

**RFP FOR SELECTION OF SYSTEM INTEGRATOR (SI) FOR MAINTENANCE, SUPPORT AND ENHANCEMENT OF
SUJOG 2.0 ACROSS ALL URBAN LOCAL BODIES OF ODISHA
(RFP REF No. OCAC-SEGP-SPD-0070-2024-24083)**

Important: The Corrigendum is to be read along with Response Sheet published with this corrigendum and the Original RFP document published on the website www.ocac.in, www.odisha.gov.in and <https://tendersodisha.gov.in/> vide RFP Enquiry number: RFP No.: (OCAC-SEGP-SPD-0070-2024-24083)

CORRIGENDUM

| SL# | Clause No. / Page No. | Existing Clause | Revised Clause |
|-----|---|--|---|
| 1. | Tender Schedule Important Information for the Bidders - Table – 1/ Page 7 | Last date and time for submission of proposal/bid: 06/01/2025 Time: by 16:00 hrs Date, time and venue for opening of Pre -Qualification and technical bids : 06/01/2025 Time: at 17:00 hrs | Last date and time for submission of proposal/bid : 15/01/2025 Time: by 16:00 hrs Date, time and venue for opening of Pre -Qualification and technical bids : 15/01/2025 Time: at 17:00 hrs |
| 2. | 3.1.1.1 Sl#2/ Page 26 (Pre-qualification Criteria) | The Bidder must have minimum average annual turnover of INR 200 Cr (Rupees two hundred Crores) from software development, maintenance and system Integration for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable/ Positive Net worth for all these three financial years. | The Bidder must have minimum average annual turnover of INR 100 Cr (Rupees One hundred Crores) from software development, maintenance and system Integration for the preceding 3 financial years ended with 31st March 2024. The bidder should have Positive Net worth for all these three financial years. |
| 3. | 3.1.1.1 Sl#3/ Page 26 (Pre-qualification Criteria) | ... In case of continuing project, the bidder must have completed at least 1 year of operation and maintenance for the implemented application post-Go-Live, within the last 10 years as of the bid submission date. | ... In case of continuing project, the project must be in operation and maintenance phase after post Go-live Other contents of the Clause remain unchanged. |
| 4. | 3.1.1.1 Sl#6/ Page 28 (Pre-qualification Criteria) | The Bidder should have technically qualified workforce of at least 500 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-10-2024 on its payroll. | The Bidder should have technically qualified workforce of at least 250 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-10-2024 on its payroll. Supporting documents required: Certificate from HR/Director Head (in Company letter head) showing the details of resources with qualification |
| 5. | 3.1.1.1 Sl#8/ Page 28 (Pre-qualification Criteria) | As per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation the bidder need to make collaborative arrangement with local enterprises with minimum value of 25% for deployment and maintenance components for implementation having adequate experience and know-how. | As per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation the bidder need to make collaborative arrangement with local enterprises with minimum value of 25% for deployment and maintenance components for implementation having adequate experience and know-how. |

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| | | Document to be submitted : Documents of local bidder to be submitted as per formats attached | (as er https://it.odisha.gov.in/policiesit/it_policy_2022/IT_Policy_Approved.pdf) Document to be submitted : Documents of local bidder to be submitted as per formats attached FORM PQ-1 of Corrigendum |
| 6. | 3.1.2/ Page 29 (Technical evaluation criteria) | Technical Evaluation Criteria | Technical Evaluation Criteria See the revised technical criteria mentioned below Other points of the Clause remain unchanged. |
| 7. | 5.4.12 Preventive Maintenance Services (Point d) / Page 65 | Bidder shall be responsible for arranging necessary space, power, internet, infrastructure etc. for helpdesk to be set up. Bidder can propose helpdesk from its location or through available hosted call centre solution but within the State of Odisha. | Department will provide physical space, furniture and connectivity. The bidder has to provide for required IT infra such as Laptop/Desktop etc for its resources. |
| 8. | 5.7.2 Indicative Resource Requirements (SL#5)/ Page 76 | Architect (OBPAS) Bullet point 2 Minimum Experience: 3 years of work experience with 1 year or more as a Technical Support at client side for OBPAS | Architect (OBPAS) Bullet point 2 Minimum Experience: 3 years of work experience with 1 year or more as a Technical Support at client side for OBPAS/ULB Projects Other points of the Clause remain unchanged. |
| 9. | 5.7.2.2 Helpdesk Support/Page 82 | The selected bidder would provide required resources to manage the 5 helpdesk nodes. The required infrastructure for the nodes will be provided by the client. The nodes will be operational from 10:00 AM to 06:00 PM on all government working days. | The selected bidder would provide required resources to manage the 5 helpdesk nodes. The required infrastructure for the nodes will be provided by the client. The nodes will be operational from 8:00 AM to 08:00 PM on all government working days. |
| 10. | 5.8 Project Schedule & Deliverables/Page 82 (SL#1) | SL#1 Award of Contract - C | SL#1 Award of Contract or issuance of Purchase Order whichever is earlier- T |
| 11. | 5.8 Project Schedule & Deliverables/Page 82 | ... It may be noted that T ₀ is the event marking the Team Mobilization which should happen within 15 days of acceptance of Letter of Intent (LoI) by the successful bidder who is also called the System Integrator (SI) or Implementing Agency(IA). ... | ... It may be noted that T is the event marking the Team Mobilization which should happen within 15 days of Award of Contract (or issuance of Purchase Order whichever is earlier) by the successful bidder who is also called the System Integrator (SI) or Implementing Agency(IA). ... Other contents of the Clause remain unchanged. |

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| 12. | 7.1.3 Security Standards/ Page 135 (Second point) | <ul style="list-style-type: none"> Security: application shall support both HTTP and HTTPS (SSL certificate shall be provided by OCAC). | <ul style="list-style-type: none"> Security: application should support both HTTPS |
|-----|---|--|---|

5.2 Revised Technical Criteria (Revised)

| Sl. | Item | Criteria | Marks |
|----------|--|---|-----------|
| 1 | Financial Capabilities and Local Presence | | 13 |
| 1.1 | Average Annual Turnover from software development, maintenance and system Integration in last 3 FY ending on 31 st March 2024. | <ul style="list-style-type: none"> ≥ 100 Cr: 4 Marks <p><i>[Additional 1 marks for additional ₹10 crore subject to maximum 10 marks]</i></p> | 10 |
| 1.2 | <p>The bidder having a local presence in Odisha</p> <p>HR Declaration in case of development centre in Odisha with at least 25 resources</p> | <ul style="list-style-type: none"> An operation centre -1 marks Software Development unit with at least 25 resources – 2 marks <p>(Maximum 3 marks)</p> | 3 |
| 2 | Relevant Past Experience of Bidder | | 17 |
| 2.1 | <p>The bidder should have successfully Implemented software development project for Government Departments/ Public Sector Undertakings in India along with maintenance services (worth at least Rs. 5 Cr) in the last 10 years (as of Bid submission date).</p> <p>This should not include software license or infrastructure cost. Bidder must submit the documentary proof to certify value of contract.</p> <ul style="list-style-type: none"> - Copy of Agreement/Work Order with any documentary evidence from client -Project completion/ implementation certificate/Go-live from client only. | Each Project 2.5 marks each max up to 7 marks. | 7 |
| 2.2 | Experience in the implementation of large scale e-Governance in any Govt/ PSU /Autonomous body in India with a base of minimum 1000 users or 25,000 transactions in a year or 100 different locations of the state | One Project – 5 marks | 5 |

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| | Bidder must submit the documentary proof such as client certificate, website link etc. | | |
| 2.3 | Experience in development/ customization of web applications having components of AI /ML/RPA/NLP Work order and relevant documentary evidence with use case where it is implemented | One Project – 5 marks | 5 |
| 3 | Similar Project Experience in last 10 years | | 25 |
| 3.1 | The bidder must have Experience in Development and Implementation of Web-Based Integrated citizen service delivery Solution either in DIGIT/ Micro services/SOA Based Architecture on Open-Source Platform for Government Departments/ Public Sector Undertakings in India in last 10 years NB: Each Project value must be Rs. 5 Crore or above (excluding infrastructure cost) will be considered for weightage. Bidder must submit the documentary proof to certify value of contract. - Copy of Agreement/Work Order with details of scope - Project completion/ implementation certificate/Go-Live certificate from client | For each project 5 marks , Max up to 10 Marks | 10 |
| 3.2 | Experience of the bidder on implementation of e-Governance application in Urban Local Bodies during last 10 years with implementation any/all of the following modules i. Property Tax ii. Water & Sewerage iii. Trade License iv. Public Grievance Redressal v. Finance & Accounts vi. OBPAS vii. FSSM (Faecal Sludge and Septage Management) viii. Marriage Registration ix. Urban Service Monitoring System x. Citizen Portal / Microsites xi. Knowledge Management System xii. Miscellaneous Collections xiii. HR, Payroll & Pension xiv. Legal Management System | Each module 2.5 marks maximum 10 marks | 10 |

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| | xv. Road Trenching xvi. Advertisement and Hoarding xvii. Solid Waste Management Bidder must submit the documentary proof to certify value of contract. - Copy of Agreement/Work Orders with details of scope (Separate work orders are also allowed) - Project completion/ implementation certificate/Phase completion certificate from client | | |
| 3.3 | Experience of implementation of software application projects using DevSecOps with CI/CD pipelines Relevant documentary evidence | One Project – 5 marks | 5 |
| 4 | Profile of major team members | | 10 |
| 4.1 | Project Manager - 1 | 1 x 1 mark = 1 mark 0.5 mark for Experience more than 12 years 0.25 mark for domain experience of ULB 0.25 Mark for speak in Odia language | 1 |
| 4.2 | Functional Expert (e-Governance) - 4 | 4 x 1 mark = 4 marks 0.5 mark for Experience more than 5 years 0.5 mark for Experience in Citizen service delivery | 4 |
| 4.3 | Functional Expert (OBPAS) - 1 | 1 x 1 mark = 1 marks 0.5 mark for Experience more than 10 years 0.5 mark for Experience in ULB | 1 |
| 4.4 | Architect (OBPAS) – 4 | 4 x 1 marks = 4 marks 0.5 marks for Experience more than 5 years 0.5 marks for Experience in ULB | 4 |
| 5 | Bid Approach and Methodology | | 35 |
| 5.1 | Technical Proposal with Presentation | • Implementation Approach & Methodology | |

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| | <p>(the bidder should describe these points in their technical proposal with includes process of knowledge acquiring from existing IA in detail)</p> | <ul style="list-style-type: none"> - Understanding of the objectives of the assignment - 5 marks - Understanding of domain and scope mentioned in RFP – 8 marks– 8 marks - Technical Demonstration and case study of readily available features in single platform - 5 marks - Risk management and mitigation plan - 2 marks - Hand over take over with Exit management plan- 5 marks - Detailed Work Plan with Activities - 2 marks - Above the scope of the RFP IA can propose and showcase advanced and enhanced features with advance Technology- 5 marks - Use case of AI/ML or any other emerging technology implementation - 3 marks | <p>35</p> |
|--|---|---|-----------|

1.1.1 FORM PQ-1: Format for Local Enterprise to be involved in the project
(To be submitted on the Letterhead of Bidder)

Name of the Local Enterprise :
Registered office address (as per RoC) :
GSTN (Odisha) :
Contact person with Mobile Number :
e-Mail-ID :
Average Annual turnover (last 5 years) :

Software projects executed in (last 5years)

| | Name of software Project | Department/office | Work Order No | Name and Number of the Contact Person from the Department | Cost (excl. tax) in Rs. |
|-----|---------------------------------|--------------------------|----------------------|--|--------------------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| ... | | | | | |

Note: Along with this The SI need to submit the work-order and work completion/Milestone completion Letter.

Yours faithfully,

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

6.3 COMMERCIAL BID DOCUMENT FORMAT (Revised)

CF-1: Commercial bid letter

(To be submitted on the Letterhead of Bidder)

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

Sub: RFP for Selection of Implementing Agency for Maintenance, Support and Enhancement of SUJOG 2.0 Across all Urban Local Bodies of Odisha

Ref: RFP Reference No. OCAC-SEGP-SPD-0070-2024-24083

Madam/Sir,

I /We, the undersigned, offer to provide the service for Maintenance, Support and Enhancement of SUJOG 2.0 Across all Urban Local Bodies of Odisha as per RFP No.: OCAC-SEGP-SPD-0070-2024-24083 and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties

a) **BID PRICE**

We declare that our Bid Price is for the entire scope of the work as specified in the Chapter 5. These prices are indicated in the Financial Bid as part of this RFP response.

b) **PRICE AND VALIDITY**

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices include all applicable taxes and duties.

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

c) **PERFORMANCE BANK GUARANTEE**

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

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

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

Yours faithfully,

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

8.1.13 SUJOG INFRASTRUCTURE OVERVIEW (Revised)

SUJOG platform is hosted at Odisha State Data Center (OSDC). It is hosted on dedicated OpenShift container platform and Virtual on prim servers of the OSDC with high availability and load balancing mode.

Infrastructure for Application

| Sr. | Item | Details |
|-----|-------------------------|---|
| 1 | Operating System | Rhel |
| 2 | CPU | 150 CPU for Application |
| 3 | Server | 1 Nos |
| 4 | Storage | 15 TB Application for both UAT & Production |
| 5 | Container Management | Docker |
| 6 | Container Orchestration | OpenShift |
| 7 | Distributed messaging | Kakfa |
| 8 | Distributed processing | Zookeeper |
| 9 | Middleware | Java Runtime Environment 8 |

Infrastructure for Database

| Sr. | Item | Details |
|-----|------------------|---|
| 1 | Operating System | Ubuntu |
| 2 | CPU | 136 CPU (Dedicated VMs) |
| 3 | Server | 2 Nos |
| 4 | Storage | 20 TB |
| 5 | Virtual Machines | 5 Nos. |
| 6 | Database | PostgreSQL 15 (UAT) & PostgreSQL 10 (Production) |
| 7 | Back-up | Tape based and dedicated Storage based backup with defined backup policy for file system and database |

Sizing of Server Infrastructure

| Sr. | Environment | Specification | OS | Cores | Min RAM | Min Disk | Storage |
|-----|------------------------|----------------|--------|-------|---------|----------|---------|
| 1 | Production Environment | DB (Primary) | Ubuntu | 32 | 64 GB | 500 GB | 5 TB |
| 2 | Production Environment | DB (Slave) | Ubuntu | 32 | 64 GB | 500 GB | 5 TB |
| 3 | Microsites | DB (Microsite) | Ubuntu | 8 | 32 GB | 500 GB | |
| 4 | Staging Environment | DB1(Primary) | Ubuntu | 32 | 64 GB | 200 GB | 5 TB |
| 5 | Staging Environment | DB2 (Slave) | Ubuntu | 32 | 64 GB | 200 GB | 5 TB |

Other terms and conditions of the RFP remain unchanged.