

Proceeding of the Committee Meeting for vetting the Request for Proposal (RFP) on "Selection of a System Integrator (S.I) to Design, Develop, Deploy and Operate a Web and Mobile enabled e-Learning Platform for Forest Department, Odisha under Technical Supervision of ORSAC" held on 26-10-2021, 11.30 A.M in the conference Hall of ORSAC.

The following members attended the meeting.

1. Sri A. K. Pattanaik, CCF, (Training & Development Circle, Odisha) (Through V.C)
2. Dr. D. Mishra, Sc'F', ORSAC
3. Dr. S. C. Moharana, P.C & E.O
4. Sri Khushwant Singh, I.F.S., D.C.F. (IT & GIS), Office of PCCF & HoFF, Odisha
5. Smt. Sunita Jee, A.C.F (IT & GIS), Office of PCCF & HoFF, Odisha
6. Sri P. K. Parida, Sc 'D'
7. Sri M. K. Sanabada, Sc'D'
8. Sri B. Bahinipati, A.A.O, ORSAC

At the outset, Sri P. K. Parida, Sc'D' and In-Charge IT Infra, ORSAC welcomed all the members of the Committee. He informed the members regarding the RFP on "Selection of a System Integrator (S.I) to Design, Develop, Deploy and Operate a Web and Mobile enabled e-Learning Platform for Forest Department, Odisha under Technical Supervision of ORSAC" and requested all the members went through the content of the RFP and give their valuable suggestions for incorporation in the RFP before ^{it} is published. The members went through the RFP and gave their suggestions, which got incorporated in the RFP. The copy of the modified RFP is enclosed as Annexure-I

The committee recommended for acceptance of the modified RFP.

The meeting ended with thanking to all the members.



Sri A. K. Pattanaik



Dr. D. Mishra



Dr. S. C. Moharana



Sri Khushwant Singh



Smt. Sunita Jee



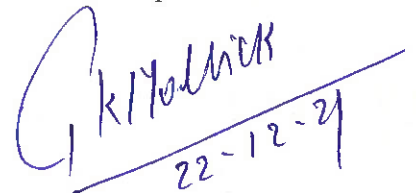
Sri P. K. Parida



Sri M. K. Sanabada



Sri B. Bahinipati



22-12-21

CHIEF EXECUTIVE

REQUEST FOR PROPOSAL

(RFP)

FOR

SELECTION OF A SYSTEM INTEGRATOR (S.I)

TO

Design, Develop, Deploy and Operate a Web and Mobile enabled e-Learning Platform for Forest Department, Odisha under Technical Supervision of ORSAC

RFP No: ...17.../2021, Dtd. ...24...December, 2021

Sum



ODISHA SPACE APPLICATIONS CENTRE (ORSAC)

(Dept. of Science and Technology, Govt. of Odisha)

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Available as Downloads from: www.orsac.gov.in and [www.odisha.gov.in /RFP](http://www.odisha.gov.in/RFP)

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RFP for - Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department



1 Schedule of Events

Sl. No	Information	Dates & Details
1	RFP Issuing Authority	Chief Executive, ORSAC, Bhubaneswar, Odisha
2	Notifying the RFP in the News Paper (One English & One Odia Daily) / Published through Odisha Government and ORSAC Website.	24 27-12-2021
3	Cost of RFP (Non-refundable)	Rs. 1000/- in form of DD /from any nationalized Bank in favour of ORSAC, Bhubaneswar.
4	Earnest Money Deposit (EMD)	EMD, only in the form of a Bank Draft, from Bhubaneswar Branch of any Nationalized Bank, for Rs. 10,000/- (Rupees Ten Thousand only), for the Bid of Application Deployment of a Web based E-Learning Platform for Odisha Forest Department in favour of Chief Executive, ORSAC, Odisha Bhubaneswar, valid for 180 days from the date of opening of the technical bid.
5	Address for Submission of Bid	ORSAC, Plot No 45/46, Jaydev Vihar, Bhubaneswar, Odisha – 751023.
6	Last Date of Receipt of Pre-Bid Queries.	27 27-12-2021, 17.30 Hrs. The Firms may ask pre-bid queries through email (orsac2012@gmail.com).
7	Date of Pre-Bid Meeting	30 30-12-2021, 11.30 A.M through Video-Conferencing due to COVID pandemic and following the COVID Guide Lines of Govt. of Odisha. The VC Link will be shared to the interested Firms/Vendors desired to participate in



Sl. No	Information	Dates & Details
		the Pre-Bid Meeting. They shall request the VC Link through ORSAC email-id (orsac2012@gmail.com)
8	Issue of Consolidated and Relevant Clarifications on the received Pre-Bid Queries.	29 29-12-2021, 05.30 P.M vide Govt. of Odisha and ORSAC Web-Site only.
9	Last date of receipt of Bids	18-01-2022, 17.30 Hrs
10	Opening of General & Technical Bids	19-01-2021, 11.00 A.M, through Video-Conferencing due to COVID-19 Pandemic situation in the State.
11	Date of Technical Presentation	20-01-2022, 12.30 P.M onwards through Video-Conferencing only. The VC Link will be shared by ORSAC to all the participating Vendors.
13	Opening of Financial Bids & Declaration of Bidding Results.	20-01-2022, 4. 00 P.M



2 Disclaimer

All information contained in this RFP Document is in faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this RFP Document, the interested firms shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested firms are required to make their own enquiries and assumptions wherever required.

Odisha Space Applications Centre (ORSAC) reserves the right to reject any or all of the proposals submitted in response to this RFP Document at any stage without assigning any reasons whatsoever. ORSAC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Document response. ORSAC reserves the right to change/ modify/amend any or all of the provisions of this RFP Document. Such changes would be posted only in its website (www.orsac.gov.in). Prospective bidders (firms) are requested to visit the website frequently to keep them abreast with the latest developments on this RFP.

Neither ORSAC nor its employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP Document, any matter deemed to form part of this RFP Document, the award of the Assignment, the information and any other information supplied by or on behalf of ORSAC or their employees and firm/ consortium or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of the RFP Document process is confidential to ORSAC and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

3 Introduction and Objective of The Project

3.1 Introduction

Odisha Forest Department Training Wing conducts various kinds of training programs for its employees falling in different cadres like Forest Guard, Forester, Deputy Ranger, Forest Ranger and officers etc. for fresh induction and skill upliftment as refresher courses. Capacity building of officers and staff of the Forest Department is of paramount importance for efficient functioning of the Department. There is an ever-emerging challenge of capacity building of the trainers who join the State Forest Training Institutes from organization postings.

The success of training depends upon identification of training needs to make it demand-driven, scientifically design suitable demands of change, deliver effectively with learner centered approach and monitor/ evaluate for further value addition. In addition, mentoring and facilitation has become an integral part of functioning

Challenges & wishes -

- Officers carry decades of experience with them when they retire. Presently to gain knowledge from their experiences they are invited to various workshops. There is no formal means to preserve that invaluable experiential knowledge and make it available for next generation to gain knowledge.
- For skill & knowledge up gradation of the personnel, the Forest Department organizes various short-term refresher courses, training workshops and seminars. When these courses are organized at different training centers, the officers have to travel from their posted locations. The challenges of current approach are-
 1. Time & money spent on making the logistics and resources available.
 2. Officers attending the courses fail to do their regular work at base location.
 3. Diverse work location makes it impossible to have full attendance due to various reasons.
 4. Fail to conduct trainings during acute situations like pandemic or natural disasters.
- The trainers spend considerable amount of time for preparing training & learning materials for the training sessions. There is no way of collaborating with fellow officers





RFP for - Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department

- The current examination system has lot of logistical hassles and time-consuming effort.
- Due to diversified taskforce at different geographical location, it is very difficult to ensure cent per cent attendance in important meetings and departmental communication.
- Current process of tracking trainings conducted, attendance and centralized data base
- Lot of scientific innovation and discovery happens on the field in forests and nurseries. The field knowledge (video based) is to be captured with narration and made available to other officers in different locations to promote social and collaborative learning. At present, officers engage in knowledge sharing with their known colleagues(few) with sharing videos & with tools like WhatsApp and email. But the entire knowledge doesn't get out to all officers and staff. The proposed one will ensure incentives for top video uploads with their scientific innovations and discovery.
- Search videos by Title or ID. Filter videos by Category, Language, Length, Upload date.
- Search and Filter are combined operations

To address above narrated challenges which is specific to Forest department training & development wing, it is required an out of the box technology aided solution which helps in:

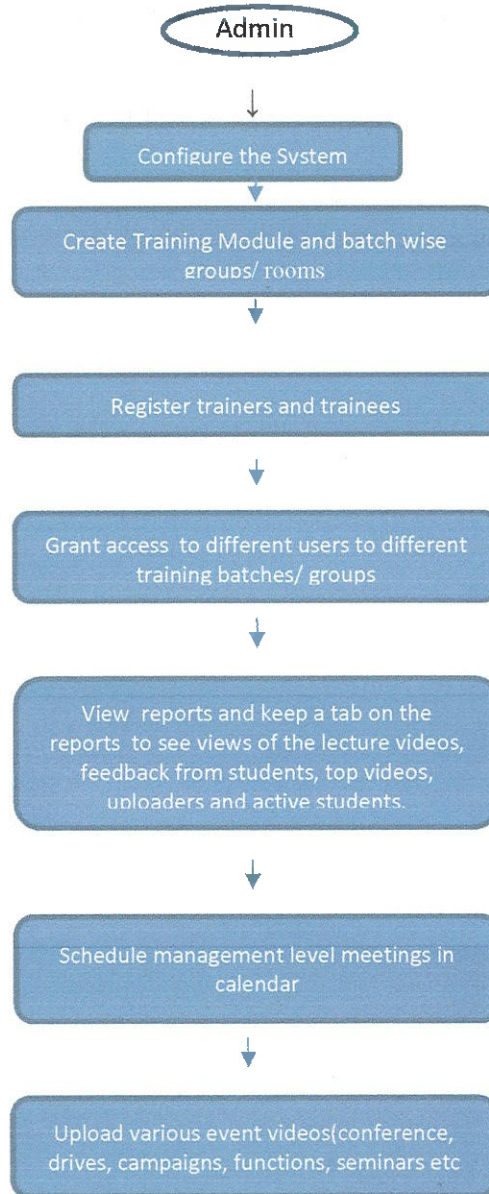
- improving efficiency of delivering seamless training in any situation of trainees.
- Preserve & consolidate all video based invaluable institutional knowledge (lectures, trainings, seminars, events, drives etc) stored & organized categorically in a single repository.
- capturing & uploading all training, events and other videos into the platform. The online trainings will be recorded through the tool. The offline trainings should be recorded with different recording devices. There will be a provision in the tool where users can upload the training videos.
- users to upload other resources like notes, ppt, doc, pdf, images and use full links.
- Establishing a rich Learning Management System with topic wise collection of videos and relevant documents which can help trainees learn faster and wholistic. This will reduce failure rates and improve performance of slow learners.
- users to have offline conversations on the uploaded videos. they can ask questions and anyone can answer along with the trainer. This knowledge base should be preserved so that in future others can gain knowledge out of it..
- easy access & search of videos along with video based contextual knowledge like notes, documents etc.

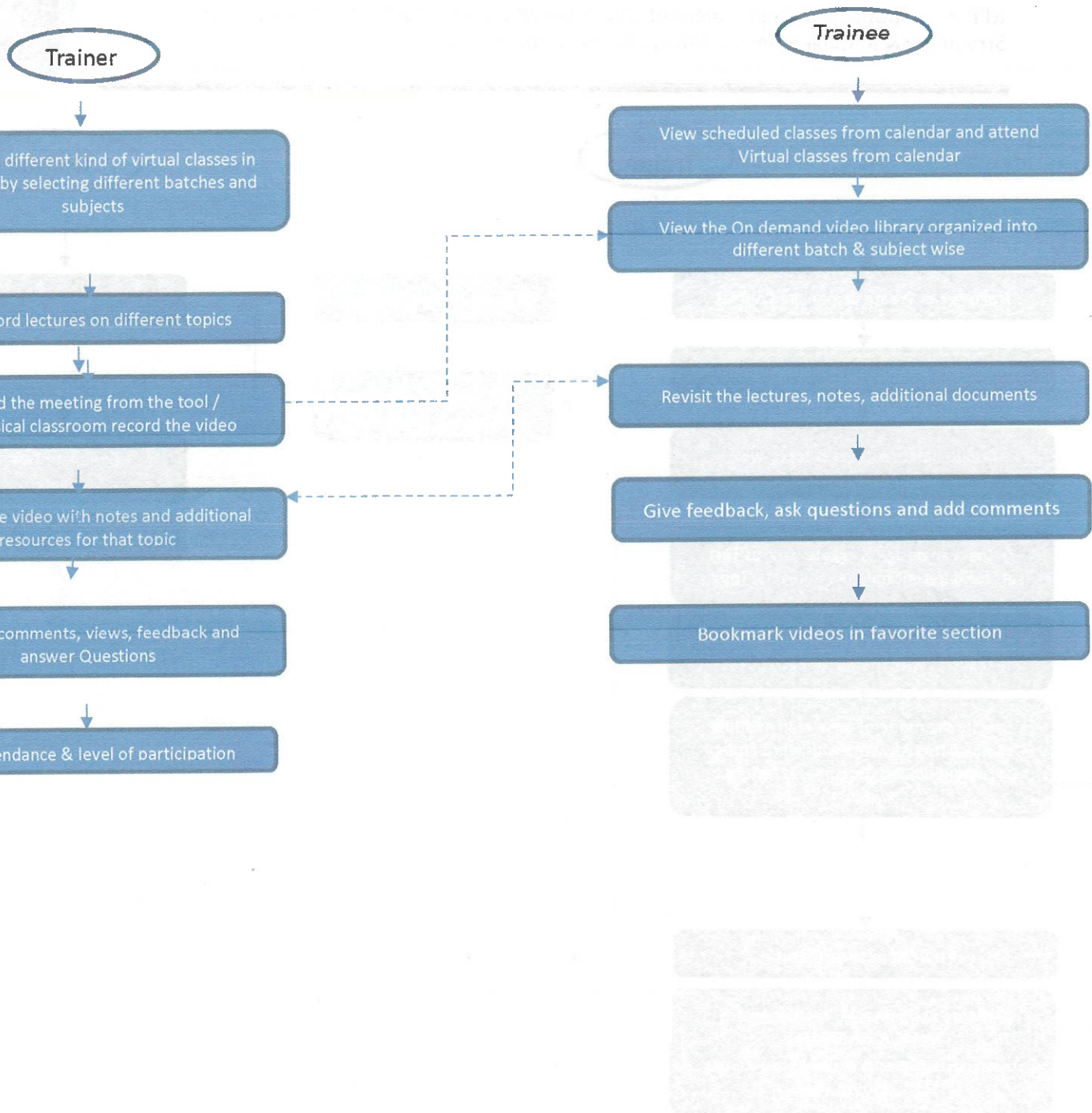


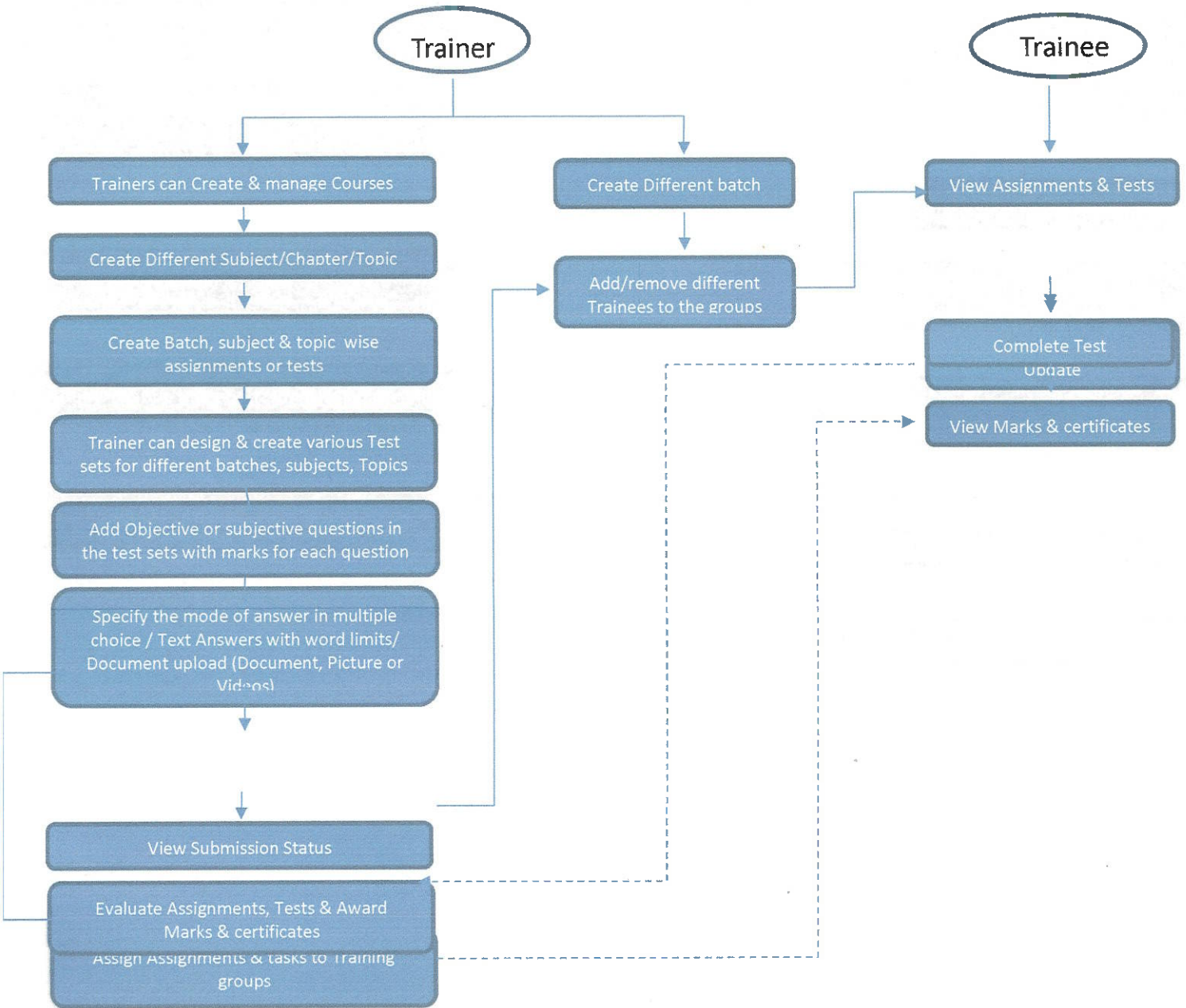
- improving departmental communication across geographically distributed staff.
- promoting social and collaborative learning across diverse locations.
- boost employee productivity by facilitating paced, convenient & iterative learning.
- create a digital evidence management system.
- bring awareness amongst general public by sharing awareness campaign videos from central video repository.
- track employee engagement with various parameters like top video uploaders, assignment & training completions etc.
- decentralized administration and control of the entire platform seamlessly.



Flow Chart:







Odisha Space Applications Centre (ORSAC) is the Nodal Agency of the State to implement and execute the project to operationalize a Web and Mobile Enabled E-learning platform for Odisha Forest Department. Odisha Forest Department Training Division conducts various kinds of training programs for its employees falling in different cadres like Forest Guard, Forester, Deputy Ranger, Forest Ranger and officers etc. for fresh onboarding and skill upliftment. At times, there are situations when officers are on the field and at remote locations and are unable to attend the training programs. Invaluable expertise is lost when experienced officers retire. There is no means to consolidate and preserve & reuse the invaluable institutional knowledge in the form of training, seminars etc. by SMEs.

The objective of OFDTD is to develop a rich and interactive Audio-Video Based Learning Management System (LMS) platform which acts as a single source of learning Audio-Visual corpus as a knowledge platform that can preserve any video like training Videos, meetings, broadcasts, events etc. Users can easily search and stream On-demand videos.

3.2 Objectives

The primary objectives of this RFP are as follows:

- The Application should provide a platform for consolidating and institutionalizing organizational knowledge in a single Video Based platform.
- Users can access the application ubiquitously from anywhere using normal internet connections.
- On demand video library of training recordings (Live & Online), organized in different subject areas for easy access.
- Facilitate content level video search.
- The application should be accessible using Desktops or mobile devices.
- The application should facilitate seamless On Demand Video streaming at low internet bandwidth.





- The application can be accessed over cloud (Software as a Service - SaaS) or On-Premise deployment.
- Availability of Technical Literature along with Audio-Visuals
- The application should also allow users to upload various other organizational event videos.
- Provide social learning with discussion forums, questions & answers.
- There should be a feature where trainers can upload additional documents which trainees can view and download.
- Conduct webinars to geographically distributed teams.
- Provisioning efficient and easy conduction of live online training with a calendar view of scheduling different meetings and events for different teams can be onboarded and given training seamlessly from any geographical location with meeting recording features.
- Secured video upload capability for tracking the uploader.
- The application should provide text transcriptions for training sessions and other recorded videos on need basis.
- Assignments and Tests to track performance.
- 360-degree feedback system.
- The platform should provide a Reporting Dashboard for tracking & monitoring adherence and various other matrices for measuring the effectiveness of training sessions, employee engagement, bi-directional feedback (Trainer - Trainee) etc.
- The data in the platform should be able to retain historical data.
- Admin Users should be able to provision for adding users with different permission levels.
- Trainers should be able to create different assignments, conduct tests for student's Topic/lecture wise.

- Providing admin features to control the platform end to end-user management, access provisioning, authorization, course hierarchy creation, video level access control etc.
- Multilayer security with OTP and face verification.

4 Scope of Work

4.1 Easy Access Over Internet

- I. The application should be implemented as Polyolithic, decoupled, multitiered client server & distributed architecture.
- II. The Application can be on Premise or SaaS (hosted on CSP (Cloud Service providers) like Azure/ AWS / GCP).
- III. The Application should be deployable on premise (FITGC / ORSAC infrastructure).
- IV. For ON Premise deployment any software used in the platform should be platform independent and deployable in FITGC / ORSAC infrastructure.
- V. ORSAC will not pay for the 3rd party licenses if used in the application apart from the agreed application usage fees.
- VI. The application should use International standard CDN (Vimeo/Akamai/Verizon) for seamless videos streaming with low internet bandwidth.

4.2 Multi-layer Security

- I. Multi-tier data security and web security layers are to be incorporated based on International standards and technological tools. All cyber-Security guidelines and web security guidelines of the Government of India/Odisha should be complied.
- II. Ensure data encryption on flight and at rest.
- III. RBAC or ABAC authorization for user access management.

4.3 Online Meeting & Lecture Capture





- I. Authorized Users should be able to schedule meetings using a calendar page. Users can update meetings.
- II. Capability to record meetings in the application.
- III. Lecture Capture capability for recording videos offline and uploading.
- IV. Provision for whiteboard in the application which can be viewed by participants remotely.

4.4 On Demand Video Library:

- I. Provision for uploading both physical training, meetings etc. recording from cameras and online meeting videos for On Demand Video access.
- II. Capability to upload other videos like events, seminars, conferences, town halls, meetings etc.
- III. Capability to upload documents (presentations, documents, images, files, etc.) related to the training.
- IV. Authorized users should be able to fully manage the videos and other assets.
- V. Application should provide standard personalized user experience like bookmarking, feedback, ratings, comments etc.
- VI. On demand smart notes for the selected videos to be made available video wise.

4.5 Performance Assessment and Improvement Planner

- I. Application should facilitate Trainers to create assignments & tests with objective and subjective questions for assessment.
- II. Trainers can upload additional resources like notes, videos, links etc. for trainees to understand at their own pace.
- III. Application should auto evaluate Objective questions and Trainers will evaluate subjective questions with marks.



- IV. Instructors can give personalized feedback & recommendation to trainees after each test and assignment.
- V. Certifications for various domains of Forest & WL management

4.6 Admin Controls

- I. Application should facilitate Admin Users to control & manage end to end applications.
- II. Admin can configure organizational hierarchy with the different subject areas, courses for categorizing video upload and On-demand access.
- III. Application should facilitate User Account management and access management for admin users.

4.7 Reporting Dashboard

- I. The reporting dashboard provides actionable insights to track & measure various KPIs like meetings, regulatory compliance etc.
- II. The Dashboards should have drill down capabilities with various filter criteria.

4.8 Social Media Handling & it's Management

- I. Development of training module on Social Media handling & it's management. This will help in managing social media & public relation.

5 Deliverables

All Deliverable shall be strictly as per the Logic and Rationale of the Scope of the Works and Methodology as defined above in this Chapter.

The following deliverables need to be delivered as given below:

- a. Application URL, Admin User configuration and access provisioning, Pre-Configurations for OFDTD environment.





- b. Admin Manual with step-by-step guide to configure the application (Word Doc).
- c. User Manual (Word Doc / PDF).
- d. Help Link in the Application.
- e. Application Usage Walkthrough Video.

6 Project Time Period

The application shall be deployed within a period of six months from the date signing the Agreement by ORSAC and the System Integrator and application support will be provided through a period of One Year from the date of Go-Live and acceptance of the Portal by the ORSAC Project Team.

7 Minimum SLAs by the Service Integrator

The service levels to be established for the Services offered by the SI to the State. The SI shall monitor and maintain the stated service levels to provide quality service to the State.

Definitions:

- a. "Schedule Maintenance Time" shall mean the time that the System is not in service due to schedule activity as defined in this SLA. The scheduled maintenance time would not be during 16x6 timeframe. Further, schedule maintenance time is planned downtime with the prior permission of the ORSAC.
- b. "Schedule Operation Time" means the scheduled operating hours of the system for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC, DRC and critical client site infrastructure will be 24x7x365.
- c. "System or application Downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time the State and /or its employees log a

call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper Operation.

- d. "Availability" means the time for which the services and facilities are available for conducting operations on the state system including application and associated infrastructure. Availability is defined as: $\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$
- e. "Helpdesk Support" shall mean the 12x7 basis support center which shall handle Fault repairing, Trouble Ticketing and related enquiries during this contract.
- f. Resolution of any major issues pertaining with the application excluding the Hardware issues and due to act of God, must be within 24 Hours.
- g. On a quarterly basis, the application should have an average minimum of 99.00% up time, excluding the unavoidable Server & NW Maintenance. Failure more than 99.00% of the up time, barring causes due to act of God, shall lead to a penalty of Rs. 500/ day of failure on the SP.

8 ORSAC Recommendation for The Project

For on Premise deployment - Server OS: Open-Source Unix / Linux under FOSS/ GNU.

For on Premise deployment - Application Software & Libraries Licenses: MIT, Apache, GNU, GPL.

Need for AI based Face verification and authorization of video uploaders.

Dashboard for Usage statistics, monitoring and process adherence.

Ensure Load Balancing and fault tolerance for High Availability of the application.

Use of Private CDN for video streaming.

Multilayer security for data at rest and transit.





9 Instructions to Bidders

All Deliverables shall be strictly as per the Logic and Rationale of the Scope of the Works; as defined in the Section 5.

9.1 Definitions

In this document, the following terms shall have following respective meanings: -

- "ORSAC" means Odisha Space Applications Centre, Bhubaneswar
- "Acceptance" means the ORSAC's written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.
- "Acceptance Test Documents" means a mutually agreed document which defines procedures for testing the functioning of the Proposed Application, against requirements laid down in the agreement. It should define tests to be carried out, test equipment and expected test results.
- "Contract Agreement" means the Agreement to be signed by the service provider and Odisha Space Application Centre (ORSAC).
- "Authorized Representative" shall mean any person/agency authorized by either of the parties.
- "Service Provider/System Integrator" means any firm or company offering the solution(s), service(s) and/ or materials asked for in the RFP.
- "Contract" is used synonymously with agreement.
- "Documentary evidence" means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.
- "Gov. /GoO/Government/Govt. of Odisha" shall mean Government of Odisha.

- "Go-Live / System Go-Live" shall mean the successful development and deploying of the E-learning platform for Odisha Forest Department. This implies the platform can now be used by all the end users together as will be defined in the detailed Software Requirement Specifications document. For successful Go- Live, issuance of Acceptance certificate is required from ORSAC.
- "SP" shall mean Service Provider who will be selected through this RFP.
- "SI" shall mean System Integrator who will be selected through this RFP.
- "Law" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.
- "LoI" means Letter of Intent which shall constitute the intention of the RFPer to place the purchase order with the service provider.
- "OEM" means Original Equipment Manufacturer company, that is incorporated in India or abroad, who has management control over the manufacturing/production process, Quality Assurance, Procurement of Raw materials/manufacturing process inputs marketing and warranty services of the resultant products, of at least one manufacturing facility /factory where the manufacturing of equipment, related accessories, as required for the ORSAC is carried out.
- "Party" shall mean ORSAC or service provider individually and "Parties" shall mean ORSAC and Service Provider collectively.
- "PBC" means Pre-Bid Conference.
- "Rates/Prices" means prices of supply of equipment and services quoted by the SI in the Commercial Bid submitted by him and/or mentioned in the Contract.
- "RFP" means Request for Proposal which is the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them
- "Services" means the work to be performed by the Service Provider pursuant to this





Contract, as detailed in the Scope of Work

- "Site" shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement
- "RFPPer" shall mean the authority issuing this Request for Proposal (RFP) and the authority under whom the proposed Application is to be implemented, operated, managed etc. and this authority shall be the Odisha Space Applications Centre (ORSAC).
- "Incidental services" shall mean for the purpose of the project activities which have dependencies on the activities mentioned in the scope of work for the service provider, for example coordination with different stakeholders, logistic support as required for installation and commissioning etc.

9.2 Clarifications & Amendments

Amendment of RFP document: - At any time prior to the deadline (or as extended by ORSAC) for submission of bids, ORSAC, for any reason, whether at its own initiative or in response to clarifications requested by prospective service provider may modify the RFP document by issuing amendment(s). In order to allow service providers a reasonable time to take the amendment(s) into account in preparing their bids, ORSAC, at its discretion, may extend the deadline for the submission of bids.

9.3 Preparation of RFP Document

Cost incurred for preparation of RFP document: - Service Provider shall bear all costs associated with the preparation and submission of the RFP including surveys and ORSAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the RFP process.

Language of proposal: - The proposal prepared by the service provider, as well as all correspondence and documents relating to the RFP exchanged between the service provider and ORSAC shall be in English. Information supplied in other language shall be

rejected.

Bid currency: - Prices for services offered shall be quoted in Indian National Rupees (INR) only.

Correction of errors: - The person signing the bid must initial erasures or other corrections. The Service provider further agrees that in the event of any obvious errors, ORSAC reserves the right to waive such errors in its sole discretion. However, ORSAC has no obligation under any circumstances to waive such errors.

Proposal validity:

- The bid shall remain valid for 180 days from the actual date of signing the Agreement by the S.I with ORSAC and should ensure that in all circumstances, its Bid fulfils the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.
- In exceptional circumstances, ORSAC may solicit service provider's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by mail. Bid Security/EMO shall also be suitably extended. Service provider granting the request is neither required nor permitted to modify the bid.

Lack of information to service provider: -The service provider shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the service provider of his responsibility to fulfil his obligation under the RFP.

9.4 Document Comprising The Service Provider's Proposal

9.4.1 Technical Proposal

The technical proposal of the service provider (with proper page number) shall contain detailed description on the approach and methodology on the system developments to achieve the desired objectives as specified in this document wherein the service provider shall describe in detail, the required services and articulate how the technical solution shall meet the requirements within the scheduled timeline as specified in this RFP document.

The technical proposal shall also include the following:



- Detailed Project Plan with the distribution of responsibilities among the Technical Partners if executing the Project in Consortium Mode, Approach & Methodology
- Support and maintenance plan for the duration of the project.
- Proposed solution that meets the requirements specified in scope of work.
- Security capabilities of proposed solution architecture covering authentication, authorization and overall alignment to the Govt. of Odisha's best practices.
- Proposed solution addressing scalability, availability, performance, security & manageability.
- Proposed solution on monitoring resource utilization in real time.
- Proposed solution on automated configuration management with effective build and release process.
- Proposed Backup Recovery Strategy defining back-up window, periodicity and incidence response and recovery-restoration and disk management.
- Proposed data retention and archiving policy.
- Risk management strategy on backup and recovery, network and security infrastructure.

9.4.2 Commercial Proposal

Unless expressly indicated, service provider shall not include any technical information regarding the services in the commercial proposal. Prices shall be quoted entirely in Indian Rupees (INR) and must be arrived at after including all expenses, rates, and taxes.

The commercial Proposal must include the total price for all services scoped in the Proposal. To be deemed responsive to this RFP Document, service providers must complete in detail all the Commercial Proposal Forms provided in this document.

Service providers are suggested not to use - 'To Be Determined' or similar annotations in the cells for cost estimates. It is suggested that the service providers need to specify prices for all categories.



9.4.2.1 RFP Document Cost

Non-refundable bank demand draft of Rs. 1000/- (Rs. One Thousand only) is to be submitted along with the bid towards the cost of the RFP paper. The demand draft is to be drawn in favor of Chief Executive, Odisha Space Applications Centre, payable at Bhubaneswar, Odisha, from any Nationalized Bank of Govt. of India. Bids received without or with inadequate RFP Document fees will be rejected.

9.4.2.2 Bid Security/EMD

- All proposals submitted in response to the RFP document must be accompanied by an Earnest Money Deposit (EMD) of Rs. 10,000 (Rs Ten Thousand Only) in the form of a Bank Demand Draft drawn in favour of Chief Executive, Odisha Space Applications Centre, payable at Bhubaneswar, Odisha from any Nationalized Bank and payable at Bhubaneswar, Odisha. Bids submitted without EMD will be rejected.
- EMD of all unsuccessful service providers would be refunded by ORSAC within 90 DAYS of the service provider being notified as being unsuccessful.
- The EMD, for the amount mentioned above, of service provider would be returned upon submission of Performance Bank Guarantee as per the Form provided in GF-5, by the service provider.
- The EMD amount is interest free and will be refundable to the unsuccessful service provider without any accrued interest on it.

9.4.2.3 Power of Attorney

The service provider must submit a power of attorney duly signed by a notary public confirming the authority of the authorized representative of the service provider to sign and act in all matters concerning the offer. In case of Consortium Bid, the Lead Bidder shall be responsible for the execution of the Project and delivery of the deliverables as per the scopes and deliverables of the Project. The Power of Attorney shall mention clearly about the responsibility of the Lead Bidder relating to the execution of the Project.

BID SUBMISSION:





Organizations conversant with the subject and having necessary software and resources including local mobilization may submit their proposal with credentials for evaluation. The envelop super-scribed as "BIDS FOR Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department".

9.4.2.4 *Address for Communication*

The detail address for communication with ORSAC for this project is as follows:

P.K. Parida

Sr. Scientist, Odisha Space Applications Centre (ORSAC),

Dept. of Science and Technology,

Govt. of Odisha,

Plot no.45/48, Jaydev Vihar, Near GAA,

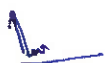
Unit- 16, Bhubaneswar-751023, Odisha

Phone: +91-6 74-2303625, Cell: 9437284890.

Email: orsac.od@nic.in / orsac2012@gmail.com

9.4.2.5 *Late Bid*

- 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 to the service provider, 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. ORSAC shall not be responsible for any postal delay or non-receipt/ non-delivery or the documents. No further correspondence on the subject will be entertained.



9.4.2.6 *Modification and Withdrawal of Bid*

Bids once submitted cannot be modified in any circumstances. Withdrawal of a Bid during this interval may result in the service provider's forfeiture of its Bid security/EMD and /or any other action as per law.

9.4.2.7 *Right to Accept and Reject Any or All Bids*

ORSAC reserves the right to accept or reject any proposal and to annul the RFPing process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected service provider or service providers or any obligation to inform the affected service provider or service providers of the grounds for the ORSAC action. Incomplete bid will be straightaway rejected by ORSAC.

10 Bid Opening, Evaluation & Award of the Works

10.1 Evaluation of Technical Bid

The Bids submitted up to last date will be opened at ORSAC by the Chief Executive, ORSAC or any other officer(s) authorized by ORSAC, in the presence of such of those service providers or their representatives who may choose to be present at the time of opening. The representatives of the service provider are advised to carry a letter of authority from the bidding firms for attending the Bid opening.

The Evaluation Committee will check the submission as per the criteria. Those are selected after the check shall be called for a Technical Presentation. The committee will evaluate the technical bids as per the "Tech Score Criteria" mentioned in the following table. The technical presentation will be of approximately 20 minutes duration. Evaluation of the technical presentation shall be conducted by the evaluation committee and shall be based on the past experience or the service provider in execution of similar projects, proposed approach & methodology for the assignment.

ORSAC may also seek written clarifications from the service provider soon after the bids submitted by them, during the evaluation process. The primary function or clarifications





in the evaluation process is to clarify ambiguities and uncertainties. If any, arising out of the evaluation of the bid documents.

Sl. No	Technical Score criteria	The Score To be Awarded
1	<p>The Service Provider should have a Physically verifiable & Full-fledged Registered Business Office Premise in Odisha with Valid Registered GST Number (GSTN)</p> <p>OR</p> <p>The Service Provider should be a registered company under Startup India or Startup Odisha with valid registration number OR DIPP number.</p>	<p>i) If it doesn't meet the criteria: 0 (Zero) Marks</p> <p>ii) If meets the criteria: 10 (Ten) Marks.</p>
2	<p>The Service Provider should be in the field of Enterprise scale application development (B2B/B2C/B2B2C) for at least 3(Three) years.</p>	<p>i) If it doesn't meet the criteria: 0 (Zero) Marks</p> <p>ii) If meets the criteria: 10 (Ten) Marks.</p>
3	<p>Service Provider should have Completed Development and Commission of minimum two numbers of Enterprise Scale Applications (B2B/B2C/B2B2C).</p> <p>Contract Value of the Applications should be more than Rs. 10 lakhs each. (At least 2 Projects)</p>	<p>10 (Ten) Marks for each Application. Maximum 20 Marks.</p>
4	<p>Service provider should have past experience in developing and managing Enterprise Scale Applications, preferably</p>	<p>i) If it doesn't meet the criteria: 0 (Zero) Marks</p> <p>ii) If meets the criteria: 10 (Ten) Marks.</p>

	video-based applications.	
5	Technical Presentation, broadly covering the aspect of: A. Proposed Web Application B. Projects Executed in the Past	50 marks. It is to be awarded by Technical Evaluation Committee members and it will be the arithmetic average of all marks awarded by the Tech Committee members.
	Total Technical Marks / Scores	100 marks

The service provider / bidder scoring a minimum of 70 marks out of 100 in the Technical Bid Evaluation process, shall be declared as the Technically Qualified service provider. The Financial bids shall be opened only for the Technically Qualified service providers.

10.2 Evaluation of Price Bid

The price bids shall be opened only for the Technically Qualified service providers on 28-05-2021, 4.30P.M. The authorized representatives of the Technically Qualified service providers may be present during the price bid opening process. The price bids shall be scrutinized for their conformity to the specified formats and signatures. The price bids not in specified format and/or not with signature of the authorized representatives shall be summarily rejected.

Scrutiny and evaluation of the price bids shall be conducted based only on the following criteria:

- The Estimated Cost of this work exclusive of all taxes is Rs. 40,00,000 (Rupees Forty Lakhs only).
- Only the Total Quoted Price in the Bid including Tax, submitted by the bidders will be considered for evaluation. There shall be no component-wise evaluation of the bids.
- No bid above the estimated cost shall be considered and shall be summarily rejected





towards financial evaluation as a principle of budgetary constraint.

- Abnormally low quotes (Quotes less than 20% of the estimated cost), shall be treated as unviable from quality and feasibility considerations and shall be summarily rejected.
- In the event of difference between the price mentioned in figures and words, the price in words shall be valid and binding for the bidder in evaluation.
- Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format of this RFP shall prevail.
- The evaluation of the price bids will be based on the combined Quality and Cost Based Selection (QCBS) Method and Mini-Max Commercial Bid Criteria.

Scores of the Commercial Evaluation would be weighed prorata on a scale of 100. The Bidder with the lowest commercial quote shall be awarded 100 marks. The marks obtained by the bidders in the Financial Bid evaluation shall be considered as Financial Score (FS). The Financial Score of the other Technically Qualified Bidders shall be computed as per the following formula:

$$FS=100 \times (F_{min}/F_b)$$

where,

FS = Financial Score for the bidder under consideration

F_{min} = Minimum price quoted by any bidder

F_b = Price quoted by the bidder

The Technical Score (TS) and the Financial Score (FS) secured by each bidder shall be subjected to the Technical Weightage $WT = 0.70$ (the weight given to the technical proposal) and Financial Weightage $WF = 0.30$ (the weight given to the financial proposal).

The Combined Technical and Financial Score (S) for the bidder (s) shall be computed as per the following formula.

$$S = (TS \times 0.7) + (FS \times 0.3)$$

Tie Breaking strategy to be adopted, in case of a tie in the combined Technical and

Financial Scores as under:

- The bidder who has maximum use of advanced AI capabilities as per the requirements specified by ORSAC, shall be chosen for the work.
- If the above fails to resolve the tie, the bidder has the maximum past experience in building enterprise scale applications in the domain of video management, shall be chosen for the work.

10.3 Forfeiture of Bid Security

The Bid security may be forfeited either in full or in part, at the discretion of ORSAC, on account of one or more of the following reasons:

- The service provider withdraws his bid during the period of Bid validity specified by him on the Bid Letter Form.
- The service provider fails to co-operate in the Bid evaluation process.
- If the bid or its submission is not in conformity with the instruction mentioned herein.
- If the service provider violates any of the provisions of the terms and conditions of the RFP.
- If the service provider is non-responsive or does not provide appropriate response to any clarification sought by the ORSAC within the stipulated time during bid evaluation.
- In the case a successful service provider fails to (a) accept award of work, (b) sign the Contract Agreement with ORSAC, after acceptance of communication on placement of award, and/or (c) furnish performance security.
- The service provider violates any of such important conditions of this RFP document or indulges in any such activities as would jeopardize the interest of ORSAC in timely finalization of this RFP.

10.4 Disqualification

Handwritten signature



The proposal is liable to be disqualified in the following cases or in case service provider fails to meet the bidding requirements as indicated in this RFP Document.

- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- The service provider qualifies the proposal with his own conditions.
- Proposal received in incomplete form.
- Proposal received after due date and time.
- Proposal not accompanied by all the requisite documents.
- Information submitted in technical proposal is found to be mis-represented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- Commercial proposal enclosed with the same envelope as technical proposal.
- Service Provider trying to influence the proposal evaluation process by unlawful, corrupt or fraudulent means at any point of time during the bid process.
- In case any one party submits multiple proposals, the bids are likely to be disqualified, unless additional bids are withdrawn upon notice immediately.
- Any deviations between technical and commercial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal.

Service Providers may specifically note that while evaluating the proposals if it comes to ORSAC's knowledge expressly or implied, that some service providers may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the service providers so involved are liable to be disqualified for this contract as well as prohibited from participation in any of the RFPs floated by ORSAC in future.

10.5 Award of Contract

ORSAC will award the Contract to the successful service provider having the best proposal with respect to the above-mentioned evaluation criteria.

- ORSAC will notify the successful service provider/ bidder in writing for finalizing the contract conditions. The successful service provider will be asked to sign the Contract Agreement within 10 days of the notification. After signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties. If ORSAC is unable to finalize a service agreement with the service provider ranked first, it may proceed to the next ranked service provider with a due negotiation, but it is the sole discretion of the ORSAC only. However, ORSAC has no obligation under any circumstances to move to the next service provider.
- Prior to the expiry of the validity period, ORSAC will issue LoI (Letter of Intent) to the successful service provider confirming the acceptance of proposal. The notification of award will constitute the formation of the contract. Upon the successful service provider's furnishing of Performance Bank Guarantee, ORSAC will promptly notify each unsuccessful service provider and return their Bid Security.
- On issuance of the Letter of Intent (LoI) by ORSAC, the service provider has to confirm its acceptance within seven days of its issuance and signing of agreement within 15 days of notification, failing which the ORSAC reserves the right to take appropriate disciplinary actions including forfeiture of EMD.
- ORSAC may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly, total contract value may change on the basis of the rates defined in the financial proposal.

11 General Terms & Conditions

11.1 Bid Validity Period

The Bid submitted by the bidder shall remain valid for 180 days from the date of opening of the *Financial Bid*. Bids with validity period less than 180 days shall be treated as non-





responsive and shall be rejected.

11.2 Corrupt / Fraudulent Practices

The Bidder is expected to observe highest standards of ethics during the procurement and execution of the assignment. In pursuance of this policy, the RFPer defines the terms set forth as follows:- "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and "Fraudulent Practice" means a misrepresentation of facts, in order to influence a procurement process or execution of a contract to the detriment of the Client, and includes collusive practice among Bidders (prior to or after bid submission), designed to establish bid prices at artificial non-competitive levels and to deprive the Client of the benefits of the free and open competition. In case the Bidder is found to be engaged in Corrupt/ Fraudulent practices before the contract award or after award of the contract, such Bidder shall be declared ineligible and his/ her bid shall be rejected and the contract shall be terminated, as the case may be.

11.3 Right To Accept / Reject The Bid

Notwithstanding anything contained herein, Chief Executive, ORSAC reserves the Right to reject any Bid or all Bids without showing any reason thereof.

11.4 Late Bids

Bids received after the specified last Date and Time of receipt (including any extension of time for submission of bid thereof) for whatsoever reason, shall be rejected summarily. No further communications in this regard shall be entertained.

11.5 Award of Work

Notwithstanding anything contrary to the provisions in this RFP document, Chief Executive, ORSAC reserves the right to accept or reject any proposal or to annul the process fully or partially or modify the same and to reject any/all proposals at any time

prior to the award of work, without incurring any liabilities in this regard and without assigning any reason thereof. The RFPer reserves the right at the time of Contract award or during the execution of contract to increase or decrease the quantity of work allotted to the selected Bidder.

11.6 Performance Bank Gurantee

The selected Bidder shall be required to submit a Performance Bank Guarantee for an amount equal to 10% of the total Contract Value (as per the work order) valid for 3 months in excess of the agreement period. The selected bidder shall furnish the Performance Bank Guarantee before signing the Contract Agreement with ORSAC. The Performance Bank Guarantee shall be held free of interest as security for due performance as per obligations under the contract. The Performance Bank Guarantee shall be released after successful completion of the Performance Period.

11.7 Extension Of Time

The date of completion of the contract may be extended due to force majeure or events beyond control of the selected Bidder. In such case, the Bidder shall be obliged to submit a claim for extension of time with due justification. The decision of the department on time extension shall be binding on the Bidder. Necessary amendment to the contract in accordance with the granted time extension will be done. Liquidated Damage shall not be applicable for the officially extended time period.

11.8 Copyright

The copyrights of all videos, documents and other materials containing data and information uploaded on the application shall remain as Intellectual Property of the ORSAC.

11.9 Liquidated Damages

In case the selected Bidder fails to attain completion of the work within the scheduled time





for Completion or any extension thereof due to reasons attributable to the selected bidder, ORSAC shall recover the amount of Liquidated Damages, by making deductions from the selected bidder's account or by encashment of Bank Guarantees at the rate of 0.5% of the Contract Price plus escalation, if any, excluding taxes and duties per month of delay up to a maximum of 5% of the Contract value, excluding taxes and duties.

However, the payment of liquidated damages shall not in any way relieve the selected Bidder from any of its obligations to complete the Work or from any other obligations and liabilities of the Consultant under the Contract.

11.10 Suspension Of Work

The department may, by notice to the selected Bidder, order the selected Bidder to suspend Work of any or all of its obligations under the Contract. Such notice shall specify the obligation of which performance is to be suspended, the Effective Date of the suspension and the reasons therefore. The selected Bidder shall there upon suspend work of such obligation (except those obligations necessary for the care or preservation of the Work) until ordered in writing to resume such performance by RFPPer.

11.11 Entire Contract and T&C of this RFP

The terms and conditions laid down in this document and all annexure thereto as also the forms and any attachment shall be read in consonance as an integral part of this contract. Confusions due to inadvertent omissions and commissions in this RFP shall be addressed and disposed under the object and reason of this RFP and matters are to be understood under common sense and logic.

11.12 Disputes & Arbitration

All disputes arising out of the contract shall be amicably settled by both parties. In the unfortunate event of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of the Arbitrator appointed by Chief Executive, ORSAC for the purpose. The award of the

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arbitrator shall be final and binding on both the parties. The adjudication of arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. All legal disputes are subject to the jurisdiction of courts in Bhubaneswar.

11.13 Governing Laws

The contract between Chief Executive, ORSAC and the selected Bidder shall be governed by and interpreted in accordance with the laws for the time being in force in the state of Odisha. The courts at Bhubaneswar shall have exclusive jurisdiction in all matters arising under the contract.

11.14 Force Majeure

Neither party shall be liable to the other for any loss or damage occasioned by or arising out of acts of God such as unprecedented flood, volcanic eruption, earthquake or other convulsion of nature and other acts such as but not restricted to invasion, the act of foreign countries, hostilities, or war-like operations before or after declaration of war, rebellion, military power which prevent performance of the contract and which could not be foreseen or avoided by a prudent person.

12 Payment Terms

12.1 Price as Per Bid Document

The Contract Price shall be paid in the manner specified in the BID DOCUMENT. No invoice for extra work/ change order on account of change order will be submitted by the Service Provider unless the said extra work/ change order has been authorized/ approved by ORSAC in writing.

12.2 Invoice Address to

The Contractor's request for payment shall be made to Chief Executive, ORSAC in writing, accompanied by invoices, describing, as appropriate, the relevant component of





the Solution performed, accompanied by all sign off documents by relevant ORSAC officials as well as any other documents as mandated by ORSAC.

12.3 ORSAC Payment

All payments shall be made by ORSAC in favor of the Service Provider.

12.4 Payment Measure

The release of payments shall be progressive and performance/ output-based as per the Payment Schedule given below, where the payments shall be made for measured deliverables and outputs on acceptance by ORSAC.

12.5 Milestone Sign-off

The selected Service Provider shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same.

12.6 Payment Timeline

Payments shall be made promptly by ORSAC, no later than Forty-Five (45) days after submission of an invoice completed in all respect, and admission by ORSAC.

12.7 Power to Withhold

Notwithstanding anything contained in the Payment Schedule mentioned below, if in the opinion of ORSAC, Project Implementing Agency is deficient in any manner in comparison to the prescribed standards, ORSAC shall be at liberty to withhold a reasonable portion of the payments due to the Service Provider, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of ORSAC under this Contract.

12.8 Excess Payment

If any excess payment has been made by ORSAC due to difference in quoted price in proposal and Service Provider invoice, ORSAC may without prejudice to its rights recover such amounts by other means after notifying the Service Provider or deduct such excess payment from any payment subsequently falling due to the Service Provider.

12.9 Project Currency

The currency in which payment shall be made to the Contractor under this contract is Indian Rupees (INR).

12.10 Payment Schedule

All payments shall be made by ORSAC to the Contractor as per the following Payment Schedule. No payment will be released without submission of the necessary Performance Security for the entire project:

Progressive /Milestone based payment for Project will be regulated as under:

Payment Milestone:

Sl. No.	Milestones	Payment (%of the Contract Value)
1	Successful application deployment with Go-Live	60%
2	Completion of Six months period from date of application deployment	30%
3	Successful Completion of period of One Year from Go-Live with application support as per requirement of the Department	10%





13 Proforma/ Bid Submission Format

List of Proforma Forms for the Bidder Firms:

GF-1: SERVICE PROVIDER'S PROFILE

GF-2: SERVICE PROVIDER'S UNDERTAKING STATEMENT

GF-3: CERTIFICATE OF COMPLIANCE (NO CONFLICT OF INTEREST)

GF-4: CONFIDENTIALITY/ NON-DISCLOSURE UNDERTAKING

GF-5: PERFORMANCE BANK GUARANTEE

GF-6: FORMAT FOR QUERIES:

GF-7: FORMAT OF AGREEMENT (SHALL BE SIGNED AFTER AWARD OF THE ONTRACT)

TF-1: TECHNICAL BID LETTER

TF-2: DETAILS OF RELEVANT PAST EXPERIENCE IN EXECUTION OF SIMILAR PROJECTS

TR-3: FORMAT FOR PROJECT TEAM MEMBER'S RESUME

CF-1: COMMERCIAL BID LETTER

CF-2: FORMAT FOR FINANCIAL BID

GF-1: SERVICE PROVIDER'S PROFILE

RFP No. 17/2021

Name of Project: - Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department

Sl. No.	Required Details of the Service Provider	Service Provider Response
1.	Name of the company Firm	
2.	Company/Firm registered office address Telephone number Fax number e-mail	
3.	Correspondence/ contact address	
4.	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5.	Is the company/firm a registered company/firm? If yes, "submit documentary proof. Year and place of the establishment of the company	
6.	Former name of the company/firm, if any.	
7.	Is the company/firm? A Government/ Public Sector Undertaking? A proprietary firm? A partnership firm (if yes, give partnership deed)? A limited company or limited corporation? A member of a group of companies (if yes, give	



	<p>name and address, and description of other companies)?</p> <p>A joint venture consortium (if yes, give name and address of each partner)</p>	
8.	<p>Is the company/firm registered with sales tax department? (if yes, submit valid sales tax clearance certificate)</p>	
9.	<p>Is the company/firm registered for service tax with Central Excise Department (Service Tax Cell)? (if yes, submit valid service tax registration certificate)</p>	
11.	<p>Number of years in the relevant field?</p>	
12.	<p>Is the company/firm registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)</p>	
13.	<p>How many years have your organization been in business under your present name? What were your fields when you established your organization?</p> <p>When did you add new fields (if any)?</p>	
14.	<p>What type best describes your company/firm? (Documentary proof to be submitted) - Manufacturer – Supplier, System Integrator Consulting Firm Implementation Agency (pl. specifies details) Software Development Total Implementation Agency (Design, Supply, Integration, etc.)</p>	

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15.	Please give details with contact no. of staff those will be involved in this project.	
16.	Number of offices / project locations in India: Odisha:	
17.	List the major projects of ORSACs with whom your organization has been/ is currently associated.	
18.	What is the total year of experience of handling Government projects?	
19.	Have you ever been denied RFPing facilities by any Government' Department/ Public sector Undertaking? (Give details)	
20.	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Name of the Authorized signatory:

Company Seal:

Signature:





GF-2: SERVICE PROVIDER’S UNDERTAKING STATEMENT

Selection of Service Provider for the project titled “Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department” (RFP No. 17/2021)

We, _____ M/S _____

hereby confirm that we have read and understood the entire RFP Document and accordingly submitted our RFP as follows:

- 1. Commercial Proposal (Format of RFP, Schedule of Prices) in hard copy.
- 2. Commercial Proposal (Format of RFP, Schedule of Prices) - digital word/excel format — Total Pages.....
- 3. Technical Proposal consisting of the following documents in digital pdf format and hard copy:
 - a. Total pages
 - b. Total pages
 - c. Total pages
 - d. Total pages
 - e. Total pages
 - f. Total pages

We understand that the entire RFP document and the technical and commercial proposal including RFP circulars and addenda shall form part of the Contract Document and we undertake to sign and stamp each and every page of these documents if our offer is accepted.

Signed by duly Authorized signatory

On behalf of M/S

Company Stamp

Signature



GF-3: CERTIFICATE OF COMPLIANCE (NO CONFLICT OF INTEREST)

Firm's Name

Address:

.....

.....

.....

We hereby certify and confirm that the entity named above, including all members, partners and persons associated with it shall not have any corporate, commercial or other links, relationship or agreements with any of the entities who will be entrusted with Service Provider for the project titled "Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department " under the scope of this RFP.

(Authorized signatory)

Name:

Designation:

Signed this Day of 2021 for the entity

Seal



GF-4: CONFIDENTIALITY/ NON-DISCLOSURE UNDERTAKING

This Confidentiality Undertaking (this “Undertaking”) is made by [] a corporate entity registered under the laws of [], whose address is [] (hereinafter referred to as the “Recipient”).

WHEREAS, the Recipient is entrusted to Service Provider for the project titled “Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department”

WHEREAS, ORSAC has agreed to make available to the Recipient certain information to enable the “Recipient” to carry out the required services;

NOW, THEREFORE, the Recipient undertakes the following:

1. The above preamble shall form an integral part of this Undertaking.
2. For the purpose of this Undertaking the term “Confidential Information” shall mean any and all information, data or records of ORSAC or entrusted to ORSAC by any third party presented, given, sent or delivered to the Recipient whether in print, text, writing, via computer diskettes, compact disks, computer files of all kinds, or through any other audiovisual, tangible or intangible medium whatsoever, and designated in writing by ORSAC or its affiliates or Employers or which, under the circumstances surrounding disclosure, ought to be treated as confidential and shall include but shall not be limited to, any and all information, data, records, statements, processes, formulae, techniques, financial, technical, operational, commercial, staff, management, sales strategies, desires, goals or expansions and other information, data and expertise of whatever kind of ORSAC, including all lists of potential or existing Employers or customers, organizational information, contracts or agreements, proprietary business or management methods, marketing data, fee schedules, know-how, designs, concepts, techniques, inventions and ideas, business plans, computer software and programs, database technologies, systems, structures and architectures, research projects or trade secrets of ORSAC or its affiliates or Employers and shall include all computer files, documents, data and analyses prepared by ORSAC or its agents or its affiliates or

Employers, which contain or are based upon Confidential Information. Confidential Information shall also include any information which can be obtained by examination testing or analysis of any such hardware, any component or part thereof, and software or material samples, provided or given access to the Recipient by ORSAC.

3. The obligation to maintain the confidentiality of Confidential Information shall continue to apply for five years after signature of this Undertaking. However, the said obligation does not apply to Confidential Information:
 - a) If the Confidential Information is generally available in the public domain (unless available as a result of breach of this Undertaking);
 - b) If the Confidential Information is lawfully in the Recipient's possession (as evidenced by the Recipient's written records) and was not acquired directly or indirectly from ORSAC;
 - c) If the disclosure of Confidential Information is required by any applicable law or by any supervisory or regulatory body to whose rules the Recipient is subject, or with whose rules it is necessary for the Recipient to comply.
4. If any proceedings are commenced or action taken which could result in it becoming compelled to disclose Confidential Information, the Recipient will, to the extent that it is lawfully able, immediately notify ORSAC of such proceedings or action in writing and will take all available steps to resist or avoid such proceeding or action, including all steps that may reasonably be requested by ORSAC and keep ORSAC fully and promptly informed of all matters and developments relating thereto. If the Recipient is obliged to disclose Confidential Information to any third party, the Recipient will disclose only the minimum amount of information consistent with satisfying its obligation. Furthermore, the Recipient will give prior written notice of the information it proposes to disclose, the notice containing a copy of the proposed disclosure, and will give ORSAC an opportunity to discuss the relevant notice prior to any disclosure.
5. The Recipient will immediately upon receipt of a written demand from ORSAC:





- a) Return to ORSAC all Confidential Information (and all and any copies thereof or of any part thereof);
- b) Expunge all Confidential Information from any computer or other similar device and all documents, forms, diskettes, compact discs, computer files or other tangible or intangible item containing Confidential Information together with all relevant samples and models which it has in its possession into which it was entered by it or on its behalf or by its advisers or representatives or on their behalf; and
- c) Destroy all notes, analysis or memoranda containing Confidential Information prepared by ORSAC or on its behalf or by its advisers or representatives or on their behalf,

6. The Recipient hereby expressly, unconditionally and irrevocably agrees that it shall:

- i. Hold ORSAC's Confidential Information in strict confidence to itself and restrict access to such Confidential Information to only its employees who need to know it and shall further ensure that any such employees are bound by the obligations of confidentiality as stated in this Undertaking, and to hold all Confidential Information of ORSAC in strict confidence
- ii. Treat such Confidential Information with at least the same care and precaution that the Recipient affords to its most confidential, valuable, and secret information
- iii. Not use, exploits, access or benefit from such Confidential Information for any reason or purpose whatsoever
- iv. Not use such Confidential Information in any way detrimental to ORSAC (it being acknowledged that any use or exploitation by the Recipient of the Confidential Information for any purpose whatsoever other than its own internal and non-commercial use, will be deemed detrimental to ORSAC)
- v. Not to copy, keep, preserve, store or retain in any medium whatsoever any Confidential Information of ORSAC for any reason whatsoever, to that effect, the Recipient hereby

expressly undertakes that it shall immediately upon the request of ORSAC, destroy any and all of the Confidential Information of ORSAC, which the Recipient has received from ORSAC

- vi. Release such Confidential Information to a concerned "Recipient Representative" requiring such information only after advance written notification to ORSAC stating the name, address, telephone number and relationship to the Recipient of such Recipient Representative, and notifying such Recipient Representative to whom any disclosure of the Confidential Information is made that the disclosure is made in confidence, that the Confidential Information must be kept in strict confidence by the Recipient Representative and that the Confidential Information as well as the Recipient Representative is subject to the terms of this Undertaking
- vii. Not to release, circulate, publish, expose, distribute, reveal, issue or disclose such Confidential Information through any medium or means whatsoever to any other person, persons, entity or entities without the prior express and explicit written consent of ORSAC, in which event the Recipient shall require such person or entity to enter into a confidentiality agreement acceptable to ORSAC
- viii. Take all reasonable steps to protect the Confidential Information from unauthorized access, production, publication, distribution, circulation, exposure, copying or disclosure by any party, in any manner, any means and any medium whatsoever.
- ix. Comply with any and all instructions that ORSAC may issue in relation to the manner through which the Recipient may utilize the Confidential Information for the purposes of this article.
- x. Notify ORSAC immediately upon discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of this Undertaking by the Recipient, and will cooperate with ORSAC in every way to help in regain possession of the Confidential Information and prevent any further unauthorized use of such.





7. The Recipient hereby expressly and unconditionally agrees that any and all of the terms, conditions and provisions contained within this Undertaking relating to the Confidential Information are of the essence, reasonable and necessary in order to protect ORSAC's business, reputation, best interests and goodwill. To that effect, the Recipient hereby expressly and unconditionally declares, understands and accepts that should the Recipient breach any of the term's conditions and/or provisions of this Undertaking, ORSAC shall suffer grave loss, damage and lost profits to its businesses, reputation, best interests and goodwill.
8. The recipient acknowledges and agrees that damages would not be an adequate remedy for any breach of this undertaking and that either party shall be entitled to the remedies of injunction, specific performance and other equitable relief for any threatened or actual breach of any such undertaking.
9. The Recipient hereby expressly and unconditionally understands and accepts that nothing in this Undertaking is intended to grant the Recipient any form of right, title or interest in or to any of the Confidential Information of ORSAC whatsoever, or to any invention, trade secret or intellectual property based thereon. By disclosing, presenting or providing Confidential Information to the Recipient, the Recipient fully and unconditionally understands and accepts that ORSAC does not grant any express or implied right interest or title to the Recipient or the Recipient Representative to any Confidential Information.

This Undertaking shall be governed by and construed in accordance with the laws of Republic of India. Any dispute arising out of or in connection with this Undertaking shall be referred to the Hon'ble High court of Odisha.

..... Signed
by authorized signatory of
M/S
(The Service Provider)



GF-5: PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To,

The Chief Executive

Odisha Space Applications Centre, Government of Odisha.

Dear Sir / Madam,

WHEREAS (Name of The Service Provider) herein after called “the Service Provider” has undertaken, in pursuance of Contract, dated 2021 (hereinafter referred to as “the Contract”) to Service Provider for the project titled “Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department” AND WHEREAS it has been stipulated in the said Contract that the Implementation Partner shall furnish a Bank Guarantee (“the Guarantee”) from a nationalized bank for the sum specified therein as security for the project/performance of proposed solution as per the agreement. WHEREAS We..... (“The Bank”, which expression shall be deemed to include it successors and permitted assigns) have agreed to give Odisha Space Applications Centre (ORSAC) the Guarantee. THEREFORE, the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Implementation Partner to ORSAC under the terms of their Agreement dated _____ on account of full or partial non- implementation and/or delayed and/or defective implementation. Provided, however, that the maximum liability of the Bank towards ORSAC under this.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from ORSAC stating full or partial non-implementation and/ or delayed and/ or



defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to ORSAC any and all sums demanded by ORSAC under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from ORSAC to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

.....
.....
.....

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 24 months from the date of its execution. However, the Guarantee shall not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.
4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - i) Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - ii) Any breach or non-compliance by the Service Provider with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Implementation Guarantee shall not, under any circumstances exceed Partner and the Bank.

The BANK also agrees that ORSAC at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against Implementation Partner and not withstanding any security or other guarantee that ORSAC may have in relation to the Service Provider's liabilities.

6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of ORSAC or any other indulgence shown by ORSAC or by any other matter or thing whatsoever which under law would, but for this



provision, have the effect of relieving the BANK.

7. This Guarantee shall be governed by the laws of India and only under the Appellate Jurisdiction of Hon'ble High court of Odisha, in the adjudication of any dispute which may arise hereunder.

Dated this the Day of 2021

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Name)

(Official Address)
Stamp

Designation with Bank

Plus, Attorney as per Power of

Attorney No:

Dated:

Dated:



GF-6: FORMAT FOR QUERIES

Service Providers requiring specific points of clarification may communicate with ORSAC during the specified period using the following template in MS Word Files as per the enclosed format.

RFP No:

Name of Project: “Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department”

Name of the Service Provider:

Sl. No.	Section No.	Page No.	Excerpt of RFP Clause	Query

Contact Address of the Service Provider, with e-mail Id & Mobile No.

Signature:

Name of the Authorized signatory:

Company seal:

Note: Consolidated and only Relevant Pre-Bid Clarifications shall be issued by ORSAC. ORSAC is not bound to issue Clarifications to Individual queries.



GF-7: FORMAT OF AGREEMENT (SHALL BE SIGNED AFTER AWARD OF THE CONTRACT)

1. THIS AGREEMENT made on the day of 20__ BETWEEN; 1. ORSAC (hereinafter referred to as the “ORSAC”), having address at..... represented by the (Which expression shall, unless repugnant to the context meaning thereof, include his successors, assignees) who is duly authorized by ORSAC to execute this agreement of the FIRST PART

2. M/S..... whose registered office is at and are duly registered as Implementation Firm under the laws of Republic of India hereinafter referred to as “Service Provider (SP)” (which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the SECOND PART.

WHEREAS the ORSAC is desirous that the agreement be rendered in accordance with the Conditions of this Agreement as contained herein and the SP is willing and capable to render the said Services and has submitted an offer and the ORSAC has accepted the same for the following: Services: Service Provider for the project titled “Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department”. NOW THESE PRESENT WITNESSES and it is hereby agreed and declared by and between the parties hereto as follows:

- i. In this Agreement the words and expressions shall have the same meanings as are respectively assigned to them in the Instruction to Service Providers & RFP Forms, Special Conditions of Contract and General Conditions of Contract hereinafter referred to.

- ii. The following documents shall be deemed to form and be read and construed as part of them Agreement viz:
 - a. The RFP Document issued by ORSAC



- b. The said Offer
 - c. Conditions of the Contract
 - d. The Appendices
 - e. Letter of Acceptance/Award
 - f. All pre-RFP circulars & addenda issued during the RFPing stage
 - g. All post-RFP clarifications, confirmations and correspondence (letters, faxes, emails) and minutes of meetings, in consideration of the payment to be made by the ORSAC to the SP as hereinafter mentioned, the SP hereby covenants with the ORSAC to perform the Services in conformity in all respects with the provisions of this Agreement.
- ii. The ORSAC hereby covenants to pay the SP in consideration of the above Services the remuneration at the times and in the manner prescribed by this Agreement.
- iii. The Contract Sum for the Project has been agreed between the ORSAC and SP to be INR The same amount shall be the value for the purpose of furnishing Professional Indemnity Insurance by the SP.

IN WITNESS whereof the parties hereto have hereunder set their respective hands and seals on the day and year first above written.

Signed by a duly authorized signatory for and on behalf of the ORSAC

M/S

Chief Executive, ORSAC

Signature

(Name & Designation)

Witness

Signature

Signature

(Name & Designation)

Witness

Signature

TF-1: TECHNICAL BID LETTER

To,

The Chief Executive

Odisha Space Applications Centre, Government of Odisha.

Reference. RFP No.

Letter no.

Dated

Sir,

3. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Technical Bid as required by you. This includes:
 - i) This Bid Letter
 - ii) Bid Particulars
 - iii) Documents in support of Technical Bid Evaluation Criteria
 - iv) Details of the proposed solution, proposed Methodology & Timeline We agree to abide by our offer for a period of 180 days from the actual date of opening of the Technical

Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the RFP and the conditions of the Contract applicable to the RFP and we do hereby undertake to provide services as per these terms and conditions. Certified that the RFPer is a Company and the person signing the RFP is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. _____ (Rs. _____ Only) is enclosed in the cover containing Part-I of the bid.





We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2021 (Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of Service Provider

Witness Signature:

Witness Name:

Witness Address:

TF-2: DETAILS OF RELEVANT PAST EXPERIENCE IN EXECUTION OF SIMILAR PROJECTS

Format for Relevant experience

Sl. No.	Item	Details	
General Information			
1	Name of Project		
2	Customer Name		
3	Name, address and contact details of customer		
4	Project Start Date		
5	Project End Date		
Compliance Information			
6	Nature (Govt. / Govt. undertaking, PSU etc.)	Supporting documents provided	[Mention the documents from which it is evident, like work order, certificate etc. at page: (on which page of bid the document is provided)]
7	Nature of Project (IT/ IT enabled service etc.)	Supporting documents provided	[Mention the documents from which it is evident, like work order,

D

RFP for - Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department



				certificate etc. at page: (on which page of bid the document is provided)]
A	Implementation of the same proposed Products and Technologies		Yes/No	
B	Application Development		Yes/No	
C	Implementation		Yes/No	
D	Operation		Yes/No	
E	Maintenance and Support		Yes/No	
8	Project Location (India or elsewhere)		Supporting documents provided	[Mention the documents from which it is evident, like work order, certificate etc. at page: (on which page of bid the document is provided)]
9	Value of Project		Supporting documents provided	[Mention the documents from which it is evident, like work order, certificate etc. at page: (on which page of bid the document is

Ans

				provided)]
10	Current Project Status (Completed/Implemented & currently under maintenance/under implementation)		Supporting documents provided	[Mention the documents from which it is evident, like work order, certificate etc. at page: (on which page of bid the document is provided)]
11	Project Completion / successful Implementation date		Supporting documents provided	[Mention the documents from which it is evident, like work order, certificate etc. at page: (on which page of bid the document is provided)]

Signature



TR-3: FORMAT FOR PROJECT TEAM MEMBER'S RESUME

(Use the Format given below for each individual Resource)

1	Position to be Deployed			
2	Name of the Resource			
3	Designation in Current Organization			
4	Date of Birth(dd/mm/yy)			
5	Nationality			
6	Total Years of Experience			
7	No. of Years in Current Organization			
8	Education (Year when Various Qualificatio	Year	Degree / Diploma	Institution / University

	ns were Obtained Must Be Stated)				
9	Other Training & Certifications				
10	Language & Degree of Proficiency	Language	Read (Excellent /Good/Fair	Write (Excellent /Good/Fair	Speak (Excellent /Good/Fair
		English			
		Odia			
		Other			
11	Country of Work Experience				
12	Summary of Experience				
13	Skill Sets				
14	Employment Record				
	From - To				
	Employer				

Handwritten signature

RFP for - Application Deployment of a Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department



	Position Hold	
15	Work Undertaken That Best Illustrates Capability to Handle the Task Assigned	
A	Name of Project	
	Year	
	Location	
	Main Features	
	Position Held	
	Activities Performed	

Signature

Seal

CF-1: COMMERCIAL BID LETTER

To, The Chief Executive Odisha Space Applications Centre

Government of Odisha

Ref. RFP No.....

Sir,

1. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid in CF2
2. We enclose herewith the complete Commercial Bid as required by you. This includes:
 - i. This Bid Letter
 - ii. Price Schedule

We agree to abide by our offer for a period of 180 days from the actual date of opening of the Technical Bid and that we shall remain bound by a communication of acceptance within that time. We have carefully read and understood the terms and conditions of the RFP and the conditions of the Contract applicable to the RFP and we do hereby undertake to provide services as per these terms and conditions.

Herewith we confirm to undertake the work as per the RFP documents without any objection in time,

Dated this Day of..... 2021 (Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Service Provider

Witness Signature:

Witness Name:

Witness Address:





CF-2: FORMAT FOR FINANCIAL BID

FORMAT FOR COMMERCIAL BID

Sl. No.	Deliverables	Quoted Price with Tax Components (in Indian Rupees)
1.	Deployment and Maintenance of Web based E-Learning Platform with Video Streaming & Management for Odisha Forest Department; with full comprehensive warranty and Maintenance and support for one year, from the date of Go-Live, as per the scope of Works and Deliverables and as per the object and reason of the RFP for Application Deployment of a Web based E-Learning Platform with Video Streaming, Social Media & Management for Odisha Forest Department.	

Accepted to develop all Deliverables as per RFP document

Signature

Seal of the company

Note: There should be no extra item or condition should be furnished in the Bid. There is only one row of item as in bid format.

-----End of RFP-----

DOWN
CCF, T & D.

A. Mohanick
22-12-21
CHIEF EXECUTIVE, ORSAC

[Handwritten signatures and initials at the bottom of the page]