FOOD, SUPPLIES & CONSUMER WELFARE DEPARTMENT
GOVERNMENT OF ODISHA

Request for Proposal

TPDS beneficiary identification related processes in Odisha

15 January 2014

RFP NO. 01/FSCW/2014

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List of Abbreviations used in this document

AAY : Antyodaya Anna Yojana
ANP : Annapurna
APL : Above Poverty Line
BMC : Bhubaneswar Municipal Corporation
BPL : Below Poverty line
CSCs : Common Service Centers
DB: Database
DBMS: Database Management System
DBT : Direct Benefit Transfer
DFID : UK Department for International Development
DSC – Departmental Storage Centre
FS&CW department: Food Supplies and Consumer Welfare department
FPS: Fair Price Shop
GoI : Government of India
GoO: Government of Odisha
GP : Gram Panchayat
GUI: Graphical User Interface
KBK: Kalahandi Bolangir Koraput
MIS : Management Information System
MSDG : Mobile Service Delivery Gateway
NFSA : National Food Security Act
NIC : National Informatics Centre
NPR : National Population Register
OEM: Original Equipment Manufacturer
OMEGA : Odisha Modernizing Economy Governance and Administration
OSCSC: Odisha State Civil Supplies Corporation
OTP : One Time Pin
PMU : Project Management Unit
PoS: Point of Sale
RC: Ration Card
RDP : Rice for Differently abled Persons
RoRC: Rice for Olive Ridley Conservation
RRC – Rice Receiving Centre
SCMS : Supply Chain Management System
SDC: State Data Centre

SECC : Socio Economic Caste Census
SHG: Self Help Group
SLA: Service Level Agreement
STQC: Standardization Testing and Quality Certification
TPDS : Targeted Public Distribution System
UAT: User Acceptance Test
UIDAI: Unique Identification Authority of India
ULB: Urban Local Body
WFP : World Food Programme
WIMAX : Worldwide Interoperability for Microwave Access

1. Introduction

1.1 Objective of the RFP

The objective of the RFP is to solicit bids from interested parties for carrying out beneficiary identification related activities for the TPDS transformation solution which will be implemented, in a phased manner, across the state of Odisha by the FS&CW Dept., Government of Odisha. The implementation will be in three phases in the following manner:

Phase	Area
Phase 1	Bhubaneswar Municipal Corporation (BMC) and Bhubaneswar Block, Khurda District
Phase II	All ULBs in the State across 30 districts (excepting BMC), remaining 9 Blocks in Khurda district (excepting Bhubaneswar Block) and the district headquarter Block of each of remaining 29 districts
Phase III	Remaining 275 Blocks in 29 districts (excepting Khurda district)

The bidders are requested to submit proposals for the Software Development and the implementation/Solution Rollout for Phase 1 and Phase 2 only. A Separate RFP would be floated for phase 3 (275 Blocks).

This document contains information on topics relevant for the project including detailed discussions on the business and technical requirements for implementation of the solution. The bidders are expected to examine all instructions, terms, project requirements and other information in the RFP and respond to the requirements as completely and in as much relevant detail as possible with focus on demonstrating bidder's suitability to become the implementation partner of FS&CW Dept., Government of Odisha and OSCSC Ltd.

1.2 Schedule for the bid process

Sl No.	Information	Details
1	RFP No. and Date	*RFP NO. 01/FSCW/2014 dated 15 January 2014*
2	Last date for submission of queries through e-mail for clarifications	*22 January 2014; 16:00 hrs.* Email : odishafscw@gmail.com
3	Date of pre-bid conference	*25 January 2014 at* 15:00 hrs.
4	Release of response to clarifications	*29 January 2014 at* 15:00 hrs.
5	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6	Last date (deadline) for submission of bids	*12 February 2014 at* 12:00 Noon
7	Opening of Pre-Qualification & General Bids	*12 February 2014 at* 15:00 hrs.
8	Technical Bid Opening and Presentation by the Bidders	*14 February at 11:00 hrs.*
9	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	*OSCSC Ltd, C/2, Nayapalli, Bhubaneswar* *11:00 hrs* *19 February 2014*

10	Contact person for queries	*Managing Director , Odisha State Civil Supplies Corporation Limited (OSCSC),* Head Office C/2 Nayapalli, Bhubaneswar - 751012 EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199
11	Addressee and address at which proposal in response to RFP notice is to be submitted	*Managing Director , Odisha State Civil Supplies Corporation Limited (OSCSC),* Head Office C/2 Nayapalli, Bhubaneswar - 751012 EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199

1.3 Fact Sheet

Clause Reference	Topic
The scope of this RFP is to invite bids for the software development and the Solution Rollout Services for the Phase1 and Phase 2 only, as part of the overall Beneficiary Identification and Enrolment process.	
6.8.3	**The method of selection is: [Least Cost Basis after Technical evaluation method]** **Least Cost Basis after Technical evaluation** method shall be used to select the Software Development Agency for Software development and deployment for Beneficiary Identification related processes for the State of Odisha. Financial bid of only those bidders who qualify in Technical Bid by scoring 80% or above shall be evaluated. Lowest bid among opened Financial bids will be awarded the contract. Consortium up to maximum one partner (Primary Bidder+ 1 Partner only) is allowed.

Clause Reference	Topic
6.4. 2	RFP document can be downloaded from the websites www.foododisha.in, www.oscsc.in, www.odisha.gov.in, www.tenders.gov.in. The bidders are required to submit the document Fee (non-refundable) of **Rs.10,000/- (Rupees Ten Thousand Only)** by Demand Draft in favour of "**Odisha State Civil Supplies Corporation Ltd. (OSCSC)** " and payable at Bhubaneswar from any of the scheduled commercial bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.
6.4. 3	Bidders shall submit, along with their Bids, EMD of Rs. 15, 00,000(15 lacs only), in the form of a Demand Draft OR Bank Guarantee (in the format specified in Section 8.7.13) issued by any nationalized bank in favour Odisha State Civil Supplies Corporation Ltd. (OSCSC), payable at Bhubaneswar, and should be valid for 90 days from the due date of the RFP.
8.2	Total project period is for **6 months** (excluding warranty and AMC support). This project includes deliverables relating to Software development and deployment, Training and Technical Support Services, design and creation of Database, Database Management System, Technical Support, Statistical and Analytical Reports and maintaining Data Privacy relating to each of above activities which are very important for this project.
6.17	The service provider must handover all deliverables to Managing Director, OSCSC and exit successfully within stipulated time.
6.3.1	FS&CW department/OSCSC shall hold a pre-bid meeting with the prospective bidders on 25 January 2014 at 1500 hrs OSCSC Ltd, C/2, Nayapalli, Bhubaneswar. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to

Clause Reference	Topic
	Managing Director Odisha State Civil Supplies Corporation Ltd. (OSCSC) By e-mail only or before 22 January 2014 by 16:00 hrs. Email :odishafscw@gmail.com
6.7.2	The Proposal should be filled by the Bidder in English language only.
6.12	The bidder should quote price in Indian Rupees only. The offered price must be inclusive of taxes. Tax component should be mentioned separately.
6.5	Proposals/ Bids must remain valid **180 days** after the last date of submission of bid.
6.5	Bidders must submit an original copy and one additional copies of each proposal along with one copy of non-editable CD for Prequalification & Technical Proposal Only one original copy of the Commercial Proposal should be submitted.
6.7.3	The proposal submission address is: *Managing Director , Odisha State Civil Supplies Corporation Limited (OSCSC),* Head Office C/2 Nayapalli, Bhubaneswar - 751012 EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199
6.7.3	Proposals must be submitted on or before 12 February 2014 by 12:00 noon. Proposal received after the date & time prescribed shall be rejected.

1.4 Background on the Targeted Public Distribution System (TPDS)

India's Targeted Public Distribution System (TPDS) is one of the world's largest food security schemes. The TPDS was started in 1997 by modifying the previously universal Public Distribution System to improve the targeting of subsidies to people that needed most. Beneficiaries were identified as being Below Poverty Line (BPL) or Above Poverty Line (APL), with each group entitled to the same food grains but at differing quantity and sale price. In 2000, additional classification of AAY (Antyodaya Anna Yojana) out of BPL families was included to provide dedicated food grain allotments at highly subsidized prices to the poorest of the poor. Today, the TPDS serves 6.52 crore BPL families including 2.50 crore AAY families, as well as 11.5 crore APL families[1] In the Country.

As is the case with many initiatives of its size and complexity, the TPDS has had mixed success in achieving its intended goals. There is significant variation in the performance of the TPDS across the country. On the whole, the TPDS is in need of strengthening to ensure that it provides its beneficiaries with the food security that was originally envisaged under the scheme. According to evaluation studies on functioning of TPDS, there are leakages / diversions of foodgrains and TPDS subsidy does not reach the intended beneficiary. Leakage or diversion of food grains from the system stems from issues in identification of beneficiaries as well as from a lack of transparency in the system that makes it possible to show issuance of foodgrains to beneficiaries even in cases when this may not be occurring.

A few states have made efforts to address these problems with varying degrees of success. The Central Vigilance Committee chaired by Justice D.P. Wadhwa has also made a number of valuable recommendations[2] to the Supreme Court of India, based on its review of different state TPDS operations over the past few years. These recommendations form the basis of

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[1]Review of Foodgrains Procurement Policy," Press Information Bureau, Ministry of Consumer Affairs, Food and Public Distribution, December 17, 2012

[2] http://pdscvc.nic.in/report%20on%20computersisation%20of%20PDS.htm dated 23 February 2009

the September 2011 rulings of the Supreme Court[3] on the computerization of the TPDS which have been a significant driver of computerization efforts throughout the country in recent years. However, the majority of state efforts on the TPDS are in the form of pilot projects that are at a relatively small scale. Information on the broader applicability of these pilots and the potential for their success in other parts of the country is currently limited.

The past few years have seen a number of trends in the enabling environment for the TPDS. An expansion in rural infrastructure has brought electricity and data connectivity to more than 90% of India's villages[4]. UIDAI and NPR have biometrically enrolled more than 50 crore Indians and are on track to enroll the entire country's population and give each person a unique Aadhaar ID number by the end of 2014 [5]. The increasing scale of hardware and software implementations in the TPDS has helped to refine equipment specification and has reduced equipment costs in addition to creating a cadre of vendors and suppliers (in government and in the private sector) with valuable implementation experience in the sector. The Government of India has adopted a number of measures to strengthen the TPDS including a revised Citizen's Charter in 2007 and the PDS (Control) Order in 2001. In addition, Rs. 884 crore have been allocated on cost sharing basis in the 12th Five Year Plan for Component 1 of the scheme for the end to end computerization of the TPDS (covering digitization of beneficiary databases, computerization of supply chain management and setting up of transparency portals and grievance redressal mechanisms) .

In September 2013, the National Food Security Act was passed in the parliament. Under the Act, coverage of the food subsidy is to be extended to 67% of the total population of the country; 50% in urban areas and 75% in rural areas. For the state of Odisha, the revised

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[3] http://dfpd.nic.in/fcamin/sites/default/files/userfiles/DetailedGuidelines.pdf dated 14 September 2011

[4] National Electricity Plan (pg 4) http://www.cea.nic.in/reports/powersystems/nep2012/generation_12.pdf; Percentage of villages electrified as of 31 December 2012 is 94.1% (Source: Ministry of Power, India http://www.indiastat.com/table/power/26/villageelectrification19502012/449720/652501/data.aspx); Number of villages without mobile connectivity as on October 31, 2011 is ~37,000 out of total 6.3 lakh villages, indicating 94.2% coverage (Source: Lok Sabha Starred Question No. 23, dated on 23.11.2011; Ministry of Statistics and Programme Implementation); Plan to cover 2.5 lakh village Panchayats: http://pib.nic.in/newsite/erelease.aspx?relid=86524

[5] UID: Presentation made to National Advisory Council by Chairman, UIDAI on 26th February 2013, NPR: http://pib.nic.in/newsite/erelease.aspx?relid=81127

figures are 82% of the rural population and 56% of the urban population, or about 75% of the entire state population, known as the priority population.

The Act mandates a change in entitlements, such that the priority population is entitled to 5kg of rations per individual per month, with AAY households continuing to be recognized as a separate sub-category, receiving 35kg per household per month. State governments are free to provide additional subsidies over and above this base limit, and continue to operate any other state schemes that they wish to finance. The Act mandates a payment of food security allowance, when grain cannot be provided to an eligible priority household member. It recommends specific reforms such as door-step delivery, leveraging Aadhaar for beneficiary identification, deprivatisation of FPS etc., mandates a change in the head of the household to the oldest female member and setting up a grievance redressal system etc. The Act also proposes long term improvements in the nutritional basket of TPDS commodities, although it makes no specific recommendations on the subject.

In light of the factors mentioned above, there is not only an urgent imperative for the large scale modernization of the TPDS but also a great opportunity to affect significant change by leveraging recent advances in technology and infrastructure.

1.5 TPDS in Odisha

Odisha is the 11th most populous state in India with a population of 41,947,358 (according to the 2011 Census). The TPDS in Odisha currently covers more than 90 lakh households which amount to around 93.2% of total population of the state. Among them 12.65 lakh households are classified as AAY families and they receive 35 kg rice per family per month at Rs. 1/- per kg, while 36.89 lakh families are classified as non-AAY BPL and are entitled to 25 kg rice per family per month at Rs. 1/- per kg. In KBK districts of Odisha rice is supplied to 5.32 lakh non-BPL families also. Under Annapurna Yojana, 65 thousand destitute old age persons who are otherwise eligible for old age pension are provided 10 kg rice per month free of cost. There are other schemes also including the RORC (rice for Olive Ridley Conservation) scheme, RDP (rice for Disabled Persons) scheme which run through TPDS in Odisha.

The table below gives a detailed account for distribution of cards:

Category of card holder	No. of ration cards
AAY	12,53,395
BPL	36,89,106
APL	37,16,409 (includes 5, 29, 716 as KBK APL)
PLO	4,66,346
ANP	63,738
RDP	1,13,795
RORC	10,000

For block-wise breakup of cards by category please refer to the transparency portal http://portal.foododisha.in/TransparentPortal/SchemeWiseCardPos.aspx

The above card distribution will change under NFSA. The NFSA sets caps for Priority households who are entitled to 5kg of grains per individual per month (for AAY families within priority list, entitlement is 35 kg per household per month) at 82.17% for rural areas, and 55.77% for urban areas.

1.6 Steps taken by GoO towards transformation of the TPDS

GoO has been working with a set of partners to reform the TPDS in Odisha. At present, GoO has started to roll-out a supply chain management software to automate grain movements from storage facilities to the FPS. A common grievance redressal helpline that serves a number of government departments is operational across the state, and procedures are in place to address complaints received in relation to the TPDS. Pilots have also been conducted to digitize beneficiary lists, automate FPS transactions and authenticate beneficiaries via biometrics at the point of sale etc. The details of measures implemented by GoO for the objective of transforming the TPDS are provided in this section.

Odisha Modernising Economy Governance and Administration (OMEGA), which is a partnership between the UK Department for International Development (DFID) and the GoO, has also been responsible for conducting a **beneficiary database digitization** pilot in Balangir block. Balangir was chosen as NPR enrolment was almost complete in this district.

Under this pilot, the existing ration card database was mapped to the NPR list in order to de-duplicate and eliminate bogus cards, as well as to understand the extent of exclusion errors in the block. Beneficiary households were required to submit a self-declaration form with details of all household members including name, age etc. as well as bring their ration card to the physical center in order for this to be linked to their NPR details. The updated and seeded ration card list was subsequently verified and digitized to create the new beneficiary database.

OMEGA has also been responsible for developing and rolling out supply **chain management system** software (SCMS) for TPDS operations in the state. The SCMS is responsible for automating and tracking the movement of grain from the FCI warehouses and rice millers to the RRCs and DSCs to the FPS. It eliminates manual inventory and flow management by automating the maintenance of stock registers, issue and delivery orders etc. The SCMS has been implemented in 90 depots across the state, and OMEGA is targeting to get SCMS implemented in the remaining depots by March 2014.

Along with supply chain management, the GoO has also implemented **door-step delivery** across the state, in order to eliminate the middleman and manage the transportation process which is where a large amount of grain leakage is thought to occur. GoO has implemented a departmental storage system that de-privatizes the storage and handling of grain. DSCs and RRCs are run by the OSCSC, and contractors are identified via competitive tendering to transport grain from the depots to the FPS. An SMS notification system has been implemented whereby the SMS details of beneficiaries registered to each FPS are stored in an online system, and notification of delivery of grain from the DSC to the FPS is sent to all beneficiary households in order to increase transparency and improve accountability.

In 2008, GoO signed an MoU with the World Food Programme (WFP) to design a pilot project in Rayagada with the objective of testing a number of potential TPDS solutions that were being proposed at the time to tackle the issues of upfront **beneficiary identification** and regular **authentication at the point of sale**. The solutions elements that were tested as part of the project included digitization of beneficiary lists, biometric enrolment of the beneficiaries, and beneficiary authentication with a biometric smart card system using PoS devices for transactions at urban FPS locations, use of bar-coded coupons for transactions

in rural locations and automated allocations based on MIS data on previous month's offtake. The Rayagada project generated insight and operational experience in implementing a variety of TPDS solutions and set the stage for a scaled-up TPDS transformation.

The NIC has been involved with developing and rolling out a **payments module of Axis Bank for FPS dealers** to deposit funds to the OSCSC via direct bank transfers. FPS dealers can go to any Axis bank branch and transfer money directly via NEFT payments for getting his/her allocated PDS items. Details of payments made are uploaded to a portal in real time, and information is provided to the relevant depot so that they can generate the order to deliver grain to the FPS. This payments module has been rolled out across the state, and is operational concurrently with the demand draft payment system.

GoO has set up a common **grievance redressal mechanism**, called Sanjog helpline, across the state to receive user complaints about the functioning of select public services; one of which is the TPDS. Beneficiaries can phone in or lodge a complaint online, and this is escalated to the relevant FS&CW Department officials who are responsible for investigating the complaint, meeting with the beneficiary to resolve the complaint, and closing the complaint in the system once the issue has been resolved and the beneficiary is satisfied with the outcome.

GoO has also set up a transparency portal www.foododisha.in that makes publicly available key information on the TPDS. This includes data on all depots in the state, including stock receipt, issue and balances, data on all FPS in the state, including details of FPS dealers, location, number of ration cards tagged and commodities sold, and details of all allocation orders issued.

Several key lessons have been learned over the course of the last 5 years through the implementation of the above mentioned projects. These lessons include the importance of careful project planning and a structured approach to communicating and managing the transition to the new system, the need for alignment and close collaboration between different stakeholders and implementation partners, and also the value of building on existing solutions and developing a system that takes into account the on-the-ground realities in the state to ensure the feasibility of implementation. All existing systems on-the-ground and pilot projects will be leveraged to their fullest in the end-to-end transformation of the TPDS in Odisha.

2. Project Overview

2.1 Need and objectives of the project

The motivation to reform the TPDS in Odisha comes from the fact that the current system faces a number of issues and a number of changes will be required in order to transform the operations of the TPDS and also to implement the NFSA.

- Targeting and identification of proper beneficiaries as per provisions and targets of NFSA would help in reducing inclusion and exclusion errors
- A dynamic mechanism for updating beneficiary database is a need for ration card management
- Automated tracking of stocks is required to check leakage in supply chain operations Automating FPS transactions will be required at FPS due to check leakages due to misreporting of sales
- Measures for enhancing FPS viability will be required
- Need to ensure complete transparency on TPDS operations to officials and beneficiaries alike
- An effective grievance redressal needs to be provided for beneficiary empowerment

The proposed solution has been designed so enable the above mentioned changes and to thus achieve the following objectives:

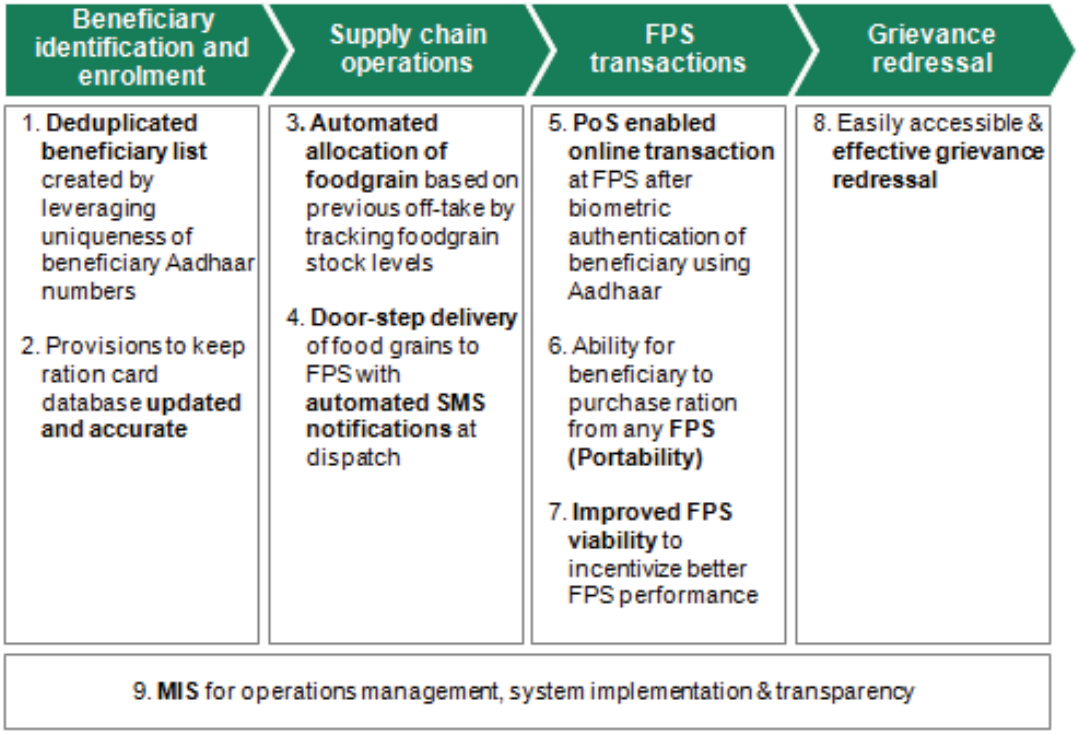
- **Proper targeting of subsidy** – Ensure that deserving beneficiaries get subsidized food grains according to their proper entitlement
- **Leakage reduction** – Reduce pilferage and diversion of food grains throughout the TPDS value chain; deploy a portion of savings to improving nutrition
- **Improved stakeholder convenience** – Reduce system complexity and increase ease of operations; create solution buy-in and support from consumers as well as other internal stakeholders

2.2 Overview of TPDS transformation solution

The TPDS solution consists of nine key elements that map to the TPDS value chain segments: beneficiary identification and enrollment, supply chain processes, FPS transactions and grievance redressal. It combines the transformation of each process in these four segments to create a complete and robust solution to improve the effectiveness and The GoO has developed a customized solution for end-to-end TPDS transformation that draws from the lessons from the various pilots conducted across the state. It also incorporates several elements of the 'Best Practice Model' proposed by WFP which was developed using a benchmarking exercise of TPDS reforms in eight states across the country (Andhra Pradesh, Chandigarh, Chhattisgarh, Gujarat, Karnataka and Odisha, Haryana and Tamil Nadu), and builds on the lessons learned in these states.

There elements of the customized solution, as shown in the figure below.

Figure 1: Key features of the solution for TPDS transformation in Odisha



The elements of the solution build on the existing activities in Odisha, for example in the areas of supply chain operations and grievance redressal, and also introduce key processes and systems for FPS transactions and beneficiary list digitisation, drawing on lessons learned from the respective pilot projects in Odisha and other states.

- A deduplicated beneficiary list will be created to identify priority households as per the criteria laid out in the Act. A ration card database management system will be introduced to make changes to beneficiary details, and also ensure the database is updated for changes made to the NPR database.
- The process for automated allocation of food grain will be integrated with the existing OMEGA SCMS and a comprehensive SMS database will be linked to the beneficiary database for notification of delivery to beneficiaries.
- Key changes will be introduced at the FPS, including PoS enabled transactions to facilitate beneficiary authentication, FPS portability to provide beneficiaries with choice and foster competition amongst FPS and improved FPS viability to provide incentives to FPS dealers to better serve beneficiaries.
- The Sanjog helpline grievance redressal portal will be streamlined and updated and the entire grievance redressal machinery would be updated in accordance with the Act., Finally, a detailed MIS system will be developed to track and monitor the TPDS in Odisha and improve transparency and accountability; this will be integrated with the SCMS and FPS systems as well as linked to the transparency portal http://www.foododisha.in.

The following chapter provides details of the customised solution that will be implemented in the state of Odisha; all elements of the solution have been designed to leverage and build on existing systems and resources available in the state.

2.3 Project Management Structure

The TPDS transformation project will be managed by a state level Project Management Unit. This will be headed by a Project Manager, and will be comprised of full-time staff including an Associate Project Manager, and IT Expert, a Domain Expert, a Management Expert and a Finance Expert. The roles and responsibilities of the PMU will include overseeing and

undertaking monitoring of the project, taking note of the bottlenecks encountered during implementation and coming up with necessary corrective measures, coordinating all stakeholders and all 3rd party vendors involved in the implementation of the project and reporting to the GoO and GoI as required on the status of the project against key milestones, timelines and planned budgets. The PMU will be supported by a number of part-time members from all key stakeholder organizations as well as the FS&CW Department and OSCSC Ltd.

Furthermore, as mandated by the GoI, an Apex Committee and e-Mission Team have been set up to oversee the computerization of the TPDS under Components I and II. These bodies will have final decision-making power on all matters related to the implementation of the customized solution in the state. Key personnel from the FS&CW Department and OSCSC Ltd at the state, district and block levels will be responsible for execution of the project in mission mode. . The officials will work in collaboration with the appointed solution providers. The collaboration may involve anything from working together on a day to day basis to monitoring of activities by the officials.

3. Scope of Services-Project Implementation Phase

3.1 Overview of the process to be implemented for Beneficiary Identification in the State of Odisha

The cornerstone of the TPDS is the identification of deserving beneficiaries who are entitled to avail of the ration. An accurate and updated list of beneficiaries allows the state TPDS machinery to effectively deliver subsidized food grains to the intended persons while reducing potential losses to the nation by preventing sale of food grains to persons who should not be covered under the scheme.

A key issue often faced by state governments is determining the list of beneficiaries for the TPDS. Issues arise such as which survey should serve as the basis for beneficiary identification, how should the number of beneficiaries or cut-offs be determined, how should individuals excluded from the survey be addressed etc. The passing of NFSA requires the GoO identify priority households - for approximately 82.17% for rural areas, and 55.77% for urban areas. The existing ration card lists are based on the 1997 and 1998 household surveys for rural and urban areas respectively. The SECC being conducted since 2011 based on the NPR is yet to be completed.

A significant number of the issues related to beneficiary identification can be largely attributed to the archaic nature of maintaining paper records of beneficiaries which leads to lack of transparency and inefficiencies in the system which certain stakeholders exploit. More active measures need to be taken to address these, leveraging where possible all available technology and Aadhaar (the Unique ID) unique identification. This facilitates the creation of a dynamic beneficiary database where beneficiary details can be altered based on need. Beneficiaries often migrate to new locations, families change by virtue of marriage, births and deaths and classifications may change with time. The current systems are not designed to be continuously updated with the correct information, which leads to further inefficiencies and inconvenience for beneficiaries.

Addressing these issues will greatly benefit the state and central governments to ensure proper targeting of deserving beneficiaries, while greatly reducing the inefficiencies and inconveniences faced by beneficiaries in obtaining food grains.

Implementing this solution will enable the GoO to achieve a set of goals for beneficiary identification and enrolment. These are to reduce exclusion and inclusion errors, thereby ensuring only the intended beneficiaries are covered and can get maximum benefits as per their entitlements. Furthermore, the solution aims to remove duplicate and bogus cards and prevent shadow ownership. Finally, the customized solution looks to maintain an updated beneficiary list in order to prevent beneficiary lists from becoming outdated.

3.2 Solution for Beneficiary Identification

The key process steps that will be followed by the GoO for beneficiary identification are:

A. Finalization of exclusion criteria and display of the criteria in the Public Domain

A Task Force appointed by the GoO will define the exclusion criteria and preliminary cut-offs *(e.g. Income tax payees, salaried professionals with income more than a specified cut-off, vehicle ownership for personal use, electricity consumption greater than a defined value etc.)* to be used for the exclusion of ineligible beneficiaries. The criteria will be displayed prominently on the Transparency Portal (www.foododisha.in) as well as at GP/ ULB, Block and District levels and CSCs/cyber cafes used for receiving applications for ration cards. This exclusion criteria with the necessary cut-offs will be widely publicised by the GoO through various media like television, radio, posters, newspapers etc.

B. Application by citizens at nearest designated CSCs/ Cyber Cafes or Block/ULB offices for issue of Ration Cards

Upon display of the exclusion criteria and cut-offs in the Public Domain, **all** citizens who deem themselves to be eligible for ration cards will have the opportunity to apply, during a specified period, to be included on the beneficiary list of PDS at designated points – Common Service Centers, Kiosks, Blocks, ULBs and at GP level. The location of such application centers would be notified and the duration of filling up of application would be informed to the general public. Applicants will need to provide ID and address proofs for

family members who are not listed in the NPR . However, it is mandatory for submission of EPIC for at least one of the family members. The applicants would also need to declare that they do not satisfy any of the exclusion criteria defined by the GoO. Any false declaration would be met with severe punitive actions. While, the eligible citizens would be advised to submit their application in the center located nearest to their habitation during a limited period of two weeks or so, those who fail to do so may be required to complete the process at the camp operational for a limited period at Block/ULB level.

The Solution will be rolled out in a phased manner:

Phase 1: BMC and Bhubaneswar block

Phase 2: All ULBs in the State across 30 districts (excepting BMC), remaining 9 Blocks in Khurda district (excepting Bhubaneswar Block) and the district headquarter Block of each of remaining 29 districts.

Phase 3: Remaining Blocks in 29 districts (275 Blocks)

C. Process at cybercafé/CSC or Block/ULB office

CSCs and cyber cafes shall be empanelled by the data digitisation vendors to accept applications throughout the state. The centers shall accept applications from eligible citizens. Each center shall be manned by at least 3 human resources managing different assignments. One of the prime jobs to be carried out at the center is to search and provide NPR ID of the family. Once the ID is available, the EPIC, Proof of Identity (PoI) and Proof of Address (PoA) to be verified and scanned copies retained. The family details would then be auto populated with the information available in the NPR on the web screen. The available information would then be read over to the one of the family members for verification of their correctness and necessary changes made as applicable. Additionally, new information beyond NPR fields as appropriate would be collected and authenticated with the applicant. On completion of the process, the family head would be given a bar-coded/unique number-based acknowledgement slip. In case the NPR ID is not available, the family shall be required to fill up a blank application form in English. The entire form would be digitized in English. The family would then be issued an acknowledgement slip without any NPR ID.

The printout of this application will be signed and stamped and returned back to the applicant as receipt. The no. of applications received would be tracked against the NPR list and targeted awareness campaigning would be performed in specific blocks, localities to encourage remaining citizens to apply. In addition to the above details the applicant will also be required to provide their Mobile numbers and Aadhaar IDs, if available.

In order to facilitate the Home FPS mapping, the CSC/Cyber Cafes will be provided with a list of FPS within the Block/ULB. They will add the FPS code to the application form before digitization.

D. Creation of draft eligible list of priority HH upon merging of databases and subsequent application of exclusion criteria

External government databases (e.g. Income tax returns, Corporate tax, Sales tax, Motor Vehicle Registration, Electoral registration, Electricity connections etc.) will be merged to NPR list. This is being done separately by Government of Odisha and would be made available by the end of February 2014.

E. Creation of preliminary beneficiary list upon merging of databases and subsequent application of exclusion criteria and physical verification of applications

All applications received through Step B will be mapped to the eligible list (NPR + External databases) created in Step D. Entries on this new merged database (Applications + NPR + External databases) will be processed further according to the following decision matrix.

Sl No	Application Database (Step B)	Draft eligible list Database (Step D)	Decision/Action
1	Yes	Yes	Mapped to Draft Priority HH list
2	Yes	No	Physical verification by Government functionaries
3	No	Yes	The applicant can apply later

The above is an indicative table and the actual processing of the lists generated by merging may be evolved during implementation.

F. Publication of the preliminary list -priority HH/AAY- list for inviting objections

The draft beneficiary list created after the merging of the databases will be displayed in the public domain for inviting objections. The copies of these print outs will displayed at GP in rural area and ward in ULB , Block & ULB level and will be organized village wise in Odia and English language (alphabetically). The households on the draft beneficiary list will be mapped to their corresponding FPS using the option of applicants at the time of application so that the data may be shared publicly at the appropriate FPS. This list will be displayed prominently on the Transparency Portal (www.foododisha.in) as well as at GP/ULB, Block and District levels. It will later be used to create the Ration Card database as part of the Ration Card Management System (RCMS). Objections would be received at GP/ward/Block/ULB level within stipulated period.

G. Inclusion/Deletion of the priority HH list after disposal of objections by concerned BDOs/Eos or their authorized representatives

Upon display of the preliminary beneficiary list in the Public Domain, citizens will have the opportunity, for a limited period of time, to verify their details (as displayed on the preliminary beneficiary list), and to apply to be included on the beneficiary list and/or to request changes to existing entries (e.g. changes to address, family details etc.). A final beneficiary list will be created once the objections are disposed by the concerned BDO/EO/Sub-Collectors/ADMs and necessary inclusion/deletion has been done in the priority HH list.

H. Hosting of final list of priority HH in the website of FS & CW Department/Government of Odisha

The final priority list and AAY household lists would be hosted in the homepage of Government of Odisha website for information. It will be the backbone of the RCMS.

I. Printing of bar-coded ration cards and delivery of the ration cards to the Blocks/ULBs for distribution

Bar coded ration cards with family details and with the eldest female member as the head of the household, will be printed and delivered to Block/ULB authorities at the Block level for distribution. Ration cards of different colours will be issued for AAY and Priority households. Ration cards will be handed over to beneficiaries after beneficiaries after validating their identity to ensure that cards are being given to the correct beneficiary. The distribution would be done by Block/ULB authorities through public meetings with proper identification and acknowledgement.

J. Seeding of the Ration Card database with beneficiary Aadhaar numbers

The Ration Card database will be seeded with beneficiary Aadhaar number on an **on-going basis** as per the penetration of Aadhaar in the state. As the Ration Card database is based on NPR data and the NPR is the enrolling agency for Aadhaar in Odisha, seeding will be done without any requirement of disclosure of Aadhaar numbers by beneficiaries. Potential duplicates and bogus entries in the Ration Card database identified during seeding shall be physically verified and confirmed duplicates/ bogus entries shall be removed from the Ration Card database.

K. Management of Ration Card Database with respect to mutation, replacement of loss/damaged ration Cards, issue

It is important to ensure that the Ration Card database is dynamic and continually updated to enable accurate subsidy targeting and maximum beneficiary coverage. To manage the Ration Card database effectively and keep it updated. After the completion of NFSA deadline, the citizens can submit objections, change requests, inclusion claims and AAY

renewal applications only at the block offices. The applications received at these block offices will go through the same process as mentioned in the previous sections. Individuals will be allowed to make changes to their family details, especially in the event of marriage, birth, death or change of household head. It is likely that deaths will be recorded less frequently and a process of verification will be created by the FS&CW/OSCSC Department. The Ration Card database will be regularly synced to the master NPR database in order to reflect any changes made to the central data.

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
A	Finalization of exclusion criteria and display of the criteria in the Public Domain	A Task Force appointed by the GoO will define the exclusion criteria and preliminary cut-offs to be used for the exclusion of ineligible beneficiaries and notify them for public information	GoO
B	(a) Identification of cybercafés/CSCs to cover all GPs/wards of Block/ULB respectively (b) Identification of human resources/operators and their training (c)Infrastructure at CSCs/Cybercafés and Block/ULBs		Vendor
C	Notification to the above effect by concerned Block/ULB/Dist Admin		GoO

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
D	Application by citizens at nearest designated CSCs/ Cybercafés or Block/ULB offices for issue of Ration Cards	• Design web based application/GUI for collection of Request for inclusion in the beneficiary of TPDS (in the Priority List and AAY) generating Ration Card images for printing. • Creation of Db. and DBMS for hosting the NPR, external sources and Self-Declaration/application databases.	Vendor
		Empanelment of CSC/Cyber Cafes/Kiosks for receiving and digitization of applications for ration card as priority HH.	Vendor
		Deployment of personnel for providing assistance in filling application forms, verification and online digitization of self-declarations. These forms will be digitized at the time of submission and the submitted form will be given out as receipt to the applicant. This process will be carried out in a phased manner:	Vendor

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
		Phase 1: BMC and Bhubaneswar block Phase 2: All blocks of Khurda district except for BMC and BBSR block + one rural Block from each of the remaining 29 districts in the State Phase 3: All the remaining blocks of entire state of Odisha. (Not in scope of current RFP). For details refer to the Section 3.10 Solution Rollout.	
E	Process at cybercafé/CSC or Block/ULB office	• Getting the NPR ID from help desk • Assistance in application form fill up and verification of ID • Data entry of application, authentication, issue of acknowledgement slip to applicant (bar-coded/number based)	Vendor
F	Creation of draft eligible list of priority HH upon merging of databases and subsequent application of	External government databases (e.g. Income tax returns, Corporate tax, Sales tax, Motor Vehicle	Vendor

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
	exclusion criteria	Registration, Electoral registration, Electricity connections etc.) will be merged to NPR list.	
G	Creation of preliminary beneficiary list upon merging of databases and subsequent application of exclusion criteria and physical verification of applications	Merging the self-declaration database with the eligible list generated by merging the NPR Db. with the secondary sources Db. after application of exclusion criteria	Vendor
		Generation of draft Priority list (matched data) and a list of unmatched families after merging.	Vendor
		Inclusion of left out families from unmatched data after Physical verification by GoO	GoO
		Targeted beneficiary identification for the citizens with no application but are present on the NPR list. These beneficiaries will be asked to submit their application later	GoO
H	Publication of the preliminary priority HH list for inviting objections	Publication of the Priority HH list for receiving objections/corrections and de-duplication. The copies	Vendor

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
		of the printouts will be displayed in the Public Domain at each GP/Ward/Block and ULB.	
I	Inclusion/Deletion of the priority HH list after disposal of objections by concerned BDOs/EO/Sub-Collector/ADM or their authorized representatives	Inclusion/Deletion of the Priority HH list after completion of the disposal of the objections by concerned BDO/EO or their authorized representatives	Vendor
J	Hosting of final list of priority HH in the website of FS & CW Department/Government of Odisha	Hosting of finalized list of Priority HH in the Public Domain (FS&CW website and GoO website)	Vendor
K	Seeding of the Ration Card database with beneficiary Aadhaar numbers	• Identification of potential duplicate/bogus ration cards for verification • Refined List of Priority and AAY Households post verification. • Aadhaar seeded RC database enabling biometric authentication	Vendor
L	Printing of bar-coded ration cards and delivery of the ration cards to the Blocks/ULBs for distribution	Printing of Bar coded Ration Cards at ULB/Block Level	Vendor

Summary of overall application and Beneficiary Identification process			
Sr. No	**Activity**	**Scope of Work**	**Responsibility**
	Distribution of Bar Coded Ration Cards	Distribution of bar coded Ration Cards at Block/ULB by GoO	GoO
M	Management of Ration Card Database with respect to mutation, replacement of loss/damaged ration Cards, issue	RC database management w.r.t mutation, replacement of loss/damaged Ration Cards, issue of new Ration Cards(targeted beneficiary identification) after approval from GoO officials	Vendor

3.3 System Study and Design

The Solution Provider shall carry out a detailed systems study to prepare/ refine the Functional requirements specifications and formulate the System and Software Requirements specifications documents incorporating the functional specifications and standards.

The Solution Provider shall create and maintain all project documents that shall be passed on to the State as deliverables as per the agreed project timelines. The documents created by the Solution Provider will be reviewed and approved by the GoO officials. Please refer to the detailed list in Section 8.8. The expected timelines for completion of activities of the Service Provider is provided in Section 8.2

3.4 Assessment

The Service provider shall carry out a detailed systems, manpower, timelines etc. study to prepare and formulate the Project Plan and other specifications documents incorporating the requirements and standards outlined in this RFP.

The Service Provider shall create and maintain all project documents that shall be passed on to the State as deliverables as per the agreed project timelines. The documents created by the Service Provider will be reviewed and approved by the GoO officials. Please refer to the detailed list in Annexure. The expected timelines for completion of activities of the Service Provider is provided in Annexure 8.2.

3.5 Detailed Requirements

3.5.1 Functional requirements

The Service Provider needs to adhere to the functional requirements, as defined in this section, to ensure that the beneficiary identification and enrolment process is carried out as planned. This section lays down the functional requirements for executing of the process steps of beneficiary identification and enrolment process. (For details on the process steps refer to Section 3.1)

A. Application by citizens at nearest designated CSCs/ Cybercafes or Block/ULB offices for issue of Ration Cards

Activity	Functional requirements
Database design and creation	Create database for hosting NPR list for Odisha
Database management system design and creation	Create provision for searching the NPR ID via a web link. The search would be done based on the Identification and Address proof submitted by the applicant.
Application deployment	Share test results for the software and apply STQC; conducting UAT before commencement of the deployment process
Design an web application/GUI for receiving applications for Ration Card per household	
Activity	**Functional requirements**
Database design and creation	Create facility for allowing applications to be entered in parallel database from multiple CSCs/Cyber cafes
GUI/Web portal development	Integrate with Portal pdsodisha.gov.in for hosting the link of the GUI/ Web portal
GUI/Web portal development	Develop GUI/web portal for digitizing the paper forms at the point of submission.
GUI/Web portal development	The web application should auto populate the required fields from the NPR Db. as soon as the NPR ID is added.
GUI/Web portal development	The web portal/GUI should generate a receipt with a unique Acknowledgement number. This receipt will be the computer print of the auto populated form that has been digitized at the time of submission.
GUI/Web portal development	The user is allowed to add or delete the details of the family members e.g. a radio button can be checked against each name to include/exclude the family members etc.
GUI/Web portal development	The application should not allow user to submit the application in case the mandatory fields have not been filled it.
GUI/ Web portal development	Once an application for a particular NPR ID has been received, the solution should not allow the user to enter another application with the same NPR ID.
GUI/Web portal development	Create ability to work in offline mode (for details refer to Section 3.5.2)

Hosting forms on Foododisha.in	All the Ration Card application forms will be available for download on the foododisha.in website.
Application deployment	Share test results for the software and apply STQC testing; conduct UAT, CERT-in certification before hosting at State Data Centre and commencement of the deployment process
Integration with SMS Gateway (MSDG)	Integrate the application db. with MSDG gateway to inform citizens on the status of their RC application
Training of officials	Train the nodal officers in each block responsible for overseeing the application process in handling/ troubleshooting of the application software and other process related aspects
Training of CSC/Cyber Café personnel	Train data operators and data digitization vendors on use of application and process
Set up CSC/Cyber Cafes and deploy personnel to accept applications	
Activity	**Functional requirements**
Tie up with CSC/Cyber Café/Kiosk for accepting applications	Tie-up with CSC/Cyber Cafes to ensure all citizens have access to the CSCs/cybercafés. If sufficient no. of CSCs are not available to cover the areas under Phase 1 and Phase 2, then tie up with Cyber Cafes/ Kiosks after ensuring that they have minimum required infrastructure.
Ensure infrastructure and connectivity at CSC/Cyber Café	Ensure CSC/Cyber Café/Kiosk selected have requisite infrastructure; for minimum system requirements in the CSC/Cyber Café/ Kiosk refer to Section 3.7.
Carry out localized awareness campaign in blocks/ wards/ GPs	Carry out localized awareness campaign in blocks/ wards/ GPs before and during the application process; ensure that citizens are aware of the details of the application process including date, time, venue etc.
Print and distribute RC Application forms	Print the application forms (in format specified by GoO) and ensure that sufficient quantity is available at all times at the CSC/Cyber Cafes.

B. Process at cybercafé/CSC or Block/ULB office

Activity	Functional requirements
Set up counters for accepting ration card applications at the block offices	Assign minimum 3 personnel per location for receiving applications and data digitization at Cybercafés/CSCs./GPs and Block/ULBs Also ensure that the counters have requisite infrastructure in terms of computers, connectivity etc.
Deploy application and personnel	Assist in deploying application software and establishing data connectivity at the CSC/Cyber Café/ Kiosk for providing link to State Data Centre
Carry out localized awareness campaign in blocks/ wards/ GPs	Carry out localized awareness campaign in blocks/ wards/ GPs before and during the application process; ensure that citizens are aware of the details of the application process including date, time, venue etc.
Search NPR ID for applicants	Employ dedicated personnel in the CSC/ Cyber Café who would search for NPR ID for the applicant from the web link. The NPR ID found would be entered in the application form. In the scenario where NPR ID can't be found for an applicant in the CSC/ Cyber Café, the personnel would ask the applicant to fill a blank application form. The vendor will have to authorize the application saying that “NPR ID” could not be found.
Accept applications in paper form and digitize the form at the point of submission	Employ dedicated personnel in CSC/ Cyber Café to accept applications with supporting ID and address proofs along with copy of EPIC of at least one of the family members. . Before accepting forms the personnel needs to check whether all mandatory fields of the form are filled as per GoO directives. The scanned copies of ID, Address, (if any) will need to be saved as a single file with filename as “application form no.” and uploaded in the system.
Assist applicants in filling application forms	Employ dedicated personnel in CSC/ Cyber Café to assist applicants in filling the forms
Co-ordinate with Sanjog Helpline to address complaints on the application process	Take corrective measures on complaints registered with Sanjog Helpline and report action taken to redress the complaint within 24 hours of receiving the complaint. All CSC/ Cyber Café would have posters communicating that any applicant can lodge complaint about the application process with Sanjog Helpline.
Provide acknowledgement	Give out computer printed receipts on successful submission

for submission	after verifying the contents of the form and the supporting proofs
Digitize and upload the forms	Complete data entry for all applications using the web portal

C. Creation of preliminary beneficiary list upon merging of databases and subsequent application of exclusion criteria and physical verification of applications

Activity	Functional requirements
DB and DBMS design and creation	Integrate and migrate data across system with minimum effect on the performance
DBMS replication	Create provision for replication of data between instances of the same DBMS with minimum effect on performance.
Database design and creation	Map beneficiary list with Home FPS[6]; provision for adding/ editing home FPS data in the database
Database design and creation	Merge the NPR + External database with the Self-declaration database collected through the application process; the matching would take place through NPR ID provided by the applicants
Database management system design and creation	Mark/Flag entries in the database that would require physical verification and targeted beneficiary identification.
Database management system design and creation	Apply validation/exclusion criteria's on the merged beneficiary list database through the DBMS
Database design and creation	The ration database (RC DB) will include: • Self-Declarations that have not been eliminated after applying the exclusion criteria and do not require physical verification • Self-Declarations validated after physical verification process • The eldest woman of the household will be the head of the family and all relations have to be mapped to her.

[6] Home FPS Mapping refers to the process of mapping the beneficiary's Ration Card with the Fair Price Shop that will serve him. During this process the mapping will be done for beneficiaries who already have a ration card. For the new beneficiaries a clear process will be defined by the GoO.

Activity	Functional requirements
Generation of Draft Priority list	The DBMS should be able to generate the list of beneficiaries that have been matched and the ones that have not been matched.
Database design and creation	Generation of a unique number that will act as the Ration Card number of the beneficiary. The same number will generate a bar code which will be present on the Ration Card.
Training of officials/ implementers	Create user manuals/ learning modules for using the system; conducting knowledge transfer sessions to Food dept. officials/ data administrator
Validation and UAT	Provide test results for the software and conducting UAT before commencement of full scale deployment

D. Publication of the preliminary priority HH list for inviting objections

Activity	Functional requirements
Generation of Draft Priority list	The DBMS should be able to generate the list of beneficiaries that have been matched and the ones that have not been matched.
Print, distribute and display lists	Print ,distribute and display lists of Priority HH at GP/Ward/Block and ULB level

E. Inclusion/Deletion of the priority HH list after disposal of objections by concerned BDOs/Eos or their authorized representatives

Activity	Functional requirements
Database management system design and creation	Mark/Flag entries in the database that would require physical verification
Database management system design and creation	Enable/Disable entries for deletion

F. Hosting of final list of priority HH in the website of FS & CW Department/Government of Odisha

Activity	Functional requirements
Generation of final Priority list	The DBMS should be able to generate the list of beneficiaries that have been included in the RC database after disposal of objections.

Print, distribute and display lists	Print, distribute and display lists of Priority HH at GP/Ward/Block and ULB level, transparency portals and FS&CW websites.

G. Printing of bar-coded ration cards and delivery of the ration cards to the Blocks/ULBs for distribution

Activity	Functional requirements
Database management system design and creation/ GUI	Create user module/application for generating image of Ration Card (RC) that will be printed based on entries in RC Db. (Printing RC GUI will be used); add provision of generating bar coded RC
Database management system design and creation/ GUI	Ration Cards will be designed and printed as per the category of the beneficiary i.e. different Ration Cards for Priority households and AAY
Database management system design and creation/ GUI	Capability to export each beneficiary's file of size of at least 250 KB in less than 10 seconds, within around 2 hours of upload to the RC database through the GUI
Database management system design and creation/ GUI	Distributing images or allowing access to RC DB for generating printable bar coded images of RC at block and ULB level
Activity	Functional requirements
Print Ration Card (RC)	• Print Ration Cards (RC) per block following the specifications as laid down in Annexure 8.4 • The Ration cards will be colour coded i.e. each category of beneficiaries will have a different colored RC.

H. Seeding of the Ration Card database with beneficiary Aadhaar numbers

Activity	Functional requirements
Database management system design and creation	Add Aadhaar numbers to entries in RC DB available at the point of seeding to the NPR ids
Database management system design and creation	Create provision for validation and identifying bogus/duplicate that would require physical verification

Activity	Functional requirements
Database management system design and creation	Update entries after successful verification; provision for flagging entries which have been verified

I. Management of Ration Card Database with respect to mutation, replacement of loss/damaged ration Cards, issue

Activity	Functional Requirements
Database management system design and creation	Provision for adding entries for new beneficiaries, deleting entries for existing beneficiaries or modifying existing entries in an ongoing manner due to birth, death, marriage, relocation etc. by authorized user login only.
Database management system design and creation/ GUI	User module should have the ability to process transfer, surrender, cancellation, issue of duplicates etc. of ration cards

3.5.2 Offline Service Capabilities

Process Steps	Activity	Functional requirements
Creation of the preliminary beneficiary list by application of exclusion criteria and sharing in the public domain	Integration with MIS	Create provision for recording data in offline mode to be transferred to MIS when data connectivity is available
Application process for inclusion or for changes to existing entries on the preliminary beneficiary list	GUI/Web portal development	Create provision in the GUI/ Web portal to be used in offline mode in the remote locations of CSC/Cyber café to store the data from submitted application. Only the application form no. and the associated NPR IDs will be digitized and the receipt will be issued based on these entries.
	Database management system design and creation	Create provision in the DBMS to handle batch upload and update the database after proper authentication

Process Steps	Activity	Functional requirements
Printing of bar coded ration cards	Printing of documents	The user should be able to generate and save the printable image of the RC for single/ bulk users on the remote client machine

3.5.3 Contingency measures

Scenario	Contingency measures
Electricity failure	• Make provisions for electricity back-up in the sites • Inform the state Helpline immediately in case of electricity failure in sites
Data connectivity failure	• Enter NPR ID and form no. in the GUI in offline mode. This data will be stored locally in the computer and would be uploaded in a batch as soon as data connectivity is restored • Inform the state Helpline immediately in case of unavailability of data connectivity in CSC/ Cyber café

3.5.4 Standardization Testing and Quality Certification (STQC)

The Service Provider will be responsible for engaging a 3rd party Quality certifying agency (STQC) to conduct the assessment / review for the system before "Go Live" without any extra cost. The PMU shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. If there is any change / addition in the application's functionality then the Service Provider will have to obtain the STQC Certification for the changes / additions.

Service Provider shall ensure the following points are duly addressed for successful completion of STQC Certification:

- Successful completion of Application Audit. Application audit will include:

- Functionality audit that will map the functionality delivered to the FRS agreed upon during development phase.
- Identify the nature and type of transactions being processed by the application systems.
- Determine systematic measures implemented to control and secure access to the application programs and data including password controls, user authentications, roles and responsibilities, audit trails and reporting, configuration and interface controls, etc.
- Review of database structure including:
    i. Classification of data in terms of sensitivity & levels of access
    ii. Security measures over database installation, password policies and user roles and privileges
    iii. Access control on database objects – tables, views, triggers, synonyms, etc.
    iv. Database restoration and recoverability
    v. Audit trails configuration and monitoring process
    vi. Network connections to database

- Review of Network and Website will include:
    - Penetration and vulnerability testing
    - Security exposures to internal and external stakeholders
- Definition and Implementation of Security Policies and Controls will include:
    - Define and implement backup process, including schedule, storage, archival and decommissioning of media.
    - Define IT Change Management process, Incident Management process – covering identification, response and escalation mechanisms.
    - Define and implement Anti-virus (malware) controls –patching, virus definition file update.

3.5.5 Software Testing

The Service Provider shall be independently and exclusively responsible for all forms of testing and should follow a formal defect tracking system.

As part of the testing of the application, the responsibility of Service Provider includes the following:

- Perform user testing from the viewpoint of the FRS.
- Creating test plan, test cases, test data and carrying out testing of entire application shall be done exclusively by the Service Provider.
- Make the test strategy, test data, test cases and test results available to the PMU for review
- Formally estimating code coverage of the test cases

3.5.6 User Acceptance Testing

There will be an Operational Testing Group (OTG) within PMU & PeMT comprising technical consultants and users of all level from different stakeholder institutions to perform User Acceptance Testing (UAT) of the Application system. The department will be responsible for providing final acceptance sign off, after consulting the OTG, who shall represent the department in reviewing the deliverables provided by the Service Provider.

The UAT will be initiated from the stage when the first phase of application software would be delivered by the Service Provider and would conclude till after go-live. The review will focus on completeness of the deliverables & the compliance of the deliverables to best practices and standards.

3.5.7 Proof of Concept (PoC)

After the successful completion of the User Acceptance Testing (UAT), the Service Provider shall rollout the web application in BMC and Bhubaneswar block area with the support of GoO.

This phase will be closely monitored by both the Service Provider and the PMU so as to identify all bugs in functionality, performance, GUI, consistency checks etc. Also based on the observations any enhancements suggested by the PMU shall be incorporated in the solution that will be implemented in the whole state of Odisha.

The enhanced software, after approval from the PMU will then be rolled out in the entire state of Odisha.

During the rollout the Service Provider (inter alia) shall be responsible for:

- Providing training to the users of this solution. These can be the data digitization vendors, officials of Odisha and any other agency or personnel identified and authorised by the GoO.
- Handholding and providing support (as and when requested) to the Data digitization vendors during the on-going process of receiving applications from the citizens of Odisha.
- SLA based rectification of bugs and proposed enhancements e.g. critical bugs should be fixed within 1 day.

3.5.8 Proposed Application Architecture

Indicative 3-tier architecture is proposed for the Application Solution. The entire processing should take place in the following layers:

User Interface Layer (User application): This application/web portal will be responsible for the addition/deletion, search etc. of information. This could be in the form of a web based application or an installable GUI (Graphical User Interface).This layer will take inputs from the data digitization and update them to the backend database.

Application Layer: This layer will be responsible for the implementation and translation of actions performed on the web portal into functionalities.

Database Layer: This layer will be responsible for the manipulation and storage of data. As per the requirement of the application process, the databases may be separated as per the requirements of the State.

3.6 MIS requirements

Data captured under beneficiary identification & enrolment for the MIS is required for the following key processes:

- Receiving applications for inclusion or AAY renewal from all citizens
- Printing of bar coded ration cards and distribution to beneficiaries

- Seeding of the Ration Card database with beneficiary Aadhaar numbers and removing duplicate and bogus entries.

Data is required on the beneficiary identification and enrolment process for creation of monitoring and analytics report. The Service Provider should in their system design create provisions for recording data for the both monitoring and analytics report

Key **monitoring reports** for beneficiary identification and enrolment would be

- Beneficiary list creation report
- Application received report
- Application digitization report
- Matching list 2 types - for verification and for application later
- Objection/Disposal/updation reports
- Printing and distribution report
- Beneficiary seeding report
- Bogus (ghost and duplicate) ration cards report
- FPS -wise Priority Households and AAY HH reports
- Block/GP wise Priority and AAY HH reports
- ULB/ward wise Priority/AAY HH reports
- Any other MIS report that may be requested at a later date

Key **analytics report**s for beneficiary identification and enrolment are:

- Beneficiary list creation (specially on excluded individual details) analytics
- Aadhaar seeding analytics
- Modification of beneficiary list (after application and validation process) analytics
- Printing and distribution analytics

The MIS should have the ability of searching and creating views and reports based on certain user defined parameters like Applications status per district , per block etc., searching by application number, searching by NPR ID etc.

3.7 Minimum Infrastructure at CSC/Cyber Cafes

1. The service provider is expected to prepare the client sites (CSCs/ Cyber Cafes/ Kiosks and block offices) for :
    a. Accepting & digitizing applications
        i. Searching NPR IDs from the application
        ii. Assisting in filling application forms
        iii. Accepting application forms and handing over printed acknowledgement to the applicants
2. Site preparation at all required client offices will include:
    a. Electrical fittings and LAN cabling (if required).
    b. Furniture & Fixtures (if required).
    c. Personal Computers and printers, (if required)
    d. Data connectivity provisions (if required)
    e. Provisions for power backup
    f. Physical storage space
3. Service Provider will have to ensure that CSCs are also equipped to offer services through this application. Any gap infrastructure at CSCs that is required for providing services shall be provided by Service Provider.

3.8 Supply / Procurement of IT Infrastructure

The State of Odisha will provision for the Data Centre premises for hosting the IT-Infrastructure. The Service Provider will assess the IT infrastructure requirements at the CSC/Cyber Cafes and block offices pertaining to this RFP and provision any upgradation /addition of hardware that is foreseen due to capacity, operational, performance or interoperability requirements at no extra cost.

The following table lays down the basic infrastructure requirements.

Minimum requisite infrastructure
At CSC/Cyber café/Block Offices The service provider needs to ensure that the empanelled CSC/Cyber cafes/block Offices have operational computers, printers, scanner and data connectivity. The service provider also needs to ensure spare computers and peripheral devices are available in case of any disruption. Power backup should also be made available to guard against disruptions in case of electricity failures. It is advisable to keep provision for photocopying in/ around CSC/Cyber cafes and Block Offices. Ensure CSC/cybercafé, Block/ULB One center each the vendor will create as a control room, applications to be received after the dateline of 15 days for 3 months At Ration Card printing location The service provider needs to ensure that the print locations have uninterrupted operational computers, printers with requisite performance and uninterrupted data connectivity.

3.9 Installation and Commissioning of IT Infrastructure

The Service Provider will be responsible for installation and configuration of the entire Infrastructure set-up, including but not limited to the following at CSC/Cybercafés and Block/ULB offices:

- All IT Infrastructure including operating systems and any other system software required for making the infrastructure operational and tuned for satisfactory performance.
- IT Infrastructure will be installed and configured in accordance with the IT Policies of the State of Odisha.

- The Service Provider will ensure that the reports for monitoring of SLAs such as system uptime, performance, etc. are created and shared with the PMU during the entire project.

The successful bidder has end to end responsibility for carrying out all the above steps. Along with fulfilling the software and hardware requirements the successful bidder is also accountable for the on-site implementation of these steps. Thus the bid document must include details of all additional requirements (infrastructure, manpower, training etc.) needed to perform the activities detailed in sections.

3.10 Solution Rollout

The Service Provider would commence operations in the selected ward(s) BMC and Bhubaneswar block area as a part of Proof of Concept for the solution. Service provider will support rollout the web application for receiving ration card applications by providing personnel to test the web application for identification of any bug in functionality, performance, GUI etc. The process of receiving application would also be tested and modifications may be made to the process to make it more robust.

The solution would be rolled out in a phased manner as below:

Phase 1: BMC and Bhubaneswar block

Phase 2: All ULBs in the State across 30 districts (excepting BMC), remaining 9 Blocks in Khurda district (excepting Bhubaneswar Block) and the district headquarter Block of each of remaining 29 districts.

Phase 3: Remaining Blocks in 29 districts (275 Blocks) ***(This phase is not in scope of the current RFP and subsequent RFP will be issued for this phase)***

After completion of the POC/Phase 1 in BMC and Bhubaneswar block area, the Service Provider would proceed to rollout the operations in all ULBs/Blocks of phase 2.

3.11 Manpower requirements

The Service Provider would need to set up a dedicated team with a Project Leader. The Project Leader would be reporting to the Managing Director, Odisha State Civil Supplies Corporation Limited (OSCSC) and would need to be part of the project from the time of selection of the Service Provider to the completion of the contract.

The project would require provisioning of dedicated manpower to provide support during the roll out process. The Service Provider must allocate adequate personnel for receiving application and digitizing them in the CSCs/ Cyber Cafes/ Kiosks and personnel at block/district level for overseeing the process and troubleshooting if necessary. The details of the manpower needed are to be captured in the format specified in Annexure 8.7.5.

3.12 Business Continuity Planning

The selected Bidder is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the selected Bidder. An indicative list of activities to be performed by the selected Bidder is mentioned below:

1. Implement adequate data backup, business continuity and restoration procedures for the application data (including but not limited to the database, forms, proofs, attachments and all other data elements created in and generated or submitted by the system and users).

2. Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. While building redundancies, it should be ensured that failure of a single component of communication link does not result in failure of primary as well as secondary connectivity. Hence primary and secondary connectivity should be taken from 2 separate communication link providers and both links should not have any single point of failure. Preferably, all the redundancy will be in auto fail over mode so that if primary component fails, secondary component automatically takes over.

3. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the selected Bidder in his Bid

4. Additional manpower will be planned by the Bidder to ensure that shortfall can be addressed.

3.13 Information Security Management

The Service Provider shall ensure that adequate measures are taken to ensure confidentiality, integrity and availability of the information available with them. Below is a list of the guidelines (but not limited) that the service provider must adhere to while implementing and executing the process:

- The service provider should provide security including identification, authentication, authorization, access control, administration and audit for all personnel and data.
- The bidder shall ensure that all aspects of security such as physical and environmental security, human resources security, backup and recovery, access control, incident management, business continuity management etc. are maintained and adhered.

3.14 Project Management

To have an effective project management system in place, it is necessary for the Service Provider to use a Project Management Information System (PMIS) to monitor the Project Progress. The Service Provider shall address at the minimum the following:

- Create an organized set of activities for the project.
- Coordinate and collaborate with various stakeholders including the Departments concerned.
- Establish and measure resource assignments and responsibilities.
- Construct a project plan schedule including milestones.
- Measure project deadlines, budget figures, and performance objectives.
- Communicate the project plan to stakeholders with meaningful reports.
- Provide facility for detecting problems and inconsistencies in the plan.

During the project implementation the Service Provider shall report to the State Nodal Officer/PMU, on the following items:

- Results accomplished during the period;

- Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan;
- Corrective actions to be taken to return to planned schedule of progress;
- Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the Service Provider;
- Other issues and outstanding problems, and actions proposed to be taken;
- Interventions which the Service Provider expects to be made by the State Nodal Officer and / or actions to be taken by the State Nodal Officer before the next reporting period. Progress reports would be prepared by Service Provider on a fortnightly basis. These reports may be required to be shared with either the SDC or the PMU, as the case may be.
- Service quality Assurance
- Change Control mechanism
- Project Management activities
- Issue Management to help identify and track the issues that need attention and resolution from the State.
- Scope Management to manage the scope and changes through a formal management and approval process.
- Risk Management to identify and manage the risks that can hinder the project progress.

The Service Provider shall work closely with the State PMU update and maintain the Project Plan throughout the duration of the engagement. All changes are to be reviewed and approved by the GoO PMU or appointed representatives.

4. Scope of Services - Operation and Maintenance Phase

The selected Bidder will be responsible for the day to day maintenance of the system for the entire period of Contract. For the IT Infrastructure procured as part of this RFP, the selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 3 year of warranty.

- Onsite Warranty support
- Onsite Periodic support including upgradation, repair and replacement
- Providing Help desk support with Escalation matrix for registration of complaints related to the IT Application/Infrastructure procured through this RFP at the State designated premises.

4.1 Overview of Post Implementation Services

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

- System Administration and Troubleshooting
  - Overall monitoring and management of all IT and Non-IT infrastructure deployed by the selected Bidder for the Project including Server Infrastructure at SDC, Departmental locations, networking equipment & connectivity, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met.
  - Repair or replace infrastructure deployed for this Project, either directly or through a third party warranty provider depending on the case.
  - Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration and shall be approved by the Department.
  - Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.

- Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

- Network Administration and Trouble Shooting
  - Coordinate with the network service providers to maintain smooth network operations and ensure uptime and performance requirements of the IT infrastructure as indicated in the RFP are met. The selected Bidder will be totally responsible for all networking equipment installed by him.
- Database Administration and Trouble Shooting
  - Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.
- Overall
  - Undertake preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the State Departments, unless inevitable and approved by the GoO.
  - Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams.
  - Escalate and co-ordinate with its OEMs for problem resolution wherever required.
  - The selected Bidder will be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc. of the Odisha State Data Centre.

4.2 Warranty Support

As part of the warranty services Service Provider shall provide:

- Service Provider shall provide the performance warranty in respect of performance of the developed and installed software to meet the performance requirements and service levels in the RFP.
- During the warranty period, the Service Provider shall maintain, upgrade and repair the application systems hosted at State Data Centre at no charge to Odisha State Civil Supplies Corporation Ltd. (OSCSC) when all the above are detected or brought to the Service Provider's notice.
- Warranty should not become void, if Odisha State Civil Supplies Corporation Ltd. (OSCSC) buys, any other supplemental hardware items from a third party and installs it within these machines under intimation to the Service Provider. However, the warranty will not apply to such supplemental hardware items installed.
- Service Provider shall use the antivirus software which is available at Odisha SDC. However in case there is a requirement to procure the additional license for anti-virus, Service Provider shall in consultation with PMU procure the anti-virus Licenses and maintain the service part.
- The Service Provider shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- If the application is reported to be down on a given date and time, it should be fully repaired within the time frame indicated in the Service Level Agreement (SLA).

4.3 Annual Technical Support

As part of the ATS services Service Provider shall provide:

- Service Provider shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS.

- Service Provider should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The Service Provider shall provide from time to time the Updates / Upgrades / New releases /New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The Service Provider should provide free Updates / Upgrades / New releases /New versions / Patches / Bug fixes of the software and tools to SDC as and when released by OEM.
- Software License Management. The Service Provider shall provide software license management and control. Service Provider shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
- Service Provider shall have complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. Service Provider shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

4.4 General Requirements

- Licensing Requirements
  - All software licenses have to be issued in the name of the Food Supplies & Consumer Welfare Department, Govt. of Odisha.
  - The licenses should be perpetual and enterprise wide for the core application and other software unless otherwise stated. The software licenses shall not be restricted based on location and the Food Supplies & Consumer Welfare Department, Govt. of Odisha should have the flexibility to use the software licenses for other requirements, if required
- Asset Management :The selected Bidder will perform the following asset management functions with respect to the infrastructure deployed at various locations:

- Take periodic stock of, review physical inventory and maintain stock registers of hardware (if any) at all locations covered under this Project. The selected Bidder would maintain stock registers as per format agreed with the *Odisha State Civil Supplies Corporation Ltd. (OSCSC)*.
- Maintain documentation of the hardware assets, maintain asset Information for all Project locations, on parameters to be mutually agreed between the *Odisha State Civil Supplies Corporation Ltd. (OSCSC)* and the selected Bidder, which shall include details like:-
    - Product type, model number, version number and quantity
    - Manufacturer
    - Office location
    - Maintenance status, etc.
- Update or correct the asset information following any new installations, movement, addition, or change performed by the selected Bidder.
- Produce periodic reports and machine readable files in agreed upon format pertaining to some or all of the asset information.
- Restrict movement of server/equipment/items in or out of SDC or any other location under the Project without prior permission from the *Odisha State Civil Supplies Corporation Ltd. (OSCSC)*.
-
- Since the Project aims to reuse the common infrastructure created under SDC, SWAN and CSC Projects, the selected Bidder will also be required to coordinate with SDC, SWAN, CSC teams to ensure that uptime and performance requirements of the RFP are met. However, the selected Bidder shall be held solely responsible for performance and service levels of any infrastructure deployed by the selected Bidder as part of this Contract.

- Knowledge Transfer
    - At the end of the Contract period, the selected Bidder will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the Contract

with the selected Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

- Knowledge Transfer is an integral part of the scope of work of the selected Bidder. This will have to be done even in case the Contract with the Bidder ends or is terminated before the planned timelines.

Please note that this is only an indicative list. Any other activity, over and above these, as may be deemed necessary by the selected Bidder to meet the service levels and requirements specified in this Contract are also required to be performed by the selected Bidder at no additional cost.

5. Overall Guidelines for Software requirements

5.1 Software Requirements

5.1.1 Database and Database Management System (DBMS)

- Authentication: The access to the DB and the privileges on the DBMS will be based on the privilege level of the user. Adequate authentication measures will be put in place to ensure the same.
- Single Sign on: The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.
- DB Capacity: The database should be able to support at least 70 million records in a single database and have the ability of hosting multiple databases on the same server.
- Real time query and entry: The DB and DBMS should be designed in such a way so that they have the ability to :
  - Support real time queries from over 30 thousand PoS devices
  - Support data entry/search/modification from over 10 thousand client machines in real time
- Ensuring digitized database is able to interface with external gateways/servers, e.g. SMS gateway of MSDG to retrieve mobile numbers for sending out SMS alerts
- Facilitating the merging of different data sets that may be provided from time to time and update the database after FS&CW dept./ Data administrator approves of the changes
- Ability to support and use fields in local language (Odiya)
- Ensuring the database has provision for handling modification due to application of exclusion criterion, physical verification, de-duplication etc.
- Ability in DBMS for creating summary, browse data, search data, apply criteria, make new list, flag entries etc.

- Creating provision to export data in various format e.g. .xlsx, .csv, .pdf etc.
- Heterogeneous DBMS replication: The ability of the DBMS to replicate between disparate DBMS vendors.
- Standards-based connectivity : Ability to connect to the DBMS via Open Database Connectivity [ODBC], Java Database Connectivity [JDBC], Web Services [WS] and others.
- User-definable criteria: The DBMS should allow user to add/delete user defined criteria for filtering.
- Tools and provisions for DB high-availability (HA) and disaster recovery (DR)
- Release and patch upgradation: The DBMS should have provision of updating releases and patches with no effect on the performance and availability of the DB.
- SQL stored procedures: The DBMS should have a form for storing the SQL procedures
- Inter-release plan pre-binding testing and application testing: The DBMS should have provision of analysing and testing pre-bound test plans and application testing after upgrade from one release to another.
- Online capabilities: The DBMS should be designed in such a way that the configuration changes, database re-organisation, upgrades etc. can be done without the need to shutdown/restart the system.
- Database mirroring or replication: Ability of the DBMS to create duplicate copies of databases in a “Hot” DR environment.
- System performance and health monitoring: The DBMS should have the ability of automatically monitoring its working environment e.g. CPU Load, memory utilization/buffer etc. and collect-present statistics on the performance e.g. execution time of query, no. Of active entries etc.
- Fault Management: The DBMS should be able to send out Alarms and warnings (based on configurable thresholds) during the operation.
- Creating online help/ support for applicants who would submit application on their own

5.1.2 Application deployment

- Deploying the application with proper access controls in all the CSCs and cyber cafes
- Extending technical support and upgradations during the time of operations at these CSC/Cyber Cafes etc.

5.1.3 Integration with MIS

- The DB should be able to integrate with an external MIS server.
- The format and data to be reported into this MIS server are described in the section below General Guidelines.
- The MIS should have the ability for taking out Standard and Customized Reports from the MIS in industry standard formats.
- Standard report formats will include all related reports in formats specified by the GoO in the National Food Security Act 2013 and PDS control order (currently under discussion)

5.1.4 General Guidelines

- The digitized beneficiary list database should adhere to the NIC guidelines regarding computerization of TPDS. The format of the database (including the fields of information in the database) should follow NIC directives so that the information can be seamlessly uploaded to the NIC database (using web services or other modes as specified by NIC). For further details on NIC specified formats refer to http://www.pdsportal.nic.in/
- The digitized database should have provision to feed updated information to the transparency portal (www.foododisha.in)
- As ensuring security of data is paramount, the digitized database must adhere to security standards mentioned in Annexure 8.3
- Provision of Disaster recovery and database backup mechanism must be in place
- Client side software should conform to the minimum hardware specification mentioned in Section 5.2. However higher configuration or different OEMs

configuration may be accepted at access devices (tablet, mobile or other device) of the department.

- Client application should run on standard operating system like Linux, Windows or any other standard OS, ensuring integration across modules
- Client software should support all connectivity options as specified in Section 5.2 and shall support services provided by various telecom providers (BSNL, Tata Indicom, Idea, Reliance, Airtel, Tata Docomo, Aircel, Vodafone)
- Successful bidder shall follow standard Software Development Life Cycle (SDLC) processes for development of software, conduct all related testing such as unit testing, volume testing, destructive testing etc., before proposing for User Acceptance Test (UAT)
- Once UAT is successful (at pilot locations), department will decide Go-Live date and ask the successful bidder to roll out accepted software, at all locations
- The client software along with the source code shall be handed over to the department. Department will have full ownership and IPR of the software for any future roll out/ reuse/customization
- Should put in place support team; provide maintenance support for 2 years from the Go-Live date. The scope of software support services includes preventive and corrective comprehensive maintenance and cover installation, on-site diagnosis and resolution of software faults in response to reported problems. The Service Provider will also resolve all the software problems detected during routine operational support activities and will ensure that the problems are resolved by repair or appropriate replacement as and when required.

5.2 Hardware/OS Compatibility Checklist

Specification[8]	Minimum requirement
Web Server/ Application Server/ Report Server	6 core, 2 GHz, 12 MB Cache or higher processor, 64 GB DDR-3 ECC memory expandable to 512 GB, 2 X 300 GB HS SAS HDDs (10K or higher)
Software Compatibility	Windows Server 2012 Data Centre Edition or higher, Red Hat Enterprise Linux (Version 5.7 or higher), Apache Tomcat/JBoss (Version 5.1 or higher) , Backup Agent, Windows SQL Server 2008 Enterprise edition or higher, Postgres SQL 9.2 or higher, Oracle 10g or higher

Data connectivity

Specification	Minimum requirement
Primary data connectivity	Broadband/OSWAN
Back up data connectivity	Internet dongle, WIMAX, LAN, V-SAT, GPRS
Speed of connectivity	2 Mbps

[8]Specifications in accordance with NIC CAS guidelines, may require revision depending on requirements of state

Electricity availability

An 'as is' analysis of the electricity availability in various regions of the targeted geography has to be conducted to determine whether there is 6 hours of electricity availability (minimum amount required for the solution). In case sufficient electricity is not available then a back-up option has to be provided.

Back-up electricity option

Specification	Minimum requirement
Rating	650 VA
Input Voltage Range	160-280 VAC
Input Frequency	45-55 Hz
Output Voltage Range	190-253 VAC
Battery	12 V, 7 Ah * 1
Environment	0-40° C
Noise Level	<45 dBA
Battery Protection	Discharge, Overcharge/ Overload Protection

Computer

Desktop

Specification	Minimum requirement
Processor	CPU 2.8 GHz
OS	Windows 7 Professional
Memory	RAM 4 GB
Optical Drive	16X DVD- ROM drive
Hard Drive	Hard Disk 500 GB
USB Ports	2 USB Ports
Connectivity	LAN 10/100/1000 Ethernet

Specification	Minimum requirement
Monitor	15 " TFT screen

Printer

Specification	Minimum requirement
Capacity	18-30 PPM (Monochrome Printer)
Supported Functions	Copying, Scanning, Fax
Connectivity	For LAN, 1 X Gigabit Ethernet 10/100/1000 port
USB Port	2 USB 2.0 port

6. Instructions to the Bidders

6.1 General Instructions

While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

All information supplied by bidders may be treated as contractually binding on the bidders, on successful award of the assignment by the FS&CW/OSCSC department of Government of Odisha on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the FS&CW Department/OSCSC. Any notification of preferred bidder status by the FS&CW Department/OSCSC shall not give rise to any enforceable rights by the Bidder. The FS&CW Department/OSCSC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the FS&CW Department/OSCSC.

This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

6.2 Compliant Proposals / Completeness of Response

- 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.
- 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 Conference & Clarifications

6.3.1 Pre-bid Conference

- FS&CW Department /OSCSC shall hold a pre-bid meeting with the prospective bidders on 25.01.2014 at 15:00 hrs at OSCSC Office..
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to

  Managing Director
  Odisha State Civil Supplies Corporation Ltd. (OSCSC)
  Head Office
  C/2 Nayapalli, Bhubaneswar - 751012
  EPBX - (0674) 2395391/2394956
  Fax - (0674) 2395291/2390199
  Email: odishafscw@gmail.com

  - by e-mail only on or before 22.01.2014, 16:00 hrs.

The queries should necessarily be submitted in the following format:

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			

FS&CW Department /OSCSC shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Nodal Agency.

6.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum/Addendum (if any)

The Nodal Officer notified by the FS&CW Department/OSCSC will endeavor to provide timely response to all queries. However, FS&CW Department /OSCSC makes neither representation or warranty as to the completeness or accuracy of any response made in good faith, nor does FS&CW Department/OSCSC undertake to answer all the queries that have been posed by the bidders.

- At any time prior to the last date for receipt of bids, FS&CW Department /OSCSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum or addendum.
- The Corrigendum/Addendum (if any) & clarifications to the queries from all bidders will be posted on the website www.foododisha.in, www.oscsc.in, www.odisha.gov.in, www.tenders.gov.in .
- Any such corrigendum/Addendum shall be deemed to be incorporated into this RFP.
- The bidders while submitting the proposal should submit duly signed copy of corrigendum/addendum along with it.

- In order to provide prospective Bidders reasonable time for taking the corrigendum/addendum into account, FS&CW Department/OSCSC 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

- FS&CW Department /OSCSC may terminate the RFP process at any time and without assigning any reason. FS&CW Department /OSCSC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by FS&CW Department /OSCSC . The bidder's participation in this process may result FS&CW Department /OSCSC selecting the bidder to engage towards execution of the contract.

6.4.2 RFP Document Fees

RFP document can be downloaded from the website www.foododisha.in, www.oscsc.in, www.odisha.gov.in, www.tenders.gov.in. The bidders are required to submit the document Fee (non-refundable) of Rs.10,000/- (Rupees Ten Thousand Only) by Demand Draft in favour of "**Odisha State Civil Supplies Corporation Ltd. (OSCSC)** " and payable at Bhubaneswar from any of the scheduled commercial bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

6.4.3 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, EMD of Rs. 15 lacs only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Section 8.7.13) issued by any nationalized bank in favour Odisha State Civil Supplies Corporation Ltd. (OSCSC), payable at Bhubaneswar, and should be valid for 90 days from the due date of the RFP.

- EMD of all unsuccessful bidders would be refunded by FS&CW Department/OSCSC within 1 month of declaration of the successful bidder. The EMD for the amount

mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

- The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- The EMD may be forfeited:
  - If a bidder withdraws its bid during the period of bid validity.
  - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

6.5 Submission of Proposals

The bidders should submit their responses as per the format given in this RFP in the following manner

- **Response to Pre-Qualification Criterion :** (1 Original + 1 Copy + 1 non editable CD) in first envelope
- **Technical Proposal** - (1 Original + 1 Copy + 1 non editable CD) in second envelope
- **Commercial Proposal** - (1 Original) in third envelope

Please submit a documented Technical Proposal which should contain the basic requirements:

- An outline of the approach which the firm intend adopting, including a detailed service(s) description.
- Time required to complete the task.
- A detailed statement of the way in which the work would be undertaken showing, inter alia, the scheduling of the personnel services during the period of contract;
- An indication of the type of staff to be employed and their academic backgrounds and practical experience and the functions to be assigned to them in the review.
- A statement of the experience of the firm in work of this type including the year/s in which it was undertaken and the clients it is presently serving.

Note: Any financial information contained in the technical proposal will invalidate the proposal.

The proposal should be according to the format mentioned in Annexure 8.7. When preparing the proposal the following points should be kept in mind:

- The offer should remain valid for acceptance for 180 days from the date of closing
- The proposals shall address all the requirement of this tender and must be submitted in the English language.

- The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.
- Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
- The three envelopes containing copies of Pre-qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked "Response to RFP for Beneficiary Identification (TPDS Transformation)" - < RFP Reference Number > and the wordings "DO NOT OPEN BEFORE < Date and Time >"
- The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

- All pages of the bid including the duplicate copies, shall be duly signed and stamped by the authorized person or persons who sign the bid.
- Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by FS&CW Department/OSCSC in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

6.6 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

6.7 Preparation and Submission of Proposal

6.7.1 Proposal Preparation Costs

A bidder can submit one proposal at a time. Bidder submitting more than one proposal shall be rejected. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by FS&CW/OSCSC department to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

FS&CW Department /OSCSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6.7.2 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 the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

6.7.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to at the address specified below. All submissions must be through speed-post or courier only. GoO would not be responsible for delays caused by the speed-post/ courier agency.

Addressed To	Managing Director
Name	Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Address	Head Office C/2 Nayapalli , Bhubaneswar - 751012
Telephone	(0674) 2395391/2394956
Fax Nos.	(0674) 2395291/2390199
Last Date & Time of Submission	12.02.2014, 12:00 hrs.

6.7.4 Late Bids

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- FS&CW Department /OSCSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- FS&CW Department /OSCSC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

6.8 Evaluation Process

- FS&CW Department /OSCSC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- The Proposal Evaluation Committee constituted by the FS&CW Department /OSCSC will evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

6.8.1 Tender Opening

The proposals submitted up to 12:00 hrs on 12.02.2014 will be opened at 15:00hrs on 12.02.2014 by Managing Director, OSCSC Ltd. or any other officer authorized by FS&CW/OSCSC department, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

6.8.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **180** days from the last date of submission of bid.

6.8.3 Tender Evaluation

- Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
  - Are not submitted in as specified in the RFP document
  - Received without the Letter of Authorization (Power of Attorney)
  - Are found with suppression of details
  - Have incomplete information, subjective, conditional offers and partial offers submitted
  - Are submitted without the documents requested in the checklist
  - Have non-compliance of any of the clauses stipulated in the RFP
  - Have lesser validity period
- All responsive Bids will be considered for further processing as below.

1. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
2. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 80 % in the technical evaluation would be eligible for Financial Bid opening and comparison.
3. Lowest bid among Financial bid will be awarded the contract. The lowest commercial bid should be above the minimum feasible commercial bid amount.
4. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 6.11) and Commercial evaluation criteria (Section 6.12). Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

6.9 Site Visit (s)

The bidder may wish to visit and examine the site (s) of the project and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the contract. The cost of visiting the site (s) shall be borne by the bidder. No site visit (s) shall be scheduled after the prescribed date for submission of bids.

6.10 Prequalification Evaluation

The evaluation committee will carry out a detailed evaluation of only those bids which satisfy the pre-qualification criteria:

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
1	Legal Entity	The organization must be a Software Development Firm/Company registered under the Companies Act 1956 and must have been in operation for a period of at least 5 (five) years as of 31 March 2013.	Certificate of incorporation Registration Certificate
2	Consortium	Companies are allowed to bid as a consortium with maximum one partner. The consortium partner (in case of Consortium) should be registered under the Companies Act, 1956, and should be an IT Company/System Integrator/ Software Development firm and must have been in operation for a period of at least 5 (five) years as of 31 March 2013. The Firm or the partner in case of consortium	The primary bidder has to produce a notarized agreement with consortium partner on a Rs. 100/- non judicial Stamp paper. Certificates of incorporation, Registration Certificate, PAN copy & other necessary supporting documents Address Proof/Undertaking

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
		must be registered with the Service Tax Authorities and having PAN,EPF, up to date VAT & IT Return.	
3	Geographical Presence	One of the consortium partners must have its office located in Odisha.	Address Proof/Undertaking
4	Average Annual Turnover in Software Development	The firm/ company/ prime bidder in case of consortium must have minimum average annual turnover of **Rs.30 (Thirty) Crores** over the preceding three financial years as revealed by audited accounts, as on March 31, 2013. *(This turnover is for the parent company and not from sister concern units)* This turnover should be on account of Software Development, Implementation and maintenance (i.e. revenue should be on account of Software system integration, application development and implementation or associated maintenance or implementation services, COTS/packaged	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
		software, maintenance etc.) only.	
5	Net Worth	The firm and the partner in case of consortium must have positive Net Worth in each of the past three FYs as on March 31, 2013.	Certificate from the statutory auditor
6	Technical Capability	The firm/ company OR Prime bidder in case of consortium i.e. Systems Implementation agency must have **successfully completed at least the following numbers of Software Systems Development and Implementation (e-Governance Projects) engagement(s)** of value specified herein : - One e-Governance project not less than the amount equal to Rs. 2.4 crores (Rupees Two Crore Forty Lakhs); OR - Two e-Governance projects, each not less than the amount equal to Rs. 1.8 crores (Rupees One Crore Eighty Lakhs	Work Order + Work Completion Certificates from the clients

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
		); OR - Three e-Governance projects, each not less than the amount equal to Rs. 1.2 crores (Rupees One Crore Twenty Lakhs); In last five (5) financial years ending March 31, 2013. 'E-Governance projects' is defined as design, development, implementation and maintenance support (completed) of IT system for Government Deptt. /Govt. Agency in India.	
7	Certifications	The bidder OR lead/prime bidder in case of consortium must possess SEI - CMMi Level – 3 or above Certification by the date of publication of this RFP. The partner of consortium (in case of Consortium) should have an active ISO 9001:2008 certification related to IT services by the date	Copy of certificate

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
		of publication of this RFP.	
8	Manpower Strength	The Bidder must have at least 100 Technically qualified professionals having minimum qualification of B.E/ MCA or higher having minimum 3 or more years of IT experience as on March 31, 2013 on its payroll.	Self-Certification by the authorized signatory with clear declaration of staff. (year wise, level/designation wise, qualification, experience, IT skills) AND Provident Fund Register showing the number of subscribers along with the deposit of challan as proof.
9	Fair Practice	Applicants must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/ any State Govt. / PSU.	A self-certified letter

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
10	Performance	The Bidder must not have any record of poor performance, abandoned work, having been black-listed by any State Government or Government of India, having inordinately delayed completion and having faced Commercial failures etc.	A self-certified letter
11	Fees	The Bidder must have submitted **Rs. 10,000/- (Rupees Ten Thousand Only)** towards the cost of the Tender Document. The Bidder must have furnished the EMD of **Rs. 15 Lakh (Rupees Fifteen Lakhs only).**	• DD from a Schedule Bank • DD/BG from a Nationalized Bank only

6.10.1 Consortium criteria

The consortium shall be formed under an Agreement on a non-judicial stamp paper of Rupees one hundred, duly signed by all the partners. The agreement in original shall be submitted with the bid. One of the partners of the consortium will be designated as “Prime Bidder” and shall be finally responsible for implementation and provisioning of the services as per the requirements of the RFP. Agreement document should clearly state the roles and responsibilities of each partner for the successful implementation of the said project.

However, if any member is deleted or withdrawn after submission of bid, OSCSC reserves the right to disqualify the bid or consider any change proposed by the prime bidder.

In case of consortium, the agreement shall be exclusively for this project and the prime bidder shall be responsible in case of failure by any partner.

The bidder/ each partner of the consortium shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the bidder or member of the Consortium.

6.11 Technical Evaluation

The proposals submitted by the bidders will be evaluated on three broad parameters as described in the table below. The bidder must get at least 80% of the maximum possible score in the technical section in order to qualify for opening of the commercial/financial evaluation.

Sl. No.	Criteria	Description	Marks
1	**Relevant Experience**	The bidder must provide details on past projects he has undertaken in a similar space. Different weights will be assigned to different levels of experience based on number of projects, scale of project, status of project and also the type of project	**40**
2	**Proposed Solution Design and Implementation Plan**	The bidder must invest effort in the solution design to ensure that there are no problems with the design once it is rolled out. The bidder must also create an implementation plan that is feasible and meets the timelines set by GoO for TPDS transformation project implementation.	**40**
3	**Proposed Implementation Team**	Bid will be evaluated on the strength of the implementation team that is proposed by the bidder	**20**
	Total		**100**

Detailed breakups of each of the criteria on essential components of the technical bid are provided below:

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
Relevant Experience	**1**	**No. of projects** Experience in Bespoke Software Application Development, Implementation and maintenance etc. related to e -Governance projects (Web Application development & Database management) in State Govt./Central Govt./Govt. Agency/PSUs in India where each project cost should be more than **Rs. 50 lakhs. (Rupees Fifty Lakhs).** The work order should have been issued within the last 5 years, as on 31st March 2013. The projects should have been successfully completed.	When the Number of projects is - equal to or more than 5 projects = 10 marks equal to 4 projects= 8 marks equal to 3 projects = 6 marks equal to 2 projects= 4 marks less than 2 projects =0 marks	**10 (25%)**	Work Order + Completion Certificate from the Client
	2	**Experience in successfully completing projects** like data collection, data digitization, awareness	When the Number of projects. is - equal to or more than 5 projects = 10 marks	**10 (25%)**	Work Order + Completion Certificate from the Client

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
		program and bar code based card printing etc. for any State Govt./Central Govt./Govt. Agency/ PSUs in India covering at least 1 lakh citizens in a single work order of value more than **Rs. 1 Crore. (Rupees One Crore).** The work order should have been issued within the last 5 years, as on 31st March 2013. The projects should have been successfully completed.	equal to 4 projects= 8 marks equal to 3 projects = 6 marks equal to 2 projects= 4 marks less than 2 projects =0 marks		
	3	Experience of managing applications and systems deployed at a Data Centre (of that particular application or systems) which are successfully completed or ongoing The work order should have been issued within the last 5 years, as on 31st March 2013.	If number of users of the application and systems deployed at the Data Centre in single project >= 100 and < 200 users When the No. is: less than 2 projects: 0 marks	**10 (25%)**	Work Order + Completion Certificates from the client /ongoing with no. of users for each project

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
			2 projects: 4 marks 3 projects: 6 marks 4 projects: 8 marks equal to or more than 5 projects: 10 marks For the purpose of evaluation, no. of users will be taken in multiples of 100 *(E.g. A project with 200 users already covered will be considered equivalent to two 100 user projects.* *A project with 375 users will be considered equivalent to three 100 users projects)*		
	4	Experience in handling **IT** Projects with service delivery from multiple locations in single project.	If number of locations where service delivery has already commenced in single project >= 100 and < 200	**10 (25%)**	Work Order + Completion Certificates from the client

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
		The work order should have been issued within the last 5 years, as on 31st March 2013. The projects should have been successfully completed.	When the No. is: 2 projects: 4 marks 3 projects: 6 marks 4 projects: 8 marks equal to or more than 5 projects: 10 less than 2 projects: 0 marks For the purpose of evaluation, no. of locations will be taken in multiples of 100 *(E.g. A project with 200 locations already covered will be considered equivalent to two 100 locations projects. A project with 375 locations already covered will be considered equivalent to three 100 locations projects)*		with no. of locations for each project;

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
Proposed Solution Design and Implementation Plan	**1**	Solution proposed, demonstration of understanding of the requirement	Qualitative assessment based on Demonstration of understanding of the Department's requirement through providing: - Solution proposed and its components - Technologies used - Scale of implementation - Learning on issues - Challenges likely to be encountered - Mitigation proposed - Client references	**20 (50%)**	Presentation by the bidder
	2	Approach and methodology to perform the assignment including innovations [The approach should reflect the conceptual implementation framework proposed by the Vendor]	Qualitative assessment based on − Understanding of the objectives of the assignment: The extent to which the	**15 (37.5%)**	

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
			approach and work plan respond to the objectives indicated in the Scope of Work – Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements as mentioned in the RFP		
	3	Project work breakdown structure	– Qualitative assessment based on timeliness, resource assignment, dependencies and milestones	**5 (12.5%)**	
Proposed Implementation Team	**1**	**Number of members in the team**	Manpower resources to be deployed at different levels during different phases of implementation to adhere to the timeline	**5 (25%)**	Manpower deployment and Implementation Plan

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
	2	**Qualification of key personnel**	Qualification and experience of key human resources (Project Manager, technical experts, functional managers) to be deployed for timely and effective management of the project implementation. The qualifications of the people proposed for these positions and the percentage of their time that they will commit to the project will be closely evaluated. The basis of evaluation will include past experience in similar projects, past experience in a similar position, past experience of working with the government, track record and educational qualifications.	**8 (40%)**	CVs of Key team members

Criteria	Sl. No.	Sub-Criteria	Basis for Evaluation	Maximum Marks	Supporting doc
	3	**Team structure**	Team at State/District/Block-ULB and/or cluster of Block and or ULB Plan for HR mobilisation for field work @ at least 3 operators per GP for receipt and processing of applications from the citizens and monitoring of the field activities The marks would be awarded on their competence for the assignment with respect to the education, experience of the candidate in the specific sector, field and subject directly relevant to the assignment and the proposed solution.	**7 (35%)**	Team organogram

6.12 Financial evaluation

All bid prices should be inclusive of all taxes and levies. The benchmark for the commercial evaluation will be a "minimum commercially feasible bid". This minimum commercially feasible bid will be calculated on the basis of the submitted bids and internal cost estimates for the project (Minimum commercially feasible bid is the lower of the internal cost estimate and the median of all the bids that meet the criteria for opening of commercial bids outlined in the technical bid section). Any bid below this minimum bid will be disqualified. This process is in place to encourage the bidders to submit realistic bids as otherwise there will remain a risk of the bid being awarded to a bidder who is then unable/ uninterested in completing the work due to inadequate financial incentives.

All qualified commercial bids will be awarded points based on normalization against the minimum commercially feasible bid (i.e. the minimum commercially feasible bid is assigned a score of 100 and the score of each bid will then be calculated as per the following formula: (minimum commercially feasible bid value/ Bid value) *100).

The commercial bids submitted will be checked against following:

- Only fixed price financial bids indicating total price for all the deliverables and services specified in the RFP will be considered
- The bid price should include all taxes and levies and should be expressed in Indian rupees
- Any conditional bid will not be accepted
- Lowest bid among Financial bid (provided it is above the minimum commercially feasible bid) will win the bid.
- In case of discrepancies between unit price & total price, the total price will be calculated on the basis of unit price.
- In case of a tie the bidder with higher technical score will be awarded the contract.

6.13 Award of contract

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

GoO 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 GoO action.

6.13.2 Notification of Award

- GoO will notify the successful bidder within 180 days of receiving proposals in writing or by fax or email. In case the tendering process / public procurement process has not been completed within the stipulated period, GoO, may request the bidders to extend the validity period of the bid beyond 180 days.
- The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (Refer to 8.7.13), GoO will notify each unsuccessful bidder and return their EMD.

6.13.3 Contract Finalization and Award

- GoO shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- GoO may also reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may be changed on the basis of the rates defined in the financial proposal.

6.13.4 Performance Bank Guarantee

The selected bidder would be needed to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The PBG should be valid for a period of 60 days beyond the period of contractual obligations (including warranty period). The selected bidder shall be responsible

for extending the validity date of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the GoO at its discretion may cancel the order placed on the selected bidder without giving any notice. GoO shall invoke the performance guarantee in case the selected vendor fails to discharge their contractual obligations during the period or GoO incurs any loss due to vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.13.5 Signing of Contract

After GoO notifies the successful bidder that its proposal has been accepted, the two parties shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between GoO and the successful bidder.

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

Failure of the successful Bidder to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event GoO may award the contract to the next best value bidder or call for new bids.

6.14 Dispute Resolution Mechanism

The Bidder and OSCSC shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within **seven (7) days** of receipt of the notice.
- The matter will be referred for negotiation between OSCSC and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of **15 days.**
- In case it is not resolved between OSCSC and the bidder, it will be referred to Commissioner-cum-Secretary – FS & CW Department for negotiation and his decision will be final and binding for both the parties.
- In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such

dispute may be submitted by either party for arbitration within **20 days** of the failure of negotiations. Arbitration shall be held in **Bhubaneswar** and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

- The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within **45 days** from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

6.15 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed/hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

6.16 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or OSCSC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within **10 days** from occurrence of such a cause, notifies the other in writing of such causes. The bidder or OSCSC shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

6.17 Exit Plan

The selected service provider will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to project e-mission team (PeMT) before project closure. IT resource persons of PeMT will work closely with resource persons of service provider. The service provider will ensure capacity building of the IT resource persons of PeMT on maintenance of software. The service provider will ensure the all source codes of previous and latest builds with the requisite SDK are handed over to the FS&CW/OSCSC department upon exit.

6.18 Fraud and Corrupt Practices

- The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, OSCSC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, OSCSC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid

Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

- Without prejudice to the rights of OSCSC under Clause above and the rights and remedies which OSCSC may have under the LOI or the Agreement, if a Bidder is found by OSCSC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Work Order or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by OSCSC/ Any Department of State Govt. during a period of 2 (two) years from the date of such Bid.
- For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
    - “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of OSCSC who is or has been associated in any manner, directly or indirectly with the Selection Process.
    - “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
    - “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
    - “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by OSCSC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
    - “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Payment Schedule

Payment will be made to the primary bidder only as per the schedule given below subject to acceptance certificates of respective service by the PMU.

Category	Item	% of Cost	Payment schedule
Software development ,deployment and Project Implementation	Final Approved System Requirement Specification	5%	5% of the project cost will be paid after the Project Plan and the SRS has been approved by the evaluation committee of the GoO
	UAT of the web application	5%	15% of project cost will be paid on the successful completion of the UAT of the web application. Submission of Source Code for Software Modules, System Test Results (STR) of Software Modules Rollout of Software Modules at each target user offices and submission of completion Report
	STQC and CERT-IN certification of the complete software solution	10%	15% of project cost will be paid on the successful completion of the STQC testing of all modules as per the FRS. ,Source Code of Software Modules, submission of Report and security audit of the application through a CERT-IN empanelled firm and submission of certificate
	Phase 1:Successful implementation in BMC/Bhubaneswar block	10%	10% of the project cost will be paid on successful completion of the solution rollout in the BMC and Bhubaneswar block and all identified bugs/enhancements have been fixed. All service related activities (receiving applications, digitization, printing of Ration

Category	Item	% of Cost	Payment schedule
			Cards) have been completed successfully.
	Phase 2: Successful implementation in all areas covered under Phase 2	20%	20% of the project cost will be paid once the solution has been rolled out in all the areas of Phase 2 and all activities (receiving applications, digitization, printing of Ration Cards) have been completed successfully.
	Completion of all project related activities like submission of user manuals, Technical documentation, performance tuning etc.	10%	10% of the project cost will be paid all the necessary activities like creating user manuals, performance tuning etc. have been completed.
	Report on completion of training to users of each target offices on Software Modules, Certification of OCAC on successful completion of training on Software Modules		
Operations and Maintenance	Operation and Maintenance	2.5 %	2.5 % of the project cost towards Cost of maintenance and support will be paid on quarterly basis (12 qtrs.). as per agreed upon terms and conditions included in the proposal. These will be subject to the receipt and approval of monthly reports by the PMU.
Exit Management	Successful Exit Management	10%	10 % of the project cost will be paid on successful completion of exit management.
	Total	100%	

8. Annexure

8.1 Service Level Agreements

8.1.1 Implementation

Compensation for Termination of Contract

If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by FS&CW Department /OSCSC without any valid reasons acceptable to FS&CW Department /OSCSC, FS&CW Department /OSCSC may terminate the contract after giving 1 months' notice, and the decision of FS&CW Department /OSCSC on the matter shall be final and binding on the bidder. Upon termination of the contract, FS&CW Department /OSCSC shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

Liquidated Damages

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the bidder shall be liable to a penalty at 5% of the value of work order in respective phases, for every month of delay up to a maximum of 20%, after which FS&CW Department /OSCSC shall be at liberty to cancel the award. For the purpose of this clause, part of a month shall be considered to be a full month.

Security Audit of the Software

It is the responsibility of the service provider to make the application software audited by CERT-In empanelled agency authorized for providing security and controls certificates. Service Provider has to produce the certificate within 1 month from the date of UAT sign off and this must be before going live. Costs for security audit and all certifications are to be borne by the Service Provider.

Quality of the Software

FS&CW Department /OSCSC will engage a third party quality certification agency i.e. STQC for quality certification of the software application. It is the responsibility of the service provider to make the application software certified by the quality certification agency selected by FS&CW Department /OSCSC. The service provider should complete the quality certification process within 1month of delivery of software. The entire cost for quality certification has to be borne by the Service Provider.

Training

Quality and Effectiveness of the training sessions (CBT based) conducted by Service Provider for staff members & stakeholders are to be verified by third party like OCAC (engaged by the FS&CW Department /OSCSC). The third party will conduct a survey, collect feedbacks from the participants and submit a report on quality and effectiveness of the training provided by the Service Provider.

8.1.2 Operations

System Uptime & Performance

- The service provider will ensure that average application up time between various defined operating locations is not less than 99.5% per week always except in any planned software/hardware/network outage approved by PeMT in FS&CW Department /OSCSC in advance. The service provider will ensure that average page loading time for application & reports is not more than 10 seconds. The service level dependency in this case is functioning of communication link via Telephone Exchange Line or any other means, uncovered power outage by the State Data Centre, breakdown of the hardware and networking equipment of the servers, scheduled down time for upgrade & patches for application and system software, planned maintenance. The selected Service Provider will plan scheduled downtime outside primary business hours (office hours) with prior permission from FS&CW Department/OSCSC . In exceptional circumstances FS&CW Department/OSCSC may allow the Service Provider to plan scheduled down time during primary business

hours (office hours). For every 1% drop in average application uptime per week during maintenance & hand holding support for software, the bidder shall be liable to a penalty at 5% of the value of work order, up to a maximum of 25 %, after which FS&CW Department /OSCSC shall be at liberty to cancel the contract. For the purpose of this clause, part of week shall be considered to be a full week.

Complaint center and Central service centre

Helpdesk will provide its services on all days of the week between 10:00 AM to7:00 PM. If required, the helpdesk should be operational from 8 AM to 8 PM, seven days a week, including Sunday. The service provider should adhere to the severity levels and minimum response time of different type of calls as proposed by PeMT. The service provider must resolve at least 90% of logged complains within required response time.

8.2 Expected timelines for activities to be performed by the Service Provider

The timelines below are indicative and the bidder should propose their own timelines that are feasible to them along with the bid.

Sr. No	Activity	One time	Phase 1	Phase 2
1	Submission of Project Plan and SRS to the PMU	11 -13 March		
2	Design web based application/GUI for collection of Request for inclusion in the Priority List and generating Ration Card images for printing.	1 month - by 15th April (UAT - 16-19 April)		
3	Creation of Db. and DBMS for hosting the NPR, external sources and Self-Declaration databases.	1 month - by 15th April (UAT - 16-19 April)		
4	Empanelment of CSC/Cyber Cafes/Kiosks for receiving and digitization self-declarations.	by 15th April		
5	Hosting of NPR list on server and FS&CW website and sharing selected fields with the Block Offices/CSC/Cyber Cafes to ensure that applicants fill in their NPR ID.	17-Apr		
6	Rollout of application and deployment of personnel for providing assistance in filling application forms, verification and online digitization of self-declarations. These forms will be digitized at the time of submission and the submitted form will be given out as receipt to the applicant.		21 April to 5 May	12-May

Sr. No	Activity	One time	Phase 1	Phase 2
7	Conduct on-ground awareness campaign through posters, public announcements etc.		15 April-30 April	12 May to 2 June
8	Receipt of applications		15 days/21 April-5 May	3 weeks/2 June
9	Completion of software development (web application, DB, DBMS, RC printing application etc.)	05-May		
10	Merging the self-declaration database with the eligible list generated by merging the NPR Db. with the secondary sources Db. after application of exclusion criteria		5-10 May	2 June to 7 June
11	Inclusion of left out families from unmatched data after Physical verification by GoO		Physical verification - mismatch, exclusion vs inclusion, (draft priority list) and targeted families list - lists to be ready by wards/GPs by 10 May, verification to be completed by 26 May	7- 21 June
13	Seeding of Aadhaar numbers		on-going	on-going
14	Draft publication of the Priority HH list for receiving objections/corrections and de-duplication. The copies of the printouts will be displayed in the Public Domain at each GP/Ward/Block and ULB.		From 28 May to 11 June	28 June- 12 July

Sr. No	Activity	One time	Phase 1	Phase 2
15	Inclusion/Deletion of the Priority HH list after completion of the disposal of the objections by concerned BDO/EO or their authorized representatives		12-19 June	19-Jul
16	Hosting of finalized list of Priority HH in the Public Domain (FS&CW website and GoO website)		20-25 June	20-25 July
17	Printing of Bar coded Ration Cards at ULB/Block Level		25 June -1 July	25-31 July
18	RC database management w.r.t mutation, replacement of loss/damaged Ration Cards, issue of new Ration Cards(targeted beneficiary identification) after approval from GoO officials		Permanent stations for receipt of applications to be set up at Block/ULB level to cover up the left-out families.	Permanent stations for receipt of applications to be set up at Block/ULB level to cover up the left-out families.

8.3 Security standards for data transfer

The applications must ensure the following to meet security standards:

- Secure Device Configurations
- Continuous Vulnerability Assessment and Remediation
- Malware Defences
- Application Software Security
- Wireless Device Control
- Privacy and Security Training
- Separation of System Resources
- Controlled Use of Administrative Privileges
- Boundary Defence
- Audit Logging
- Controlled Access Based on the Need to Know
- Account Monitoring and Management
- Data Loss Prevention
- Incident Response Capability

8.4 Ration Card specifications

The ration card should contain the following details:

- Ration card number
- Date of issue
- Address of beneficiary family
- Code and location of home FPS
- Name of head of family (Eldest women of the family)
- Name, relationship to head of family, age of all attached beneficiaries
- Classification and associated entitlement per beneficiary of family
- Linear bar code with ration card number

Card Type	PVC Matt finish
Thickness	600 Microns
Dimensions	180 X 120 MM (ISO standard)
Color range	Both sides 4 color variable printing
Printing type	Specialized printing using ink and thinner supporting 100% bonding with PVC
Lamination	UV Varnish on both sides
Design	Fixed data As per design Variable data As per design.
Longevity	More than 5 years

8.5 Bidder's Profile

Particulars	Details	Page number (in case of attachment)
Name of the firm Telephone number Fax number Email		
Registered office address		
Correspondence address (if different from the above address)		
Details of the Contact Person (name, designation, address) Telephone number Fax number e-mail		
Is the firm registered under Indian Companies Act 1956? Year and Place of the establishment of the Company		

Particulars	Details	Page number (in case of attachment)
Service Tax Registration, PAN details		
Bidder should have CMMI Level 3 or above certifications And the consortium partner (if any) should have ISO 9001:2008 certification related to IT Services		

8.6 Checklist for Pre-qualification Bid

1. Certificate of Incorporation
2. Registration Certificate
3. Chartered Accountant Certificate for Turnover & Net worth
4. Project Citation Format (Refer to section 8.7.4)
5. Certificate from HR Department for number of technically qualified professionals employed by the company
6. Self-Declaration stating that the bidder is NOT ineligible for corrupt or fraudulent practices as per the format of the responding firm or section 8.7.11
7. Affidavit of declaration stating that the bidder does not have any record of poor performance or abandoned work and is not blacklisted by any State government or Government of India
8. Payment for RFP Document (Demand Draft for Rs. 10,000 (Rupees Ten Thousand Only), Payment for EMD (Demand Draft/Bank Guarantee for Rs. 15,00,000 (Rupees Fifteen Lakh Only)
9. Copy of ISO 9001:2008 Certification which is valid on date of submission.
10. Copy of CMMI Level 3 or above Certification document which is valid on date of submission.

For consortiums all details as mentioned in this section (except payments for RFP documents and EMD) should be provided for the all the individual partners in the consortium.

8.7 Submission templates

8.7.1 Technical Bid Checklist

Activity	Subsection
Covering Letter for Technical Proposal	• Letter of Proposal (Section 8.7.2)
Relevant Experience	• Relevant Experience – Handling biometric information database – Digitization of details – Printing and distribution of ration cards (any government cards)
Proposed Technical Solution	• Proposed Technical Solution – Specification of hardware deployed at different locations – Process flow map ▪ Shows activity flow and activity location ▪ Show data flow – highlighting how hardware is interacting ▪ Highlight hardware and software being used for each process step – Software design - clearly indicating functionalities and integration of all software modules ▪ Highlights functionalities used for each process step ▪ Ensures integration of software modules – Security measures to protect data
Proposed Implementation Plan	• Proposed Implementation Plan – Timeline for implementation ▪ Timeline for development of software and procurement of hardware ▪ Dates for demonstration and testing of

Activity	Subsection
	software and hardware ▪ Timeline for phased implementation ▪ Timeline for printing ▪ Timeline for setting up RC update facility – Implementation team structure and qualifications ▪ Details of team structure, no of team members, qualifications, roles and responsibilities (Section 8.7.5) – Training and capability transfer ▪ Outline of training content ▪ Details of training team ▪ Training schedule ▪ On-site support withdrawal plan – Hardware and software support team structure, location and qualification
Any other	• Any other supporting documents

8.7.2 Letter of Proposal

<Location, Date>

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Subject: Submission of the Technical bid for *<Name of the assignment>*

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the OSCSC on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

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

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

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

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

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

Yours sincerely,
Authorized Signature [*In full and initials*]:
Name and Title of Signatory:
Name of Firm:
Address:
Location:_____Date:

Particulars of the Bidder

Sl. No.	Information Sought	Details to be Furnished
A	Name ,address and URL of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	

8.7.3 Undertaking on Support to Third Party Solution acceptance and certification

Date:

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

1. I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by OSCSC) before the system is commissioned.
2. I/We understand that the certification expenses will be borne by the Service Provider and the responsibility to ensure successful acceptance and certification lies with the Service Provider.
3. I/We hereby undertake that we shall do all that is required of the Service Provider to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

8.7.4 Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

8.7.5 Template for Manpower deployment declaration

Please provide a separate table for software development, Project management and Services etc.

8.7.6 Declaration of activities sub-contracted

Sl. No.	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement
1					

Date:

To:
Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Dear Sir,

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would be sub-contracted.

Sr. No	Activity

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Department.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

8.7.7 Commercial Bid Format

Financial Proposal (Overall Cost)

Sl. No.	Cost heads	Unit Cost (Rs.)	Tax (if any)	Total Cost (Rs.)	Phase	
					1	2
1	Software Development with STQC and CERT-in certifications					
2	Data Digitisation & Printing of Rations Cards					
3	Training					
4	Operations & Maintenance					
5	Awareness & Campaigning					
6	Manpower					
7	Other Costs if any					
	Grand Total (Rs.)					

Template for detailed costing of each expenditure heads as mentioned in Overall Costs

Sl No.	Item	Description	Price per unit (Rs.)	Tax (if any) (Rs.)	Quantity	Total Price (Rs.)
1						
2						
3						
4						
5						
					Total Cost (Rs.)	

Training/Workshop Commercial Format

Sl No.	Training/Workshop Item	Description	Cost Pre trainee	Service Tax (if any)	No. of Persons	Total Price (Rs.)
1						
2						
3						
4						
5						
6						
					Total Cost of Training (Rs.)	

Application Support & Maintenance Cost

Sl No.	Item	Description	Unit Price (Rs.)	Tax (if any)	Total Price(Rs.)
AMC for a Period of 3 years at 12 equal installments from date of Go-Live of all services					
1					
2					
3					
4					
5					
6					
				Total Cost for Maintenance and Support (Rs.)	

8.7.8 Commercial proposal Covering letter

<Location, Date>

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for *<Title of Implementation Services>* in accordance with your Request for Proposal dated *<Date>* and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <*Amount in words and figures*>. This amount is inclusive of the local taxes.

1. 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 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.
Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. 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 the Annexure 8.7.13 of this RFP document.
Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [*Date*].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.
Thanking you,

We remain,
Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

8.7.9 Form for Undertaking on Total Responsibility

Date:

To:
Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Beneficiary Identification and Enrolment Process as part of the end to end computerization of TPDS for the state of Odisha.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

8.7.10 Template for Bank Guarantee for EMD

To,

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office
C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <RFP Number> dated <Date> for <Name of the assignment> (hereinafter called "the Bid") to OSCSC.

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

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document;
Or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

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

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)

II. This Bank Guarantee shall be valid up to *<insert date>*

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before *<insert date>*) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:
Date:

8.7.11 Form for self-declaration of not been Blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Managing Director
Odisha State Civil Supplies Corporation Limited (OSCSC),
<<Address >>
Fax +91 -674-
Phone +91-674-
Email: <<email id>>

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self-Declaration of not been blacklisted in response to the RFP for Selection of Service Provider for TPDS transformation Processes.

Dear Sir,
We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

8.7.12 Template for Rollout Plan

Sl No.	District	Block	Ward/ GP	No. of CSC	No. of personnel deployed	Date
1						
2						

8.7.13 Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<Email id>

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to OSCSC (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <*Insert Date*>)
Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**

II. This bank guarantee shall be valid up to <*Insert Expiry Date*>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <*Insert Expiry Date*>) failing which our liability under the guarantee will automatically cease.

8.8 List of Project related documents

These documents have to be provided by the vendor in the due course of the project implementation. These have to been signed and approved by the Steering committee before they can be implemented.

- Detailed Project Plan
- Detailed System Study Report
- List of services, Service Definitions, Service Levels
- Updated/vetted FRS
- SRS document
- Traceability matrix
- HLD documents
- Application architecture documents.
- Logical and physical database design.
- Data dictionary and data definitions.
- Application component design including component deployment views, control flows, etc.
- LLD documents
- Application flows and logic.
- GUI design (screen design, navigation, etc.)
- All Test Plans
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- Design of real-time tools for monitoring volumes and for generating real-time MIS
- Training and Knowledge Transfer Plans.
- List of bugs that might still be present during the time of trial in the field