



**EXPRESSION OF INTEREST (EOI) FOR SELECTION
OF SERVICE CENTRE AGENCY (SCA) TO SET UP,
OPERATE AND MANAGE MO SEBA KENDRA
(MSK) SCHEME IN THE STATE OF ODISHA**

Odisha Computer Application Centre (OCAC)



EOI Ref No: OCAC-TH-01/2024/ENQ/24014



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Expression of Interest (EoI)
for
Selection of Service Centre Agencies to set up, operate and manage Mo
Seba Kendra (urban and rural) in the state of Odisha

Reference No. OCAC-TH-01/2024/ENQ/24014

Issue of EoI document	Available on www.ocac.in , www.odisha.gov.in , www.enivida.odisha.gov.in
Procuring Authority	General Manager, Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin-751013
Date & Time of Pre-bid meeting	31/01/2024, 4 PM
Last Date & Time of Submission of Bid	16/02/2024, 2 PM
Date & Time of Opening of Bid	16/02/2024, 4 PM

Odisha Computer Application Centre (OCAC)

General Manager,
Odisha Computer Application Centre
N-1/7-D, Acharya Vihar Square,
Bhubaneswar, Odisha, Pin-751013

Instructions to Bidders for Online Bid Submission

e-Nivida is a complete e-Tendering process starting from publishing of tenders online to inviting online bids , evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://enivida.odisha.gov.in> . Bidder Enrolment can be done using "**Bidder Enrollment**".

The instructions given below are meant to assist the bidders in registering on the e-Nivida Portal, and submitting their bid online on the portal as per uploaded bid.

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

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enrol themselves (one time) on the eNivida Portal <https://enivida.odisha.gov.in> _ or click on the link "**Bidder Enrollment**" available on the home page of e-tender Portal by paying the Registration fee of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Thereafter, the Bidder shall log in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token .
7. **The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.**
8. After completion of registration & payment, bidders need to send their acknowledgement copy to our help desk mail id odishaenivida@gmail.com for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. The bidder is required to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get the bid documents to be submitted ready as indicated in the tender document / schedule and generally, these should be in PDF formats. Original documents of the Bid may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same, set of standard documents which are required to be submitted as a part of every bid, provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

ONLINE SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee/ Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG, the 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 in original with required amount and validity by the said time, the uploaded bid will be summarily rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the datelines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

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

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

Phone No. 011-49606060

Mail id: - odishaenivida@gmail.com _

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EXPRESSION OF INTEREST (Eoi)

for

Selection of Service Centre Agencies to set up, operate and manage Mo Seba Kendra (Urban and Rural) in the state of Odisha

Name & Address of the Procuring Entity	General Manager, Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin-751013 Email: gm_ocac@ocac.in
Subject Matter of Procurement	Selection of Private Service Provider(s) as Service Centre Agency(ies) to set up and manage MSKs (urban and rural) under MSK Scheme in the state of Odisha
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	<ul style="list-style-type: none">Websites: www.ocac.in, www.odisha.gov.in www.enivida.odisha.gov.in
EMD and Mode of Payment	<ul style="list-style-type: none">Amount (INR): @18 lakhs per Zone. Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee in favour of Odisha Computer Application Centre payable at Bhubaneswar
Date of publication	<ul style="list-style-type: none">25/01/2024
Date/ Time/ Place of Pre-bid Meeting	<ul style="list-style-type: none">Date/ Time:Place: Most preferably through VC
Online bid submission	The bidders are required to submit their proposals online at https://enivida.odisha.gov.in . The required guidelines/ information on online submission of the proposals are given in the beginning of the RFP document. The bidders must read the guidelines carefully before submitting the proposal. Necessary registration fee and processing as required by the eNivida platform has to be paid by the bidder.

Date for submission of Bids	<ul style="list-style-type: none">• Date: 16/02/2024 up to 2 PM
Date/ Time/ Place of Bid Opening	<ul style="list-style-type: none">• Date: 16/02/2024, 4 PM• Place: online in eNivida portal (www.enivida.odisha.gov.in)

IMPORTANT DATES

Sl#	Events	Date	Location
1	Date of Publication of Expression of Interest (EOI)	25/01/2024	www.ocac.in www.odisha.gov.in
2	Date & time for receiving pre-bid queries	30/01/2024 Up to 5: 00 PM	Through email gm_ocac@ocac.in umesh.mishra@ocac.in
2	Date & Time of Pre-Bid Meeting	31/01/2024 4:00 PM	Most preferably through VC .
3	Date and time of issuance of corrigendum	03/02/2024	www.ocac.in www.odisha.gov.in www.enivida.odisha.gov.in
4	Last Date & Time of Submission of EOI	16/02/2024 , up to 2 PM	Online in eNivida Portal (www.enivida.odisha.gov.in)
5	Date & Time of Opening of Pre-Qual Bid	16/02/2024, 4:00PM	Online in eNivida Portal (www.enivida.odisha.gov.in)
6	Date & Time of Opening of Technical Bid & Technical Presentation	Will be intimated later	Will be intimated later

DEFINITIONS:

1. Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
CSC	Common Service Centre – Prior to implementation of Mo Seba Kendra scheme in the state of Odisha, Common Service Centre(CSC) scheme of Govt. of India was being implemented in the state for delivery of various services to citizens
DeGS	District e-Governance Society
Mo Seba Kendra or MSK	“Mo Seba Kendra” is IT enabled, front-end service delivery Kiosk in urban and rural areas of Odisha. A MSK can be an individual or society or women SHG of the state or a corporate body/firm working in any sector subject to satisfying Kiosk onboarding criteria. A Kiosk should have required IT Infrastructure with one or more counters with operators for service delivery.
Service delivery portal	www.odishaone.gov.in
G2C/B2C	Government to Citizen/Business to Citizen
ICT	Information and Communications Technology
SCA	Service Centre Agency (to build the Village/Urban Level Entrepreneur (VLE/ULE) Network and Set up, Operate and Manage MSKs in Urban & Rural areas of the state
VLE/ULE	Village/Urban Level Entrepreneur or KIOSK/MSK Operator
PS	Performance Security
OCAC	Odisha Computer Application Centre
SDA	State Designated Agency

INVITATION FOR BIDS

- 2.1) OCAC, on behalf of Electronics & Information Technology (E&IT) Department, Government of Odisha, invites proposals from eligible private service providers for selection of the most suitable service provider to be engaged as Service Centre Agency (SCA) to set up new ICT based Kiosks called Mo Seba Kendras (MSKs) wherever required and operate and manage both new and existing MSKs set up across state to facilitate delivery of various citizen centric services at the door-steps of citizens across the state.
- 2.2) OCAC has already created a Unified Service Delivery platform with a Unified Service Delivery Portal named as www.odishaone.gov.in to which more than 180 Government Services have been integrated and has set up about 8000 ICT based KIOSKs called Mo Seba Kendras (MSKs) which serve as Physical Touch Points for delivery of services to citizens at their door steps.
- 2.3) As per the MSK guidelines of Govt. of Odisha, at least one MSK at each Gram Panchayat and at least one MSK for 25000 population in urban area to be set up. If the administration feels the requirement of setting up of more MSKs in a Gram Panchayat or Urban area because of demand and business viability, then more MSKs can be set up.
- 2.4) The selected SCA shall not replace the existing MSK along with the operator called Village/Urban Level Entrepreneur (VLE/ULE) unless the VLE/ULE on its own consent desires to withdraw, or is recommended by the district administration for its termination due to indulgence in any type of fraudulent practice.**
- 2.5) There will be a two-stage selection procedure for selection of the SCA under MSK Project. The selection is based upon the state's requirement as well as fulfilling prescribed criteria to set up, operate and manage urban and rural MSKs.
- 2.6) **Contract period:** The duration of contract period would be initially for three years, which after review, may be renewed for another two years on the basis of further requirement and performance of the SCAs. Contract can be terminated at any stage on account of unsatisfactory performance by respective SCA. The SCA shall sign a co-terminus contract with the Kiosk operators in line with this EoI document and as per the agreement signed with OCAC.

2.7) Bidders shall be required to make presentation on their capabilities, their proposal, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/problems, developing entrepreneurial ability of VLE/ULE/imparting training, marketing/awareness strategy and actual solution that the Service Centre Agency wants to provide to the State before the short listing of the EOI responses.

- a) **General Qualifications:** Bidder's profile, Understanding of the GoO's requirement, references reflecting similar work and related experiences, availability of key resources and infrastructure.
- b) Ability to deliver the stated scope of work, the process/quality methodologies that the Service Centre Agency adopts, recognition of issues, risks, challenges and problems, possible ways to mitigate the risks.
- c) Formal terms and conditions for long term relationship under the scheme.

2.8) All bids must be accompanied by an Earnest Money Deposit (EMD) @18,00,000/- per zone (separate EMD for separate zones) in the form of Banker's Cheque or Demand Draft in favour of, OCAC payable at Bhubaneswar or Bank Guarantee in favour of OCAC valid for 6 months.

2.9) OCAC reserves the right to make necessary changes in the terms & conditions of the EoI during the entire duration of the contract including bid validity period, and to reject any or all bids without assigning any reasons thereof.

1. Objective of Mo Seba Kendra (MSK)

The objective of the Mo Seba Kendra is to provide e-services in the locality of citizens, by creating physical service delivery infrastructure for accessing various e-services. The network of MSKs is envisaged to be a change instrument that would provide a structured platform for socially-inclusive community participation for development. An individual or organization functioning as a Village / Urban Level Entrepreneur (VLE/ULE) would run the MSK. It is the community participation and collective action, not ICT alone, that would lead to sustainable socio-economic development and long-term prosperity.

Some of the Key features of the scheme are:

- Mo Seba Kendra aims to promote grass-root level entrepreneurship where VLE /ULE and SCA (as per their business plan) would bear the CAPEX and OPEX for setting up, operating and managing MSKs.
- Encourage participation of women to become VLE /ULE
- The SCA shall provide large bouquet of private services along with Government services for sustainability of the centers.
- The service delivery will be on chargeable basis in which Government will fix/has fixed the charges for Government services and for private services charges shall be fixed by the SCA in consultation with SDA.

2. Introduction

The Mo Seba Kendra envisages establishment of a network of kiosk centres in the state of Odisha. This would also include strengthening and integrating the existing MSKs already operational under the MSK Scheme.

Citizens will be able to avail services related to multiple departments/ organizations at the same counter. It is envisaged as a service/transaction-oriented model with a large bouquet of services made available to the citizens. Right from stage of filing application to financial transaction to final Service Delivery, Document collection (if any) each activity will take place at these counters. Only for the cases where there is some statutory requirement of personal verification, will the citizen be required to go to the concerned government functionaries. The Government / Private Service delivery will be on chargeable basis so as to make the scheme self-sustaining.

The aim of this scheme is not merely to roll out ICT infrastructure but to build a network of urban/rural businesses across the state. To that effect, the Mo Seba Kendra has been designed to create a value proposition for all stakeholders and alignment of their economic interests.

The Mo Seba Kendra is envisaged to be a bottom-up model for delivery of content, services, information and knowledge, that can allow like-minded public and private enterprises - through a collaborative framework - to integrate their goals of profit as well as social objectives, into a sustainable business model for achieving rapid socio-economic change in the state.

But beyond a delivery channel the Mo Seba Kendra can play a role of an effective “change agent” that would provide a structured platform for socially inclusive community participation for collective developmental activities.

3. Present Scenario of MSK in the state of Odisha

Mo Seba Kendra scheme is currently being implemented in the state of Odisha since January 2021 in PPP mode with appointment of one private service provider as Service Centre Agency (SCA) after selection of the agency through a transparent bidding process. At present, about 8000 MSKs have been rolled out in the state covering both rural and urban area. The unified service delivery portal named as OdishaOne portal (www.odishaone.gov.in) has been developed and implemented in the state to which more than 180 Government services have been integrated with integration of payment gateway and the MSKs are onboarded to OdishaOne portal to deliver the e-Services to citizens at their locality. Citizens can avail online services from OdishaOne portal either through direct mode (citizens can directly access the OdishaOne portal for a service) or through assisted mode (citizens can visit MSKs and avail services through MSKs). Bidders are advised to visit OdishaOne portal to view the list of services as well as the list of MSK operators). In view of completion of the contract with the existing SCA, this EOI is floated to select next SCA(s).

4. Stakeholders of MSK Scheme

The Service Centre Agency (SCA) would be the prime driver of the Mo Seba Kendra. The MSK structure is envisaged as follows:

1. **MSK Operator:** The MSK/Kiosk Operator called as VLE/ULE is the key to the success of the MSK operations. A good Kiosk Operator would be the one who has good entrepreneurial skills, strong social commitment as well as respect within the community. The Kiosk Operator would manage the business at the ground level. Selection and proper training of the Kiosk Operator would play a vital role in effective implementation of the Mo Seba Kendra. Kiosk Operator will

report to SCA. Minimum educational qualification of a MSK operator will be 10th pass of BSE or equivalent. Higher qualification with computer knowledge will be preferable.

2. **Service Centre Agency (SCA):** The SCA would undertake activities including effective delivery of government services as identified by the Government of Odisha from time to time, harnessing the State network, identifying and training the Kiosk operators, establishing the Mo Seba Kendra (either directly or through the Kiosk Operator), supplying, aggregating and updating content and services and so on. The SCA would be responsible for the overall management and sustainability of the Mo Seba Kendra. The SCAs are the private partners who would set up and manage Mo Seba Kendra through which services of different departments shall be provided to citizens. Several other services of public interest, which are outside government domain, could also be added on to the delivery channel developed by SCAs.
3. **Electronics & Information Technology (E&IT) Department, Govt. of Odisha :** The E&IT Department would act as the Nodal Department on behalf of State Government for successful implementation of the Mo Seba Kendra. On behalf of the State Government, E & IT Department will formulate policy guidelines, constitute required committees and coordinate with other departments for smooth and effective implementation of the scheme. Besides, the E&IT Department reserves the right to amend the services and service delivery mechanisms.
4. **Odisha Computer Application Centre (OCAC) :** OCAC will be the State Designated Agency (SDA) for implementation of Mo Seba Kendra in the state of Odisha. The OCAC will be responsible for overall all supervision, implementation and monitoring the scheme as per the policy guidelines formulated by E&IT Department.
5. **District E-Governance Society:-** At district level, the DeGS will co-ordinate and perform all day-to-day activities including financial management required to deliver services through Mo Seba Kendra and would also interact with the user departments to ensure efficient and timely delivery of services.
6. **Citizen:-** Citizens would avail services through the Mo Seba Kendra and make payments including Transaction Charges to kiosk operators wherever applicable.
7. **Departments/ PSUs: -** The Departments/ PSUs would allow SCAs to deliver their services to citizens through Mo Seba Kendra. Further, the departments should work along with OCAC to onboard their services.

5. MSK Service Counters

1. The aim of the scheme is to establish new Mo Seba Kendra as well as to operate and manage existing Mo Seba Kendra to facilitate the G2C/B2C service delivery to the citizens of urban/rural areas across the state of Odisha.
2. As per the decision of Government, the MSKs will operate from GP office premises to transform the GP offices as Service Delivery hubs. Hence, as far as possible, the new MSKs will be set up at GP office premises and existing MSKs operating outside of GP Offices will be shifted to GP office premises subject to condition that required space and civil infrastructure is available in GP office premises. Otherwise, the SCA will be free to decide the locations to open Mo Seba Kendra preferably in market area or at the location having good accessibility/visibility.
3. District e-Governance Society will decide on how many kiosks are to be opened in its district considering financial viability, demand for services in a locality.
4. An approximate radius of 500 meters from existing kiosks would be required for setting up a new kiosk. However, DeGS may relax this condition depending on the volume, business and requirement of kiosks in that location.
5. The DeGS in consultation with OCAC may ask the SCAs to increase/ decrease the number of centers from the existing number of centers in the concerned District, on mutually acceptable terms and conditions.
6. Citizens will be able to avail services related to multiple departments/ organizations at MSK counters.
7. As many activities as possible out of complete cycle will be I.T. enabled; but, wherever there are legal limitations, the activities will be carried out manually. The main objective is to prevent common man from harassment/inconvenience of running to multiple points in the government offices for getting the service.
8. Suitable policy changes to enable e-delivery of services are also in scope.
9. The service delivery will be on chargeable basis so as to make the system self-sustaining. For services that any government department/ organization wants to avail of, like bill/ taxes collection and awareness generation, the payment of service charges will be made by the concerned department. While in case of services which are rendered on citizen's demand, the payment will be made by the citizen himself/herself.

6. Nature of Government Support

1. No Capital Subsidy and Revenue Support is envisaged under the Mo Seba Kendra scheme in the state.
2. Government of Odisha reserves the right to amend the guidelines of the scheme for better roll out of the services.
3. To ensure sustainability, it is proposed that the SCAs may also provide B2C/ B2B services through Mo Seba Kendra. However, if OCAC desires, SCA(s) have to submit monthly district/VLE/ULE/Service wise report to OCAC on commission earned by each VLEs/ULEs against delivering such B2C/B2B services.

7. Stakeholders Roles and Responsibilities

7.1. Service Centre Agency (SCA)

1. **Scouting and Management of Kiosk operators for setting up of new MSKs:** As such, about 8000 MSKs have been rolled out across the state covering most of the GPs/ULBs. However, for setting up of new MSKs, the SCA would scout for MSK operators from a given zone, it has been selected for. It is important that the right MSK operators are selected through an appropriate selection and training process. The SCA can either open the kiosks on its own or through franchisee. The SCA will need to sign a legal agreement with the MSK operator clearly delineating his/ her respective roles, responsibilities, commercial terms including security to be deposited by MSK operators with the SCA, tie-ups, technical support to be provided by SCAs to MSK operators, service-level liabilities etc. The agreement, amongst others, will also provide the provisions to be applicable in case of termination of the contract between SCA and MSK operators, replacement of MSK operators, refund of security etc. The SCA would be responsible for maintaining all the documents and database of information related to the Kiosk operators and will also provide necessary technical support and training to Kiosk operators.
2. **Selecting Kiosk operators:** While selecting Kiosk operators, the SCA shall abide by the criteria set by State Government. The minimum criteria for the same are: Kiosk operators should be resident of Odisha State (preferably of same GP/Ward/locality) & should have no history of criminal/ fraud/ default/ other offences. The SCA will be a single point of contact

with the District e-Governance Society for all operational purposes. The SCA shall appoint a Nodal Officer for each of the district where it operates in, who would be the contact point with District e-Governance Society. In case of increase of number of kiosks/ business volume, the SCA is required to depute more manpower resources.

3. **Training of Kiosk operators:** It will be the prime responsibility of the SCA to train the Kiosk operators on various aspects of the business, particularly the delivery of services through OdishaOne portal, IT skills and entrepreneurship skills. The Kiosk operators are to be trained in public dealing and customer-orientation aspects as well. They are expected to be courteous while dealings with citizens and give special consideration to old, infirm, women and differently abled person. Whenever a new service will be added or if the government/ DeGS feels the need of training, then the SCA will have to conduct the training of the Kiosk operator. Regular trainings for upgrading the skills of Kiosk operators are the responsibility of the SCA. Ideally training must be at least once in a year. The SCA will be responsible for training manuals, awareness generation, sensitization and motivation of Kiosk operators.
4. **Deployment of Manpower by SCA :** In order to ensure smooth functioning of the project SCA to engage the following manpower in state and district level. The following list is indicative in nature. However, SCA must have adequate manpower available to meet the need of the project whenever and wherever desired by OCAC.
 - District Coordinators/Managers-Minimum one resource per allotted district
 - Blocks/ULBs Coordinators- As per the need of the project, the SCA to deploy manpower at Blocks/ULBs level subject to revenue support from GOO.
5. **OdishaOne (An integrated service delivery platform)**

The SCA would act as a Service Access Provider (SAP) for Kiosks. For this purpose, it is the SCA who would utilize the existing Application software developed by the OCAC (i.e. <http://www.odishaone.gov.in>). The architecture of the application software includes following parameters: (i) Web-Based Application- J2EE framework with MySQL as RDBMS to be hosted at State Data Center, OCAC. OCAC will allow SCA to use the services of the application for free of cost and provide required training to personnel of SCAs to use the Application. The SCA in turn will be responsible to impart training to the Kiosks.

6. **Government Services:**

The Government Services being delivered through MSK centres are of two categories. For the first category, that includes those services which involve payment of Government

demands/levies/taxes by citizen. In case of the other category of services, which involves delivery of document-centric services to citizens on their request with payment of statutory Govt. fees (if any) along with MSK commission charges by citizens. In document-centric G2C services to citizens, sometimes Govt. may waive the MSK commission charges to be paid by citizens and such MSK commission charges will be borne by the concerned Government Department. In all the cases, the MSK Commission share of both SCA and VLE/ULE will be released to the SCA Account and the SCA will distribute VLE/ULE share. The MSK Commission share of all the stakeholders will be automatically calculated by OdishaOne portal and necessary reports will be generated. The Govt. fee also will be deposited in respective Govt. Account/Treasury through payment gateway.

7. **Back-End Support:** The SCA shall ensure adequate back-end support to the MSK/Kiosk operator. The SCA should also appoint technical engineer who attend the calls and for quick redressal of queries by the Kiosk operators. The SCA should depute a team at each of the districts, which will coordinate the activities with the MSK/Kiosk operators.
8. **Day-to-Day Management and Follow-up:**The SCA should ensure that each and every Kiosk operator is involved in effective delivery of content and services. The SCA team at the district should also make all out efforts and provide appropriate support to drive the MSK owners for profitability.
9. **Content and Service Management:** At the back-end, the SCA will integrate the B2C content services and also integrate with the appropriate payment gateways. Statement of B2C services delivered by their own portal would be submitted to OCAC on monthly basis.
10. **Monitoring and Supporting Kiosk operators:** The SCA shall monitor the Kiosk operator at all times for which sufficient two-tier infrastructure/ manpower will be deployed. The SCA will provide adequate support for smooth functioning of MSK centres. The performance of SCA will be judged on the basis of the cumulative performance of all Kiosk operators associated with it. It is the responsibility of the SCA to ensure cross-pollination of best practices across the various Kiosk operators under its areas of operation to ensure the success of the MSK Scheme. The SCA should make provision to enable OCAC / DeGS to monitor all aspects of operations and management of MSK Centers by devising appropriate Management Information System(s) (MIS).

11. **Ensure Connectivity for Kiosk operators:** All MSK Centres will have to have Internet enabled connectivity with sufficient bandwidth (minimum 512 Kbps) to deliver Government Services to citizens (Broad Band Connection wherever feasible). The SCA will interact with the State Government and various Telecom Providers including BSNL to workout appropriate last-mile connectivity to the MSK Centres. Securing a reliable connectivity to MSK centres will be critical for success of the Scheme. Therefore, the bidder will have to ensure a reliable, convincing and acceptable solution for providing connectivity to MSK centres.

12. **Number of kiosks:** The SCA would need to ensure to open targeted number of kiosks in a district/zone. Also, target number of kiosks includes the procedural takeover of existing MSKs/kiosks. The SCA shall take over all the existing MSKs as per list available in OdishaOne portal. In case of their denial they would consider others. OCAC has all the rights to allocate and de-allocate the SCA at any point of time based on the performance or any denial of providing services by SCA as assigned by OCAC.

13. **Physical Layout of Kiosks:** The kiosk should be housed in a comfortable room of at least 150 - 200 sq ft. with adequate working space (2-3 people), furniture and storage space. The room should have cement flooring, concrete roof and *pucca* walls without any water leakages from any side. The room should have good ventilation and light with good space outside for parking, display boards and ample sitting facility for citizens.

14. **Branding of Kiosks:** The SCA shall comply with any branding/ logo/ color/rate chart scheme as prescribed by the Government of Odisha. Commission will be released to MSK subject to proper branding as recommended by OCAC.

15. **Timings of Operation:** The Kiosks shall function every day between 8:00AM to 6:00PM or as directed by DeGS/OCAC (DeGS is free to decide the time schedule for operations on SCA/ Kiosks for G2C Services), except on Bank Holidays or national/state holidays (optionally). The Shops and Commercial Establishment Act as applicable in the State will be adhered to, if relevant.

16. Guidelines for delivering B2C Services

The Mo Seba Kendra envisages provisioning of the B2C services along with the G2C services. The SCA will have to integrate and coordinate with various B2C Content providers. The entire responsibility for gathering the functional requirements of B2C services, development and deployment of the services rests with the SCA. However, the following procedures will have to be observed while providing B2C services: i..e

1. Services opposed to public interest and non-conformity with the rule of the land and non-compliance to the guidelines issued by State Government/OCAC/DeGS from time to time, shall not be included in MSK portfolio;
2. Inclusion of a B2C service should not adversely affect the functioning and performance of the G2C services delivery platform i.e OdishaOne;
3. The IT and the physical security of the kiosk centres should not be compromised ;
4. The Government reserves rights to instruct the SCA to stop providing B2C services in case of any irregularities reported by the citizen.

17. Human Resource Development

The efficiency and image of the MSK would depend substantially on the efficiency of the Kiosks. The SCA shall exercise due care and caution while selecting the operators. The following Guidelines are suggested in this regard:

1. The SCA shall impart training to all the Kiosk operators, and all its employees so that they are well versed in the operations of the scheme. The SCA shall impart training, at district level, to all the Kiosk operators (once in a quarter) and its employees so that they are well versed with the operations of the Kiosk.
2. In case of retraining/refresher courses, the timing and location of the training should be so arranged so that there is minimal disruption of the kiosk operations.
3. The SCA shall also be responsible for retraining the Kiosks whenever changes are made in the software/services

4. Both off-site and on-site training of the Kiosk operators needs to be undertaken on a continuous basis
5. The SCA must provide a training strategy in their technical bids.

18. Selection criteria of Kiosk operators

It is envisaged that the Kiosk operator should be an entrepreneur & must be 18 years of age and above. Essential minimum education qualification of the Kiosk operator should be a 10th pass from any recognized board. SCA may consult with DeGS in selection of Kiosk operator & preference should be given to local candidates (same GP/Ward in case of ULB). In case of non-availability of local candidates, the SCA may go for candidates from adjacent GPs/Wards. The SCA to ensure that kiosk operator must not be in any Govt service/reputed private organization service. In case it is found, the OCAC/SCA/DeGS will take immediate necessary steps to terminate/de-register the operator following due procedure. The Kiosk operator should be fluent in reading and writing the local dialect as well as have base level knowledge of English language. The Kiosk operator should preferably have a certificate from any computer institute showing that he/she knows the basic operations of the computer and usage of standard applications. Otherwise the SCA should make arrangements for the selected Kiosk operator to be trained in Basic Computer operations/usage. The Kiosk operator should undergo a behavioural as well as assessment test for IT as well as English skills. DeGS will provide the details of kiosk holders to the concerned police stations for verification and in case, any negative feedback received from the police station, the kiosk will be immediately removed from the system.

19. **Manage Service Delivery:** The SCA shall maintain the security and integrity of the data, business processes and transactions at all times and protect all the assets of the project, intellectual and physical. The SCA shall have complete responsibility for the managerial, technical, financial, HR, logistics and other resources and ensure its viability, visibility and high quality of performance of the MSK centres. E & IT / OCAC will monitor delivery of Government Services to be delivered by SCAs, on regular basis.
20. **Marketing of MSK centres to encourage Citizens to Avail Government Services through Centers/Kiosks:** The SCA will sensitize the citizens about the benefits from the MSK and will promote the use of the same in the urban/rural areas through the state-level and local promotion campaigns. The publicity and advertisement material should be in conformity with the general guidelines issued by OCAC and shall not be in violation with

provisions of any Act. However, OCAC, may undertake sensitization program under its own IEC activities scheme for citizens as and when necessary and/or request the Service Enabling Departments to create awareness. The SCA will take all action necessary to ensure that more and more citizens avail government services offered via these centres. To that effect, each kiosk will display a list of the G2C services being offered and corresponding transaction-charges. The display will be in Odia and English language and at a prominent place (should be readable from 25 meter distance) so that it attracts attention. Further, the contact details of the respective SCAs and District e-Governance Society will also be displayed so that the citizen can establish contact to competent authorities in case it faces difficulty in availing G2C services at Centers/Kiosks. A complaint/suggestion register will also be maintained at each MSK Centers / Kiosks and be placed at prominent place within the Centres/Kiosks premises Also, Display board should display time of operational hours of kiosk, SCA name, kiosk's ID and Helpdesk number.

21. **Help Centre**: A centralized help desk would be set up by SCA to provide assistance to all the kiosk operators of Mo Seba Kendra and information on these help centres needs to be published and communicated to DeGS and OCAC.
22. **B2C Services**: Besides delivering Government services, The SCA(s) could add private services which can be delivered through kiosks. However, the private services to be provided through MSK Centres/ Kiosks must be in conformity with the rule of the land and the guidelines issued by the State Government/ DeGS from time to time. In case an MSK Center/ Kiosk is found to be delivering private services which are not in conformity with the guidelines issued by the State Government, the OCAC / DeGS will ask to stop delivery of such services.

7.2. The MSK Centres / Kiosk operators

The roles and responsibilities of the Kiosk operators would include the following:

1. **Effective Service Delivery**: The VLE/ULE (Kiosk operator, through the corresponding MSK centres, will act as a service delivery point where he/she delivers services through which the population of the catchment area benefits.
2. **Marketing and Promotion**: The Kiosk operator should be actively involved in marketing process of the given products and services and devise innovative methods for attracting more and more customers to the centres.

3. **Feedback:** The Kiosk operator should provide feedback at a regular interval to the SCAs /authorized agency on enhancing services and also to improve processes for better delivery. OCAC will institutionalize feedback system through a web enabled interface through OdishaOne portal.
4. **Catalyst for change:** The Kiosk operator is an entity that has to bring about a change in his environment by using ICT as a tool. It is therefore important that the right Kiosk operator is selected through an appropriate selection and training process. He /She is an entrepreneur who will run his business by using the network. In other words, he/she should try to impart knowledge and try to educate the population. The Kiosk operator will endeavour, without any prejudice, to provide all services to the citizens and maintain cordial relationship with Government.
5. **Mandatory Delivery of G2C Services:** The MSK Centers will have to unconditionally provide all the services as approved and decided to be delivered by the Government of Odisha to the citizens from time to time in manner as prescribed by OCAC. The MSK operator would charge fees for the G2C services as prescribed by the State Government. The SCA shall ensure that the Kiosk operators shall procure all kinds of articles, digital signatures, licenses etc that may be required as part of service process notified by the Government from time to time. This would include liaison with concerning offices and collection of issued certificates from the concerning offices for distribution as may be the case. SCA would require to obtain certification of the kiosk holder from DeGS.
6. **Suggested IT Hardware Specification at Kiosk level**

The following gives the suggested minimum IT specifications to be followed at the kiosk level.

Items	Specification
Computer Terminals	Latest generation Desktop/Laptop
Printer	Dot Matrix / LaserJet (B&W) / InkJet / LaserJet (Color) / MFP (as per requirement of the centre)
Scanner	Flatbed / MFP (as per requirement of the centre)

Webcam	Integrated / External
Online UPS	1 KV / 2 KV / 3 KV (as per the load)
DG Set	3 KV / 5KV (as per load)
Fingerprint Scanner	UIDAI RD Complaint device
Iris Scanner	UIDAI RD Complaint device
PoS Device	Normal device / Aadhaar enabled device
Connectivity	Broadband (Minimum 512 Kbps)

7. Approving the location of a kiosk:

The SCA shall submit the application form online for MSK kiosk creation along with all requisite documents and eligibility proofs, police character certificate, bank credential of the Kiosk operator, etc. DeGS shall examine & approve the application online after verifying IT infrastructure, connectivity, display board, etc. and on the basis of following indicative parameters: Population, Business demand, Number and performance of existing kiosks in that location, if any, etc.

8. Migration of Existing kiosks:

It is mandatory the existing MSKs be taken over by the new SCA without any replacement. In case, the existing MSK operator, on its own consent desires to withdraw or is recommended by the District Administration for termination because of indulgence in any type of fraudulent practice, the selected SCA shall replace the MSK following due procedure. The concerned operator shall submit an application to newly appointed SCA along with the supporting documents. After systemic check as per laid down procedures of new scheme, the new kiosk id would be allotted under the new SCA. **There will no registration fees for the existing MSKs.** However, for new roll outs/replacements, prescribed registration fees will be applicable.

9. Withdrawal of kiosks:

If the kiosk operator desires to discontinue the project, he/she may submit the application for withdrawal of his kiosk. The SCA shall recommend to DeGS for withdrawal of the said

kiosk along due clearance with respect to the kiosk operations and completion of all exit formalities. DeGS, after verification, may recommend the SDA for withdrawal the kiosk online.

10. Termination of kiosks:

The SCA shall recommend to DeGS for termination of a kiosk on the basis of non-performance or any irregularity by the Kiosk operator and shall specify the grounds for termination of the kiosk following due procedure. DeGS, after verification, shall recommend SDA for termination of the kiosk online.

Note: Any kiosk operator found indulging in any irregularity/ fraud or if any complaint/ FIR has been registered against the kiosk during its association under Mo Seba Kendra project, the Kiosk operator shall be immediately terminated and shall never be allowed to work as a kiosk Operator in future.

7.3. E & IT Department

The responsibilities of the E & IT Department will be as follows:

The E & IT Department would act as a nodal department and overall co-coordinator on behalf of State Government for successful implementation of the Mo Seba Kendra.

1. **Appointment of SDA:** E& IT Department would appoint State Designated Agency and a core implementation team to represent the State and provide all state level support for smooth implementation of the Mo Seba Kendra. OCAC has already been appointed as SDA for this purpose.
2. **Provide policy and regulatory support:** E& IT Department would facilitate any policy of regulatory support that the SCA or any other stakeholder may need to successfully implement the Scheme in the State

7.4. OCAC

The responsibilities of the OCAC will be as follows:

OCAC acts as the State Designated Agency (SDA) for implementation of Mo Seba Kendra in the state.

1. **Facilitate e-readiness of the State:** OCAC would co-ordinate with State Departments and appropriate officials to develop an implementation plan for delivery of e-Government services.
2. **Select Service Centre Agency (SCA):** OCAC would undertake appropriate bidding and selection processes within the framework of the State rules and regulations to induct SCAs into the MSK scheme.
3. **Facilitate awareness campaigns:** OCAC would undertake the necessary steps to promote and publicize the MSK amongst all stakeholders, customers, content /service providers, etc.
4. **Facilitate training and capacity building:** OCAC in association with DeGS/Line Departments/SCAs would undertake appropriate training and capacity building programs to gear up the State Departments to facilitate e-Government services through the Mo Seba Kendras
5. **Payment of Commission:** OCAC shall pay the commission to the respective stakeholders (Kiosk operator/SCA/DeGS (if applicable)) monthly as prescribed by E & IT Department time to time.

7.5. District e-Governance Society (DeGS)

1. The District e-Governance Society (DeGS) set up at each district will play a vital role in smooth and efficient implementation of the Mo Seba Kendra at district level. The DeGS, on behalf of Government, shall coordinate and monitor the implementation and operation of the Mo Seba Kendra in the respective districts. The District e-Governance Society will be the facilitator between SCAs/MSK Operators and the Government for implementation of the scheme.
2. The DeGS shall approve and certify a MSK/Kiosk in respect of its location, infrastructure and other essential requisites for consideration as a MSK and onboarding to OdishaOne portal. Besides, DeGS will instruct and ensure that display board containing relevant information for public is placed before the centre.

3. The DeGS, after due diligence, may take disciplinary action against any Kiosk operator for non-performance, financial irregularities, non-compliance of GoO directions, etc based on the public complaints or complaints made by any government authority or body or physical verification. In such case, the DeGS will cancel/recommend OCAC or E&IT Department to cancel the certification of the concerned Kiosk operator and the SCA shall deactivate the kiosk in the OdishaOne portal in consultation with DeGS. Further, if there is any dispute between the SCA and any of its Kiosk and the SCA recommends for deactivation of the Kiosk/or SCA can temporarily deactivate the Kiosk, the DeGS will enquire and resolve the issue on its own or suggest OCAC/E&IT Department for taking necessary action. In case, the SCA intends to replace a Kiosk operator due to some genuine reason, then it shall make a written application to DeGS citing the reason with relevant proof of documents and the DeGS will recommend on its replacement to OCAC/E&IT Department.
4. The DeGS will provide SCA with the information that may be required for smooth and effective running of Mo Seba Kendra, such as, copies of latest rules, regulations, and procedures applicable to the Scheme; tax/fee structures applicable; Calendar of operations for the Mo Seba Kendra etc.
5. The respective District e-Governance Society shall not be responsible for any claim/damage awarded for possible deficiency in service attributable to any act of omission/fraud/theft/missing etc. committed by the staff of SCA/Kiosk either wilfully or by negligence or whatsoever.
6. The respective DeGS will ensure timely redressal of grievances of consumers and public at large, received through the SCA/MSK operators.
7. The DeGS shall periodically visit the MSKs and review the operational status of the centres in respect of service delivery, operation timings, infrastructure status and other matters relating to smooth operation of the MSKs and suggest for remedial measures for improvement of the centres including training needs of the operator.

7.6. Line Departments / Public Sector Units (PSUs)

1. Would allow the SCAs to deliver their services through the MSKs.
2. Would dispose all the transactions carried through the MSK Kiosks within the stipulated time period.
3. Would provide timely approval of the online application/transaction pertaining to them.

4. Would timely reimburse the per transaction charges to OCAC on a monthly basis at earliest on receipt of formal bill raised by OCAC.
5. Necessary policy changes to enable service delivery through MSK kiosks.

8. Bidding Zones of MSK Scheme

The State of Odisha has 30 districts which are divided in to five zones covering six districts in each zone. A table comprising name of districts under each of the five zones is provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 314 blocks& 115 ULBs in the State. The blocks/ULBs are further divided into GPs/Wards; there are about 8000 GPs/Wards (approx.) in the State. For the purpose of deployment of MSK centres in the State, a zone has been considered as bidding unit for bidding purposes. The Bidder can bid for any number of zones. The bidder has to provide its zone preference out of its bidding zones as Preference-1/Preference-2/Preference-3/.... The allocation of zones is purely under the discretion of OCAC & decision of Chairman, OCAC in this regard, will be final and binding to all the bidders.

Names of the zones along with the districts under them are given below:

Name of the Zone	Districts
Zone-1	Bargarh
	Jagatsinghpur
	Nawarangpur
	Angul
	Cuttack
	Nuapada
Zone-2	Deogarh
	Nayagarh
	Ganjam
	Sundergarh
	Kendrapara
	Kandhamal

Zone-3	Bolangir
	Jajpur
	Gajapati
	Keonjhar
	Puri
	Malkangiri
Zone-4	Jharsuguda
	Balesore
	Rayagada
	Sambalpur
	Bhadrak
	Kalahandi
Zone-5	Sonepur
	Mayurbhanj
	Boudh
	Dhenkanal
	Khordha
	Koraput

9. Financial Model:

The kiosks under Mo Seba Kendra project works on self-sustained financial model, where OCAC offers an approved rate structure for per transaction-commission charges for delivery of various G2C services through these kiosks. For B2C, B2B services etc., the SCA has to decide and approve the rate and in such case, the rate should be reasonable.

9.1. Fund Flow Mechanism:

Mo Seba Kendra, being a multi-stakeholder project, has established an online mechanism for fund flow between all stakeholders to ensure efficient, transparent and timely realisation of money in respective accounts. The entire operation of MSK project will be based on pre-paid model.

1. Kiosk operator to recharge its digital wallet online through payment gateway in OdishaOne portal.
2. On successful recharge, the digital wallet displays the amount to carry out transaction for different services available in OdishaOne portal.
3. OCAC, based on the revenue sharing pattern, shall transfer the commission charges of both MSK operators and SCA(s) to the Bank Account of SCA. The SCA, in turn, shall transfer the share of MSK operators to the Bank Accounts of respective MSK operator within 5 working days after deducting the statutory taxes. The SCA shall provide the TDS certificate to all the Kiosk operators as per the Income Tax rules.
4. The share of Commission charges for both SCA and each MSK operator shall be generated from OdishaOne portal based on which payments will be made.
5. The SCA shall raise centralized invoices (department/ service wise) to OCAC on monthly basis. On receipt of the invoice, OCAC will transfer the commission online to their bank account on the 15th day of the following month.
6. The one-time registration fee (non-refundable) for new MSK roll out is Rs. 5000/- only for provision of G2C services provided/to be provided from OdishaOne portal which will be paid by the new MSKs to the SCA. The SCA(s), in no circumstances shall charge more than Rs. 5000.00/- towards the registration fees for G2C Services provided by OCAC. However, for B2C or other non-Government services through other service delivery portal, the SCA will decide the applicable registration fees. In such case, the SCA will intimate OCAC about such registration fees.
7. OCAC shall be responsible for Online transfer of funds between all stakeholders, maintaining the credit limit for the SCAs and ensuring complete reconciliation of accounts. G2C and B2C portal will be separately operated by the SCA/Kiosk operator
8. The SCAs shall ensure complete reconciliation of accounts (district/department/service wise) and submit the compliance report to OCAC on monthly basis.
9. Revenue sharing of B2C services is within the VLEs/ULEs, SCA and their respective private service providers or as per the business plan of SCA. There is no revenue sharing with OCAC for B2C services provided through SCA portal.

9.2. Commission Charges:

Per transaction commission charges for delivery of services shall be shared between VLE, SCA and OCAC/ E&IT Department as per the slab mentioned below:

S.N	Total Monthly Commission on the transactions	VLE/ULE Share	SCA Share	SDA and other stakeholder's Share
1	Up to Rs 2500	80%	15%	5%
2	More than Rs 2500	85%	15%	0%

10. Pre-Qualification Criteria

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
a)	Legal Entity	The bidder must be registered under the Companies Act 1956/2013 or a Partnership firm registered under LLP Act/Indian Partnership Act at least for a period of 6 (six) as on December 31, 2023.	Certificate of Incorporation
b)	Legal Entity	Also the bidder should be registered under <ul style="list-style-type: none"> • PAN/TAN • GST • EPF • ESIC 	Attach copy of relevant certificates
c)	Turnover	The bidder must have an average annual turnover of Rs 50 Crores in the last three financial years ending on 31-03-2023 in case of bidding for all the 5 zones. However, in case of bidding for fewer number zones, the average annual turnover during last three financial years ending on 31-03-203 must be multiples of Rs 10 Crore (Rs. 10 crores x no. of zones bid). The bidder must have positive net worth in last three financial years.	- Copy of the Audited Balance sheet Profit & Loss account and networth by Statutory Auditor
d)	Project Capability	Operating as Service Centre Agency/Implementing Agency of MSK/CSC scheme in Odisha or in any other part of country ; OR	Completion Certificates from the client OR Work Order + Phase Completion

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
		An established citizen centric service provider, having at least 5 (Five) years of proven experience; in the field of ICT based kiosks/centres for delivery of citizen centric services anywhere in the country having 5000 operational centres as on 31.03.23.	Certificate from the client
e)	Consortium	Consortium is not allowed	
f)	Black Listing	The bidder must not be under a declaration of ineligibility/blacklisting for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure -3 Self Declaration
g)	Performance	The bidder must have acted as per the state guidelines if it has already been associated with implementation of earlier CSC or MSK schemes/other citizen centric service scheme in the state of Odisha.	Annexure –4– Self-Declaration
h)	EMD	The bidder must submit EMD amounting to INR 18 Lakhs per zone (separate EMD for separate zone)	Demand Draft or Bank Guarantee

Note : In absence of any of the documents indicated above, the bid will be liable for rejection.

11. Evaluation of Bids

- a) E&IT Department/OCAC shall constitute an Evaluation Committee to evaluate the responses of the Bidders.
- b) The Evaluation Committee constituted by E&IT Department/OCAC shall evaluate the responses to the EoI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, shall lead to rejection of the EoI Proposal. The Committee may seek additional documents if necessary.
- c) Each of the responses shall be evaluated to validate compliance of the bidder according to the eligibility criteria, Forms and the supporting documents specified in this document.
- d) The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- e) The Evaluation Committee may ask for technical presentation from the bidders to evaluate its suitability for the assignment.
- f) The Evaluation Committee reserves the right to reject any or all proposals. The EOI Proposal will be evaluated based on the documentary evidences provided.
- g) The Technical bids will be opened for those bidders who are found to qualify in the pre-qualification round. OCAC will evaluate the technical proposals on the basis of their responsiveness to this EoI and applying the evaluation criteria as specified below.
- h) An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points/marks that shall be awarded as per the following Evaluation Criteria table:

S#	Criteria	Basis for Evaluation	Max Marks	Supporting
1	Average annual turnover should be	<ul style="list-style-type: none"> • 50 Crores – 6 marks • 2 marks for each additional 	10	Extracts from the audited Balance

	in last 3 financial years, as on March 31, 2023. (Turnover in Rs Crores)	5 crores subject to maximum 10 marks		sheet and Profit & Loss and Certificate from the statutory auditor
2	Proven and demonstrable experience in similar projects during last five years	Number of kiosk centers for Central/ State Governments/ any private entities established franchisee centers/outlets/BPO Centres in India related to delivery of services to citizens The project should consist of at-least 5000 ICT based kiosks/ centre(s) for delivery of services anywhere in the country. = 5000 centres – 15 marks >5000 & <=8000 – 20 marks >8000 & <=11000 – 25 Marks More than 11000 – 30 Marks	30	Agreement copy / Work Order / Self declaration for private entities in the letter head. OCAC shall inspect the centre at its discretion.
3	Previous experience in the state of Odisha	Implementation of erstwhile CSC schemes or Mo Seba Kendra scheme in the state of Odisha as SCA/Implementing Agency	10	Agreement copy / Work Order
4	Proven and demonstrable Experience with the various State in the last 5 years.	Experience of working as SCA/LSP/DSP/Implementing Agency or have set up franchisee centres in various States (with at least mandate of opening & managing 100 centres. <ul style="list-style-type: none"> • 2 States – 6 marks • 3 – 4 States – 8 marks • Above 4 States – 10 marks 	10	Agreement copy / Work Order
5	Project Methodology, approach and work plan	The bidders shall be evaluated based on the following parameters during presentation. <ul style="list-style-type: none"> • Understanding of the project or scheme-5 Marks • Planning & Strategy including business viability forecasting for a period of 5 Years - 5 Marks 	40	The bidders have to give a Technical Presentation before the committee.

		<ul style="list-style-type: none"> • Approach, Methodology, detailed activity and Implementation/roll out Plan-10 marks • Envisaged Risk & Mitigation Plan-5 Marks • Manpower resource deployment plan-5 Marks 		
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Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points as per the aforementioned Technical Evaluation Criteria. **The minimum technical score required to qualify in technical evaluation is 70.**

The bidder scoring the highest technical marks will be considered as the most suitable bidder. However, OCAC reserves the right to distribute zones among the technically qualified bidders based on their options. Further, the zones to be allocated to a technically qualified bidder is the exclusive right of OCAC.

12. Instruction to the Bidders

12.1. Completeness of the EoI Document

- a) Submission of the EoI response shall be deemed to have been done after careful study of the document with full understanding of its implications.
- b) Failure to comply with the requirements or any clause of the document may render non-compliant and the EoI Response may be rejected. Bidders must:
 - i. Include all documentation specified in this document;
 - ii. Follow the format prescribed in this EoI document and respond to each element in the order as set out in this document.
 - iii. Comply with all requirements as set out within this document.

12.2. Pre-Proposal Meeting

- a) Pre-Proposal Meeting of prospective bidders is scheduled as per the details specified in the EoI. The objective of this meeting is to address the queries of the prospective bidders related

to the EOI/Project.

- b) All queries may be sent to the Nodal Officer of OCAC specified by email on or before **30th January, 2024 up to 5 PM.**
- c) Email Ids for sending the queries are : gm_ocac@ocac.in & umesh.mishra@ocac.in
- d) OCAC shall hold a pre-proposal meeting with the prospective bidders.
- e) All queries / clarifications from the prospective bidders, related to this Eol, must be sent in writing exclusively to the contact person notified in this document **in excel format** only.
- f) The preferred mode of delivering written questions to the aforementioned contact person would be through e-mail. Telephone calls will not be accepted. In no event will the OCAC be responsible for ensuring that bidder's queries have been received by OCAC. The queries by the bidders will be provided in the following format.

Request for clarifications Format:

Company Name	Person Name	Designation, E-Mail, Contact Number	
Page No	Clause	Sub-Clause Details	Suggestion

- g) OCAC makes no 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. The responses to the queries from all applicants/corrigendum will be posted in www.ocac.in and/or www.odisha.gov.in and any such corrigendum shall be deemed to be incorporated into this Eol
- h) At any time prior to the last date for receipt of Eol, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Eol Document by a corrigendum. OCAC also reserves the rights to amend this Eol through Government orders/notifications time to time post selection of bidders also based on the requirement.
- i) In order to provide prospective applicants reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Eol Proposals.

12.3. Earnest Money Deposit (EMD)

- a) Each bidder participating in the bidding process shall furnish an Earnest money as specified in the EoI.
- b) The EMD shall be in Indian Rupees and shall be in the form of Banker's Cheque or Demand Draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar. The instrument should be issued by a Bank having at least one branch at Bhubaneswar. Such negotiable instrument should be valid for a period of three months (90 days) from the date of issue. The bidder may furnish the EMD in shape of Bank Guarantee from any scheduled Bank with validity for 6 months.
- c) Earnest Money of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security. The successful bidder may request OCAC in writing to adjust the EMD in Performance Security. However, OCAC has full discretion to accept/reject any such request.
- d) The EMD shall be forfeited, in the following cases, namely:
 - i. when the bidder withdraws or modifies its bid after opening of bids;
 - ii. when the bidder does not execute the agreement, if any, after placement of Lol/ work order within the specified period;
 - iii. when the bidder does not furnish the prescribed performance security within specified period after the Lol/ work order is placed; and
 - iv. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- e) No interest shall be payable on the EMD.
- f) In case of the successful bidder, the amount of EMD may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.

12.4. Preparation and Submission of EOI

12.4.1. Submission of Proposals

- i) Prequalification Proposal - in first cover

- ii) Technical Proposal - in second cover
- iii) The Response to the Pre-qualification and Technical Proposal should be submitted through online mode in e-Nivida Portal (<https://enivida.odisha.gov.in>).
- iv) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- v) Authentication of Bids : The Proposal should be accompanied by a power-of-attorney / authorization in the name of the signatory of the Proposal.
- vi) The bidders shall submit their response as per the format given in this EoI document.
- vii) The bidders shall submit the EoI document duly signed in the EoI response.
- viii) All the pages of the EoI response page must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- ix) All pages of the EoI shall be initialed and stamped by the person who signs the bid.

12.4.2. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

12.5. Language

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

12.6. Late Eol Submission

- i. The eNivida portal does not allow submission of bids after due date & time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.
- ii. The bids submitted by any other means like physical submission/telex/telegram/ fax/e-mail etc. except online in eNivida Portal shall not be considered. No correspondence will be entertained on this matter.
- iii. OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need.

12.7. Purchaser's Rights

- a) Reject any or all bids or part of the bid without assigning reason thereof and without any liability.
- b) At any stage of bidding process, if OCAC needs any clarification/additional documents for conducting smooth evaluation of bids, the concerned bidder must provide the same to OCAC. In case of non-compliance to same or if the bidder fails to provide satisfactory clarification/document, then OCAC may reject the bid without further correspondence.

12.8. Performance Security

The selected bidder(s) shall furnish Performance Security (PS) of Rs 30 Lakhs (Thirty Lakhs Rupees only) per Zone for each allotted zone (in form of Banker's Cheque or Demand Draft or Bank Guarantee valid for 3 years and 90 days of a Scheduled Bank having its branch in Bhubaneswar in favour of "OCAC" , payable at "Bhubaneswar") within 15 days of signing of agreement.

13. General Terms & Conditions

13.1. Tender (EOI) Validity

The validity of this EOI is for 90 days from the date of opening of responses. OCAC may extend the validity period depending on requirement.

13.2. Disqualifications

The procuring entity shall exclude/ disqualify a Bid, if:-

- i. The bidder does not furnish the proof of documents as asked for in the bid or fails to provide satisfactory clarification or additional documents after

- being asked for the same during bid evaluation
- ii. the information submitted, concerning the qualifications of the bidder along with self-declarations, is found false, inaccurate or constituted a misrepresentation; or
 - iii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - iv. the bidder, either directly or indirectly through any agent is found unduly influencing the bidding authority or any of its officials, indulging in any sort of foul means, during the bidding process;
 - v. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

13.3. Acceptance of the successful Bids and award of contract

- a. The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, etc., shall accept or reject the Bid. If any member of the bid evaluation committee has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b. A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- c. The procuring entity shall award the contract to the bidders whose proposal has been determined to be advantageous in accordance with the selection criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of eligibility criteria fixed for the bidders in this bidding document.

13.4. Termination

13.4.1. Termination for Default

- i. The bid sanctioning authority of OCAC may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days

sent to the selected bidder, terminate the contract in whole or in part:-

- a. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by OCAC; or
 - b. If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; r
 - c. If the selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
 - d. If the supplier/ selected bidder commits breach of any condition of the contract.
 - e. At any point of time after signing the contract, the bidding authority discovers that the selected bidder was engaged in any corrupt or fraudulent or collusive or coercive practices while executing any Government project/scheme
- ii. If OCAC terminates the contract in whole or in part, amount of Performance Security Deposit shall be forfeited.

13.4.2. Termination for Insolvency

OCAC may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to OCAC.

13.4.3. Termination for Convenience

- i. OCAC, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes

effective.

13.4.4. Exit Management

Any Service Centre Agency with a prior notice of two (2) months may submit request for exit from the project and shall clear all dues and obtain No Objection Certificates (NoCs) from OCAC. The performance security amount shall not be refunded till the NoC have been submitted to OCAC.

OCAC will examine the status and after satisfactory confirmation that there are no government dues liable on the Service Centre Agency, shall process accordingly.

13.4.5. Notification of Selection

- a) OCAC shall intimate through email to all applicants those have been selected.
- b) OCAC reserves the right select one or more bidders and allocate the job at its discretion.

13.4.6. Right to Terminate the Process

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

13.4.7. Non-exclusivity of Rights:

The Purchaser reserves the right to allocate districts/zones anywhere within the state to any of the service centre agencies. No exclusive rights are provided to any of the service centre agency providers for operating in a particular area/ location.

13.4.8. Forfeiture of Performance Security:

Security amount in full or part may be forfeited in the following cases:

- a. When the terms and conditions of contract is breached.
- b. When the SCA fails to set up and operationalize the Kiosks/Centres as per SLAs.
- c. When contract is being terminated due to non-performance of the Service Centre Agency.
- d. The selected bidder shall replenish the performance security amount in every financial year in case of any forfeiture of the amount due to penalties etc. OCAC shall communicate the amount required to be replenish through official communication.

13.4.9. Release of Performance Security

- a. The Performance Security amount shall be returned back to the SCA after successful completion of the contract period or after 4 months of exit management as approved by OCAC.

14. Service Level Agreement (SLAs)

S. No	SLA	Breach	Penalty for breach	Breach of Contract
9.1	Operationalization of 100%of the new Mo Seba Kendra (i.e, in addition to the existing MSK) out of total number of New & Existing Mo Seba Kendra	Non-roll out of 100%of new kiosks as per letter issued to DEGS.	Rs 1000/- per default kiosk per month, subject to a maximum of Rs 4000 per kiosk.	Non-performance in setting up of 100% new kiosks as per the letter issued to DEGS from OCAC.

9.2	Service Delivery: Continuous delivery of all Govt assigned services	Non-operational kiosk: No transaction on Odisha One portal for a continuous period of 2 months or does not deliver any other services approved by GoO.	Rs 1000/- per kiosk per month starting from third month, subject to a maximum of Rs 4000 per kiosk.	After six months, deactivation of kiosk.
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Note: OCAC has all the discretion to amend the SLA parameters and may fix the penalty charges associated to these parameters based on the nature of functioning of the project at any time. However, the selected bidders will be consulted before finalizing such penalty parameters.

15. Payment Terms & Conditions

- 15.1. Payments shall be made to the Service Centre Agency(s) by OCAC on monthly basis as per commission structure fixed by OCAC
- 15.2. Any penalties, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted separately. OCAC shall ask for depositing of penalties amount through written communication within a period of 15 days. In case the selected bidder fails to deposit the penalty amount , OCAC shall recover the same amount from the PBG submitted by the selected bidder & shall ask to replenish the PBG with the same amount. If the selected bidder does not replenish the PBG , OCAC reserves all rights to invoke the PBG in its entirety and terminate the contract with selected bidder
- 15.3. Taxes, as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

16. Annexure-1-Compliance Sheet

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

Please check whether following have been enclosed.

Sl. No	Enclosure description	Enclosed (Yes/No)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy Goods Service Tax Registration (GSTIN)		
3.	Copy of PAN,EPF,ESI, Labour Act registration		
4.	Copies of Annual audited accounts statements (P&L and Balance Sheets last three FY certified by a chartered Accountant		
5.	Bid Letter		
6.	Particulars of the Bidder		
7.	Self Declaration that the bidder hasn't been black listed / performance issues by any Govt./PSU		
8.	Authorization Letter		
9.	Acceptance Of Terms & Conditions Contained In The Tender Document		
10.	Project Experience		
11.	Signed Eoi Document		
12.	Signature with Date & Seal		
13.	Name		

Signature of the Bidder with Company Seal

Date:

Place:

17. Annexure-2- Particulars of the bidder

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

1. Name of the Organisation:

2. Organisation Status of Registration

3. Address of Corporate Office

4. Address of Office in Odisha (if any)

5. Telephone No Fax No

6. Email Address

7. Website

8. Registration No of Certificate of
Incorporation & Date

9. Registration No of G.S.T
& Date

11. Permanent Account Number of

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Income Tax & Date of Regn.

--	--

12. No. of years of proven experience of providing similar Services:

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Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

18. Annexure-3: Self Declaration of not be under Ineligibility

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

To

<Purchaser Address)

Dear Sir/Madam,

In response to the EOI No. - , Ms./Mr. _____, as a _____, I /
We hereby declare that our company _____ is having unblemished past record and have not been declared blacklisted by any Central/State Government/PSU institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

19. Annexure-4-Self Declaration (regarding poor performance)

(For bidders who were associated with implementation of CSC Scheme/MSK Scheme/Citizen Centric Service Scheme in the state of Odisha earlier)

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

To

<Purchaser Address)

Dear Sir/Madam,

In response to the invitation of EOI NO. OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024, Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____ were associated with implementation of CSC scheme/MSK Scheme/other citizen centric service scheme earlier in the state of Odisha. We have always acted as per the state guidelines without any violation of the same. At any point of time during bidding process or after finalization of bidding process, if the information provided in this declaration is found to be false, then our bid will be liable to be rejected without any further consideration.

Signature of the witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure-4-Self Declaration (regarding poor performance)

(For bidders who were not associated with implementation of CSC Scheme/MSK Scheme/Citizen Centric Service Scheme in the state of Odisha earlier)

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

To
<Purchaser Address)
Dear Sir/Madam,

In response to the invitation of EOI NO OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024, Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____ were not associated with implementation of CSC scheme/MSK Scheme/other citizen centric service scheme earlier in the state of Odisha. At any point of time during bidding process or after finalization of bidding process, if the information provided in this declaration is found to be false, then our bid will be liable to be rejected without any further consideration.

Signature of the witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

20. Annexure-5-Authorization Letter

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

To

<Purchaser Address)

Dear Sir/Madam,

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with the EOI No : OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

She /He is also authorised to attend meetings & submit any necessary information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative Signature

Signature attested

Company Seal

21. Annexure-6-Acceptance of Terms & Conditions Contained In the EOI Document

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

To

<Address of Purchaser)

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024, regarding EOI: < Selection of **Private Service Provider(s)** as Service Centre Agency(ies) to set up and manage MSKs (urban and rural) under MSK Scheme in the state of Odisha >.

I declare that all the provisions of this EOI Document are acceptable to my company. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

22. Annexure-7-Format for List of Previous Work Orders Executed

EOI No: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

SL. No	Name of Client, Contact Person, Contact Telephone No, Mobile No, Physical Address	Name of the similar Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness

Signature of the Bidder

Date:

Date:

Place:

Place:

Company Seal

23. Annexure-8-Covering Letter

(To be submitted on the Letter head of the bidder)

To,
General Manager
OCAC, Bhubaneswar

Dear Sir,

Ref: EOI No.: OCAC-TH-01/2024/ENQ/24014, Date: 24/01/2024

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, express our interest to offer services and work as mentioned in the bid document & in conformity with the said bidding document for the same.
2. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/ We hereby submit my/our token of acceptance to all the bid terms & conditions **without any deviations**. Hence, I/we am/are hereby submitting my/our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your bid document.
4. I / We understand that the Purchaser is not bound to accept any bid received in response to this bid document.
5. In case I/we am/are engaged by the Purchaser, I/we shall provide any assistance/cooperation required by *Purchaser*, appointed auditing agencies (if any), state government officials and *Other Stakeholders of the project* for performing their duties with respect to this project. I/We understand that my/our non-cooperation for the same shall be grounds for termination of service.

My/ Our correspondence details with regard to this bid document are:

No.	Particulars	Details
1.	Name of the Service Centre Agency	
2.	Address of the Service Centre Agency	
3.	Telephone number	
4.	Mobile number	
5.	Fax number	
6.	Email ID	
7.	Website URL	

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

25. Annexure-10–Indicative number of minimum MSK centres (GP and ULBs)

Row Labels	Count of Wards (indicative)	Sum of Total Population (Indicative)	Minimum No of MSKs (indicative)
ANGUL	55	60820.9	
ANGUL MPL	23	22441.09	1
ATHAMALLIK NAC	11	11271.75	1
TALCHER MPL	21	27108.06	2
BALASORE	80	143022.88	
BALASORE MPL	31	82013.12	4
JALESWAR NAC	17	19523.07	1
NILGIRI NAC	13	13389.11	1
SORO NAC	19	28097.58	2
BARAGARH	53	92058.61	
ATABIRA NAC	12	13143.06	1
BARGARH MPL	19	52910.06	3
BARPALI NAC	11	14523.6	1
PADAMPUR NAC	11	11481.89	1
BHADRAK	30	80441.06	
Bhadrak MPL	30	80441.06	4
BOLANGIR	78	124575.78	
BOLANGIR MPL	21	65914.8	3
KANTABANJI NAC	16	12879.72	1
PATNAGARH NAC	15	13814.71	1
TITILAGARH NAC	15	21951.65	1
TUSURA NAC	11	10014.9	1
BOUDH	17	14233.66	
BOUDH NAC	17	14233.66	1
CUTTACK	112	370337.17	
ATHAGARH NAC	17	12218.71	1
BANKI NAC	17	12775.98	1
CHOUDWAR MPL	19	31378.69	2
CUTTACK MC	59	313963.79	13
DEOGARH	11	15119.44	
DEOGARH MPL	11	15119.44	1
DHENKANAL	53	72599.38	
BHUBAN NAC	15	21565.95	1
DHENKANAL MPL	23	38974.32	2
KAMAKHYANAGAR NAC	15	12059.11	1
GAJAPATI	29	39143.23	
KASHI NAC	13	8869.77	1
PARALAKHEMUNDI MPL	16	30273.46	2
GANJAM	279	376638.71	
ASKA NAC	18	12097.68	1
BELLAGUNTHA NAC	13	8207.43	1
BERHAMPUR MPL	40	189212.45	8
BHANJANAGAR NAC	15	11298.35	1

BUGUDA NAC	13	10217.06	1
CHATRAPUR NAC	14	13426.35	1
CHIKITI NAC	12	8261.96	1
DIGAPAHANDI NAC	11	9904.51	1
GANJAM NAC	12	6513.01	1
GOPALAPUR NAC	11	6147.26	1
HINJILICUT NAC	21	19392.73	1
KABISURYANAGAR NAC	18	13002.08	1
KHALLIKOTE NAC	12	9450.98	1
KODALA NAC	12	11215.89	1
POLASARA NAC	19	16630.32	1
PURUSOTAMPUR NAC	14	10590.79	1
RAMBHA NAC	13	10162.53	1
SURADA NAC	11	10907.33	1
JAJPUR	42	58613.1	
JAJPUR MPL	16	29765.4	2
VYASANAGAR MPL	26	28847.7	2
JHARSUGUDA	63	146197.59	
BELPAHAR NAC	16	26709.06	2
BRAJRAJNAGAR MPL	23	58312.52	3
JHARSUGUDA MPL	24	61176.01	3
KALAHANDI	44	73591.56	
BHAWANIPATNA MPL	20	44602.88	2
JUNAGARH NAC	12	15876.21	1
KESINGA NAC	12	13112.47	1
KANDHAMAL	26	24425.45	
G.UDAYAGIRI NAC	13	7166.04	1
PHULBANI NAC	13	17259.41	1
KENDRAPARA	41	65092.86	
KENDRAPARA MPL	21	31477.11	2
PATTAMUNDAI NAC	20	33615.75	2
KEONJHAR	66	149039.8	
ANANDAPUR MPL	16	32095.56	2
BARBIL MPL	15	45958.15	2
JODA MPL	14	35247.66	2
KEONJHAR MPL	21	35738.43	2
KHORDHA	139	527540.51	
BALUGAON NAC	11	13879.88	1
BANAPUR NAC	16	13128.43	1
BHUBANESWAR MC	67	430708.53	18
JATNI MPL	23	38149.72	2
KHORDHA MPL	22	31673.95	2
KORAPUT	86	139241.69	
JEYPORE MPL	28	57178.03	3
KORAPUT NAC	21	29801.31	2
KOTPAD NAC	13	14180.46	1
SUNABEDA NAC	24	38081.89	2
MALKANGIRI	31	28884.94	

BALIMELA NAC	12	8751.4	1
MALKANGIRI MPL	19	20133.54	1
MAYURBHANJ	70	105405.16	
BARIPADA MPL	28	66998.75	3
KARANJIA NAC	15	15260.42	1
RAIRANGPUR NAC	15	15820.35	1
UDALA NAC	12	7325.64	1
NAWARANGPUR	29	44223.83	
NABARANGPUR MPL	16	22842.75	1
UMERKOTE NAC	13	21381.08	1
NAYAGARH	26	15236.48	
KHANDAPARA NAC	13	6772.36	1
NAYAGARH NAC	13	8464.12	1
NUAPADA	46	35233.03	
KHARIAR NAC	13	10283.56	1
KHARIAR ROAD NAC	19	13782.79	1
NUAPADA NAC	14	11166.68	1
PURI	72	157432.1	
KONARK NAC	13	10658.62	1
NIMAPARA NAC	11	12482.05	1
PIPLI NAC	16	10243.66	1
PURI MPL	32	124047.77	5
RAYAGADA	27	21515.41	
GUDARI NAC	10	5236.21	1
GUNUPUR NAC	17	16279.2	1
SAMBALPUR	65	261576.42	
KUCHINDA NAC	11	10338.09	1
RAIRAKHOL NAC	13	11848.97	1
SAMBALPUR MPL	41	239389.36	10
SONEPUR	38	36346.24	
BINKA NAC	12	14790.93	1
SONEPUR MPL	14	14774.97	1
TARVA NAC	12	6780.34	1
SUNDERGARH	112	395311.91	
BIRAMITRAPUR MPL	11	30308.04	2
RAJGANGPUR MPL	20	41195.42	2
ROURKELA MPL	62	300613.25	13
SUNDARGARH MPL	19	23195.2	1
		Total	200 (approx.)

Row Labels	Count of GP	Minimum number of MSKs (indicative)
ANGUL	209	209
BALASORE	322	322
BARAGARH	251	251
BHADRAK	194	194
BOLANGIR	310	310
BOUDH	69	69
CUTTACK	342	342
DEOGARH	63	63
DHENKANAL	214	214
GAJAPATI	149	149
GANJAM	489	489
JAGATSINGHPUR	194	194
JAJPUR	305	305
JHARSUGUDA	78	78
KALAHANDI	276	276
KANDHAMAL	156	156
KENDRAPARA	230	230
KEONJHAR	296	296
KHORDHA	172	172
KORAPUT	228	228
MALKANGIRI	111	111
MAYURBHANJ	391	391
NAWARANGPUR	170	170
NAYAGARH	182	182
NUAPADA	132	132
PURI	230	230
RAYAGADA	153	153
SAMBALPUR	148	148
SONEPUR	96	96
SUNDERGARH	263	263
Total	6423	6423

26. Annexure-11- List of services to be offered through OdishaOne portal

At present, about 180 Government services pertaining different departments are integrated to Odisha One portal and there are more than 400 linked (redirected) services. The bidder is advised to visit Odisha One portal (www.odishaone.gov.in) to have knowledge of different services available in OdishaOne portal.