

**Request for Proposal**  
**For**  
**Aadhaar Enabled Pension Disbursement in**  
**802 GP/ Wards (of ULB) of Odisha**

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RFP REF NO : 8065

**Government of Odisha**  
**Social Security & Empowerment of Persons with**  
**Disabilities (SSEPD) Department**  
**SIDR Building, Capital Hospital Campus,**  
**Unit-6, Bhubaneswar-751001**

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Department reserves all the rights to cancel, terminate, change or modify this selection process and/or requirements of bidding stated in the Tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Department or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

## **Abbreviations**

AUA	Authentication User Agency
CBT	Computer Based Training
CMMi	Capability Maturity Model Integration
DBT	Direct Benefit Transfer
EA	Enrolment Agency
e-KYC	Electronic Know Your Customer
EMD	Earnest Money Deposit
GIS	Geographic Information System
GoO	Government of Odisha
GP	Gram Panchayat
IGNDPS	Indira Gandhi National Disability Pension Scheme
IGNOAPS	Indira Gandhi National Old Age Pension Scheme
IGNWPS	Indira Gandhi National Widow Pension Scheme
IT/ICT	Information Technology/ Information Communication Technology
MBPY	Madhu Babu Pension Yojana
NIC	National Informatics Center
NPR	National Population Register
NSAP	National Social Assistance Programme
ORSAC	Odisha Remote Sensing Application Centre
PoS	Point of Sale
PSU	Public Sector Undertaking
QR Code	Quick Response Code
RFP	Request for Proposal
SDC	State Data Centre
SRDH	State Resident Data Hub
SRS	Software Requirement Specification
SSEPD	Social Security and Empowerment of Persons with Disabilities
STQC	Standardization Testing and Quality Certification
UIDAI	Unique Identification Authority of India
ULB	Urban Local Bodies
W & CD	Women and Child Development

**SALIENT FEATURES OF BID**

<b>Sl. No.</b>	<b>Events</b>	<b>Date, Time</b>
1.	Start date of issue / sale of RFP document	24-10-.2017
2.	Last date and time for Submission of Queries	25-10.2017 by 5 PM
3.	Pre-Bid Meeting	30-10-.2017 at 12 noon
4.	Issue of Corrigendum, if any	05-11-.2017
5..	Last date and time for Submission of Bid	24-11-.2017 by 2 PM
6.	Opening of Pre-Qualification/General bids	07-12-.2017 by 4 PM
7.	Opening of Technical bids	13-12-.2017 by 4 PM
8.	Presentation on approach and methodology	.16-12-2017 by 4 PM
9.	Opening of Commercial bids	20-12-.2017 by 4 PM

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## **1 Introduction**

The Social Security and Empowerment of Persons with Disabilities Department was created as a separate Department in Odisha during 2015-16 being bifurcated from W & CD Deptt. Since inception, it has been working for the overall development of Disable persons, provide social security pension, provide pension to destitute and person with disabilities through a host of specially designed schemes and programmes. It also deals with schemes for the Senior Citizens, Drug addicts, Beggars and Transgenders.

The Department of Social Security and Empowerment of Persons with Disabilities has an elaborate field formation with the District Social Security Officer (DSSO) to assist the Collector in each District and a Sub-divisional Social Security Officer (SSSO) in every sub-division. Besides this, there is Block Social Security Officer (BSSO) at the Block level who assists the Block Administration in implementing the social security programmes. The Department has a statutory body known as State Commissioner for Persons with Disability (SCPD). State institute for Disability Rehabilitation (SIDR) a state level nodal agency is currently functioning at Bhubaneswar.

The National Social Assistance Programme (NSAP) which came into effect from 15th August, 1995 represents a significant step towards the fulfillment of the Directive Principles in Article 41 of the Constitution. The programme introduced a National Policy for Social Assistance for the poor and aims at ensuring minimum national standard for social assistance in addition to the benefits that Odisha state is currently providing as Madhu Babu Pension Yojana (MBPY). NSAP at present, comprises of Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS), Indira Gandhi National Disability Pension Scheme (IGNDPS), National Family Benefit Scheme (NFBS) and Annapurna.

## **2 Objectives**

The RFP aims to select an experienced technological partner to work at field level with Department for automation of disbursement of social security pensions through Aadhaar Authentication.

## **3 Background**

The social security pension is currently disbursed in cash at GP offices through field officials nominated by Department using acquaintance roll. At present, NSAP is fully digitized. Aadhaar seeding is under full swing.

Department wants to ensure correctness of manually seeded Aadhaar data, Aadhaar seeding of uncovered beneficiaries in camp and door-to-door approach, utilize online Aadhaar Authentication to ensure live status and correctness of Aadhaar Number allotted to the beneficiaries, remove names of ineligible/expired beneficiaries from the list, and authenticate each beneficiary before pension disbursement. Aadhaar Authentication will help to resolve identity bottlenecks in delivery, curbing leakages and ensure that the eligible beneficiary is not denied pensions, utilization of advanced technology like bio-metrics and POS (Point of Sale), online up-dation for generation of different kind of MIS Reports and real-time monitoring, reduce



manual processing, reduced paper usage, secure storage in softcopies for future reference, easy grievance redressal by referring online portal etc.

#### **4 Indicative Scope of Work for Agency**

- i. Supply, Commission and Maintenance of PoS devices will be as per following technical specifications
  - a. PoS devices with 2D barcode and QR code scanner & FP sensor
  - b. Iris scanner
  - c. Thermal printer
  - d. Processor- Capable of performing at least 10 transactions per minute in laboratory environment
  - e. Operating System- Operating system should be Linux (Latest Stable Kernel) /Android 4.0 or higher/ Windows. Device operating system which supports HTML5 based web browser and CSS 3.
  - f. Memory- 256MB or Higher RAM and 1GB or higher Flash memory
  - g. Expansion slot - Micro SD Slot to support SD card with minimum 8 GB high speed SD Card.
  - h. Communication – The device should support GSM Network with GPRS, GPS, Wi-Fi and Ethernet.
  - i. Interface - USB 2.0 or higher (full speed), the USB port should support device battery charging through any other USB charging source.
  - j. Display - 2.75 inch or higher color TFT Display
  - k. Key Pad - Hard (Optional) QWERTY keypad
  - l. Battery -Swappable & Dry/Rechargeable 2600mAH or higher, Li-ion or Li Polymer battery capable of providing minimum 6 hours of operation while all function of device active.
  - m. FP Sensor and external IRIS scanner should be STQC certified.
  - n. Power Adaptor- Power Adaptor with surge protection and operating range 100 to 240V, 50Hz. AC input.
  - o. SIM & SAM slot – Minimum one GSM SIM slot and one SAM slots for software up-gradation in device.
  - p. Printer - 2” or higher Integrated printer (Preferably Thermal Printer)

- q. Terminal Management - Device should be remotely manageable in secured mode.
- r. SDK of device should be compatible to Window, Linux and Android OS.
- s. EMI/EMC Compliance –
  - 1.Drop/Free Fall Test, in unpacked, switched off and normal handling conditions (Height : 100mm, Total no. of falls : 2)
  - 2.Vibration Test should be in packed condition, switched off conditions (10-150Hz, 0.15mm/2g, 10 sweep, cycles/axes)
  - 3.Bump test should be in packed condition, switched off condition.(1000Bumps, 40g, in vertical position)
  - 4.Add-On Antenna - May be provisioned for the PoS which will be used in remote locations and hilly areas for better signal reception and seamless transactions
- t. PoS support offline mode capabilities with ability to sync the transactions data as and when connectivity is resumed.
- u. POS should support mechanism for Aadhaar seeding of department beneficiaries.
- v. The supplier shall provide a comprehensive/Replacement warranty for two years from the date of Go Live for all POS Device and on-site AMC for 3 years from the date of expiry of warranty. (Total warranty + AMC will be a period of 5 years).
- ii. The supplier will develop and maintain PoS application (client end) based on the requirement of Department.
- iii. The supplier will develop, commission, maintain central application (Server end), MIS portal, with various reports required from time to time. The maintenance of the application software will be for a period of 5 years.
- iv. The supplier will ensure the integration of solution with OCAC AUA, Odisha SRDH and NSAP Portal of NIC.
- v. The supplier will ensure that POS supports mechanism for Aadhaar seeding of the department beneficiaries.
- vi. The supplier will be responsible for engaging a 3rd party Quality certifying agency (STQC or cert-in certified agencies) to conduct the assessment / review for the application software (both client and server end ) before “Go Live” without any extra cost.

- vii. The supplier will be responsible for ensuring the effective training of government officials, technical teams and other authorized stakeholders. The venue of the training programme will be at allotted districts.
- viii. The supplier will do GIS Mapping of the application (as per the data/application provided by ORSAC).
- ix. The Supplier will be responsible for ensuring the resolution of any issue/fault/errors/Hardware failures during the implementation or maintenance phase within the defined timeline.
- x. The supplier will deploy adequate number of Supervisory & technical support team for support operations.
- xi. The supplier will assist the Purchaser in identifying potential risks in the devices, remedy of any of the identified risks, develop strategies to measure, monitor and mitigate those risks and implement new controls.
- xii. The supplier will be responsible for managing all the updates on PoS and MIS as suggested by the GoO to improve the existing solution for entire duration of contract.
- xiii. The supplier shall be responsible to place its official in Bhubaneswar or any other location in Odisha to capture requirements at no additional cost to GoO
- xiv. The supplier will be responsible to benchmark the minimum data bandwidth required for seamless functionality of solution in online mode and meeting the performance requirements of the solution.
- xv. The supplier will take ownership of IPR and Source code developed for central application and PoS Device shall be with Department. The supplier will hand it over to the Government representatives at the time of exit.
- xvi. The supplier will convert beneficiary digitized data received from department to usable format for their operation.
- xvii. The supplier will conduct a connectivity survey at all the Panchayats and suggest for purchase of SIM.

## **5 Proposed Methodology**

### **5.1 Proposed Methodology for Pension Disbursement to Beneficiaries.**

The process flow is as follows.

- a) Department will provide the digitized data of all the beneficiaries scheme wise.

- b) Agency converts the converts the data into the suitable format and import into the device GP wise.
- c) Beneficiary would come to GP office along with Aadhaar card & Pension book given by department.
- d) Beneficiary will be searched by name /Beneficiary Number through the Application.
- e) If found, his/her Aadhaar card will be scanned to read the details of the beneficiary in the Aadhaar card.
- f) If the beneficiary Aadhaar number is not there, Aadhaar authentication will be done using the biometry of the official authorized by the department along with the biometry of one more person of the family endorsed by the beneficiary.
- g) Beneficiary will be asked to keep his left index finger on the fingerprint scanner attached to the PoS device. Once captured successfully, fingerprint template will be sent online for Aadhaar Authentication.
- h) If the beneficiary is authenticated, a printout of cash memo will be given to the beneficiary along with the eligible cash by Department official.
- i) If the beneficiary is not authenticated, Aadhaar authentication will be done using the departmental official biometric along with the biometric of another person of family endorsed by beneficiary.
- j) The status will be flagged in the database and will be synchroC Portal based on the internet connectivity available.
- k) During the disbursement of pension for the first time, Agency has to establish a biometric enrolment kit at GP/ Ward (for ULB) level for enrolling the beneficiaries who are not having Aadhaar Number.
- l) Any other methodology suggested by department time to time.

### **5.2 Coverage of 802 GPs/Ward (of ULB) in Khordha & Mayurbhanj districts.**

It is proposed to carry out the pension disbursement & Aadhaar seeding activities in the following two districts with 3 months technical & operational support.

- a) Approx. 250 Gram Panchayats (GPs)/Wards(of ULB) in Khordha district.
- b) Approx. 450 Gram Panchayat/ Wards(of ULB) in Mayurbhanj district.

The total GPs/ Wards(of ULB) to be covered in Phase-1 would be around 802 in the above two districts.

It is proposed to use one Biometric PoS device along with Iris scanner to cover 4 adjacent GPs/ Wards(of ULB) for the disbursement of the pension to the beneficiaries. For this, the disbursement dates will be scheduled separately for each GP/ Ward(of ULB) in the particular month (Ex. GP1 – 1st week of the month, GP2- 2nd week of the month, GP3 – 3rd week of the month, GP4- 4th week of the month thereby covering all the 4 GPs in the month with the same device).

One technical operator will be assigned for 4 GPs/ Wards(of ULB) to assist in the disbursement operations and organic seeding of the Aadhaar number of the beneficiaries. Around 180 operators will be deployed in the two districts to assist disbursement operations. Also 10 personnel of Agency will be engaged to supervise and provide technical support in the two districts for smooth operation.

## 6 Timelines \*

S.No.	Activity (in Months)	1	2	3	4	5
1	Finalization of Solution Architecture and requirements.	↔				
2	Design & development of Software modules as per requirements of Department.	↔				
3	Supply of Biometric PoS devices		↔			
4	Documentation & Training to users		↔			
5	Database preparation	↔				
7	Disbursement to the Pensioners through PoS device with technical & operational support			← 3 Months →		

\*Schedule starts from the date of confirm PO/Lol

## 7 Roles & Responsibilities

S.No.	Activity	Agency	Department
1	Finalization of Solution Architecture and requirements.	E	R
2	Identifying Nodal persons from department.	-	E
3	Design & Development of Software modules as per requirements of Department.	E	R
4	Connectivity Survey	E	R
5	Supply of Biometric PoS devices with Iris scanner	E	R
6	Provision of SIM Card for data connectivity of the device	-	E
7	Deployment of solution.	E	R
8	Documentation & Training to users	E	R

9	Technical & Operational support for 3 months.	E	R
10	Monthly Disbursement of Pension to the Beneficiaries after 3 months	-	E

**E:** Execution Role, **R:** Review/Monitor Role

### 7.1 Agency

- a) Deployment of two hundred numbers of Biometric PoS devices.
- b) Design & Development of Software modules.
- c) Mobile Connectivity Survey.
- d) Training of disbursement officers on usage of Biometric PoS device and application.
- e) Provide Handholding technical support & operational support for three months.
- f) Dashboard for viewing Reports online.
- g) Warranty of the Biometric PoS devices, Iris Scanner and Thermal printers for 2 years and AMC for 3 years.

### 7.2 SSEPD Department, Govt. of Odisha.

- a) Appointing Nodal Officers to co-ordinate for execution.
- b) Obtaining permission to use Authentication User Agency (AUA) of OCAC
- c) Provide Server Platform for Web portal through State Data Center or any other location.
- d) SIMs for device data connectivity on the name of department.
- e) Provide Beneficiary digitized data of Gram Panchayats/ Wards(of ULB) to be covered.
- f) Disbursement of Pension to the Beneficiaries.

## 8 Instructions to the Bidders

### 8.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by Department on the basis of this RFP.

- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by Department shall not give rise to any enforceable rights by the Bidder. Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Finance Department.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

## 8.2 Compliant Proposals/ Completeness of Response

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

## 8.3 Pre-Bid Meeting & Clarifications

### 8.3.1 Pre-Bid Conference

- a. Department shall hold a pre-bid meeting with the prospective bidders on scheduled date in SSEPD Department Office, Bhubaneswar.
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to the Director only by email [dwpwdodisha@hotmail.com](mailto:dwpwdodisha@hotmail.com) on or before the scheduled date & time.
- c. queries should necessarily be submitted in the following format:

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

Department 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 Department.

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

- a) The Nodal Officer notified by the Department will endeavor to provide timely response to all queries. However, Department neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Department undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, Department 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.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on [www.ssepd.gov.in](http://www.ssepd.gov.in) and [www.odisha.gov.in](http://www.odisha.gov.in) .
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Department may, at its discretion, extend the last date for the receipt of Proposals.

## 8.4 Key Requirements of the Bid

### 8.4.1 Responses Right to Terminate the Process

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

### 8.4.2 RFP Document Fees

RFP document can be downloaded from [www.ssepd.gov.in](http://www.ssepd.gov.in) or [www.odisha.gov.in](http://www.odisha.gov.in) or [www.tenders.gov.in](http://www.tenders.gov.in). The bidders are required to submit the document Fee of **Rs.10,000/-** (Rupees Ten thousand only) which is Non Refundable in the form of Demand Draft payable at Bhubaneswar and drawn in favour of "Director, SSEPD" issued by Nationalized / scheduled Banks in India along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be outright rejected.

### 8.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of **Rs 5 lakhs** only, in the shape of Demand Draft OR Bank Guarantee in specified format issued by any scheduled bank in favor of "Director, SSEPD" payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP.
- b) EMD of all unsuccessful bidders will be refunded by Department within 60 days of the bidder being notified as unsuccessful. The EMD, for the amount mentioned above, of successful bidder will be returned upon submission of Performance Bank Guarantee.



- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) EMD is exempted for Government/PSU companies.
- e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- f) 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.
  - If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion etc.

#### **8.4.4 Submission of Proposals**

- a) 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 in hard copy+ 1 CD) in first envelope
  - Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
- b) Commercial Proposal - (1 Original) in third envelope (sealed)
- c) The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes superscribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively, mentioning RFP reference no.
- d) 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.
- e) 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 Implementation of Aadhaar Enabled Pension Disbursement in Khorda and Mayurbhanj districts - RFP Ref No. and the wordings "DO NOT OPEN BEFORE \_\_\_\_\_(mention date of opening of pre-qualification bid)".
- f) 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". The inner envelopes should also bear similar information.
- g) 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.
- h) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

- i) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- j) In case of any discrepancy observed by Department in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- k) 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 Department 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.

## **8.5 Preparation and Submission of Proposal**

### **8.5.1 Proposal Preparation Costs**

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

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

### **8.5.2 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.

### **8.5.3 Bid Currency**

The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates. However, the bidder should quote the tax at the tax column in price bid.

### **8.5.4 Venue & Deadline for Submission of Proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to Department at the address specified below:

<b>Addressed To</b>	The Director Department of Social Security & Empowerment of PwDs SIDR Building, Capital Hospital Campus, Unit-6, Bhubaneswar-751001
<b>Telephone</b>	(0674)2391976/77
<b>Fax Nos.</b>	+91-0674-2390117
<b>Email ids</b>	dwpwdodisha@hotmail.com

<b>Last Date &amp; Time of Submission</b>	Mentioned in Page-4
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### 8.5.5 Late Bids

- a) 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.
- b) The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) Department 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.
- d) Department reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

### 8.6 Evaluation Process

- a. Department will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b. The Proposal Evaluation Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may render the proposal liable for rejection.
- c. 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.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- e. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

#### 8.6.1 Tender Opening

The bids those have been received within the specified deadline would be opened at the specified date and time as indicated by bid evaluation committee, 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 should be advised to carry the identity card

or a letter of authority from the tendering firms to identify their confides for attending the opening of the proposal.

### **8.6.2 Bid Validity**

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of opening of commercial bid.

### **8.6.3 Tender Evaluation**

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive. If Proposals
- are not submitted as specified in the RFP document
  - received without the Letter of Authorization (Power of Attorney)
  - are found with suppression of details
  - with incomplete information, subjective, conditional offers and partial offers submitted
  - submitted without the documents mentioned in the checklist
  - have non-compliance of any of the clauses stipulated in the RFP
  - with lesser validity period
- b) All responsive Bids will be considered for further processing as below. Department will prepare a check list of comparative statement for bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## **8.7 Criteria for Evaluation**

### **8.7.1 Pre-qualification and Technical Evaluation**

All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals of only those who qualifies all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed work-plan and methodology shall demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents

c. Proposed solution and demonstration of proof of concept

d. Any other relevant factors, if any, listed in RFP document, or the Department deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

### 8.7.2 Financial Evaluation

Financial bids of technically qualified bidders will be evaluated on the basis of total bid value. Financial bids lower than the "Minimum Commercially Feasible Bid" will be rejected (see section-8.10). The L1 bidder can not claim to qualify the tender as the bid must be matched with the specification, quality and requirement of the department .

### 8.8 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for the Bidders interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI No	Qualification Criteria	Document/ Information to be submitted with proposal
a)	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 10 (Ten) years as of March 31, 2017	Certificate of Incorporation
b)	Also the company should be registered with the GST Authorities and operating in India for the last Ten years.	- GST Registration & PAN of firm.
c)	The firm/ company should have annual average turnover of at least Rs. 100 crore from the IT/ICT business in last three financial years ending as on 31st March, 2016 as revealed by audited accounts.	- Copy of the audited Balance sheet and Profit & Loss account; - Statutory Auditor's Certificate - Audit report of last three years.
d)	The vendor should have a net profit or having positive net worth of Rs.30 cores on an average in last 3 financial years ending on 31.03.2016.	Statutory Auditor's Certificate Audit report with bank reconciliation statement.

e)	The firm/ company should have experience in Development & implementation of 2 (two) Biometric-based Enrolment and/or Authentication Projects for any Government Department in India during the last 5 years. Out of those, one must be executed in the state of Odisha.	Copy of Work Order + Ongoing/ Completion Certificate. Original must be produced during final verification.
f)	The bidder should have worked for Aadhaar Generation of at least 20 Lacs as per UIDAI norms, for NPR or UIDAI Enrolment in India as Enrolment Agency/ Registrar/ Sub-Registrar.	Self certified UIDAI portal screen-shot mentioning Agency/Registrar/ Sub-Registrar Code.
g)	The firm/ company should have experience in implementation of at least two (2) e-Governance Projects (Development, Implementation & Support), each project having minimum order value of Rs.10 Crores for any Government Department/ PSUs/ Autonomous body in India during the last 5 years.	Work Order + Ongoing/Completion Certificate
h)	The firm/company should have at least 200 IT professional in Application Development and Systems Implementation on its pay roll.	Letter from Company Secretary / Director/authorized personnel.
i)	The firm/company should have a valid CMMi certification (Minimum CMMi Level-3)	Copy of a Valid Certificate to be produced on date of delivery
j)	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices/black listed issued by any Government or PSU in India.	Annexure - Self Declaration
k)	The bidder must submit Tender document fee (DD) amounting to Rs. 10,000 and EMD amounting to Rs.5,00,000/- in the form of DD or Bank Guarantee from a scheduled bank. EMD is exempted for Government/PSU companies.	Demand Draft or Bank Guarantee
l)	The devices should be STQC certified before delivery.	Copy of relevant certification which is valid to be produced on date of delivery
m)	Local presence in Odisha/Bhubaneswar	The bidder company should have local presence at Bhubaneswar. Copy of relevant document with address.

### 8.8 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, Department, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals

meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

SI No	Criteria	Documentary Evidence	Marks	Max. Marks
a)	The firm/ company should have annual average turnover of at least Rs. 100 crore from the IT/ICT business in last three financial years ending on 31st March, 2016 as revealed by audited accounts.	Audited Balance Sheet and Statutory Auditor's Certificate	- Minimum 100 Crore: 3 Marks - Beyond 100 Crore, 1 mark for each 50 Crore. Maximum 10 marks.	10
b)	The firm/ company should have experience in Development & implementation of 2 (two) Biometric-based Enrolment and/or Authentication Projects for any Government Department in India during the last 5 years. Out of those, one should be executed in the state of Odisha.	Work Order + Ongoing/ Completion Certificate	- Minimum 2 project = 2 Marks - 3 projects = 4 Marks - >3 projects = 5 Marks	5
c)	The firm/ company should have experience in providing operation & maintenance support for e-Governance project for minimum 3 years to any Government Department during the last 5 years.	Work Order + Ongoing/ Completion Certificate	Five (5) mark for each project having minimum O&M component value of Rs. 5 Crore. Maximum 10 Marks.	10
d)	The firm/company should have at least 200 IT professional in Application Development and Systems Implementation on its pay roll.	Letter from Company Secretary / Director	- Minimum 200: 3 Marks - Beyond 200 professionals, 1 mark for each 50 professionals maximum 5 marks	5
e)	The firm/company should have a CMMi certification	Copy of a Valid Certificate	- CMMi Level 3: 5 Marks - CMMi Level 5: 10 Marks	10
f)	The firm/ company has been in existence with software development activities for a period of at least 10 years as on 31st March 2017	- Relevant work orders & client letter - Self-declaration by Director/ Statutory Auditor	- Min 10 Yrs.: 3 Marks - Beyond 10 years, 1 mark for each 2 years maximum up to 5 marks	5

g)	Proposed Team Structure	In the given format in Clause 16.12	- 2 marks each for Project Manager,  - 1 mark each for rest of the resources, maximum 5 marks	5
h)	The firm having past experience of handling large volume ( $\geq 10$ crore records) of digital data	Work Order + Ongoing/ Completion Certificate	- 1 project = 2 Marks  - 2 projects = 4 Marks  - >2 projects = 5 Marks	5
i)	The firm/ company has past experience in implementation of social security pension disbursement through Aadhaar Authentication Pilot/live run for any State Government in India	Work Order + Completion/ongoing Certificate	1 project = 10 Marks	10
j)	The firm/ company should have completed e-Governance projects during the last 5 years, each involving software development, field level biometric/ demographic data collection activities of minimum 50 Lacs population of minimum order value 10Crore & above.	Work Order + Completion/ ongoing Certificate	- Each project 10 marks maximum 20 marks	20
k)	Understanding of the scope of the project in the context of Odisha State, Pension disbursement through Aadhaar Authentication Work Plan, Approach & Methodology	Technical Document & Presentation		15
<b>Total Score</b>				<b>100</b>
<b>Cut Off (to open the financial bid)</b>				<b>70</b>

a) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

b) The commercial bids of only the technically qualified bidders will be opened for further processing.



## 8.10 Evaluation of Financial Bid

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.

The submitted commercial bids will be checked against following:

- Quotation should be made for 200 devices, GoO would place order as per the financial bid of this RFP/as per requirement of the department.
- GoO may place an additional order for more devices after successful operation in first phase for rollout in the state, these devices should be available at the same quotation of this RFP or prevailing market price which ever is less as decided by the committee or Department.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in the RFP will be considered.
- The payment shall be done based on the prevalent tax rates at time of payment & TDS shall be deducted at appropriate percentages as per IT Act.
- Any conditional bid will not be accepted.
- The 1st bidder can not qualify the tender as the bid must be matched with the specification, quality & requirement of the department
- In case of a tie, the bidder with higher technical score will be awarded the contract.

Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

In case of same lowest financial bid quoted by different bidders, the tendering authority reserves the right to give the work-order to the bidder (with same lowest values) who secured higher marks in technical evaluation.

## **9 Award of Contract**

### **9.1 Award Criteria**

GoO will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. Decision taken by the committee in this regard will be treated as final.

### **9.2 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.

### **9.3 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 (in given format), GoO will notify each unsuccessful bidder and return their EMD.

### **9.4 Contract Finalization and Award**

The draft contract agreement would be finalized with the successful bidder for award & signing. GoO may also increase the quantity of any item based on 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.

### **9.5 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 contract-value. The PBG should be valid for a period of 60 days beyond the period of warranty. 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.

### **9.6 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.

### **9.7 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.

## 10 Dispute Resolution Mechanism

The Bidder and Department 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 Department 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 Department and the bidder, it will be referred to Principal Secretary – SSEPD Department for negotiation and his decision will be final and binding for both the parties in this regard.
- 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, with 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.

## 11 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-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

## 12 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or Department 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 **DRAFT** 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 Department 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.

## 13 Change request

The following would constitute a Change request

- a) Enhancements in the solution post steady state is attained
- b) Bid Process Management in case of re-tendering is to be done for reasons for which the consultants are not responsible
- c) Any delay in the project timelines beyond the calendar time mentioned in the tender document for which Bidder is not directly responsible

The following would not constitute a Change request

- a) Bug fixes and corrections
- b) MIS Reports/formats and enhancements
- c) Performance enhancements
- d) Database clean-up activities
- e) Changes in Web services to accommodate integration with other components would not be considered as change request
- f) Any work which has not been specifically mentioned in the scope of work till attainment of steady state.

- g) Any changes in functionality post approval of SRS/FRS due to learnings from the field
- h) Any changes in the deliverables post approval by the client till steady state is attained

In such a case, the additional effort estimated by the bidder and its costs would be discussed and finalized in discussions with the Bidder. The basis of this cost would be the commercial bid submitted by the bidder.

## **14 Payment Terms**

- a) 30% Advance of the total cost (excluding AMC) shall be paid in the first installment within 45 days from the date of Work order/Lol.
- b) 25% of total cost (excluding AMC) shall be paid after delivery of the Biometric PoS devices.
- c) 30% of total cost (excluding AMC) shall be paid after development of application and Go-Live.
- d) Balance 15% of total cost (excluding AMC) shall be paid within 15 days after successful completion of the project.
- e) AMC amount shall be paid annually as advance against submission of bank guarantee of equivalent amount.
- f) The actual taxes will be paid at the prevailing rate at the time of billing.

## **15 Service Level Agreements**

### **15.1 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 Department, without any valid reasons acceptable to Department, Department may terminate the contract after giving 1 months' notice and the decision of Department on the matter shall be final and binding on the bidder. Upon termination of the contract, Department 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 1% of the value of work order, for delay of every week up to a maximum of 10%, after which Department shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week.

#### **Training**

Quality and Effectiveness of the training sessions (CBT based) conducted by selected vendor for staff members & stakeholders are to be verified by Department. Department will conduct a survey, collect feedbacks from the participants and submit a report on quality and effectiveness of the training provided by the selected vendor.

### **Security Audit of the Software**

The supplier will be responsible for engaging a 3rd party Quality certifying agency (STQC or cert-in certified agencies) to conduct the assessment / review for the application software (both client and server end ) before “Go Live” without any extra cost.

## **15.2 Operations**

### **System Uptime & Performance**

- The service provider will ensure that average application up time between various defined operating locations is not less than 95% per week always except in any planned software/hardware/network outage approved by the department 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 Solution Provider will plan scheduled downtime outside primary business hours (office hours) with prior permission from the department. In exceptional circumstances the department may allow the Solution 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 1% of the value of work order, up to a maximum of 5 %, after which the department 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.

In order to ensure that there is no disruption in services due to malfunctioning of devices, the solution provider would maintain a stock of additional 10% devices in each District. The SLA would include the condition of maintaining a buffer stock of 10% of PoS and accessory devices.

The bidder shall comply with the following Service Level Agreements (SLAs) as indicated in the table below during the project

Sl. No	Service	Specification	Time Frame	Penalty
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1.	<b>Hardware Functionality</b>	The e-POS device has to be installed at the various locations and must be fully operational, facilitating smooth functioning of the project. If any non-functionality is reported in any part of the device seriously affecting the business transaction, then the component/ device has to be replaced with the spare device for continuity of the business transaction	Within 24 hours of reporting at the centralized call centre, for replacing the component /device and making it functional	Rs. 500/- per device, for every additional day over & above the prescribed time frame
		Any other hardware functionality partially / marginally affecting the business transactions would be termed Level 2 issues	Repair/replacement of component/ device within 48 hours for Level 2 issues	Rs. 500/- per device, for every additional day over & above the prescribed time frame
2.	<b>Software Functionality</b>	Dysfunction in the software seriously affecting the business transactions would be termed as Level I Software Issues	They have to be resolved within 24 hours from the time of reporting the issue in the Call Centre	If the issue is not resolved within the prescribed time frame, a penalty of Rs. 500/- would be imposed for every additional day
		Dysfunction in the software affecting marginally/ partially the business transactions would be termed as Level II Software Issues	They have to be resolved within 48 hours from the time of reporting the issue in the Call Centre	Rs. 200/- for every additional day after the expiry of the prescribed time frame
3.	<b>Security Management</b>	Security incidents such as virus attack, denial of service attack, data theft etc. must be guarded against. Such threats affecting seriously the business transactions would be termed as Level I security issues	In case of such an occurrence, immediate steps have to be taken to control the damage and to secure the system within 12 hours of reporting the issue at the Call Centre	Every occurrence of Level I security issues, would attract a penalty of Rs. 1000/- If the issue is not resolved within the prescribed time frame, a further penalty of Rs. 100/- would be imposed for every additional hour
		Security breaches not seriously affecting the business transactions would be termed as Level II Security Issues	Level II Security Issues have to be sorted out within 24 hours of reporting at the Call Centre	A fine of Rs. 100/- for every hour over and above the prescribed time frame, if the issue remains unresolved

4.	<b>Operator Deployment</b>	Commencement of disbursement through Aadhaar Authentication with minimum of 25 operators	Within 6 weeks from the date of LOI	Rs.500/day/operator for the non deployed operator after 6th Week
		Achieving 50% of the total required deployment of operators	Within 8 weeks from the date of LOI.	Rs.500/day/operator for the non deployed team after 8th Week.
		Achieving 90% of the total required deployment of operators	Within 10 weeks from the date of LOI.	Rs.500/day/operator for the non deployed team after 10th Week.

## 16 Formats for Submission of Proposal

### 16.1 Pre-qualification bid Checklist

The bidder has to submit signed copy of the detail information on Pre-Qualification check list in the Table format as given below with Page No Reference of attached document. Required numerical criteria/values in the submitted documents may be highlighted for reference/evaluation.

SI #	Qualification Criteria	Document/ Information to be submitted with proposal	Page No in the Bid Document
a)	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 10 (Ten) years as of March 31, 2017	Certificate of Incorporation	
b)	Also the company should be registered with the GST Authorities and operating in India for the last Ten years.	- GST Registration & PAN	
c)	The firm/ company should have annual average turnover of at least Rs. 100 crore from the IT/ICT business in last three financial years ending on 31st March, 2016 as revealed by audited accounts.	- Copy of the audited Balance sheet and Profit & Loss account; - Statutory Auditor's Certificate	
d)	The vendor should have a net profit or having positive net worth of Rs.30 cores average in last 3 financial years ending on 31.03.2016.	Statutory Auditor's Certificate	
e)	The firm/ company should have experience in Development & implementation of 2 (two) Biometric-based Enrolment and/or Authentication Projects for any Government Department in India during the last 5 years. Out of those, one must be executed in the	Copy of Work Order + Ongoing/ Completion Certificate	



	state of Odisha.		
f)	The bidder should have worked for Aadhaar Generation of at least 20 Lacs as per UIDAI norms, for NPR or UIDAI Enrolment in India as Enrolment Agency/ Registrar/ Sub-Registrar.	Self certified UIDAI portal screen-shot mentioning Agency/Registrar/ Sub-Registrar Code	
g)	The firm/ company should have experience in implementation of at least two (2) e-Governance Projects (Development, Implementation & Support), each project having minimum order value of Rs.10 Crores for any Government Department/ PSUs/ Autonomous body in India during the last 5 years.	Work Order + Ongoing/Completion Certificate	
h)	The firm/company should have at least 200 IT professional in Application Development and Systems Implementation on its pay roll.	Letter from Company Secretary / Director	
i)	The firm/company should have a valid CMMi certification (Minimum CMMi Level-3)	Copy of a Valid Certificate	
j)	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Self Declaration in clause 16.4	
k)	The bidder must submit Tender document fee (DD) amounting to Rs. 10,000 and EMD amounting to Rs.5,00,000/- in the form of DD or Bank Guarantee from a scheduled bank. EMD is exempted for Government/PSU companies.	Demand Draft or Bank Guarantee	
l)	The devices should be STQC certified before delivery.	Copy of relevant certification which is valid on date of delivery.	
m)	Local presence in Odisha/Bhubaneswar	Relevant Document of existing office.	
n)	Bidders Authorization Certificate	Clause 16.5	
o)	Acceptance of Terms and Condition	Clause 16.6	
p)	Certificate of Conformity and Non deviation	Clause 16.8	
q)	Fairness of Document	Clause 16.9	

## 16.2 Technical bid Checklist

The bidder has to submit signed copy of the detail information on Technical bid check list in the Table format as given below with Page No Reference of attached document. Required criteria/values in the submitted documents may be highlighted for reference/ evaluation.

SI #	Criteria	Documentary Evidence	Page No in the bid Document	Remark
a)	Covering Letter for Technical Proposal	Technical Bid Cover Clause 19.7		
b)	The firm/ company should have annual average turnover of at least Rs. 100 crore from the IT/ICT business in last three financial years ending on 31st March, 2016 as revealed by audited accounts.	Audited Balance Sheet and Statutory Auditor's Certificate		
c)	The firm/ company should have experience in Development & implementation of 2 (two) Biometric-based Enrolment and/or Authentication Projects for any Government Department in India during the last 5 years. Out of those, one should be executed in the state of Odisha.	Work Order + Ongoing/ Completion Certificate		
d)	The firm/ company should have experience in providing operation & maintenance support for e-Governance project for minimum 3 years to any Government Department during the last 5 years.	Work Order + Ongoing/ Completion Certificate		
e)	The firm/company should have at least 200 IT professional in Application Development and Systems Implementation on its pay roll.	Letter from Company Secretary / Director		
f)	The firm/company should have a CMMi certification	Copy of a Valid Certificate		
g)	The firm/ company have been in existence with software development activities for a period of at least 10 years as on 31st March 2017	- Relevant work orders & client letter - Self-declaration by Director/ Statutory Auditor		
h)	Proposed Manpower and Team Structure	In the given format in Clause 16.12		

i)	The firm having past experience of handling large volume ( $\geq 10$ crore records) of digital data	Work Order + Ongoing/ Completion Certificate		
j)	The firm/ company has past experience in implementation of social security pension disbursement through Aadhaar Authentication Pilot/live run in any State Government in India	Work Order + Completion/ongoing Certificate		
k)	The firm/ company should have completed e-Governance projects during the last 5 years, each involving software development, field level biometric/ demographic data collection activities of minimum 50 Lacs population of minimum order value 10Crore & above.	Work Order + Completion/ ongoing Certificate		
l)	Understanding of the scope of the project in the context of Odisha State, Pension disbursement through Aadhaar Authentication Work Plan, Approach & Methodology	Technical Document & Presentation slides		

### 16.3 Commercial bid Checklist

The envelope should contain filled-in and signed undertaking on Pricing of Items of Technical Response in the format (clause 16.10) and Commercial bid format (clause 17).

**16.4** This RFP does not entail any commitment on the part of SSEPD Department, Government of Odisha either financial or otherwise. SSEPD Department, Government of Odisha reserves the right to accept or reject any or all RFPs without incurring any obligation to inform the affected applicant/s of the grounds. The proposers will be evaluated based on the information provided.

**16.4 Self Declaration: Not Blacklisted (in company letterhead)**

To

The Director  
 Social Security & Empowerment of PwDs Department  
 SIDR Building, Capital Hospital Campus,  
 Unit-6, Bhubaneswar-751001

Sir

In response to the RFP Ref. No. \_\_\_\_\_ for RFP titled “RFP for Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts”, as an owner/ partner/ Director of (organisation name)\_\_\_\_\_ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Name of the Bidder: .....

Authorised Signatory: .....

Signature:

Seal:

Date:

Place:

**16.5 Bidder's Authorization Certificate**

(Company letter head)

To

The Director  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001

RFP Ref. No.

Sir

<Name>, , <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

**16.6 Acceptance of Terms & Conditions/Clauses contained in the RFP Document**

To

The Director  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001

Sir,

I have carefully and thoroughly gone through the Terms & Conditions contained in the RFP Document [RFP Ref. No.       ] titled “RFP for Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts”,

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

Thanking you,

Name of the Bidder: .....

Authorised Signatory: .....

Signature:

Seal:

Date:

Place:

**16.7 Technical Bid Cover Letter**

To

The Director  
 Social Security & Empowerment of PwDs Department  
 SIDR Building, Capital Hospital Campus,  
 Unit-6, Bhubaneswar-751001

**Subject:** RFP for Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts

Bid Reference No –

Sir,

Sir/Madam,

We, the undersigned, offer to provide solution to Department, for Implementation of Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial 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 RFP Document.

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 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: \_\_\_\_\_

**16.8 Certificate of Conformity and Non-Deviation**

(Company letter head)

To

The Director  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001

RFP Ref. No.

Sir

This is to certify that, the specifications of Software & Services which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the specifications of the Tender document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the tender document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:



**16.9 Format for fairness of documents**

(Company Letterhead)

To  
The Director  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001

Sir

In response to the RFP Ref. No. \_\_\_\_\_ for RFP titled "RFP for Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts", as an owner/ partner/ Director of (organisation name) \_\_\_\_\_ I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

**16.10 Undertaking on Pricing of Items of Technical Response**

(Company Letterhead)

To

The Director  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001

Sub: Undertaking on Clarifications

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us ( against bid Ref No : ) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

**16.11 Bank Guarantee for Earnest Money Deposit**

RFP REF :

To

The Director  
 Social Security & Empowerment of PwDs Department  
 SIDR Building, Capital Hospital Campus,  
 Unit-6, Bhubaneswar-751001

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for RFP for Aadhaar Enabled Pension Disbursement in Khorda and Mayurbanj districts (hereinafter called "the Bid") to SSED. P.

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (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.

NOTWITHSTANDING 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 upto <<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:

**16.12 Template for Proposed Manpower and Team structure**

Sl. No.	Present Designation	Qualification	Area of Expertise and past experience	Position Assigned for this project	Task Assigned for this project

**16.13 Project Citation Format**

<b>Format for Citations of projects required to be evaluated for Technical evaluation</b>	
<b>General Information</b>	<b>Details</b>
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
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)	
<b>Other Relevant Information</b>	
Letter from the client to indicate the successful completion/on-going of the projects	
Copy of Work Order	

## 17 Commercial Bid (Price Bid)

### 17.1 Material Cost

Sl.#.	Item Description	Qty	Unit cost in INR	Total Cost in INR	Tax
a	Biometric PoS device with 2D Barcode & Iris scanner with 2yr warranty	200			
b	Consumables (Thermal print paper rolls) for 3 months	4800			
<b>Material cost</b>					

### 17.2 Software Development Cost (One time cost)

Sl.#.	Item Description	Cost in INR	Tax
a	Application Software development of modules for Disbursement, Server Software, Web portal development and MIS reports.		
<b>Software Development Cost</b>			

### 17.3 Technical & Operational support cost in the two districts for 3 months.

Sl.#.	Item Description	Cost in INR	Tax
a	Technical & Operational support by engaging 10 Nos of supervisory & Managerial personnel to cover 802 GPs/ULB-Units in Khordha and Mayurabhanj districts.		
b	Operational support by deploying 180 technical operators for 90 days to cover 802 GPs/ULB-Units in the Khordha and Mayurabhanj districts.		
<b>Technical &amp; Operational support Cost</b>			

### 17.4 Cost of Training to Dept. Personnel

Sl.#.	Item Description	Cost in INR	Tax
a	Technical training to 200 personnel with 40 persons per batch (one full day training) along with training material at state/district level.		
<b>Training Cost</b>			

### 17.5 AMC (Annual Maintenance Contract) Cost of device

Sl.#.	Item Description	Cost in INR	Tax
a	Biometric PoS device (200Nos) with 2D Barcode & Iris scanner for 3 yr AMC		
<b>AMC Cost</b>			
<b>GRAND TOTAL</b>		<b>Basic Amount</b>	<b>Taxes</b>

Seal:

Signature: