptop	10
3	Scanner	2
4	Printer (MFP)	2

Bidder to propose the configuration of hardware. Bidder is free change the quantity of Desktop and Laptop as per the team structure.

The electricity, computer furniture, LAN and consumables shall be provided by OCAC.

8.1.13 Helpdesk Operation & Support

The selected bidder would be required to provide central Helpdesk services for a period of 5 years post Go Live to enable effective support to the users for operational and technical issues regarding the OSWAS. The helpdesk support will be available from 9AM to 7PM in all working days of Government of Odisha. As OSWAS 3.0 application is envisaged to be rolled-out across state, hence flexible timings on helpdesk and handholding support will be required to be factored in by selected bidder.

- The bidder will start the helpdesk service after successful Go-Live
- The bidder shall provide at least the following services
    - Provision and supervision of personnel for the help-desk.

- o Preferred language of communication mostly will be English and Odia.
- o All calls will be assigned a ticket number and the number will be made available to the user.
- o Helpdesk shall provide support for technical queries and other software/authorisation & authentication related issues arising during day-to-day operations
- o Bidder will adhere to the agreed service level with respect to the resolution of issues at various levels.
- o All complaints/ queries / grievances of users will be maintained and followed up for resolution and an escalation matrix to be developed for any delay in resolution.

- ▪ The bidder shall provide the following helpdesk performance monitoring reports.
  - o Calls per week, month or specified period;
  - o Numeric and graphical representation of call volume;
  - o Calls for each interaction tracked by type (calls for information on specific service, calls for specific enquiries, authentication related issues);
  - o Any other reports as per requirement.
  - o Service provider will submit monthly report on help desk operation to OCAC

The bidder has to provide the necessary software application for operation and management of helpdesk and Helpdesk software should have at least following features

- • The proposed helpdesk solution must provide flexibility for logging, viewing, updating and closing incident manually via web interface.
- • Any user who has any difficulty or challenge in accessing the system can avail and log tickets using helpdesk tool
- • It should also have capability to raise a ticket / incident by helpdesk team on behalf of the user.
- • The logged ticket shall then route to Level1 support associate through Workflow management.
- • System should have provision to change or update the status of ticket to either in progress or closed.
- • System should also be able to categorize the ticket into severity levels based on the nature of incident
- • System should also generate SLA wise reports and submit to designate authority.
- • System should also capture the screen shot of the error / bug and automatically link with the helpdesk tool with minimum human intervention.
- • Helpdesk team shall raise the tickets for all the emails or calls received for any support.
- • The proposed helpdesk solution must have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.

8.1.14 Handholding Support

The bidder is required to provide resources for handholding support to GoO Departments, Directorates and other offices under the aegis of OSWAS. **Bidder has to deploy 44 Handholding Support Assistants (HSA).** However, OCAC may ask more numbers of HSAs as per the requirement on the basis of quoted rate during the period of implementation. The minimum qualification of HSA would be Graduation with computer skills and having good communication skills to explain the various feature of OSWAS (know how) to the officials during their work.

To provide working assistance to very senior officials (such as Ministers, Secretaries, Directorate Heads etc.) at GoO Departments, Directorates and other offices under the aegis of OSWAS, **the bidder has to deploy 20 Handholding Support Engineers (HSE)**. They should have very good communication and interpersonal skills. However, OCAC may ask more numbers of HSEs/HSA as per the requirement on the basis of quoted rate during the period of implementation.

8.1.15 Software Enhancement Services

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/ SRS/ Scope document mentioned in this RFP. It may also be required to develop new software modules beyond the coverage of FRS/ SRS/ Scope document. In above mentioned scenarios the OCAC may direct to take up such assignments. The System Integrator is required to prepare the detail effort estimation for development and implementation of such assignments and submit the proposal to OCAC for approval. On approval of OCAC, system integrator shall deliver the services and raise the claim as per actuals according to the Commercial Bid. 300-man months are provisioned for such additional software enhancement services. The bidder/SI can raise claims under this head as per actual consumption of service duly approved by OCAC. Cost of any additional third-party system software/ tools/ utilities and packaged software required for modification/ customization of the software modules beyond the scope of this RFP can be invoked under Software Enhancement Services provided the efforts are factored in according to the derived and approved efforts as man-month.

The cost of Software Enhancement Services will not be factored in total Initial Order Value Calculation. Only to be factored during Bid Evaluation.

8.1.16 Exit Plan

The SI will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC at least six months before project closure. IT resource persons of OCAC will work closely with resource persons of SI during knowledge transfer phase.

8.1.17 Key Personnel

The bidders must furnish resumes of key personnel both supervisory and technical to be deployed during implementation, operation & maintenance. The bidder must demonstrate the availability and degree of commitment of personnel with technical expertise. Resumes must include education, experience, background, accomplishments, and other pertinent information. All proposed key personnels must be proficient in communicating in Odia, English and Hindi. Suggested eligibility criteria of key personnel are as follows

Sl. No.	Key Personnel	Eligibility

1	Project Manager	B. E/ B. Tech or MCA with PMP Certification or with post-graduate qualifications in Management. (S)He should have a minimum of 10 years' experience in IT with minimum 6 years in Project Management in eGovernance Domain.
2	Solution Architect	B.E/ B. Tech or MCA with Cloud Certification. (S)He should have a minimum of 10 years' experience in IT with minimum 6 years in Solution Architect exposure.
3	Functional/ Process/ Domain Expert	B.E/ B. Tech or MCA with minimum 6 years of experience or any graduate with minimum 8 years of post-qualification IT experience. Associates having external certifications in agile/ scrum domain for software implementation will be preferred. Exposure to e-Governance system in general, Government Workflow/ file processing in specific, is preferred. Experience of the candidates in large and complex system integration projects is essential.
4	Testing and Training	B. E/ B. Tech or MCA with minimum 4 years of experience or any graduate with minimum 6 years of post-qualification IT experience having external certifications in testing domain. Experience of the consultant in large and complex system integration projects is essential. Minimum 3 Years of Experience with managing Government Officials. Eexposure to e-Governance system in general, Government Work flow/ file processing in specific, is preferred and proficiency in local language will have added advantage.
5	Database Administrator	B. E/ B. Tech or MCA with minimum 6 years of post-qualification experience including at least 3 years of relevant experience in the field. Candidates having any technical certification in addition to the educational qualification will be preferred.
6	Production Support Engineer/ L3 Support	B. E/ B. Tech or MCA with total 6 years of post-qualification experience including at least 3 years of relevant experience in the field. Consultants having any technical certification in addition to the educational qualification will be preferred. Experience of the consultant in large and complex system integration projects is essential. Exposure to e-Governance system in general, Government Workflow/file processing in specific.
7	Technical Support Engineer/ Jr. Developers	B. E/ B. Tech or MCA. Experience of the consultant in large and complex system integration projects is essential. Candidate's exposure to e-Governance system in general, Government Work flow/ file processing in specific, is preferred. Consultants having proficiency in local language will have added advantage. Should be having 2 years of post-qualification experience in relevant field.
8	Sr. Developers	B. E/ B. Tech or MCA. Experience of the consultant in large and complex system integration projects is essential. Consultant's exposure to e-Governance system in general, Government Work flow/ file processing in specific, is preferred. Should be having 4 years of post-qualification experience in relevant field.
9	Technical Lead	B. E/ B. Tech or MCA. Minimum 5 Year of Experience of the consultant in large and complex system integration projects is essential. Consultant's exposure to e-Governance system in general, Government Work flow/ file processing in specific, is preferred. Candidates having proficiency in local language will have added advantage.

10	Handhold Support Engineer (HSE)	Engineering Graduate/MCA with good communication and interpersonal skits
11	Handhold Support Assistant (HSA)	Graduation with Computer knowledge and having good communication skills. S/he must be having proficiency in local language.
12	Helpdesk/ L1 Support	Graduation with Computer knowledge and having good communication skills. S/he must be having proficiency in local language.
13	L2 Support	Minimum Experience of 2 Years technical support service in Govt Projects - B. E/ B. Tech or MCA/ Graduate with PGDCA.
14	Data Center/ System/ Network Administrator	B. E/ B. Tech or MCA/ Graduate with PGDCA having at least 5 years of post-qualification experience including at least 3 years of relevant experience in the field.

The successful Bidder must have at least the following full time dedicated manpower at customer site under core team for carrying out the project support work. However, OCAC may engage additional manpower resources during the tenure of the project to meet the requirements and time schedule. The additional manpower beyond the minimum defined resources should be factored separately by the successful bidder according to the price discovery of those specific roles as specified in commercial bid.

Following minimum manpower resources are expected to be deployed by bidders in the O&M Support phase of the Project. However Bidders may deploy additional manpower to meet the SLA as well as requirement.

Sl. No.	Role/ Designation	Count
1	Project Manager	1
2	Solution Architect	2
3	Functional/ Process/ Domain Expert	3
4	Testing/ Training	3
5	Database Administrator	2
6	Data Center/ System/ Network Administrator	2
7	Technical Support Engineer/ Jr. Developer	8
8	Sr. Developer	4
9	Production Support Engineer/ L3 Support	2
10	Handhold Support Engineer (HSE)	*20*
11	Handhold Support Assistant (HSA)	*44*
12	Helpdesk/ L1 Support	6
13	L2 Support	4

In case of requirement, OCAC may ask for deployment of additional Handhold Support Engineer (HSE) and Handhold Support Assistant (HSA). In such case, the bidder has to engage these resources and payment shall be made accordingly.

Apart from the above resources, OCAC shall deploy additional field support stafts for effective implementation of OSWAS v3.0 application and thse resources will be act as master trainer at the respective

locations. The bidder has to make comprehensive training and rephraser training programme for these resources periodically.

8.1.18 Establishment of Business Continuity and DR.

OCAC will help facilitate and provide BCP/ DR for OSWAS. The bidder must provide adequate solution for business continuity and disaster recovery with 50% of the concurrency, for emergency usage in case of disasters at data center location. The bidder must ensure near real-time data replication of DC at BCP/DR sites. The bidder has to propose the hardware and other infrastructure requirement of BCP/DR. The system software/third party tool (other than OS and virtualization tool) should be factored in commercial bid. SLA shall not be applicable for BCP site. However bidder has to perform regular BCP drill operation to ensure functioning of the BCP site in case of exigencies and availability of latest and updated data at BCP/ DR location and shall share report every quarter. Infrastructure for BCP/ DR will be provided by OCAC. However, configuration and management of the DC-BCP/DR activities should be done by the bidder and should be included in O&M.

8.2 Functional Requirement

The proposed solution seeks to achieve a set of objectives like increasing efficiency & effectiveness of the processes, employee productivity, efficient management of data, information & knowledge within the departments of GoO, better communication & co-ordination, and advancement towards knowledge-led governance. The proposed framework should have the following components. Each of the below mentioned components are expected to be over one integrated framework and built using Open-Source technologies based on Open Standards:

    a) Core / Base Applications

        1. Self-Service Portal
        2. Correspondence Management
        3. File Management
        4. File Processing
        5. Files Room / Record Room
        6. Document Management System and Knowledge Bank
            (Knowledge Based system for Government Rules/Regulations/Circulars/ Acts and advanced search facility)
        7. Workflow Management System
        8. Communiqué System (Internal Messaging)
        9. Organization Structure Management
        10. Dashboard
        11. Notice Board and Bulletin Board Service
        12. MIS Reports
        13. Audit Trail Management
        14. Advanced Search Engine

    b) Common / General Applications

1. Assembly Questions
2. RTI
3. Online Telephone Directory
4. Tours and Travels
5. Leave Management
6. Court Case Management System

The proposed solution by the selected bidder is required to have the following salient features:

- Single system for all levels of offices with hierarchical access and logical isolation.
- Modern technology architecture with long-term support.
- New features for smart processing of files and correspondences.
- Highly scalable to accommodate 30k+ users.
- Emphasis on usage from mobile/ portable devices.
- Private cloud ready.
- Adoption of Generative AI, Machine Learning and Robotic Process Automation.

8.2.1 Core/ Base Application Platform

The core/ base platform addresses the core aspects of the system. Core functionality shall be the backbone of the proposed system on which the common functionalities are built. It covers functionalities such as Correspondence / File Creation, File Approval / Rejection, Draft Creation, noting etc. which needs to be provided under core applications functionality. The application must support Unicode based Odia language to enable noting and correspondence in Odia language.

Following features are expected from the proposed solution:

- Should be based on microservices architecture principles for improved scalability, improved fault tolerance, reusability and improved extensibility.

- Should be available as web application and as mobile application developed for both Android and iOS platform.

- Should support both Odia and English language.

- Should be compatible to be hosted in On-Premises Virtual Private Cloud.

- Proposed application platform shall be subjected to Security and Performance Audit by any 3rd party Auditor engaged by the bidder

- OCAC shall engage TPA to conduct functional audit and SLA audit periodically

- Comply with the reference standards published by Government of India and Government of Odisha and follow the industry best practices in design, development and delivery of the Application and related data as GIGW and IndEA guidelines.

- The SI shall also adhere to the latest and applicable guidelines and standards issued by CERT-IN, MeitY and Government of India including the following – CERT-In security guidelines for Indian Government websites (http://www.cert-in.org.in/), E-SAFE Guidelines for Information Security, e-

Governance Standards for Preservation Information Documentation, e-Governance standards on Biometric standards (http://egovstandards.gov.in/) and Guidelines for Indian Government Websites (https://guidelines.india.gov.in/).

- The System Integrator is responsible for ensuring that any changes made to the proposed application platform comply with all data security, privacy, and data sharing laws that may be passed during the Contract. The System Integrator must ensure that the proposed application platform can generate both standard and custom reports and dashboards based on transaction data. The reports and dashboards must be shareable and accessible only to authorized individuals based on their roles and privileges.

- The proposed application platform must be easily transportable across different OEMs offering similar services.

- Each process in the workflow, including applications, or services, and file creation, should have a unique application ID that is created and monitored irrespective of the application's mode or delivery channel.

- Proposed application platform shall offer tracking of various stages of the process (the status of application) irrespective of channel and mode. Users are informed of the status at each stage of the service delivery through SMS, WhatsApp or any other channel in future. This option shall be obtained at the time of application/file creation. The cost for SMS, WhatsApp and other such external will be borne by OCAC while the integration options will be made available by the System Integrator.

- The Proposed application platform shall provide a module that allows managing creation / deletion / enable / disable of login IDs of various categories of users.

- The Proposed application platform should be integration ready by exposing the APIs for each service if it were to be initiated through external platforms.

- Data encryption, masking, and anonymization must be implemented throughout the data lifecycle to safeguard personal data and maintain the integrity and confidentiality of the process and data.

- The Proposed application platform should enable the configuration of multiple service requests/ forms, launches and manage dependent workflows automatically.

- The Proposed application platform must have an auto-compression feature to reduce file sizes when users upload supporting documents to OSWAS 3.0 application.

- The Proposed application platform must provide end to end encryption for both data at rest and data in transit.

8.2.1.1   Secure Portal

- The proposed solution should have comprehensive self-service portal.
- It should be accessible from standard web browsers either through Laptop or Mobile devices.
- The portal should be accessed through HTTPS and all the request and response should be encrypted.

- It should have the capability to incorporate Single Sign On facility to interface with other systems of OCAC.

8.2.1.2   Dak / Correspondence Management System:

The Letter / Correspondence Management system should carry out processing of the Letter / Correspondence received, either in the form of physical post or email. The Letter / Correspondence Management system shall provide following features

- Scanned Documents/ Letters should either be stored in PDF / PNG / JPG / TIFF / BMP format along with OCR capability to search within the documents.
- Diarisation of Physical Letters or correspondence by the Diarist/ Clerks working in the respective departments. Generation of the Unique Correspondence Number after diarisation and Printing of Correspondence Register.
- Assigning of a correspondence to the officer concerned for processing it in a file. Submission/Forwarding correspondence to Senior Officer in the hierarchy.
- Automatic diarisation of letters in to the OSWAS using RPA.
- Returning correspondence to subordinates in the hierarchy.
- Returning correspondence to the concerned Officer from whom it was originally received.
- Sending the correspondence to the Officer within the subject hierarchy to deal with the matter.
- Sending the correspondence to a user or many users outside the hierarchy for perusal.
- Creating groups of users and sending correspondence to them for appraisal.
- Creation of File from a Letter or Correspondence.
- Recording of marginal observations/instructions in the correspondence at all levels.
- Inbox feature to view all the correspondences received by a user with the last received correspondence appearing at top.
- Provision for sorting and filtering of correspondence as per subject, section, correspondence number, date of receipt.
- Searching of correspondence based on subject, description, correspondence number, date of receipt. Advanced search facilities viz., advanced filtering and multi-level searching to be made available for searching of correspondence.
- Provision for creation of personal folders for subject-wise management of correspondence.
- Creation of preferred lists of users to whom correspondence are sent/marked on a regular phenomenon.
- Intimations received automatically in a separate folder by concerned users in the event of receipt of correspondence from other users.
- Ability to await/outward/dispose a correspondence and capture final decision remarks
- Ability to display graphical and tabular pendency.
- The solution should provide the automatic reminders or alerts based on the categorization or due dates and alerts should be received either through System Notification (Intimations) or SMS/ Email or WhatsApp.

- Facility to customize the view of Inbox either in the List view, Grid view or Folder view.
- Color coding on all the list of correspondences to be provided to mark it as either read / unread etc.
- Addition of one or more correspondence to the existing File
- e-Dak Register: e-Dak Register should be same as the Physical Dak register of the department with the feature of Export to PDF, Export to Excel and one click print of the register.

8.2.1.3   File Management

The File Management system caters to the File processing requirements for the departments and other offices of GoO as per office procedure manual and should encompass all the standard features and actions to process the File. The File Management System should have following features

- Creation of regular / Common files based on the process along with minimum metadata for searching.
- Creation of Unique File number as per the existing nomenclature defined by GoO.
- Forwarding of file(s) to designated authority in the predefined hierarchy.
- Send / Return of file(s) to designated authority within the hierarchy.
- Returning file(s) to the Officer who originally submitted the file.
- Changing the status of file(s) to keep on hold using 'await' functionality.
- Marking file(s) – sending file(s) to more than one user outside the defined hierarchy.
- Facility to Delegate the authority to either PA / PS / any other officer.
- Creation and processing of shadow files as per the existing business logic of GoO.
- Creation of part files by the user in absence of main file and subsequent amalgamation of such part file in the respective main files.
- Personalized Folder facility to view the files based on the defined i.e either Subject wise or due date wise.
- Setting reminders on a file for enabling immediate action/processing of the file by the custodian of the file either through System Notification (Intimations) or SMS/ Email or WhatsApp.
- Sending internal message on a file to render any specific information/message to the custodian of the file.
- Viewing of graphical and tabular pendency of file movement and ownership details.
- Facility to view all the files sent by a user.
- Provision to view all seen files (approved/disapproved).
- Resubmission of approved/disapproved file for further processing and change of the status of file.
- Sorting of files basing on subject, description, file number etc.
- Searching of files based on file number, subject, receipt date etc.
- Facility to search a keyword from all the components of the File and marking / highlighting the keyword separately.

- Creation of preferred lists of users to whom files are submitted on a regular basis or on frequent basis to quickly process the File

- System should provide Alerts and notification either in the form of System Alerts / SMS Alerts or Email Alerts based on the predefined set of rules.

- System shall provide facility to view a PDF copy of the file and should be downloadable into the client's system.

- System shall facilitate tracking of the file either through Graphical pendency or Tabular pendency. Each stage of the pendency should have the audit trail and should provide the status and details of the file at a particular stage.

Mobile Application

- Mobile Apps with functionalities for the tracking of the file / Forwarding of the File and Approval of File and integrated with the OSWAS 3.0 for real time tracking.

- It should be made available for both iOS and Android platforms.

- The cost of mobile app should be quoted separately in the price bid.

8.2.1.4   File processing

System shall have the following File processing features –

- Provision to add the noting to a file along with the necessary attachment.

- Provision of predictive text in Noting site

- Provision to sign the noting with Aadhaar based e-sign or Digital Signature.

- View and Print of All / Selective Noting within a File.

- Searching of Noting within the file (which includes advance search criteria like exact phrase search, any of these word, none of these word, search by note creation date etc).

- Storing of the Noting in encrypted form in the centralized Database.

- Provision to define a standard template for easy and fast processing of the file

- Provision to either link noting with correspondence / previous noting / Precedent cases etc.

- Provision to type in English and Odia languages supporting the functionalities of both translation and transliteration.

- Precedents Cases: System shall be able to link a particular file with the precedent cases of the identical subjects for the necessary processing

- Link File: System shall provide the facility to link one or more files to carry out the Batch processing of the Files for the senior officers.

- Shadow File: System shall also provide the facility to create the Shadow File and process it. Once the Shadow File is processed the approved noting will become the part of the main file.

- Part File: System shall provide the facility to create the part file for a main file and its merging with the main file.

- Call Back: System shall provide the facility to call back of file which has been sent in case the recipient user has not forwarded the file/ opened the file.

- Drafting of the Letter: While drafting of a letter, the System shall have feature to prepare drafts using draft models/templates available in the system. Provision of Utility to prepare the Draft Template by Administrative or defined user shall be provided in the system. Approval of Drafts or Letters by converting into PDFs and signing it using Digital Signature shall be provided.

- Issue/Dispatch of communication/ Approved draft to other Department/ Office or outside the Office through integration with e-Dispatch solution or through email.

- Integration with Reference Documents / Document Management System: System shall have feature to integrate with Reference documents or any documents from the Document Management system.

- Summary of the File: System shall provide the exhaustive view of entire File processing summary carried out since creation till the disposal with each action recorded in the Audit Trail.

- File Actions: System shall have feature to act on file through actions like Approve / Reject / Disposal of a file with proper classification based on color code.

- Dynamic Template Generation for Drafts.

  Draft functionalities:

- OSWAS 3.0 should include both Microsoft O365 and OnlyOffice as document editor for end users to prepare drafts. OnlyOffice and Microsoft Word should be interoperable. License for O365 shall be provided by OCAC.

- OSWAS 3.0 should leverage use of modern text editors for noting with copy paste functionality from all sources.

- End users should be able to retain source formatting during copy paste.

8.2.1.5   Files Room / Record Room

Files Room / Record Room is the repository of all the files that are being processed either by a user or all the user below hierarchy. The Files room / Record room should provide following features

- View of all the Files / Dak with Status In-Progress / Disposed/ Await either lying with the user or below hierarchy

- Provision to pull File / Dak from Subordinate Officers by a Senior Officer in the hierarchy.

- Easy searching of Files/ Dak from Disposed/Recorded/awaited correspondence using description, correspondence number, subject matter, receipt date.

- Sending reminders/messages on files lying with Subordinate Officers to expedite actions on them.

- Viewing of file register – specific details of a file can be viewed.

- Call Back of the Files which is already sent.

8.2.1.6 Document Management System and Knowledge Bank

- While processing of files, options to be made available to users to add Government Orders, Resolutions, Notifications, Circulars, Acts and Rules as reference documents.

- The documents can be viewed as and when necessary for reference in a file.

- Creation of respective folders and upload of documents into it.

- Provision to update or Versioning of document.

- Extensive Document searching on various parameters

- Provision to have Maintenance of audit trail of events. Stores information regarding different operations performed on documents such as insert, delete and update

- Provision to view history of document which would enable user to inspect any version of specific document

- Integration of Document Management System / Reference Documents with Workflow Management system

- Integration of Document Management system with File management system

- Provision of Security and user management with users, groups and roles, Document Level Security, audit trail of activities

- Provision to upload the approved letters / Memos / drafts etc. to reference documents or document management system for future reference by Department users

- Provision to share documents across organization.

8.2.1.7 Workflow Management System

The proposed solution shall have robust workflow management system which caters to the requirement of OCAC with the following features-

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- Workflow shall be Post based or Role based

- System shall tag the workflow with the process or subjects within the departments/ offices

- System shall have facility to configure hierarchy based on level

- Workflow shall also be integrated with the Rule engine based on the defined parameters

- System shall support rule based or parallel routing

- Solution shall have the ability to support automated workflow designed to address needs of business users

- Solution shall have the ability to support multiple workflow paths that are automatically selected based on request/user attributes, including escalation paths

- The workflow shall hold transactions in pending status and not commit them until all approvals are obtained

- The workflow shall be able to send notifications when manual intervention or jumping of hierarchy is required in a process

- Provision to define the process hierarchies top down or bottom up to support distributed workflow process definition

- No limit shall be there on the hierarchy levels that can be defined

- Delegation of Tasks: provision to delegate certain notifications to another user for a certain period, without sharing the password

- Provision to sign approvals in workflow using digital certificate. Ability to verify the signed documents through an evidence store user interface after the signing process

- The workflow shall interface with email system supporting SMTP for sending out notifications, along with SMS and WhatsApp.

- Administrative User Interface: System shall provide administrative user interface for defining of the Workflow based on the subject / Process / rules as per the requirement.

8.2.1.8 Communique System (Internal Messaging)

Following features are required to be present in the Communiqué System of the proposed solution

- Provision to send, receive and share messages along with attachments to any user of the system (irrespective of his/her department/division/office)

- Provision for triggering automated messages in the form of communiqué and intimations based on the business process identified by users viz., pending files/dak notification, reminder for files/correspondences, approval of files/drafts etc.

- Facility to send it to one or more recipients

- Shall allow response to be tracked for all the internal messages

- Allow sending the internal messages along with the attachment.

- Creating and Uploading personalized Standard Templates for internal messages Description

- Provision to create Letter or Correspondence from the internal messages

- Provision to Print internal messages

- OSWAS 3.0 should also integrate with Email, SMS, WhatsApp business account for notifications. OCAC would arrange for the required SMS, email gateways and WhatsApp Business accounts.

8.2.1.9   Organization Structure Management

The proposed solution should provide a view of Organization structure. It should also support updating or the organization structure directly from the Organization chart.

8.2.1.10   Dashboard

The system shall include Dashboard feature to provide the Graphical view of the performance of the departments/ offices/ branches based on the defined key performance indicators.

- Shall provide a graphical view of statistics of all correspondence and files lying with the user and down line hierarchy with facility to manage all communiqués from the dashboard.

- Viewing facility for all the correspondence and files lying with the user and other down line hierarchy subject-wise, section-wise, Department-wise and by aging.

- Ability of the system to provide the holistic view of the organizations, departments, branch, and their health in terms of files and correspondences.

- Monitoring of Open and Pending File, Correspondence and Communique lying with the User and its subordinates and classification on their status based on color codes

- Ability to search the documents from Dashboard only

- Ability to display the documents based on Subject, Aging, Department and Sections

- Ability to View and Track status of the communiqué as sent by the user

- Statistics for Correspondence from other Departments (other than users department)

- Ability to Directly Work on a File / Correspondence / Communique lying with the user from the Dashboard

- Ability to View Register details of a File
- Provision to configure the Dashboard either through the number or type of Dashboard from Home Page
- System shall have drill down facility for all the dashboard charts for deep down analysis

8.2.1.11   Notice Board

Proposed system shall have message broadcasting feature in the form of notices having the following features.

- System shall be able to publish Notice either Department wise or for all the Government Departments or Offices

- It should follow approval process through Workflow Management for publishing

- View or GUI of Notice board shall resemble the physical Notice Board

- Expiry of Published Notice after certain time.

8.2.1.12   Management Information System (MIS) – Reports

- MIS reports to ensure effective monitoring of statistics available in the system and provides scope to analyse the applications used in the operational activities. Reports shall be generated without manual intervention.

- Generating various reports related to correspondence and file processing – dak and file statistics, dak and file pending age analysis, inward diary register and outward diary register.

- Selective printing of reports using appropriate options to choose the required information/data that needs to be present in the report.

- Provision to export generated reports to excel, PDF, Word, CSV etc. for various purposes

- Reports generated shall be in the printable format

- Provision to export all the Statistical reports generated into the pivot table to perform various operation as per the pivot table of excel for analysis

- Capability to drill down all the MIS Reports till the detailed level

- Provide administrative capabilities and controls for build, configuration and access control of ad-hoc reports.

- Should support query-based reporting facility.

- Facility to link and generate reports based on an event

8.2.1.13   Audit Trail Management:

To enhance the productivity and security of the proposed system, the system shall include an audit trail management system to capture all the process life cycles in detail. Key features include:

- Provision for automatically record an audit trail of events under the control of the system
- The system shall allow the extent of audit trail tracking and recording to be user-configurable, so that an administrator can select the events for which information is automatically recorded
- Record every action that takes place to an activity/event throughout its lifecycle
- All changes to data shall be recorded in a separate table/database and shall be stamped with the identity of the user/program and timestamp of the creation/change

- The system shall track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated
- The system shall ensure that the audit data are stored in un-editable formats
- Provision for audit trial report viewing/printing
- Provision for filter/search specific activities in an audit trial database
- The system shall ensure that audit trail data is available for inspection on request
- The system must keep audit trail of all the management operations in the proposed application itself.

8.2.1.14 Search Engine

To aid the user of system, a common Search Engine needs to implement across the proposed application, with key features such as:

- Provision to allow the user to perform keyword search, full text search, and pattern-based search
- Provision of noting search option (by officer name) and access to be given for certain level in the hierarchy
- Support different types of input interfaces to initiate search operation and provide the standard output interface
- Should support NLP based searching facility.
- Should have facility for periodic data crawling and ingestion for latest search results.

8.2.1.15 OSWAS 3.0 on WhatsApp

OSWAS 3.0 should leverage OCAC's WhatsApp business account and make the required services available over WhatsApp for end users.

Bidder would be expected to suggest value added services over WhatsApp for a smart digital office ecosystem.

8.2.1.16 General Features

Following are the list of General Features which shall be the part of proposed solution-

- Centralized Cloud based deployment
- Multi Lingual facility to support Odia & English languages using web-based Unicode complaint fonts. Required licenses to be factored in separately and will be provided by OCAC.
- Personalization as per requirement of user
- Provision to configure Dashboard on the homepage based on the user needs
- Features like Quick links, Holiday calendar etc. in the system
- System shall be web responsive and viewable from the Mobile compliant browsers.

- Facility to login using Biometric device i.e Finger print or Digital Signature. Biometric device and requisite SDKs to be provided by OCAC.

- Facility of OTP for features viz., Password Reset, 2 Factor Login etc.

- Allow administrative facility to the champion users of Departments wherever applicable

- User authentication using Active Directory, LDAP, or Database Authentication Mechanism

- Support for responsive web design and multichannel rendering of applications and content on smart phones, tablets, desktops/ laptops without duplicating the application code or logic. i.e., shall provide out of-the box responsive design support.

8.2.2   Requirements for Common / General Applications

The modernized and enhanced OSWAS 3.0 system shall have integrated Common Suite of Applications for all users which will help all the employees of Government of Odisha in their official work. These will address the automation of typical common processes that are performed by all the GoO users irrespective of their organization.

8.2.2.1   Assembly Questions

Broad functionalities of Assembly Question Common application

- Capturing of Assembly question details from application of Odisha Legislative Assembly. Necessary integration API and facility is to be provided by OCAC.

- Compilation of replies to Assembly questions using normal file workflow

- MIS as per requirement

- Facility to create knowledgebase of Assembly questions and replies with search feature

8.2.2.2   Right to Information (RTI)

The application to be developed shall have

- Provisions to capture all required information in different items/fields.

- Use prescribed formats in consonance with the provisions of the act as well as the rules enabling easy disposal of RTI cases within the deadline.

- Ability to allow the users to submit the application/appeal along with the ability to upload the scanned documents.

In addition to this, all information/data related to RTI appeal cases, gist of appeal descriptions, orders passed/judgment awarded shall be clearly and distinctly captured. MIS shall display RTI report touching information/data related to physical and financial angles and another report delineating all appeal petition descriptions and other relevant information on RTI appeal cases.

8.2.2.3   Online Telephone Directory

The system shall have the capability to capture the telephone details like either Mobile Number, extension number etc. of all the employees of the Government of Odisha. It shall also capture the official address of all the employees and shall be integrated with the Appointment Scheduler.
The application shall have the feature for the users to search facility for selective viewing and downloading of list of Officers serving the purpose of a customized telephone directory.

8.2.2.4   Tour and Travel Request Approval

The proposed system shall provide the following features:

- Capturing of the tour details and return tour details

- Integration with work flow for approval of tour request

- Generate Reports

8.2.2.5   Leave Management

The proposed solution shall allow an employee to apply several types of leaves, track the requests, view leave balances and availed leaves. The system shall provide alert based on the various rules and regulations defined for different leave types. It shall provide executive MIS and dashboards to display Leave balance and also help the competent authorities to view the leave status of their sub-ordinates for effective management of resource availability. Following basic features should be present.

- Leave Request – To apply for granting of leaves online

- Leave Approval – To approve and/or reject the leave request.

- Leave Cancellation – To cancel leave applied from the applicant level.

- Leave Modification – Modify their leave details from the applicant level before approval.

- Joining Report – Submit joining report post availing leave for records.

- Administrative Features viz., Definition of leave rules and types. Updation of employee leave details etc.

8.3 Features of the Application

8.3.1 Identity and Access Management

Identity and access management is a critical aspect for successfully managing the users, applications and effectively manages overall solution. This component/module shall have the following functionalities

- Addition of new users
- Creation and management of office user with the following details

    Employee Name

    Date of registration

    User ID (unique Name)

    Employee ID

    Designation

    Mobile Number

    Organization issued identity number

- Define privileges on specific functional modules (report access, add data, modify data, verification/approval privileges, print privileges etc.)
- Role based access & authorization
- Manages roles and privileges
- Facility to define access rights for master data
- Allow multi factor authentication i.e. User ID & Password and Digital Signature Tokens/Aadhaar based e-Sign, OTP etc.
- Facility to confirm user id though user's given email only
- Provision of warning if user with similar email id is already exist
- Facility to block or unblock any user access
- Facility to track multiple sessions at different MAC Address/ IP Address
- Facility to create unique user name only
- Facility to search a valid user name
- Allow admin user to create/modify user and roles and privileges

8.3.2 User Interface

System shall provide User interface with the following features:

- Unified, easy, flexible and user-friendly interface.

- Homogenous keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support

- UI suitable for non-technical business users and IT experts

- Sufficient edit and validation checks in the system

- Capability to setup logic to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc.

- Safeguard data from operator errors, simultaneous updates, module unavailability or system failures

- Confirmation / warning windows for deletes, changes etc.

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

8.3.3 Security

- Support for SSL & digital certificate/Aadhaar based e-Sign
- Supports Single Sign On
- Authorization by the transaction type, User Name, User Role
- Facility of one user multiple roles and vice versa
- Automatic timeout for user (log out)
- Time restriction on transaction
- Password encryption while passing on wire
- Ability to define rules for password composition and password encryption
- Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on
- Ability to configure the number of permissible log-in attempts.
- Data updating/deletion/creation only through application layer
- Session limits must exist for the application. For each session type, there must be limits on the number of sessions per user or process ID and the maximum time length of an idle session
- Creation of proxy users. For example, an executive can designate an assistant as a proxy, allowing that assistant to create, edit or approve transactions on behalf of that executive.
- Shall not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be through HTTP/ HTTPS only.
- Support role-based access control, user-based privileges
- Password management mechanism for passwords having expiry and likewise for time bound password management rules
- Management of resource allocated to per user session.

System shall follow Open Web Application Security Project (OWASP) guidelines and shall be based on ISO 27001 standards.

8.4 AI ML RPA driven OSWAS 3.0

OSWAS 3.0 is expected to ensure Adoption of Generative Artificial Intelligence, Machine Learning, Bigdata Analytics and RPA. Bidders need to identify use cases which can leverage the power of AI, ML, Big Data and RPA. Prior to the implementation of such features, successful bidders are expected to showcase the capabilities along with prototype builds of such solutions with the change management group committee for finalization of use cases and its implementation. Cost towards the same will be borne by OCAC. The key objective of such exercises should be directed towards reducing human effort and enable smart transformation on decision making of Govt. processes.

8.5 Other Salient Requirements

- The system shall accommodate 30000 active users with 10% concurrent session. After achieving 16000 active users, only cost of implementation (like user configuration, master data configuration, work flow channel, etc) will be paid for every 100 extra users.

- Based on Open Standards.

- Support for all standard Operating systems

- The creation, numbering and closure of files shall be handled independently for each department. However, certain security aspects, access permissions etc. can be managed centrally.

- Entire management of user ids, security, permissions, etc shall be handled from the helpdesk.

- The system shall be scalable to accommodate new users and data volume.

- The system shall be web based with multi-tiered architecture.

- The system shall be Unicode based and bi-lingual (both English and Odia)

- The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Google Chrome, Microsoft Edge etc. and Operating Systems like Windows, Mac OS & Linux.

- The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing.

- The system shall support SSL

- The system shall support the Digital Certificates and Aadhaar based e-Sign as per IT Act of India, 2000 and integrate with department provided Digital Certificates

- The system shall support biometric based access.

- A single sign-on to the application shall provide basic access to the fundamental functionalities, namely document management system, workflow management system, knowledge management system, file management system, collaboration tools like discussion forum, dashboard, etc

- The system shall support integration with e-mail, SMS gateways, Digital Signatures and WhatsApp. Required gateways and services will be provided by OCAC.

- The system should be mobile responsive.

- The system shall support Alert Mechanisms (Reminders, Notifications), Escalation Mechanisms (Flexible routing of files, Calling back the files by the superior)

- Default Single Sign On. Robust identity management system with scope of integration in future.

- Strong encryption and cyber security practices. All data to be encrypted at rest and in transit.

- Runtime monitoring and statistics gathering of running system.

- New portal design with modern look.

- Minimalistic UI change but enhanced UX. Multi tabbed viewing.

8.6 Hosting of the Proposed Solution

Bidder would be expected to provide the sizing of the application for a user base of approx. 30000 users. OCAC will provide private cloud hosting solution. Bidder is expected to propose infrastructure requirements along with tools, services and required components. The salient features of the hosting environment are:

- Deployment architecture should support containerized hypervisor environments.
- Auto scaling should be built-in. Application should scale automatically to meet performance demands if userbase and traffic increases.
- All data to be encrypted and stored in a secured manner. Bidder to propose additional tools and services for data encryption to comply with modern standards.
- All data in the traffic flowing across the systems should be encrypted by default.
- Cyber security audit by Cert-In empanelled auditor every one yaar during O&M support phase. Bidder will arrange for the Cert-In empanelled auditor and close observed vulnerabilities. Selected bidder to produce the cyber security audit exercise and its artifacts for acceptance every 6 months. Cost towards the same is to be factored towards commercial bid.

8.7 Adherence to Standards

The selected bidder shall ensure that the system complies with defined industry standards (their latest versions as on date) as applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, installation and testing. The suggested architecture must be scalable and flexible for modular expansion. The system shall allow ease integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of the Department.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

Sr.No.	Component	Standards
1.	**Information Access/ Transfer protocols**	SOAP, HTTP/HTTPS, REST
2.	**Interoperability**	Web Services, Open Standards
3.	**Portal Development**	GIGW and W3C Specifications
4.	**Photograph**	JPEG / PNG / BMP
5.	**Scanned documents**	PDF
6.	**Fingerprint Scanning**	GOI specification (http://egovstandards.gov.in)/ STQC
7.	**Digital Signature**	RSA Standards (DSC based/Aadhaar based e-Sign)
8.	**Document encryption**	PKCS specification
9.	**Information Security**	ISO 27001 certified System
10.	**Operational Integrity & Security Management**	ISO 17799 certified System
11.	**Operation**	ISO 9001 Certified
12.	**Application**	Open Standard
13.	**Service Management**	ISO 20000 specifications or latest

8.7.1 Application Design and Development

- **Compliance with industry standards:** Solution shall be compliant with industry standards (their latest stable versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.

- **Platform Flexibility:** Open Standards and Interoperability (Usage of standard APIs) shall be considered Web-centric, multi-tier architecture shall be used.

- **Compliance to SOA and EAI:** Application shall be based on Service Oriented Architecture (SOA) and Enterprise Application Integration (EAI). All modules of the application shall expose key functionality through Software APIs in form of SOAP & WS-* or JavaScript Object Notation (JSON) & Representational State Transfer (REST) etc. so that they can be consumed by other applications.

- **User Interface:** The application's UI should be based on HTML5 standard and should be compatible with all devices like Desktop, Smartphone and tablet etc. The application interface should be responsive.

- **Error Handling:** Ensure applications execute proper error handling so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.

- **Rich User experience:** The solution shall have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to- day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.

8.7.2 Technology Standards

- **Browser Compatibility:** Proposed solution should support common web and mobile browsers like Google Chrome, Microsoft Edge, and Firefox etc.,
- **Bi-Lingual Support**: Application shall support at least Unicode 5.1/ 6.0 standard based Bi-lingual versions for user interface. It is expected to be in the Odia and English (India) languages.
- **Device Support**: Application shall be accessible on all popular devices (PC, mobile or tablets) and across all popular operating system platforms like Windows/ Apple for PCs and Android/ IOS for mobiles through browsers.
- **Scalability, Reliability and Flexibility**: The technology must be scalable with Department's emerging requirements and must continue to be reliable as the information handling needs of the government increases. The architecture must be scalable and flexible for modular expansion. The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.
- **Interoperability:** The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.

8.7.3 Security Standards

- **Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems), specifically: SSO Login. Establish authorizations for applications by affiliation, membership, or employment, rather than by individual. If individual authorizations are used, these should expire and require renewal on a periodic (at least annually) basis.
- **Security:** application shall support both HTTP and HTTPS (SSL certificate shall be provided by OCAC).

8.8 Deployment Infrastructure

The Data Centre will be hosted and collocated at New State Data Center, OCAC. The Business Continuity and Disaster Recovery site will be hosted separately. The Data Centre will have IT compute infrastructure, Storage, Network and security components. The BCP/ DR setup will have the Data backup of all the data available in the Data Centre.

- The SI shall plan to size the required infrastructure for the envisaged solution along with the proposed integration services detailed in the RFP. The SI shall provision entire infrastructure

needed for the project and shall evaluate the existing infrastructure such as servers, network components etc.,

- The selected bidder shall ensure that the DC-DR shall comply to ISO 27001 standard and ensure complete security compliance and prescribed service levels in this RFP. RPO and RTO threshold cannot be more than 60 minutes.
- The Bidders are required to carefully assess the requirements of this RFP and propose sizing of the infrastructure accordingly.
- The Bidder will be responsible for sizing the environment to support the scalability and performance requirements of the proposed solution with redundancy built into the architecture required to meet the service levels mentioned in the RFP.
- The Bidder should provide requisite licenses for all the software including, but not limited to Oracle enterprise database software, Application server software, web server software, EMS and all other required software with required number of licenses (including development license). The validity of license of these software (for production environment) shall be for the entire duration of the contract.
- The Bidder will be responsible for providing all the details of the Bill of Material (BoM) of all the proposed third-party software (including licenses) as part of its Technical Proposal. The financial quote submitted by the Bidder should include costs for all of them.
- The supplied software shall be tuned for satisfactory performance and configured in accordance with the IT Policies of the State / GoI.
-

8.9 Time Line & Tentative Deliverables

T: Date of Contract Signing which will be Effective Date of Project Initiation.
M : Considered as 30 days.

Sl. No.	Project Component	Tentative Deliverables	Time line
1	Mobilization of Team and System Study	Final Project Schedule with breakdown structure	T + M1
		Detailed Team Structure with team members	
		Point of Contact	
		Gap Analysis document	
2	Supply of required software		Within 2 months after confirmation from OCAC. However the bidder is free to procure the Development license
3		System Design Document	T + M8

		User Acceptance Report Test Plans & Test Cases	
		Operation manual	
		Configuration Manual	
	Software Development / Customization, Testing, Deployment, Configuration	Administration Manual	
		Hardening checklist (if any)	
		Security Policy document	
		EMS Configuration Report	
		Security Audit Report	
		FAQs	
		Trouble Shooting Guide/ Handbook for helpdesk	
4	Data migration and UAT	Migration Testing report	T + M9
		Migration Script (if any)	
		UAT in staging environment	
		Performance tuning parameters for fine tuning application on server	
		Security Audit	
5	Go Live	Go-live (Production Deployment)	T + M9
6	Training	Training to stakeholders of State level Offices	T+M10
7	Warranty, Operations & Maintenance	All the activities as defined in the Section 8 (Terms of Reference) of this RFP	5 Years after Go Live

8.9.1 Payment Terms

8.9.1.1 OSWAS 3.0 Implementation Fee (SL# 1 of Clause 9.3.3.2)

- 10% of implementation cost will be paid after sign off of FRS.

- 40% of cost of implementation will be paid after UAT of the application.

- 30% Cost of implementation during announcement of Go-Live.

- Remaining 20% of the cost shall paid after completion of functional audit by Third Party Auditor engaged by OCAC

8.9.1.2 Data Migration (SL# 3 of Clause 9.3.3.2)

- 80% of cost of data migration shall be paid after completion of data migration.

- 20% Cost of data migration shall be paid after certification by Third Party Auditor engaged by OCAC

8.9.1.3 Integration cost (SL# 4 to 11 of Clause 9.3.3.2)

- 100% of cost of integration shall be paid after completion each integration.

8.9.1.4 Setup and configuration Cost for OJWAS (SL# 2 of Clause 9.3.3.2)

- 100% of cost of Setup and configuration Cost for OJWAS (separate infrastructure)   shall be paid after completion of the task.

8.9.1.5 Cost of 3rd party software (Clause 9.3.3.3)

- 100% of the payment towards supply of proposed software licenses will be paid after delivery, installation and setup of environment.

- Support cost of the all the 3rd party software shall be paid beginning of each year from the effective date of 1st year support .

8.9.1.6 Cost of Client hardware (Clause 9.3.3.4)

- 100% of the client hardware will be paid after delivery and installation.

8.9.1.7 Cost of Operation and Maintenance and Handholding Support Resources (Clause 9.3.3.5 and 9.3.3.6)

- Cost of Application Support & Operations and Handholding Support Resources will be paid equally in 20 QGRs which will start from 3 months from Go-live date

8.9.1.8 Cost of Software Enhancement Service (SL#3 of Clause 9.3.3.5)

- 100% of the Change Request Cost (based on effort finalised by OCAC) will be paid after completion of respective work.

8.9.1.9 Additional User Implementation Fee (Clause 9.3.3.7)

- 100% cost of number of additional user implementation cost (for the respective year) shall be paid after completion of user configuration in OSWAS/OJWAS.

8.9.1.10 Other payment term

- Taxes will be paid extra as per the rate prevalent at the time of billing.
- Payment shall be made within 30 working days of the receipt of invoice subject to penalties, if any.

8.9.2 Contents of technical bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plan with resources etc. in technical bid document. A soft copy of technical bid should be enclosed in technical bid envelope.

8.10 Performance Service Levels (SLAs)

8.10.1 Implementation phase related performance levels

Measurement	Definition	Target	Penalty
Commencement of Work			
Team mobilization and commencement of work	The Bidder is expected to mobilize the team for commencement of work for this project. Commencement of work would mean reporting and availability of the Bidder's resources (all Key Personnel as per the bid response document) at the Purchaser's office/location for the project.	For Bidder related services: Within 30 calendar days from the date of commencement of Contract	Delay beyond 30 calendar days = 0.01% of the cost of core & common application + 0.01% of the cost of core & common application for each day of further delay beyond 30 days from the date of commencement of contract.
	For post-implementation phase, commencement of work would mean, reporting of all proposed resources at the proposed locations	At least one week before effective GoLive date.	It may lead to Termination of the Contract at the discretion of the Purchaser.
Application Setup			
Application Setup	DC environment setup in the hardware provide by OCAC	Within 45 days from confirmation by OCAC	Penalty covered under Liquidated Damages Clause 7.15. of this RFP
	BCP environment setup in the hardware provide by OCAC	Within 60 days from confirmation by OCAC	

8.10.2 Availability of Solutions

Measurement	Definition	Target	Severity Level
OSWAS 3.0 Application			
Availability of OSWAS 3.0 Application (DC site only)	Uptime = {1 - [(Application downtime) / (Total Time – Maintenance Downtime)]}. Total Time shall be measured on 24*7 for OSWAS 3.0 application. Application Downtime shall be measured from	Minimum 95% up time measured on a weekly basis.	0
		>= 93.0% to <95.0 % up time measured	2

Measurement	Definition	Target	Severity Level
	the time the solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for Business processing either to the end user or for batch job processing to the time it becomes fully available for the above stated business processes.	on a weekly basis.	
		>= 90.0% to <93.0% up time measured on a weekly basis.	3
	Any downtime for maintenance shall be with prior written intimation to the Purchaser. **Uptime measurement tool:** Reports from EMS and SLA monitoring tool. **Example:** Application downtime = 2 hrs. Total time (in a week) = 24*7 = 168 hrs. Maintenance downtime = 4 hr. Uptime = 1 –(2/(168-4)) = 0.987 or 98.7%. Please note that continuous downtime of every 2 hours would raise the severity by one level. e.g., here the severity level will raise from 2 to 3.	<90% up time measured on a weekly basis.	5
Availability of OSWAS 3.0 Application (DC site only) in working hours	Uptime = {1 - [(Application downtime) / (Total Time – Maintenance Downtime)]}. Total Time shall be measured on 8 AM to 8 PM (12 hours) on all Govt. of Odisha Working days for OSWAS 3.0 application.	Minimum 99% up time measured on a weekly basis.	0
	Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for Business processing either to the end user or for batch job processing to the time it becomes fully available for the above stated	>= 97.0% to <99 % up time measured on a weekly basis.	3
	business processes.	>= 95.0% to <97.0 % up time measured on a weekly basis.	4
	Any downtime for maintenance shall be with prior written intimation to the Purchaser. **Measurement Tool**: Reports from EMS and SLA monitoring tool. **Example:** Application downtime =3 hrs. Total holidays in week – 1 day Total time (in a week) = 6*12 = 72 hrs. Maintenance downtime = 0 hr. Uptime = 1 – (3/ (72)) = 0.958 or 95.8% Please note that continuous downtime of every 2 hours would raise the severity by one level. e.g., here the severity level will raise from 4 to 5.	<95.0 % up time measured on a weekly basis.	5

8.10.3 Quality of services (At Data Centre Application Server Level)

Measurement	Definition	Target	Severity Level
Page Response			

Page Response	Specific to login, homepage and file notings.	<= 10 Second	0
		> 10 Second	2
File uploading	Uploading of file (800 Kb-1 MB PDF file)	<= 10 Second	0
		> 10 Second	2
Reports (fetch first 100 rows)	Simple report (up to 3 tables)	<= 10 seconds	0
	Medium Reports (3 to 5 tables)	<= 16 Seconds	0
	Complex reports (5 to 8 tables)	<= 20 Seconds	0
	Simple report (up to 3 tables)	> 10 seconds	2
	Medium Reports (3 to 5 tables)	> 16 Seconds	2
	Complex reports (5 to 8 tables)	> 20 Seconds	2

N. B. Above SLA parameters are also applicable for any client machines having a stable Internet connectivity of at least 10Mbps and <100ms latency.

Training			
Training provided by the SI	SI shall provide feedback forms to receive feedback from all the trainees. The feedback form should rate the training on scale of 1 to 5 with 1 being the minimum. **Measurement Tool:** Feedback	>= 75% of the trainees should rate the training more than Average (i.e., rating of 3)	
		< 75% trainees rating training above average	Re-training of the batch / identified personnel

8.10.4 Helpdesk Services

Measurement	Definition	Target	Severity Level
Resolution of calls from external users	"Resolution Time" means time taken (after the trouble call has been logged on the helpdesk), in resolving (diagnosing and fixing) or escalating (to the second level to Facility Management or respective officials, getting the confirmatory details about the same from the officials and conveying the same to the end user), the services related issues during the first level escalation. Provisioning of suggested solution, if required, should be done immediately. Final Resolution shall be deemed to be complete only after the resolution comes from Govt. officials. Monthly measurement Level.	Resolution of 99% of the total calls within 6 Hrs. of logging the call	0
		Resolution of >= 97 to < 99 % of the total calls within 6 Hrs. of logging the call	1
		Resolution of >= 95 to < 97 % of the total calls within 6 Hrs. of logging the call	2
		Resolution of < 95 % of the total calls > 6 Hrs. of logging the call	3

			Response Time of 99% of the second level resolutions within 4 Hrs of receiving the first level escalation.	0
			Response Time of 99% of the second level resolutions within 8 Hrs of receiving the first level escalation.	1
Response Time of Second level resolution of calls from external users	"Response Time" means time taken in conveying the second level resolution to the external user, whenever applicable, measured during a business day as per working hours of Help Desk. Monthly measurement level Measurement Tool: System generated call log of the complaints from Functional Help Desk		Response Time of >97 and <=99% of the second level resolutions within 8 Hrs of receiving the first level escalation.	2
			Response Time of >95 and <=97% of the second level resolutions within 8 Hrs of receiving the first level escalation.	3
			Response Time of <95% of the second level resolutions within 8 Hrs of receiving the first level escalation.	4

8.10.5 Application Maintenance Services

Measurement	Definition	Severity Level of Bugs	Target	Severity Level
Resolution Time	"Resolution Time", means time taken by the software maintenance staff of Second Party to troubleshoot and fix the bugs/defect from the time the call has been escalated to the team of Second Party till the delivery of the solution to the First Party and subsequently update the status of the call in the Help Desk system It is based on Monthly measurement level. **Measurement Tool:** System generated call log of the complaints from Help Desk / EMS / SLA monitoring tool	Critical	At least 99% calls to be resolved within 4 working days	0
			>= 97% to < 99% calls be resolved within 4 working days	3
			>= 95% to < 97% calls to be resolved	4

			within 4 working days	
	L3 support associate will have the opportunity to either mark the ticket as a defect or enhancement. Severity will be calculated only on the L3 tickets which are marked as defect. All the tickets marked as enhancement has to be certified by OCAC, if rejected the same would be treated as defect.		< 95% calls to be resolved within 4 working days	5
Resolution Time	"Resolution Time", means time taken by the software maintenance staff of Second Party to troubleshoot and fix the bugs/defect from the time the call has been escalated to the team of Second Party till the delivery of the solution to the First Party and subsequently update the status of the call in the Help Desk system It is based on Monthly measurement level. **Measurement Tool:** System generated call log of the complaints from Help Desk / EMS / SLA monitoring tool L3 support associate will have the opportunity to either mark the ticket as a defect or enhancement. Severity will be calculated only on the L3 tickets which are marked as defect. All the ticket marked as enhancement has to be certified by OCAC, if rejected the same would be treated as defect.	High	At least 99% calls to be resolved within 6 working days	0
			>= 97% to < 99% calls be resolved within 6 working days	3
			>= 95% to < 97% calls to be resolved within 6 working days	4
			< 95% calls to be resolved within 6 working days	5
Resolution Time	"Resolution Time", means time taken by the software maintenance staff of Second Party to troubleshoot and fix the bugs/defect from the time the call has been escalated to the team of Second Party till the delivery of the solution to the First Party and subsequently update the status of the call in the Help Desk system It is based on Monthly measurement level. **Measurement Tool:** System generated call log of the complaints from Help Desk / EMS / SLA monitoring tool L3 support associate will have the opportunity to either mark the ticket as a defect or enhancement. Severity will be calculated only on the L3 tickets which are marked as defect. All the ticket marked as enhancement has to be certified by OCAC, if rejected the same would be treated as defect.	Medium	At least 99% calls to be resolved within 8 working days	0
			>= 97% to < 99% calls be resolved within 8 working days	3
			>= 95% to < 97% calls to be resolved within 8 working days	4
			< 95% calls to be resolved within 8 working days	5

Resolution Time	"Resolution Time", means time taken by the software maintenance staff of Second Party to troubleshoot and fix the bugs/defect from the time the call has been escalated to the team of Second Party till the delivery of the solution to the First Party and subsequently update the status of the call in the Help Desk system It is based on Monthly measurement level. **Measurement Tool:** System generated call log of the complaints from Help Desk / EMS / SLA monitoring tool L3 support associate will have the opportunity to either mark the ticket as a defect or enhancement. Severity will be calculated only on the L3 tickets which are marked as defect. All the ticket marked as enhancement has to be certified by OCAC, if rejected the same would be treated as defect.	Low	At least 99% calls to be resolved within 2 business weeks	0
			>= 97% to < 99% calls be resolved within 2 business week	3
			>= 95% to < 97% calls to be resolved within 2 business week	4
			< 95% calls to be resolved within 2 business weeks	5

Notes :

a. Non-working days = All Govt. of Odisha holidays or any other day declared by the Purchaser

b. 24*7 means for all seven days of the week, without any non-working days

c. Bugs/ Defects: This would include Software Application related problems/defects as analyzed and forwarded by SI (System Integrator) / FMS (Facility Management Services) team or as reported by the users to the SI / FMS team.

d. **The bidder has to install and configure the EMS keeping in the view of above SLA parameters**

e. Tool to measure the values of SLA parameters will be provided by OCAC.

f. Measurement frequency and sampling will be random at the time of audit/ verification by OCAC.

g. Calculation methodology will be the arithmetic mean of all measurements across the SLA categories.

8.10.6 Reporting Procedures

- The SI representative will prepare and distribute Service level performance reports in a mutually agreed format by the 5th working day of subsequent month and 10th working day of the completion of each quarter. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.
- The reports should be made available on the SLA monitoring tool with relevant access permissions to the Purchaser and its nominated agencies.

- Also, the Bidder may be required to get the Service Level performance report audited by a Third-Party Auditor appointed by OCAC.
- SLAs specific to data centre application level viz., page response, file uploading and reports performance is to be measured and calculated independently by OCAC.

8.10.7 Penalties

- Maximum level of performance penalties is established and described below.
- The framework for performance penalties as a result of not meeting the service level targets are detailed below.
- Performance penalties shall be levied for not meeting each of the severity levels of performance as per the following table:

Severity Level	Penalty as a percentage of quarterly payments applicable
5 +	1.0 %
5	0.8 %
4	0.6 %
3	0.4 %
2	0.2 %
1	0.1 %

- **Maximum Penalty applicable for any quarter should not exceed 10% of the 'applicable fees' for the respective quarter. In case the calculated uncapped penalty is more than 10% for two consecutive quarters, the authority reserves right to increase the capping value (ceiling limit) of the penalty or take appropriate action against the bidder.**

8.10.8 Issue Management Procedures

8.10.8.1   General

a. This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between Purchaser and SI.

b. Implementing such a process at the beginning of the outsourcing engagement significantly improves the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

8.10.8.2   Issue Management Process

a. Either Purchaser or the Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

b. Any unresolved issues/disputes concerning the Project/Contract between the Parties will first be referred in writing to OCAC for consideration and resolution. If the OCAC is unable to resolve any issue/dispute within 15 days of reference to them, the OCAC will refer the matter to the E&IT Department. If the E&IT Department is unable to resolve the issues/disputes referred to them within 15 days the unresolved issue/dispute will be referred to High Level Committee. The High-Level Committee shall try to resolve the issue/dispute.

c. If the High-Level Committee to resolve a dispute as per the above clause, the same shall be referred to arbitration. The arbitration proceedings shall be carried out as per the Arbitration procedures mentioned in Clause 7.10 of this section of RFP.

8.10.8.3   Service Level Change Controls

8.10.8.3.1 General

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

b. A process for negotiating changes to the Service Levels

c. An issue management process for documenting and resolving particularly difficult issues.

d. Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management. Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.

8.10.8.3.2 Service Level Change Process:

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

8.10.8.3.3 Version Control:

All negotiated changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.

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 System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)**

Ref: RFP Reference No. OCAC-XXXX-

Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-XXXX-, dated xxxxxxx. 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: Bidder's Organization (General Details)
(To be submitted on the Letterhead of Bidder)

SI#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person for this RFP:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	
10.	Turn over during last 3 Financial Years	
11.	Average Turnover during last three financial year ending on March, 2023	

Yours faithfully,

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

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

(To be submitted on the Letterhead of Bidder)

To

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

Sub: **RFP for Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)**

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-XXXXX regarding RFP for Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS).

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

Yours faithfully,

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

9.1.4   FORM PQ-4: Project Citation Format

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

9.1.5 FORM PQ-5 :Self Declaration: Not Blacklisted (in company letterhead)

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

Madam

In response to the RFP titled "Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) (bid reference no XXXXX" as an owner/ partner/ Director of (organisation name)_____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,
Name of the Bidder: ....
Authorised Signatory: ....

Signature:
Seal:

Date:
Place:

9.1.6 FORM PQ-6 : Bidder's Authorisation Certificate

(Company letter head)

To

The General Manager (Admin)

Odisha Computer Application Centre

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

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

Bhubaneswar - 751013

Sub : RFP titled "Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)".

RFP REF No : XXXXX

Madam,

<Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. His contact mobile no is _____ and e-Mail id is_____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -
Verified Signature:
Authorised Signatory: -

Seal of the Organization: -

Date:
Place:

9.1.7 FORM PQ-7 : Format for fairness of documents

(Company letterhead)

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

Sir

In response to the RFP Ref. No. OCAC-<< to be filled >> for RFP titled "Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) (bid reference no XXXXX)". As an owner/ partner/ Director of.. ...., I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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,
Name of the Bidder: -

Authorised Signatory: -
Seal of the Organization: -

Date:
Place:

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 System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)

Bid Reference No - XXXXX

Dear Sir/Madam,

We, the undersigned, offer to provide solution to OCAC, for **Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)**

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

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

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

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

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

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

9.2.2 FORM TECH-2: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability

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

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

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

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

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

a) Solution Proposed

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

c) Technical Approach and Methodology

A. Solution Proposed

S.No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

B. Bill of Material (Software) – Bidder only to propose. To be finalized and procured by OCAC in discussion with the selected Bidder.

S. No	Item	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Unit of Measurement	Number of Licenses (Development Environment)	Number of Licenses (UAT)	Number of Licenses (Training)	Number of Licenses (Data Center Production)	Number of Licenses (DR Site)

    C. Bill of Material (Infra Sizing)

<u>Provide the following information in a table</u>

- (i)   Reference of the server/storage information in the Submitted Proposal.
- (ii)   Quantity
- (iii)   Operating System along with version (if applicable)
- (iv)   Processor and Number of Cores Offered (if applicable)
- (v)   Memory (as relevant)
- (vi)   Additional Information as required to indicate the compliance to the requirements in the RFP (ex, Capacity, Disk Space, Security etc.,)

    D. Bill of Material (Client hardware)

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization:

Date:
Place:

9.2.3 FORM TECH-3: Description of Proposed Approach and Methodology

Bidder is free to propose any type of approach for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)

9.2.4 FORM TECH-4: 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)									

9.2.5 FORM TECH-5: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the Person	
Current Designation/Role	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: (i) Degree (ii) Academic institution graduated from (iii) Year of graduation (iv) Specialization (if any) (v) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	

Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)
 	
Prior Professional Experience covering:
 	
• Organizations worked for in the past
    o Organization name
    o Duration and dates of entry and exit
    o Designation Location(s)
    o Key responsibilities
 	
• Prior project experience
    o Project name
    o Client
    o Key project features in brief
      Location of the project	

o Designation
    o Role
    o Responsibilities and activities
    o Duration of the project
 	
Please provide only relevant Projects.	

Proficient in languages (Against each language listed indicate if speak/read/write)	

9.2.6 FORM TECH-6: Team Composition

Bidder needs to provide the Team Composition in the Implementation and Support phase in the following template.

Name of Proposed Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

9.2.7 FORM TECH-7: MANUFACTURER'S AUTHORIZATION FORM (MAF)

(To be submitted on the Letterhead of OEM)

To

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

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

Ref: Tender Ref No. xxxxxxxxxxxxx.

Madam/Sir,

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

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

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

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

Yours faithfully,

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

9.2.8 FORM TECH-7: Statement of Deviation

(In Company letterhead)

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: Statement of Deviation of the RFP for Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)

(bid reference no XXXXX

Dear Madam,

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

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

A - On the Terms of Reference/Scope of Work

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

No.	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial impact
1	*<Deviation description>*	*<Yes / No>*	*<Yes / No>*	*<Name(s) of Deliverables to get affected by the Deviation>*	*<Effect on Timelines due to the Deviation>*	*<Value>*

2	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

A – Any other areas

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Company Seal

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 System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS)**

Ref: *RFP Reference No. XXXXX*

Madam/Sir,

I /We, the undersigned, offer to provide the service for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) as per RFP No.: XXXXX and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the 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 5 years 9 months from the date of opening of the Bid.

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

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

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: Undertaking on Pricing of Items of Technical Response

(Company Letterhead)

To

      The General Manager (Admin)

      Odisha Computer Application Centre

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

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

      Bhubaneswar - 751013

Sub: Undertaking on Clarifications

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against bid Ref No : XXXX) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:
Place:

9.3.3 FORM FIN-3: Commercial Bid
9.3.3.1 Cost Summary

SL#	Description	Total Cost in ₹ (Excl. Tax)
1	OSWAS 3.0 /OJWAS Implementation Fee (Sub-total of Clause 9.3.3.2)	
2	Cost of 3rd Party Software (Sub-total of Clause 9.3.3.3)	
3	Client Hardware and Peripherals for O&M Team (Sub-total of Clause 9.3.3.4)	
4	Cost of O&M Support (5 Years) (Sub-total of Clause 9.3.3.5)	
5	Cost of Handholding resources (Total cost for 60 months as mentioned at Clause 9.3.3.6)	
6	Additional User Implementation Fee (Total of Clause 9.3.3.7)	
7	Any Other Cost (Please specify)	
Total Cost in ₹ (Excl. Tax)		

❖ **Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.**

9.3.3.2 OSWAS 3.0 Implementation Fee

SL#	Description	Unit Cost in ₹ (Excl. Tax)
1	OSWAS 3.0 / OJWAS Implementation Fee (Application Modernization of OSWAS 2.0 / OJWAS Modules like Core, Common Applications, Mobile App, AI ML RPA and integration with e-Despatch, SMS-e-Mail-WhatsApp, Digital Signing Solution -DSC & e-Sign, Richtext WYSIWYG Editors, Odia Input tools, Ms Office 365, setup configuration of entire application in the hardware provided by OCAC) up to 16000 active users as per section 8	
2	Setup and configuration cost of OJWAS in separate infrastructure provided by OCAC/Odisha High Court (Cost discovery item)	
3	Application Data Migration from OSWAS 2.0/OJWAS to OSWAS 3.0/OJWAS	
4	Integration with HRMS	
5	Integration with iFMS	
6	Integration with State 5T Dashboard	
7	Integration with MoSarkar Dashboard	
8	Integration with Social Protection Delivery Platform(SPDP)	
9	Integration with Aadhaar Authentication Framework	
10	Integration with Scanner API	
11	Integration with Speech-to-Text	
12	Any Other Cost (Please specify)	
Sub Total Cost in ₹ (Excl. Tax)		

9.3.3.3 Cost of 3rd Party Software

SL#	Description	Unit Cost in ₹ (Excl. Tax)	Quantity	Unit	Total Cost in ₹ (Excl. Tax)

SL#	Description	Unit Cost	Quantity	Unit	Total Cost
1	Oracle Database Enterprise Edition with 1st year ATS				
2	Database related associated products with 1st year ATS (bidder to specify)				
3	ATS of Oracle Database Enterprise Edition (bidder to quote ATS cost per year in unit place)		5	Years	
4	ATS of Database related associated products (bidder to quote lumpsum ATS cost of all Oracle Associated product cost per year in unit place)		5	Years	
5	Middleware with 1st year support (bidder to specify)				
6	Support of middleware for remaining 5 years		5	Years	
7	Enterprise Management System with 1st year support				
8	Support of Enterprise Management System for remaining 5 years		5	Years	
9	Only Office with first year support				
10	Support of Only office for remaining 5 years		5	Year	
11	Digital Signing Solution (dsign & esign) with 1st year support				
12	Support of Digital Signing Solution for remaining 5 years		5	Years	
13	Language Software with first year support				
14	Support of Language Software for remaining 5 years		5	Years	
15	Richtext WYSIWYG Editor with first year support				
16	Support of Richtext WYSIWYG Editor for remaining 5 years		5	Years	
17	Secure Socket Layer(Green Bar EV)		6	Years	
19	Any Other Cost (Please specify)				
Sub Total Cost in ₹ (Excl. Tax)					

9.3.3.4 Client Hardware and Peripherals for O&M Team

SL#	Description	Unit Cost in ₹ (Excl. Tax)	Quantity	Unit	Total Cost in ₹ (Excl. Tax)
1	Desktop Computer with UPS		40	Nos.	
2	Laptop		10	Nos.	
3	Scanner		2	Nos.	
4	Printer (MFP)		2	Nos.	
5	Any other hardware/peripheral, bidder may specify				
Sub Total Cost in ₹ (Excl. Tax)					

9.3.3.5 Cost of O&M Support (5 Years)

SL#	Description	Unit Cost in ₹ (Excl. Tax)	Quantity	Unit	Total Cost in ₹ (Excl. Tax)
1	O&M Support of OSWAS 3.0 for 5 Years including Helpdesk Support (Cost to be quoted per QGR)		20	QGR	

2	Security Audit of OSWAS application from any Cert-in empanelled firm before Go-live and there after once every year		6	Times	
3	Cost of Software Enhancement Service (cost discovery item which shall be paid as per actual when consumed)		300	Man-month	
4	Any Other Cost (Please specify)				
	Sub Total Cost in ₹ (Excl. Tax)				

9.3.3.6 Cost of Handholding resources

SL#	Description	Unit Cost in ₹ (Excl. Tax) Man-Month Cost	Quantity	Total Cost in ₹ (Excl. Tax)
1	Cost of resources for Handholding support Asst. as per section 8.1.14 / 8.1.16		44	
2	Cost of resources for Handholding support Engineer as per section 8.1.14 /8.1.16		20	
	Sub Total Cost Per Month			
	Sub Total Cost for 60 Months			

9.3.3.7 Additional User Implementation Fee

SL#	Description	Unit Cost in ₹ (Excl. Tax) Per-User Cost	Quantity	Total Cost in ₹ (Excl. Tax)
1	Implementation cost each user beyond 16000 users in 2nd year		5000 users	
2	Implementation cost each user beyond 16000 users in 3rd year		3000 users	
3	Implementation cost each user beyond 16000 users in 4th year		3000 users	
4	Implementation cost each user beyond 16000 users in 5th year		4000 users	
	Total cost for additional 14000 Users			

9.3.3.8 Per Unit Resource (Man Month) Cost

(Cost Discovery item and shall not be included evaluation)

Rate Card for Additional Manpower Resources (per Man Month) – Section 8.1.16

SL#	Description	Unit Cost in ₹ (Excl. Tax) Man-Month Cost
1	Project Manager	
2	Solution Architect	
3	Functional/ Process/ Domain Expert	
4	Testing/ Training	
5	Database Administrator	
6	Data Center/ System/ Network Administrator	
7	Technical Support Engineer/ Jr. Developer	

8	Sr. Developer	
9	Production Support Engineer/ L3 Support	
10	Technical Lead	
11	Handhold Support Engineer (HSE)	
12	Handhold Support Assistant (HSA)	
13	Helpdesk/ L1 Support	
14	L2 Support	

9.3.3.9 Cost Discovery for 6th and 7th Year

(Cost Discovery item and shall not be included evaluation)

SL#	Description	Total Cost in ₹ (Excl. Tax)
1	Cost of application maintenance (O&M) for 6th Year	
2	Support cost of all 3rd Party Software for 6th Year	
3	Cost per man month of Handholding Support Engineer for 6th Year	
4	Cost per man month of Handholding Support Asst. for 6th Year	
5	Cost per man month for software development (in line with software enhancement service as mentioned above) for 6th Year	
6	Cost of application maintenance (O&M) for 7th Year	
7	Support cost of all 3rd Party Software equipment for 7th Year	
8	Cost per man month of Handholding Support Engineer for 7th Year	
9	Cost per man month of Handholding Support Asst. for 7th Year	
10	Cost per man month for software development (in line with software enhancement service as mentioned above) for 7th Year	

Note:

1. O&M after 5 Years may be extended with Y-O-Y Increment in mutually agreed Terms and Conditions.
2. Bidder to put signature and seal in each page of commercial bid.
3. Bidder to quote proportionate rate for Cost Discovery Line Items.

1.1 Format for Bank Guarantee for Earnest Money Deposit

RFP REF: XXXXXX

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 Ref No. XXXXX for Selection of System Integrator for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) for 5 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.

NOTHWITHSTANDING 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:

1.2 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 services for Application Modernization and Operation & Maintenance Support of Odisha State Workflow Automation System (OSWAS) and Odisha Judicial Workflow Automation System (OJWAS) 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: