

**DIRECTORATE OF LEGAL METROLOGY  
FOOD, SUPPLIES & CONSUMER WELFARE DEPARTMENT  
GOVT. OF ODISHA, KHANDAGIRI, BHUBANESWAR**

**RFP No. DLM-T-5/18/3585**

**Dt. 22- Nov-2018**

<b>1</b>	<b>Procurement Office:-Inviting Tender/ Bids/RFP</b>	<b>Directorate of Legal Metrology, Odisha, Bhubaneswar</b>
<b>2</b>	<b>Name of the Work</b>	<b>Procurement of Selection of service provider for Digital Signing Component for Directorate of Legal Metrology (DLM)</b>
<b>3</b>	<b>Period of availability of Bid document.</b>	<b>From 22-Nov-2018 to 7-Dec-2018</b>
<b>4</b>	<b>Last date and time for submission of the Sealed Envelope containing the EMD, cost of RFP document.</b>	<b>7<sup>th</sup> Dec, 2018 by 3:00 P.M.</b>
<b>5</b>	<b>Date and opening of RFP</b>	<b>10th Dec 2018, 3.00 P.M.</b>

Other details can be seen in the FS & CW Department Website i.e. <http://foododisha.in>,  
[www.odisha.gov.in](http://www.odisha.gov.in) & [www.tendersodisha.gov.in](http://www.tendersodisha.gov.in)

**Sd/- J K Lakra  
Controller, Legal Metrology**

**Terms of Reference**  
**For**  
**Selection of service provider for**  
**Digital Signing Component for**  
**Directorate of Legal Metrology (DLM),**  
**Govt. of Odisha**

**The Controller, Legal Metrology**  
**Directorate of Legal Metrology,**  
**Khandagiri, Odisha , Bhubaneswar-751030**  
**Contact No: 0674-2350184 / 2350872**

## Disclaimer

The information contained in this TOR Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of The Directorate of Legal Metrology (DLM), Govt. of Odisha. or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this TOR Document and all other terms and conditions subject to which such information is provided.

This TOR Document is not an agreement and is not an offer or invitation by the Tendering Authority to any party other than the bidder who are qualified to submit the Bids (“Bidders”). The principle of this TOR Document is to provide the Bidder(s) with information to support the formulation of their Proposals. This TOR Document does not purport to contain all the information each Bidder may entail. This Document may not be apposite for all persons, and it is not possible for Tendering Authority, its employees, or advisors to consider the investment objectives, financial situation, and needs of each Bidder who reads or uses this TOR Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Document and where necessary obtain independent advice from appropriate sources. The Tendering Authority, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Document. The Tendering Authority may in its absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this TOR Document.

## Fact Sheet:

Bidders are advised to study this TOR document carefully before submitting their proposals in response to this TOR. Submission of a proposal in response to this TOR shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Failure to furnish all information required as mentioned in the TOR documents or submission of a proposal not substantially responsive to the TOR documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

Sl#	Information	Details
1	RFP Number	
2	Date of Publication of RFP	22 <sup>th</sup> Nov 2018
3	Date of Submission of Pre-Bid queries	26 <sup>th</sup> Nov 2018 Mail: <a href="mailto:dclmorissa@gmail.com">dclmorissa@gmail.com</a>
4	Date & Time of Pre-Bid and Venue	28 <sup>th</sup> Nov 2018, 3.30 PM Venue: Conference Hall of Directorate of Legal Meteorology
5	Release of Corrigendum	30 <sup>th</sup> Nov 2018
6	Last date of bid submission	7 <sup>th</sup> Dec 2018 by 3.00PM
7	Opening of General-cum-Technical Bid	10 <sup>th</sup> Dec 2018, 3.00 P.M.
8	Opening of Financial Bid	15 <sup>th</sup> Dec 2018, 3.00 P.M.
9	Contact Person for queries	Mr. Biswajit Sasmal, Email: <a href="mailto:dclmorissa@gmail.com">dclmorissa@gmail.com</a>
10	Addressee and Address at which proposal in response to RFP notice is to be submitted:	The Controller Legal Metrology, Directorate of Legal Meteorology, Khandagiri, Bhubaneswar-751030
11	RFP Document Fee (non-refundable)	INR.1000/-
12	Selection Method	Least Cost Method (L1)
13	RFP issued by	The Controller Legal Metrology
14	EMD	INR.26000/-
15	PBG	10% of the contract value

## **1 Part I- Bid Over view**

The Directorate of Legal Metrology (DLM), Govt. of Odisha is a part of Food Supplies and Consumer Welfare Department (FS&CW), Govt. of Odisha. The DLM is concerned with administration of L.M. Act 2009 in the state. DLM mainly involves in application of legal registration of the weights and measure.

DLM is in the process of implementation of a web-based solution which will facilitate processing of application and issuance of online license.

In order to expedite the process and make it more efficient, DLM require digital signing facility for its user to digitally sign the soft copy of documents (License, Verification & Inspection Certificate) using his/her Digital Signing Certificate (issued by authorized Indian CA). DLM is expected to issue 3.5 Lakhs to 4 Lakhs license per year. The features of the required solution are mentioned under section 3.2 of the tender document.

DLM solicits proposals from qualified bidders for providing services for Digital Signature, Supply, Installation, Commissioning, Implementation and support for CA solution as per CCA guidelines.

## Part II - Instruction to Bidder

### 1.1 Eligibility Criteria

Bidders are expected to meet the following criteria. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents / documentary evidence will not be considered for the bidding process.

SI #	Criteria	Basis of Evaluation	Documents Required
1.	Legal Entity	The bidder should be a company registered under the Indian Companies Act and must be in operation since last 3 years as on date of submission of Bid.	<ul style="list-style-type: none"><li>– Certificate of Incorporation</li><li>– GST Registration Certificate</li><li>– Copy of PAN</li><li>– Work orders confirming 10 years of operation</li></ul>
2.	Turnover	The bidder must have average annual turnover of Rs. 90 lakhs or above in last three financial years ending at 31/03/2018.	Extracts from the audited Balance Sheet and Profit & Loss OR Certificate from the statutory auditor
3.	Bidder experience	Should have implemented PKI component in minimum 3 Projects or given license to minimum 3 companies	Copy of Work order and Completion Certificates
4.	Technical Capability	The bidder should have Implemented / Operationalized at least One IT Project in the domain of Digital Signatures with PKI based solution for minimum project value of Rs. 30 lakhs or above	Copy of Work order and Completion Certificates
5.	Declaration	The bidder should be a CA licensed by the CCA for providing CA operations in India since last 3years	Proof of valid certificate
6.	Mandatory Undertaking	Bidder should: - a. Have positive net worth b. The bidder should not be currently banned or have been banned with any Government of India Agency/ PSU.	<ul style="list-style-type: none"><li>– Net worth certificates from CA</li><li>– Self-certification by authorized signatory</li></ul>
7.	OEM Authorization	Bidder should be an OEM or an Authorized partner of OEM for all the products offered in the bid for which Authorization letter is required to be submitted.	Documents to be submitted on OEM letter head. This authorization should be direct in the name of bidder.

8.	Tender Fees & EMD	Tender Fee of INR.1000/- and EMD of INR. 26,000/- in favor of Controller Legal Meteorology payable at Bhubaneswar	<ul style="list-style-type: none"> <li>– Tender Fee in shape of Bank Draft</li> <li>– EMD in shape of Bank Draft or Bank Guarantee</li> </ul>
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If required bidders complying with all the above eligibility criteria will be asked to give a Technical Presentation in front of the committee members.

## 1.2 Bid Processing

### 1.2.1 General Information:

- The bid process involves a two-stage evaluation namely, General cum Technical Bid, followed by the Financial bid.
- The bidder shall submit one General cum Technical and one Financial Proposal.
- Proposals should be in English Language only.
- The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- Bid should be valid for a period of 90 days from the date of submission
- Bid Currency shall be quoted in Indian Rupees (INR) only.
- The original proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be attested by the person or persons who sign(s) the Proposals.
- An authorized representative of the bidder should sign on all the pages of the Proposal. The representative's authorization should be confirmed by a written power of attorney.
- Authority reserves the right to accept or reject any/all bid without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the competent authority would be final and binding on the bidders.
- All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

### 1.2.2 Pre-Bid Meeting:

- A pre-bid meeting will be held on the date and venue as specified
- All those who have obtained bid documents can participate in pre-bid meeting to seek clarification.
- Maximum of two (2) bidder representatives will be allowed to the pre-bid meeting
- The bidders must submit any questions in writing (paper mail or facsimile or e-mail) to reach the nodal officer at least two (2) clear days prior to the pre-bid meeting.

- No questions regarding the bid will be entertained after the pre-bid meeting.
- Responses to bidder's questions will be communicated through the e-mail only

### **1.2.3 Proposal Submission:**

- One Hard copy as well as one soft copy (In DVD) of the General cum Technical Bid comprising
  - Documents complying to Eligibility Criteria
  - Documents as per the format mentioned under section 4.1,4.2,4.3
  - Compliance to Solution features in OEM letter head
  - Any other document required as per the tender requirement
- One hard copy of Financial Bid

### **1.2.4 Bid Opening:**

- The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- Bidder's representatives are free to be present at the time of bid opening.
- The bidder's names and the presence or absence of requisite bid security and such other details considered appropriate, will be announced at the time of bid opening.
- Bids that do not contain necessary security amount or which has substantive material deficiencies may be rejected upon opening.
- Bids received after the deadline (i.e. late bids) shall be returned unopened to the respective bidder.

### **1.2.5 Earnest Money Deposit (EMD):**

- Earnest money deposit: The proposal must be accompanied by earnest money deposit of INR26000/- in the form of Demand Draft or Bank Guarantee from any nationalized bank in favour of **Controller Legal Meteorology payable at Bhubaneswar** without which the proposal will be rejected outright. Earnest money deposit will not be accepted in cash or any other form. No interest is payable on the amount of E.M.D.
- The EMD will be refunded or returned to the bidders whose offers are not accepted by the Directorate within one month of the placing of final order to the successful bidder.
- However, for the successful bidder, the Earnest money deposit so submitted will be refunded on 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 EMD may be forfeited:
  - If a bidder withdraws its bid during the period of bid validity.



- In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with DLM, after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) if the bidder is non-response or does not provide appropriate response to any clarification sought by the client within the stipulated time during bid evaluation (f) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of DLM in timely finalization of this tender. The decision of DLM regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in any of the above-mentioned cases may involve black-listing of the bidder by DLM.

#### **1.2.6 Performance Security:**

- After acknowledgement of the Lol by the selected bidder, a performance security of 10% of contract value has to deposit in the form of DD/BG of any nationalized /Scheduled Bank for a period of 1 year Six months and shall sign the Agreement within seven days from the issue of the Lol

#### **1.2.7 Financial Bid:**

- The bidders should submit their financial bid in the specified formats only.
- The total quoted cost for completion of project shall be inclusive of all taxes and duties.

#### **1.2.8 Bid Evaluation & Award of Contract:**

Directorate of Legal Meteorology (DLM) will constitute a committee, which will evaluate the response as per the following procedure.

- The committee will first evaluate the General cum technical Bid.
- During evaluation the committee might ask for any supporting requirements to the bidder for the evaluation purpose
- Proposals found to be non-responsive for any reason or not meeting the eligibility criteria, as specified in this RFP shall be rejected. Decision of the committee in this matter shall be final and binding on all bidders.
- The financial bid of only qualified bidders will be opened.
- The bidder with lowest financial bid will be awarded with the Lol.
- The selected bidder needs to sign a separate contract document with DLM prior to the execution of the work.
- If for any reason DLM is unable to finalize an agreement with the bidder ranked first, DLM may proceed to the next ranked bidder, and so on until a contract is awarded. The decision of DLM regarding this shall be final.

### **1.2.9 Resolution of Disputes:**

The Bidder and DLM shall endeavor 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 Officer nominated by DLM 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 any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration. 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.

## 2 Part III - SCOPE OF WORK, DELIVERABLES & TIMELINES

### 2.1 Current Environment

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Sr. #	Server	Platform	Quantity (Physical)
1.	Application Server	IIS 8.0	1
2.	Web server	SQL Server 2012	1
3.	Database Server	IIS 8.0	1

### 2.2 Solution Components & Features

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Following components are required for the PKI solution.

a. Form Signing and Verification

The digital signature generated by signer component should comply with internationally accepted standards. It should support both attached as well as detached signature verification. It should also support verification of files which are signed multiple times.

b. File Signing and Verification

In file signing and Verification utility, two variations are required first browsing of file from client machine itself and second instead of browsing file, application will provide Base64 format string (PDF file) for signing and PKI solution will return signed PDF file in Base64 format. It should also support verification of files which are signed multiple times. It should also support signing of large files up to 20 MB.

Bidder shall provide the licensed PKI solution which shall include the following features.

- Provide [PKI] Digital signing component which should work for signing the PDF files and ability to have the functions to store registering the Digital certificates details in DLM database.
- PKI solution should integrate with the DLM Application in a secured manner.
- Comply with interoperability guidelines for Digital Signature Certificates issued by Controller of Certifying Authorities, Govt. of India. Any Changes in the same to comply with the guidelines are to be done without any extra charge during ATS period.
- The signer component should have the capability to filter expired certificates as well as class of digital certificates.

- The Digital Signature solution shall be compatible with all browsers like Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, safari etc. In all existing version. It should be compatible on all OS i.e. Windows, Ubuntu, Linux, Unix, MAC, RHEL etc.
- The signer component deployed on the client side should restrict the use of Digital Signature from non-FIPS compliant USB Tokens thereby allowing use of only FIPS140-2(Level-2) compliant or higher-grade USB tokens in the authentication process.
- The PKI component should be compatible to Cloud environment if required.
- The solution should have two components, the client-side digital signing module (signer component) integrated with DLM application and server-side digital signature verification module (verification component).
- Digital Signing on the PDF file shall be done on the client side using Digital Signing Certificate (Issued by any CA in India (CCA India)) and Signature details shall be displayed on the signed PDF file.
- Signer's information should be visible on every page of PDF file. The visibility of signer's information on signed PDF could be different based on the PDF file (Registration Certificate, Verification and License etc.). The Standards as specified in PDF/A and/or ISO 19005 shall be followed in this regard.
- The PKI component shall support PKCS#11 (e-Token) and shall have provision for other formats like CADES, XADES etc.
- The PKI component shall use SHA-2 and higher Hash algorithm and RSA - Signature algorithm and other algorithms and standards as specified in IT Rules 2000 (2008 amendment), Rules and Regulations.
- The solution shall accept X.509 v3 digital certificates issued by all licensed certifying authorities (CAs) in India.
- The PKI Component should have provision to verify (signature and trust) the digital signature of the signed PDF on the server before PDF file gets stored on the server. This shall adhere to Digital Signature End Entity Rules 2015.
- Multiple document can be signed at one time
- Should support signature of multiple person in single document.
- The PKI Component shall have support for digital signature-based encryption and decryption. This functionality shall be optional and can be enable as and when required.
- Trust chain shall be validated by the PKI component.
- The DLM user shall have provision to sign multiple PDF documents in one go.
- The PKI Component and the application provided under this agreement shall run on old and latest version of IIS 8.0 and above.
- Provide notification capability to alerts appropriate officer for suspicious events and systems failures via phone, text messaging, email etc.

- The PKI component should have provision to use Online Certificate Status Protocol (OCSP) to check the status (e.g. Revoked or Valid certificate) of Digital Certificate.
- Audit log files shall be generated for all events relating to the Digital Signature. All security audit logs shall be retained and made available during Forensic requirement and compliance audits.
- DLM application should be able to extract the Digital Certificate (Issued by valid Indian CA) information/detail to register/record in their database.

## 2.3 Scope of work

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The bidder needs to provide a solution complying with all the features mentioned above and primarily carry out the following activities.

### 2.3.1 Implementation of PKI solution:

- Supplying of PKI solution
- Integration of the component with DLM application
- Testing (Unit, System Integration and User acceptance testing) of the component upon installation and integration with the DLM application.

*P.S: After one month of successful running of PKI solution with DLM application final acceptance report will be signed jointly by DLM and vendor representative and date of signature will be considered as initiation of Support & Maintenance Phase.*

### 2.3.2 Support and Maintenance:

- Provide offsite support over phone/telephone/web/email during working hours.
- Provide onsite support for the issue which are not resolved by offsite support
- Configure logging capability to ingest the logs from the solution into the DLM systems
- Configure operational and error logs

## 2.4 Deliverable

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The bidder is required to submit the following deliverables.

- Project implementation plan
- End-user manual
- System Administrator/Technical manual
- Training Manual
- Design Document
- Test Cases
- Technical system integration document and API

## 2.5 Timeline & Payment Term

Implementation of PKI solution & Final Acceptance	30 days from date of issuance of work order = T1	100% after successful PKI solution & Final Acceptance
Support and Maintenance	T1 + 365 days	20% to be paid on quarterly basis
Supply of Class 2 Digital Signature Certificate (Organization) for 1 Year with Token	Within 15 Days of issuance of work order	100% after Supply of Class 2 Digital Signature Certificate (Organization)

## 2.6 Service Level & Penalty:

– Phase	– Service category	– Target Service Level	– Penalty	– Penalty Cap
– Implementation of PKI Solution	–	– One Month	– 0.2% penalty of Total Project Cost for every one-week delay beyond the target service level	– Maximum of 5% of Total value of the contract
– Support & Maintenance	– Response Time	– 2 Hours	– INR 50 per hour of delay beyond the target service level	– Maximum of 5% of Total value of the contract
	– Complaints not requiring site visit for resolution	– 8 Hours	– INR 200 per hour of delay beyond the target service level	– Maximum of 5% of Total value of the contract

	– Complaints requiring site visit for resolution	– 48 hours	– INR 500 per day of delay beyond the target service level	– Maximum of 5% of Total value of the contract
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*P.S: In case delay continues even after reaching the defined penalty cap DLM may terminate the contract*

### **3 Part V -Format for Submission of Proposal**

#### **3.1 Covering letter**

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To,  
The Controller Legal Metrology,  
Directorate of Legal Metrology  
Khandagiri, Bhubaneswar-751030. Odisha

Subject: Submission of the Technical and Financial bid for “Selection of service provider for Digital Signing Component for Directorate of Legal Metrology (DLM).

Bid Reference No -

Dear Sir/Madam,

We are hereby submitting our Proposal, which includes the General cum 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 the TOR Document.

We agree to abide by all the terms and conditions of the TOR document. We would hold the terms of our bid valid for 90 days as stipulated in the TOR document.

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

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:



### 3.2 Bidder Company Profile

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S No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited / private limited etc.)	
3.	Year of Establishment	
4.	Date of registration	
5.	ROC Reference No.	
6.	Details of company registration	
7.	Details of registration with appropriate authorities for service tax	
8.	Contact Person: Name Address Email Phone Nos Mobile Number	

### 3.3 Project Profile

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SI #	Client Name	Project Name	Year of completion	Project cost

Copy of Work Order & Completion Certificate/ Ongoing project certificate must be attached with this Annexure.

**Signature & Seal**  
**(Authorized Signatory)**

### 3.4 Commercial Bid

To,

Date-

The Controller Legal Metrology,  
Directorate of Legal Metrology  
Khandagiri, Bhubaneswar-751030. Odisha

Subject: Submission of the Technical and Financial bid for “Selection of service provider for Digital Signing Component for Directorate of Legal Metrology (DLM)”.

Bid Reference No –

Dear Sir,

We, the undersigned, offer to provide above service in accordance with your RFP. Our financial proposal for project is given as below:

One-time Cost:

Item No.	Description	Cost [A]	Taxes [B]	Cost = A+B
1.	Implementation of PKI solution & Final Acceptance			
2.	Support & Maintenance for period of 1 year			
3.	Supply of Class 2 Digital Signature Certificate (Organization) for 1 Year with Token per unit			
4.	Class 2 Digital Signature Certificate (Organization) for 1 year without Token per unit			
<b>Total cost (In Figure-----)</b>				
<b>Total cost in words (Rupees _____)</b>				

- DLM will not be liable to pay any other cost which are required for running & deployment of PKI Component for DLM – Application.
- Our financial proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the proposal, i.e. 90 (days).
- The total (inclusive of all taxes) of financial bid shall be taken into consideration for selection of service provider agency.

- In case of any discrepancy between Total Cost (In figure) & Total Cost in Words (Rupees), the Total Cost in Words (Rupees) will prevail.
- All the columns for price must be filled up even if the amount is zero (0.00) for any item
- The contract will be initially for a period of one year which will be extended further for the period of 2years based on the requirement of the Directorate and performance of the implementing agency at the same price.
- The price mentioned for Class 2 Digital Signature Certificate (Organization) for 1 year without Token per unit shall be applicable after the expiration of Digital Signature Certificate (Organization) after 1 year considering the requirement of the Directorate.
- We undertake in competing for and, if the award is made to us, in executing the above services, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988. We understand that you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized signatory)

Date:

Name:

Designation: