

Request for Proposal



Selection of System Integrator for Implementation, Operation & Maintenance of AI Based Solutions for delivery of various G2C Services of Government of Odisha

RFP No.: OCAC-IFITP-PROP-0003-2026-26023

Vol-I Instructions to Bidder



**ODISHA COMPUTER APPLICATION
CENTRE**

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

OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

W: www.ocac.in | T: 0674-2567295/2567283 | F: 0674-2567842

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1 Glossary of Terms

EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods and Services Tax
ICT	Information and Communication Technology
IT	Information Technology
ITES	Information Technology Enabled Services
KYR	Know Your Resident
NMS	Network Management System
Nos	Numbers
OCAC	Odisha Computer Application Center
OSD	Original Software Developer
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
SSP	Software Solution Provider
SP	Service Provider

2 Fact Sheet

Sl#	Item	Description
a)	RFP Reference	RFP No.:
b)	Date of Publication	02-04-2026
c)	Project Title	Selection of System Integrator for Implementation, Operation & Maintenance of AI Based Solutions for delivery of various G2C Services of Government of Odisha
d)	Name of Purchaser	Odisha Computer Application Center (OCAC)
e)	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar RRL Post Office, Bhubaneswar Odisha - 751013 gm_ocac@ocac.in
f)	Submission of proposal	The proposals must be submitted online in the portal enivida.odisha.gov.in . Submission of proposals in other forms or portal shall not be considered. For details on submission of proposal in e-Nivida portal. For details, please refer to Clause No. 6.5 of this document.
g)	Earnest Money Deposit	Rs. 35,00,000/- (Thirty-Five lakhs). For details, please refer to Clause No. 6.4.3 of this document.
h)	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
i)	Submission of pre-bid queries by bidders	13-04-2026 by 5:00 PM. For details, please refer to Clause No. 6.3 of this document.
j)	Pre-bid meeting	17-04-2026 at 12:00 PM. For details, please refer to Clause No. 6.3 of this document.

Sl#	Item	Description
k)	Last date and time for receipt of proposals from Bidders	04-05-2026 by 4:00 PM
l)	Schedule for opening of bids	05-05-2026 at 4:30 PM
m)	Date and time for Technical Presentation	To be notified later via email
n)	Date and time for opening of Commercial Bids	To be notified later via email
o)	Bid Validity Period	180 days
p)	Project Term	6 months development & implementation 3 years of operation and maintenance (Including Above 6 Months)

3 Request for proposal

Proposals are invited from eligible, reputed, qualified software development agencies for Selection of Service Provider for Development, implementation, operation and maintenance of AI Based Solutions for delivery of various G2C Services of Government of Odisha. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

4 Structure of the RFP

This RFP document comprises following parts:

4.1 Volume-I [Instructions to Bidder]

The contents of this volume broadly cover following areas:

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

4.2 Volume-II [Terms of Reference]

The contents of this volume broadly cover following areas:

- a) About the project and its objectives
- b) Scope of work
- c) Functional Requirements
- d) Project Schedule
- e) Payment Terms and Schedule
- f) Service level for Service Provider
- g) Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the Service Provider for this project.

5 Background Information

5.1 Basic Information

OCAC, for Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") for Selection of a Service Provider for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha as described in the Vol-II "Terms of Reference" of this RFP.

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

5.2 About OCAC

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

5.3 Project Background

The Government of Odisha publishes a large volume of information related to citizen services, schemes, notifications, and Government Orders across multiple departmental websites. While these resources are publicly available, citizens often face challenges in quickly locating relevant information due to the distributed nature of government portals and variations in content formats.

To improve accessibility and enhance citizen engagement, the Government of Odisha proposes to implement an **AI-enabled common search and conversational interface** that will allow citizens to access government information and services through a unified platform. The proposed system will enable users to submit queries in **natural language using text or voice** and receive **accurate, structured, and contextually relevant responses** sourced from authorized Odisha Government websites and official documents.

The platform will leverage **AI-based semantic search, multilingual capabilities (English and Odia), and automated knowledge indexing** to simplify information discovery and improve user experience. The system will also include mechanisms for continuous learning, governance, and analytics to ensure accuracy, transparency, and ongoing improvement of the information services delivered to citizens.

5.4 Project Objective

The primary objective of the project is to design, develop, and implement an **AI-enabled unified search and conversational platform** that enables citizens to easily discover information related to government services, schemes, and notifications published across Odisha Government websites.

The key objectives include:

- Provide a **single, AI-powered search interface** for accessing information from multiple government websites.
- Enable **natural language interaction through text and voice** in **English, Hindi, and Odia**.
- Deliver **structured, concise, and actionable responses** including relevant links to official government sources.
- Improve **citizen accessibility and inclusivity** through multilingual and voice-enabled capabilities.
- Ensure **information reliability and transparency** by sourcing responses only from approved and authoritative government sources.
- Provide **analytics and feedback mechanisms** to continuously improve the quality of responses and identify information gaps.

6 Instruction to the Bidders

6.1 General

a) While efforts have been made to provide comprehensive and accurate background

information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.

- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC based on this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of OCAC. Any notification of preferred Bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.
- d) This RFP supersedes and replaces any previous public documentation and communications pertaining to this initiative, and Bidders should place no reliance and dependence on such communications.

6.2 Compliant Proposals / Completeness of Response

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

6.3 Pre-Bid Meeting and Clarifications

6.3.1 Pre-Bid conference

- a) OCAC will hold a pre-bid meeting with the prospective bidders as per the schedule in the fact sheet, in **Physical mode/ Virtual Mode.**
- b) The representatives of Bidders (restricted to one person) may attend the pre-bid meeting.
- c) The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting. The bidder need to submit their queries in mail to jyotiprakash.sethy@odisha.gov.in (with a copy to aiteam.ocac@odisha.gov.in, avijit.puhan@semt.gov.in and smruti.mishra@odisha.gov.in) as per the schedule in the fact sheet.

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

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

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal officer notified by OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
- c) The Corrigendum (if any) and clarifications to the queries from all Bidders will be

posted on www.ocac.in, www.odisha.gov.in and enivida.odisha.gov.in

- d) Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

6.4 Key Requirements of the Bid

6.4.1 Right to Terminate the Process

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

6.4.2 RFP Document Fees

- a) The bidder must furnish along with its bid required bid processing fee amounting to ₹ 11,800/- inclusive of GST @ 18% online through e-Nivida portal through e-Payment Gateway /or in shape of DD in favor of Odisha Computer Application Centre (OCAC), drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected. The fee may also be paid through electronic mode to the following account:

Bank A/c No.: 149311100000195
Payee Name: Odisha Computer Application Center
Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
Account Type: Savings
IFSC: UBIN0814938
MICR: 751011010

6.4.3 Earnest Money Deposit

- b) Bidders shall submit, along with their Bids, EMD of **Rs. 35,00,000/- (Rupees Thirty-five lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP)** issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.

- c) The EMD may also paid through electronic mode to the following:

Bank A/c No.: 149311100000195
Payee Name: Odisha Computer Application Center
Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar
Account Type: Savings
IFSC: UBIN0814938
MICR: 751011010

- d) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- e) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- f) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- g) The EMD may be forfeited:
- If a Bidder withdraws the Proposal or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.
 - In case, the successful Bidder fails to sign the agreement in accordance with Terms and Conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish Performance Bank Guarantee in accordance with the Terms and Conditions (including timelines for furnishing Performance Bank Guarantee)
 - If a Bidder withdraws its bid during the period of bid validity.
 - During the Bid process, if a Bidder indulges in any act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - If a Bidder has been found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
 - If a Bidder's proposal contains deviations, conditional offers and partial offers.

6.5 Submission of proposal

6.5.1 Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

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

6.5.2 Guidelines for Registration

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

6.5.3 Searching for Tender Documents

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

6.5.4 Preparation of Bids

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

6.5.5 Submission of Bids

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

Bidders are required to download the BOQ file, open it and complete the yellow colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

- h) Upon the successful and timely submission of bid click “Complete” (i.e. after clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement, and a bid summary will be displayed with the unique id and date and time of submission of the bid with all other relevant details.
- i) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6.5.6 Clarifications on using e-Nivida Portal

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

e-Nivida Helpdesk can be contacted (as given below) for any query related to RFP.

Phone No.: 011-49606060

Email id: odishaenivida@gmail.com

6.5.7 Tender Validity

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

6.5.8 Submission and Opening of Proposals

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

The Proposals submitted (as per the schedule in the fact sheet) will be opened (as per the schedule in the fact sheet) by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

6.5.9 Late Bids

- a) The eNivida portal does not allow submission of bids after due date and time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.
- b) 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.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need vis-à-vis urgent commitments.

6.5.10 Proposal Preparation Costs

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

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

6.5.11 Language

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

6.5.12 Acceptance and Rejection of Bids

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

6.5.13 Evaluation Process

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

- Found with suppression of details
- Found with incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in checklist
- Submitted with lesser validity period

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

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

7 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified Service Provider. All bids will primarily be evaluated on the basis of Prequalification and Technical Bid Criteria.

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

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

7.1 Prequalification Criteria (General Bid)

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. **Consortium / Joint Venture is allowed (Prime + Any one Member of the consortium).** However, as per the State ICT Policy 2022, mandatory local participation, and collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how should be ensured. A declaration to this effect is to be attached separately with the general bid document.

Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

No.	Parameter	Evaluation Criteria	Documents Required
1	Legal Entity	<p>1.The bidder (All members in case of consortium) shall be legal entity and registered in India</p> <p>a. The Lead bidder must be a company registered in India under Indian Companies Act 1956, for the last 5 years as on date of bid submission.</p> <p>b. A Limited Liability Partnership, incorporated under the Limited Liability Partnerships Act (2008) OR</p> <p>c. Partnership firm registered under the Partnership Act (1932)</p> <p>d. The bidder (All members in case of consortium) should be Registered with the GST Authority in India</p>	<p>Certificate of Incorporation, or Certificate of Registration, or Partnership deed, or constitution documents as per applicable laws, etc.</p> <p>Submission Requirement: Sole Bidder / All members in case of consortium.</p> <p>In the case of a consortium, the bidder needs to submit the consortium agreement.</p>
2	Certifications	<p>The bidder (Any member in case of consortium) should have the following valid certifications:</p> <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • ISO 42001 • CMMi L3 or Above 	<p>The certificate should be valid as on date of submission of the bid.</p> <p>In the case of a consortium, either party can submit the certificate.</p>
3	Turnover/ Net Worth	<p>Rs.75 Crores (Rupees Seventy-Five Crores only)</p> <p>(Average Annual Turnover of bidder, in case of sole bidder and cumulative in case of consortium, during the last 3 consecutive financial years (i.e., 2022-23, 2023-24, and 2024-25)</p>	<p>Extracts from the audited balance sheet and profit & loss or Annual financial reports, along with the certificate from the statutory auditor/ Practicing Chartered Accountant, having UDIN.</p> <p>Submission Requirement</p> <p>In the case of consortium, the sum of average annual turnover of (prime Bidder + One Consortium members) shall be considered.</p> <p>Certificate from the Statutory Auditor/ Practicing Chartered Accountant, having UDIN required depicting the Net worth/Cash flow for each year should be provided.</p>
4		The Net Worth of the Sole bidder	Extracts from the audited balance

		<p>or member of the Consortium must be positive in the last financial year.</p>	<p>sheet and profit & loss or Annual financial reports along with the certificate from the statutory auditor/ Practicing Chartered Accountant, having UDIN.</p> <p>Submission Requirement:</p> <p>In the case of sole bidder, the net worth of the sole bidder along with its associate, shall be considered.</p> <p>All members in the case of consortium.</p>
5	Relevant Past Experience	<p>The Bidder / any member of the Consortium Partner should have undertaken projects in the areas of IT /IT Infrastructure including Supply, Installation & Commissioning, Implementation, Delivery and Operation and Maintenance as on the Bid Submission Date from State Govt, Central Govt/ PSU/Large Public Listed Companies in India</p> <p>Minimum 1 project of the value of minimum Rs.15 Crores OR</p> <p>Minimum 2 projects of the value of minimum Rs.10 Crores each OR</p> <p>Minimum 3 projects of the value of minimum Rs.7 Crores each</p>	<p>Project citation supported with Work order along with Client Certificate OR Partial Work Completion OR Ongoing Certificate from CA/ Statutory Auditor certifying value of project etc.</p>
6	Manpower Strength	<p>The bidder must have at least 200 full-time technical resources on its payroll as on date of submission of bid.</p>	<p>Certificate from the HR Head of the bidder for the criteria.</p> <p>In case of Consortium, the combined manpower strength of all members shall be considered.</p>
7	Project Hosting & Management of application including data Migration & Maintenance	<p>The bidder must have successfully completed a project on hosting and management of application /Enhancement / Data Migration and maintenance and support in State Data Centre. for value not less than 10 crores in last 10</p>	<p>Project citation supported with Work order along with Client Certificate/ Ongoing / Partial Certificate OR Work order along with certificate from CA/ Statutory Auditor certifying value of project etc.</p>

	and support	<p>Financial Years for any Central Government/ State Government/ PSU / Large Public Listed Companies</p> <ul style="list-style-type: none"> • 1 (One) project of not less than value of ₹10 Crore. <p>OR</p> <ul style="list-style-type: none"> • 2 (Two) projects of similar nature not less than the value of ₹ 8 crore each. <p>OR</p> <ul style="list-style-type: none"> • 3 (Three) projects of similar nature not less than the value of ₹5 Crore each 	
9	Blacklisting & Pending Litigation	The bidder declared blacklisted/ ineligible/ debarred/ have any legal disputes/ pending litigation with any State or Central Government/ or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non- satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.	Self-Declaration from authorized signatory of the firm (including consortium, if applicable).
10	Conflict of Interest	The Bidder shall not possess any conflict of interest with the project that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.	The Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Service Provider due to prior, current, or proposed contracts, engagements, or affiliations with OCAC.
11	Odisha GST	The Bidder should have a valid GST registration number in Odisha	GST Registration Certificate in Odisha. Bidders without Odisha GST, shall submit an undertaking to register within 3 months.
12	Local Office in Odisha	The bidder should have at least one office in any district of Odisha. Billing/ Invoice should be made from any of these offices located in Odisha only.	<p>1. The bidder shall have GST number allotted in Odisha and billing shall be from Odisha office only.</p> <p>2. If the bidder does not have office in Odisha, the bidder shall submit the undertaking stating that the office will open within 30 Days from the date of signing of contract/ Purchase Order, beyond that 5% penalty shall be deducted on invoice value.</p>

			3. Self-declaration with competitive executive duly authorized by apex body of the organization should be submitted to this effect
13	Power of attorney	Power of attorney	Power of attorney authorizing the representative of the bidder to sign the bid against this RFP (including consortium, if applicable).
14	Original Equipment Manufacturer Authorization Form	The bidder should submit an OEM MAF for any software /cloud licenses quoted as part of bid submission	Tender-specific Original Equipment Manufacturer (OEM) Authorization Form on the OEM's letterhead.

Note:

- Consortium bids are permitted. Consortium can be formed by maximum two parties only (Prime Bidder + One Consortium Partner)
- In case of any concealing of information relating to blacklisting or pending cases or submission of fake information/fake documents, OCAC reserves the right to cancel the work order/ contract allotted, apart from forfeiting EMD/PBG. OCAC reserves the right to take penal action on the bidder.
- Relevant documents in support of the above eligibility criteria should be furnished.

7.2 Pre-Qualification Criteria For CSP

S.No.	Requirement	Supporting Documents
1	CSP should be MeitY empaneled as per the Ministry of Electronics and Information Technology (MeitY) empanelment process as on the last date of submission of the bid	Empanelment Certificate issued by MeitY or link to MeitY website.
2	CSP should have a minimum average turnover of INR 1000 Cr for the last three financial years. FY 21-22, FY 22-23, FY 23-24, 24-25 and positive avg. net worth of 100 Cr.	Self-declaration from the Authorized signatory of the CSP on their letterhead or a CA certificate/ Letter head
3	CSP should have at least two data centers in two different seismic zones and 100 km apart empaneled under MeitY.	MeitY certificate for both the Data centers or Link of MeitY website.
4	CSP should have native capabilities for delivering advanced AI/ML services including GPU's	Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.

5	CSP should have a public facing Self-declaration from the Authorized calculator and pricing for the mentioned signatory	Public link to their Pricing Calculator
6	CSP should not be blacklisted by any Self-declaration from the Authorized government entity in the last 5 years	Self-declaration from the Authorized government entity in the last 5 years. signatory of the CSP on their letterhead
7	CSP must have Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL	Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.
8	CSP must have Fully Managed Native CDN Services	Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.
9	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification, ISO certificates- ISO 42001:23 - AI Mgmt. System.	Copy of ISO Certificate
10	In the entire solution CSP must provide OS and Other Disks scalable to 64 TB from Day 1.	Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.
11	Archival Storage provided by CSP must support Sub Second Data Retrieval and must be backed by SSD's	Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.

Note: Relevant proof documents in support of the above should be furnished/ uploaded in online along with Pre-qualification bid:

- a. The Bidder should submit the Self-declaration confirming the truth of the data or information furnished by the bidder mandatorily as part of the bid response.
- b. In case of prior projects referenced as part of the citations by the bidder, executed and declared in foreign currency, the exchange rate as on the date of floating RFP would be considered for evaluation.

Team Structure

Composition and qualification of Managed Service Provider (successful bidder) team for Projection Execution: Bidder have to submit the CV's of the Following resources.

S.No.	Position	Qualification and Experience Required
1	Project Manager- 1 No.	a) B.Tech/ BE b) Total 10 years of experience out of which 04 Years of experience must be in the role of Project Management. Resume to be submitted
2	Solution Architect - 1 No.	a) B.Tech/B. E. b) 08 Years of experience in role of System Architecture and Software Development. Resume to be submitted
3	Lead Data Scientist-1 No.	a) B.Tech/B. E. b) Total 06 Years in the role of Data Science. Resume to be submitted
4	Data Scientist- 1 No.	a) B.Tech/B. E. b) Total 02 Years in the role of Data Science. Resume to be submitted
5	Back End Developer-1 No.	a) B.Tech/B. E. in IT/CS or MCA b) 3 years' Experience of back-end development. Resume to be submitted
6	Front End Developer-1 No.	a) B.Tech/B. E. in IT/CS b) 3 years' experience of front-end development. Resume to be submitted
7	Testing Engineer-1 No.	a) B.Tech/B. E. b) 2 years of Experience. Resume to be submitted

Note: OCAC will have the right to ask for additional Team members beyond what has been specified in this RFP as per the mutually agreed terms and conditions between both the parties.

7.3 Contents of the technical bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, application support, operation management plan with team structure in technical bid document.

7.4 Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation. Only those proposals meeting the above Pre-qualification criteria will be evaluated as per the criteria mentioned below:

Evaluation Criteria for Managed Cloud Service Provider and Bidder

#	Evaluation Criteria	Criteria	Marks (Max)
1	The CSP should have the following services with SLA of: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99%	URL of the service on the CSP through Self provisioning portal	2
2	The proposed Cloud should have a Native Storage service for different IOPS and should have the capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine. The volume should be Regional redundant to zero down the impact of single AZs failure & support 64 TB per volume with Sub- millisecond latency performance.	URL of the service on the CSP through Self provisioning portal	2
3	The proposed Cloud should have Native security services - 1) WAF & DDoS Protection with enterprise features such as Threat Intelligence, Third-party named IP address & Adaptive Protection	URL of the service on the CSP through Self provisioning portal	2

	<p>2) Threat detection, Vulnerability Assessment, Bot management with captcha Integration</p> <p>3) Cloud Native Security services for both - IDS and IPS and Cloud-native SaaS SIEM solution from the CSP without any dependency on third party</p> <p>4) Continuous virtual red teaming including attack paths, risk scoring, and toxic combinations,</p> <p>5) Cloud security and risk management for multi-cloud environments</p> <p>6) Security posture management, attack paths, threat detection, and compliance monitoring Subscription-based pricing for multi-cloud</p>		
4	<p>The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features:</p> <ol style="list-style-type: none"> 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Multi - AZs HA architecture with Sync replication 	URL of the service on the CSP through Self provisioning portal	2
5	<p>The proposed Cloud Should have Managed cloud native Kubernetes service with the following features:</p> <ol style="list-style-type: none"> 1) Binary Authorization Secure Verified Container Images for software supply-chain security 2) Container Threat Detection as inbuilt service with Dashboard 3) Vertical Pod Autoscaler and Node auto-upgrades 4) Native Kubernetes backup & restore service 	URL of the service on the CSP through Self provisioning portal	2
6	<p>CSP Native Enterprise Grade API Management turnkey solution (*Not API Gateway) for publishing APIs to external and internal consumers through an integrated out of the box developer portal, Monetization, Advanced API Security like Bot Detection and API configuration security scoring, and should be able to deploy as a SaaS cloud offering and multi-clouds deployment option for the data plane</p>	URL of the service on the CSP through Self provisioning portal	2
7	<p>The proposed cloud data lake platform should have End-to-end ML using SQL applications building on the same platform to save the deployment cycle, effort and cost with SLA of 99.99% to enhance reliability and user experience</p>	URL of the service on the CSP Self provisioning portal	2

	- PBs scale Serverless Data Lake Service with SLA of $\geq 99.99\%$ and capabilities of GenAI Integration and inbuilt Machine learning models		
8	<p>CSP or parent company provided native state-of- the-art its own multi-modal LLM model for Text Generation, Summarization, Chatbots and Conversational deployed on the CSP native fully managed AI Platform and to be demonstrated:</p> <ol style="list-style-type: none"> 1. CSP provides its own multi model & model to be hosted in India - 2 marks 2. CSP provides open source/ 3rd party/ (not own by CSP) - 1 marks 	URL of the service on the CSP through Self provisioning portal or Demonstrate during the Presentation	2
9	<p>"The CSP should have native Unified End-to-End AI/ML Platform as Managed service that focus on MLOps & LLMOps principles which includes:</p> <ol style="list-style-type: none"> 1. Managed services for Model training 2. Build, orchestrate, and automate reproducible ML workflows, easing the transition from experimentation to production 3. Centralized repository for managing, versioning, and tracking trained ML models 4. Flexible model serving options (online or batch prediction) at scale with optimized infrastructure 5. Manage and deploy multiple models or model versions behind a single API endpoint for simplified model serving 6. Platform must provide flexibility to deploy model on a private endpoint and also to be able to export a model to make it portable, like running in a container" 7. Language translation service in speech to speech, speech to text, text to speech and text to text for Indian languages. 	URL of the service on the CSP through Self provisioning portal	2
10	<p>The Bidder must have CMMi Level 3 or above and CSP must have any of the 4 following ISO Certifications as on Bid submission Date:</p> <ol style="list-style-type: none"> 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 22301 5. ISO 27017 6. ISO 27018 	<p>For Bidder:</p> <ul style="list-style-type: none"> • CMMi Level 3 - 2 Marks • CMMi Level 5 - 5 Marks <p>For CSP:</p> <ul style="list-style-type: none"> • Any 3 ISO Certificates: 1 Marks • Any 4 ISO Certificates: 2 marks • Any 5 ISO Certificates: 3 marks • Any 6 ISO Certificates: 5 marks 	10
11	The bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid.	<p>≥ 200 Resources – 5 Marks</p> <p>Thereafter 1 mark for additional 50 resources</p>	10

12	<p>The bidder/CSP must have similar experience of Cloud services/ On premises/ hybrid in India during the last 5 years of date of submission of bid. in India in last 5 years having minimum project value of 2 cr in any State government /Central government</p> <p>1) Similar work means services for cloud/ on-premises infrastructure on MeitY (Ministry of Electronics and Information technology) empaneled cloud or on premises for Central Govt/ State Govt in India. Such similar works should cover minimum infrastructure as below, as on the date of submission of the bid:</p> <ul style="list-style-type: none"> · 500 Servers (virtual) · Enterprise Networking Solution · Enterprise Security Solution · 500 TB storage · Enterprise grade firewall · Data Migration/Management of over 500TB. <p>2) For the above experience, only completed/on-going projects shall be considered.</p>	<p>No of Server(s) 500 to 550 - 2 Marks 551 to 600 - 3 Marks More than 601 servers - 4 Marks</p> <p>Storage 500 TB to 550 TB - 2 Marks 551 TB to 600 TB - 3 Marks More than 601 TB - 4 Marks</p> <p>Data Migration from on premises server to cloud 500TB to 1000 TB - 1 Marks Above 1000 TB- 2 Marks</p>	10
13	<p>Technical Demonstration (Use Case*) Marks are indicated against each use case.</p>	<p>The bidder shall be required to give a technical demonstration of the proposed cloud platform. For this purpose, the Bidder's proposed resource</p> <p>Personnel shall demonstrate the use cases* as listed, during the scheduled Demonstration.</p> <p>The date & time for the demonstration shall be communicated later.</p>	
13.1	<p>AI-enabled Government Website Search & Summarization and chatbot demo</p> <p>1. Search bar on the Odisha Government website which takes input in text and audio format in Odia and English language</p> <p>2.. AI-generated answer to the query should also be available in the audio format in the language of the query</p>	<p>Number of criteria qualified</p> <p>< 5 :0 Marks 5 to 7 :5 Marks 7< : 10 Marks 9< : 12 Marks</p>	12

	<p>3. Multi-turn search with chatbot capabilities</p> <p>4. Response to the query including AI-generated answer and the list of the links should only be from the content on the government websites of Odisha</p> <p>5.Chatbot with input query in text or audio format</p> <p>6.Chatbot with input queries in English or Odia</p> <p>7.Chatbot response in text or audio and in the language of the query</p> <p>8.Chatbot response should be grounded in the government of Odisha website content only</p> <p>9.Chatbot response with multi turn contextual response</p> <p>10.Chatbot and search query & response history</p>		
13.2	Detailed Presentation covering project understanding, scope of work, the Proposed Solution, Proposed Security, Detailed approach & methodology for providing technical support to the project and escalation matrix - to be done by successful bidder		10
13.3	1. Project understanding, scope of work Successful bidder for Cloud Services - Detailed Presentation of the Proposed Solution, Proposed Security, Detailed approach & methodology for providing technical support to the project and escalation matrix - to be done by successful bidder		10
13.4	Proposed Solutions - Detailed Presentation of the Proposed Solutions, including solution architecture, detailed development and implementation approach and methodology, proposed Security, detailed approach & methodology for providing technical support to the project and escalation matrix - to be done by successful bidder		20
		TOTAL	100

Note: 1. Evaluation shall be done based on the information provided in the technical proposal (and subsequent clarification, if any) and Clarifications/ Answers given by the bidders to the department during the Presentation and Site visit.

2. Each Technical Bid will be evaluated to a maximum of 100 marks. Only the bidders who obtain a score of 70 or more marks in technical evaluation will qualify for the Financial Evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

Formula

1. All the bidders who secure a Technical Score more than **70%** will be declared as technically qualified
2. The bidder with highest technical bid (H1) will be awarded 100% score
3. Technical scores of other than H1 bidders will be evaluated using the following formula

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

4. The Commercial bids of only the technically qualified Bidders will be opened for further processing.

7.5 Evaluation of Commercial Bids

- a) The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) Any conditional bid would be rejected.
- d) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- e) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- f) In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- g) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: $F_n = \left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of Bidder}} * 100 \right\} \%$.

7.6 Final Evaluation of Bids

- a) The technical and financial evaluation scores secured by each bidder will be added using weightages of **70% and 30%** respectively to compute composite score. The composite score will be computed as under:
- b) $B_n = 70\% * T_n + 30\% * F_n$
- c) The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

Note:

- Bidder to upload the PDF copy of the commercial bid in e-Nivida Portal.

8 Appointment of System Integrator / Solution provider

8.1 Award Criteria

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

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

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

8.3 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal

8.4 Notification of Award

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

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

8.5 Contract Finalization and Award

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidder considering the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Service Agreement (SA) would be signed for entire project period & value.

8.6 Performance Guarantee

- a) OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 30 days from the date of notification of award
- b) The selected bidder shall furnish a PBG equivalent to 3% of the total project cost, valid for 48 months from the date of submission. For local Startups, the PBG shall be 25% of the prescribed amount for normal bidders
- c) The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d) In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same.
- e) OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

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

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

8.8 Termination for Default

- f) OCAC (Client) may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the Service Provider (SP), terminate the Contract in whole or in part:
- if the SP fails to deliver any or all of the Goods or Related Services within the period specified in the Contract, or within any extension thereof granted by the Client or
 - if the SP, in the judgment of the Client has engaged in corrupt, fraudulent, collusive or coercive practices, in competing for or in executing the Contract; or
 - Any representation made by the bidder in the proposal is found to be false or misleading
 - If the SP commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Client in its absolute discretion decide) provided in a notice in this behalf from the Client.
- g) In the event the Client terminates the Contract in whole or in part, pursuant to Clause 8.8 (a). (i) the Client may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the SP shall be liable to the Client for any additional costs for such similar Goods or Related Services. However, the SP shall continue performance of the Contract to the extent not terminated.

8.8.1 Termination for Insolvency

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

8.8.2 Termination for Convenience

The Client, by 30 days of written notice sent to the SP, 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 OCAC's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.

8.8.3 Consequences of Termination

a) Upon Termination of the Contract, the SP shall:

- Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the client.
- OCAC and its designated team will review the Exit plan. If approved, SP shall start working on the same immediately. If the plan is rejected, SP shall prepare alternate plan within two calendar days. If the second plan is also rejected, the client or the authorized person will provide a plan for SP and it should be adhered by in totality.
- The Exit Plan should cover at least the following :-
 - all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment, if any;
 - Handover all developed codes, related documentation and other Configurable items, if any in his possession;
 - Handover the list of all IT Assets, passwords to OCAC.

b) The SP and OCAC (or the authorized person) will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

Note:

Definitions: It is the client's policy which requires that SP as well as its Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

- i. "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- iii. "Collusive practices" means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, noncompetitive levels;
- iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or

affect the execution of a contract.

8.8.4 Expiration of Contract

Unless terminated earlier pursuant above, this Contract shall expire at the end of such time period after the Effective Date as specified in the Tender Documents or subsequently amended in the Contract Document

9 Formats for Response

9.1 Pre-Qualification Bid

Formats

9.1.1 FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha”.

Madam/Sir,

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

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

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

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

Yours faithfully,
(Authorized Signatory)

Name, Designation & Contact No. and Seal

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

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
a)	Name of Bidder	
b)	Registered Address of Bidder	
c)	Address for Communication	
d)	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 3 months from issuance of work order.	
e)	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
f)	Mobile no. of contact person:	
g)	E-mail address of contact person:	
h)	GST Number of the Firm	
i)	PAN No. of the firm	
j)	Average turnover from IT/ITeS services of last three (3) years ending on 31.03.2025	

Yours faithfully,

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

9.1.3FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha.

Madam/Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No: OCAC-SEGP-xxxxxxxxxxxxx regarding RFP for “Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha.

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

Yours faithfully,

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

9.1.4FORM PQ-4: Project Citation Format

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

9.1.5 FORM PQ-5: Bank Guarantee Template

To

The General Manager (Admin)

Odisha Computer Application Centre

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

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

Bhubaneswar - 751013

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP No:XXXX Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha (hereinafter called "the Bid") to OCAC.

Know all men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Odisha Computer Application Centre OCAC (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

- a) If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
- b) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - i) Withdraws his participation from the bid during the period of validity of bid document; or
 - ii) Fails or refuses to participate in the subsequent Tender process after having been short listed.

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

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

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- b) This Bank Guarantee shall be valid up to <<insert date>>)
- c) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

Yours faithfully,

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

9.1.6FORM PQ-6: Format for Non-blacklisting Declaration

(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: Non-Blacklisting declaration in connection with RFP No: << >>, <<date>>

Madam/Sir,

In response to the RFP titled “Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of application of the Government of Odisha (bid reference no OCAC-SEGP-MISC-xxx-xx-xx” as an owner/ partner/ Director of (organisation name) I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Yours faithfully,

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

9.1.7FORM PQ-7: Format for Bidder’s Authorization Certificate

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin)

Odisha Computer Application Centre

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

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

Sub: RFP Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha.

Sir,

With reference to the RFP No.: OCAC-SEGP-****, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is_____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature Verified Signature by

(Authorised Signatory) Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

9.2 Technical Bid Formats

9.2.1 FORM TECH-1: Detailed Work Plan

[with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies]

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

9.2.2FORM TECH-2: Team Composition, Assignment and Experts' Inputs

No.	Name	Expert's Input (in person/month) per Deliverable (listed in TECH-3)								Total Time-input (in Months)		
		Position	Home/ Field	D-1	D-2	D-3	D-4	D-n	Home	Field	Total
KEY EXPERTS												
K-1			Home									
			Field									
K-2			Home									
			Field									
K-3			Home									
			Field									
K-4			Home									
			Field									
K-5			Home									
			Field									
NON-KEY EXPERTS (Bidder to determine no. of Non-Key Experts as per its proposed work plan)												
N-1			Home									
			Field									
N-2			Home									
			Field									
N-n			Home									
			Field									
Sub-Total												

9.3 Financial Bid Formats

9.3.1 FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

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

Sub: RFP for RFP for Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha”

”

Madam/Sir,

I /We, the undersigned, offer to provide the service for RFP for Selection of a System Integrator for Implementation, O&M of AI Based Solutions for delivery of various G2C Services of Government of Odisha” as per RFP No: OCAC-SEGP-MISC-xxx-xx-xx and our Pre- Qualification, Technical and Financial Proposals. Our attached Financial Proposal is exclusive of all applicable taxes and duties.

a) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in Volume-II of this RFP. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

b) PERFORMANCE BANK GUARANTEE

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

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

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

Yours faithfully,

(Authorized Signatory)

Name, Designation & Contact No. and Seal

9.3.2FORM FIN-2: Financial Bid

Costing for Implementation, Operation & Maintenance of AI Based Solutions for delivery of various G2C Services of Government of Odisha

SI#	Category	Module/Item	Unit	Qty	Unit Rate	Total Amount
A	Hosting Deployment	Cloud Setup & Provisioning cost (c1)	Lump-Sump	1		
B	Development	Web Site Search, Summarization with Chatbot Solution (C2)	Lump-Sump	1		
		Gen AI based Employee productivity capability for Enterprise Search and AI Agents (C3)	Lump-Sump	1		
C	Operation and Maintenance Cost		Year	3		
D	Security Audit		Number	6		
					Sub Total	
					Tax	
					Total Cost	

The evaluation of Financial Bids is inclusive of taxes.