Request for Proposal (RFP)

Selection of Service Provider
For the Development of COMPASS
Technology Platform

General Disclaimer

1. This Request for Proposal (RFP) is issued by the Housing and Urban Development Department (Odisha), (hereunder called "HUDD"), for inviting proposals to develop technology platforms that enable regulatory functions owned by the HUDD (Odisha) and are interoperable with the existing technology applications used by related government bodies.

2. The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary (hard/ soft) or any other form by or on behalf of the HUDD or any of its employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.

3. It is hereby clarified that this RFP is not an agreement and is not an offer or invitation by the HUDD to any party hereunder. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposal submission. This RFP document does not purport to contain all the information Bidders may require.

4. This RFP document may not be appropriate for all persons, and it is not possible for the HUDD to consider the needs of each Bidder. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and obtain independent advice from appropriate sources. The HUDD and their advisors make no representation or warranty and shall incur no liability financial or otherwise under any law, statute, rules or regulations or otherwise as to the accuracy, reliability, or completeness of the RFP document.

5. The information contained in this RFP is subject to update, expansion, revision, and amendment prior to the last day of submission of bids at the sole discretion of the HUDD. In case any major revisions to this RFP are made by the HUDD within seven days preceding the last date of submission of the proposals, the HUDD may, at its discretion, provide reasonable additional time to bidders to respond to this RFP. Neither the HUDD nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent.

6. The parties to whom this invitation is extended are not mandated under any agreement, made here, to bid. Responding to this invitation will be their sole commercial decision. Such a decision will entail risks, responsibilities, and rewards as described in this RFP. It is

deemed that a party/institution choosing to respond by way of a bid, in general, is accepting them.

7. The HUDD reserves the right not to proceed with the selection process at any stage or to change the process or procedure to be applied in a fair and transparent manner. It also reserves the right to decline to discuss the process further with any party submitting a bid/proposal.

8. The HUDD reserves the right to cancel, terminate, change or modify this procurement process and/or requirements of bidding stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same. The HUDD makes no commitments, express or implied, that this process will result in a business transaction with anyone.

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1. Overview

1.1. The Housing & Urban Development Department (HUDD) is the nodal Department of Government of Odisha for ensuring proper and planned growth of cities and towns with adequate infrastructure, amenities, and services. The Department has been taking concrete measures for efficient management & delivery of civic services, creation of livelihood opportunities by accelerating economic growth of cities/towns, and building capacity of the urban poor.

1.2. One such initiative is the Mukhya Mantri Karma Tatpara Abhiyan (MUKTA) which aims to provide sustainable livelihood opportunities to the urban poor, informal and migrant labourers, and create & maintain ecologically sustainable and climate-resilient community assets, critical to ensure inclusive, sustainable, and equitable urban development.

1.3. People and processes are critical to the success of any scheme, and their regular monitoring by leveraging digital solutions will play an important role in facilitating effective performance by the department's people and smooth operation of its processes.

1.5. Technology is envisioned to play a critical role in achieving this by enabling the development of COMPASS (Competency-based Open-source Management Platform for Assessing Skills and Success), which is an integral component of a goal-oriented human resource management system. This platform will help to optimise workforce efficiency, understand the gaps in competencies and staffing, and move towards building a performance assessment & accountability system for all delivery units, teams, and individual staff members.

2. Objective

The objective is to develop and support the open-source digital solution COMPASS. This solution will be built in alignment with MEITY policies. The scope and approach of overall system development is defined below.

2.1. **Development of COMPASS (Competency-based Open Source Management Platform for Assessing Skills and Success)**

2.1.1. To link department goals with well-defined targets for teams and individuals, HUDD plans to develop a digital solution called COMPASS (Competency-based Open Source Management Platform for Assessing Skills and Success). COMPASS will help manage targets and competencies required by the individuals to perform the tasks.

2.1.2. As a competency-centred platform, COMPASS will enable knowledge-building through courses in a self-paced manner, assessments against the required competencies, and performance reviews against the set targets in order to identify gaps.

2.1.3. COMPASS will be developed using existing building blocks from SUNBIRD - an open source Digital Public Good.

2.2. The scope of work for the chosen agency will be evolved using an AGILE approach which will involve quarterly and/or monthly sprints based on requirement documents approved by an Executive Committee that will be setup to guide, oversee, and review the work done by the selected vendor. The structure and responsibilities of the Executive Committee are detailed in section 3.2. The AGILE approach has been notified by the Ministry of Electronics & Information Technology (MEITY) as a framework for designing enterprise architectures.[1]

2.3. A predefined list of core technical features and high-level technological architecture which the solution should meet have been detailed below.

2.4. The team requested under this RFP will be responsible for the 'Technology Platform Development' as defined under 2.1, and warranty and maintenance support as defined in section 3. . Cloud/Infrastructure management will not be a part of this engagement.

[1] Agile India Enterprise Architecture (IndEA) Framework notified by MEITY.

3. Terms of reference

The HUDD invites proposals through this RFP document from firms which have the requisite experience in this field as detailed in this RFP. The main features of the platform, key dates, instructions on how to bid, eligibility criteria, technical requirements, and other important information are outlined in the RFP document.

3.1. **Evaluation system**

3.1.1 The RFP will follow the QCBS (Quality cum Cost Based Selection) system of evaluation with 75% weightage given to technical proposal score and 25% weightage to financial proposal score.

3.1.2. Agencies with the highest total score will be awarded the work order. Further details on the evaluation criteria have been provided in section 7.

3.1.3. A Bid Evaluation Committee (BEC) will be created by the HUDD to evaluate Proposals and award the work order.

3.2. **Executive Committee**

An Executive Committee consisting of the Principal Secretary, Housing and Urban Development Department or any person nominated by them, and nominated officials from the Housing and Urban Development Department, sector specialists, and external experts will be constituted to guide, oversee, and review the work done by the selected vendor. The committee will be responsible for the following activities:

3.2.1. Define the architecture of COMPASS solution and technology stack to develop it using open-source components.

3.2.2. Define the skill-sets of people required to implement the solution, estimate human resources requirements to develop the project and IT infrastructure (cloud etc.)

3.2.3. Once the implementation vendor is appointed, the committee will meet on a quarterly basis to

a. Review the progress made against milestones of the previous quarter (as defined in a product requirement document).
b. Review the scope of work & milestones for the next quarter
c. Sign-off on the scope of work for the next quarter

3.2.4. The committee will provide approval on any scope changes post-quarterly sign-offs.

3.3. **Conflict of interest**

3.3.1. The Bidder shall disclose the circumstances, arrangements, undertakings or relationships that constitute, or may reasonably be considered to constitute, an actual or potential conflict of interest with its obligations specified in the tender process or under any Agreement which may be negotiated or executed with the Client.

3.3.2. Bidder and its employees, agents, advisors and any other person associated with the Bidder must not place themselves in a position which may, or does, give rise to conflict of interest (or a potential conflict of interest) between the interests of the Client or any other interests during this tender process or through operation of the Agreement.

3.4. **Confidentiality**

3.4.1. The Parties agree that Confidential Information exchanged shall be kept confidential and shall not be disclosed or given to any third party or made use of in any manner otherwise than for the purposes agreed herein, during and after the expiry or termination of this Agreement without the prior written consent of the disclosing Party. The aforementioned undertaking does not apply to information:

a. already known or independently obtained by the receiving Party, without an obligation to maintain its confidentiality;
b. publicly known or becomes publicly known through no breach of this Agreement;
c. required to be disclosed pursuant to a lawful order of a court or government agency or regulation of a stock exchange, provided the receiving Party provides the disclosing Party with written notice of such order prior to disclosure and within such time as to allow the disclosing Party reasonable opportunity to oppose such disclosure before a court or agency of competent jurisdiction.
d. the information is received from a third party who lawfully acquired such information without restriction, and without a breach of this Agreement, by the Receiving Party or
e. the information independently developed by the receiving party.

3.4.2. The employees of the successful bidder who will be deployed on the project will have to furnish a Non-Disclosure Agreement (NDA) as per RFP.

3.5. **Termination for default or otherwise**

3.5.1. The HUDD may, without prejudice to any other remedy for breach of contract, may terminate the contract in whole or in part by writing a notice as default to the bidder:

a. If the Service provider fails to perform any or all of the design, development works within the period(s)/schedule specified in the requirement documents issued at the beginning of each sprint,
b. If the Service provider fails to perform as per the performance standards.
c. If the Services provider, in the judgement of the HUDD has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
d. All notices shall be communicated in writing by email, addressed to the signatory of this agreement with a copy to the head of the other party's organisation as well as Chief Financial officer.

3.6. **Corrupt or fraudulent practices**

3.6.1. The HUDD requires that the bidders observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, the HUDD defines for the purposes of this provision, the terms set forth below.

3.6.2. “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the HUDD or related party in the selection process or in contract execution; and

3.6.3. “Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or an execution of a contract to the detriment of the HUDD, 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 HUDD of the benefits of the free and open competition.

3.7. **Indemnity**

3.7.1. The vendor onboarded through this RFP shall indemnify the HUDD, without limitation, against all claims, suits, liability which may arise against the HUDD on account of any third party IPR breach or the vendor’s confidentiality breach or wilful misconduct under the contract.

3.7.2. The HUDD shall be entitled to claim and the vendor shall indemnify the HUDD up to the contract value against all damages and losses suffered by the HUDD on account of the vendor's non-performance or breach under this Agreement.

3.7.3. No party shall be liable for any type of consequential, indirect or incidental damages or losses, or loss of profit or good will, against another party to this contract.

3.7.4. Each party's aggregate liability for direct damages under this contract shall not exceed the total contract value by the vendor to the HUDD under this Agreement. The aforesaid limitation of liability shall not be applicable in case of any confidentiality breach or willful misconduct attributable to the vendor.

3.8. **Arbitration**

3.8.1. Any unresolved dispute or difference whatsoever arising between the parties to this Agreement, out of or relating to the construction, meaning, scope, operation or effect of LOA/Purchase order or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein.

3.8.2. The Arbitration proceedings will be held at Odisha, India and will be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

3.8.3. The parties agree that any decision for Award of any Arbitral Tribunal pursuant to this clause shall be a domestic award subject to the provisions of clause 3.10 and final, conclusive and binding upon the parties and any person affected by it.

3.8.4. The parties also agree that any arbitration award rendered pursuant to this clause may be enforced by any court of competent jurisdiction.

3.8.5. During any period of arbitration, the contractor shall not suspend its services.

3.9. **Consortiums / Joint ventures**

Any consortium or Joint Venture of bidders is not permissible. Bidders are required to respond to the RFP and participate in the bidding process as individual entities.

3.10. **Output ownership**

All reference solutions developed by the vendor onboarded through this RFP will be owned by the HUDD. The development of these solutions will be done using open source code, and this may be made available for public use as per the discretion of the HUDD. The selected vendor is expected to provide necessary materials that ensure that the code is easy-to-access, understandable, and replicable.

3.11. **Team requirement & location**

The vendor onboarded through this RFP will work closely with the Executive Committee and the department officials to deliver the required outputs. The team requirement is described in table 7.2.4. As per this, key roles for the project, like business analyst and product manager, need to be placed in Odisha, along with the HUDD, while the remaining team may work remotely. The HUDD will provide working space in Bhubaneshwar for the operations of the team. Further details of the specific positions that are required to be based in Odisha are provided in table 7.2.3.

3.12. **Project management**

The quality of outputs and deliverables prepared by the vendor is of paramount importance. Thus, the vendor is expected to deploy cutting-edge project management systems and tools to track progress, manage change requests and grievances, and ensure alignment with the defined scope of work. The vendor will be expected to brief the Executive Committee of its project management preparedness (including progress trackers, IT helpdesks, etc.) following the commencement of the contract, and at appropriate intervals thereafter. A project management plan (both soft and hard copy) should be prepared and shared with the HUDD at the start of the contract.

3.13. **Service level agreement**

The selected vendor must ensure that the output (or release) associated with each sprint is free from defects and of satisfactory quality. To achieve this, the vendor must undertake relevant quality assurance, user-acceptance-testing, etc. The quality of each release, and the overall solution, will depend on quality standards as defined below as well the alignment with the product requirement documents.

Upon evaluation of bids and selection, the selected vendor will enter into a service level agreement (SLA) with the HUDD, containing all the terms and conditions of this RFP.

Table 3.13: Service level targets

Indicator	Description	Target	Means of verification
Sprint Completion Rate	The percentage of committed features or functional requirements completed during the iteration.	99%	Product requirement document, scrum board, and end-of-sprint report
System availability	Ensure the platform is available and functional during the specified operational hours.	99% of scheduled operational hours	Monthly availability report
Defect (defined below) resolution rate	Prompt response and resolution of any defects or issues identified in the technology platform.	● Critical: Within 24 hours ● Major: Within 3 business days ● Minor Defects: Within 7 business days	Issue/service log, root cause analysis

3.13.1. Service Levels shall be measured on a monthly basis. A service level default shall occur when the vendor fails to meet minimum service levels, as measured on a monthly basis, for a particular service level. Penalties associated with non-compliance shall be adjusted from quarterly invoices on pro-rata basis.

3.13.2. The penalty for the first two service levels (sprint completion and system availability) shall be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level – Monthly Actual Service.

The quarterly service level default will be the average of the monthly service level default over 3 months, and the quarterly service level penalty would be the quarterly service level default multiplied by the total quarterly payment.

a. For instance, assume that the monthly actual system availability is 97%, 98%, and 99%.
b. This would translate into a quarterly service level default of 1%.
c. The quarterly service penalty would then be 1% multiplied by the total quarterly payment.

3.13.3. The penalty associated with non-compliance of the service level target of defect resolution will be as follows:

Level	Permissible resolution time	Actual resolution time	Penalty as a % of quarterly payment
Critical	0-24 hours	24-48 hours	0.5%
		48-72 hours	1%
		>72 hours	2%
Major	3 business days	3-5 business days	0.5%
		5-7 business days	1%
		>7 business days	2%
Minor	7 business days	7-9 business days	0.5%
		9-11 business days	1%
		11-13 business days	2%

3.13.7. The overall penalty shall be capped at 10% of the payment for the respective quarter. If the penalty cap is breached, the HUDD shall have the right to terminate the Agreement.

3.14. **Warranty support**

Since the technology platform will be developed using an agile methodology, the warranty support must also be flexible and responsive to the sprint-wise releases.

3.14.1. The selected vendor shall provide warranty support for at least 90 days following the completion of each sprint and associated release (including the final sprint).

3.14.2. As part of the warranty support, users will be provided a helpdesk during their working hours through email and telephone support for efficient uptake of the platform and reporting of feedback/issues.

3.14.3. In addition, the warranty period shall include support to maintain the operational efficiency and security of the system, including the architecture,

upgradation of DB/Devop setup, platform portability, hardware compatibility, etc., as appropriate, throughout the development and warranty period.

3.14.5. The need for annual support and maintenance beyond the warranty support period will be assessed towards the end of the warranty period.

3.15. **Maintenance and Updates**

Following the warranty period, the vendor is expected to offer ongoing maintenance and support services for the technology platform for at least 180 days. This period will commence upon the completion of the 90 day warranty support period associated with the final sprint/release. The maintenance and support services will include but is not limited to:

- Regular updates to address emerging security vulnerabilities.
- Compatibility updates to ensure the platform remains compatible with supported environments.
- Timely responses to queries and issues raised by the client.
- Proactive monitoring and performance optimization.

Prospective bidders shall mention costs, associated resources (e.g. human resources), and other relevant details for providing warranty support and maintenance in their financial bid proposal.

3.16. **Project closure and exit management**

The last month of the project is considered as Project Closure period. The HUDD will not assign any new tasks or change requests during the project closure period. During the project closure, the service provider shall clear all pending work as follows.

3.16.1. To ensure that all the feedback, issues, complaints, change requests received from the users are resolved to the satisfaction of the HUDD.

3.16.2. To ensure that all technical artefacts delivered meet the quality standard and comply with the feedback of the third-party quality auditor.

3.16.3. To ensure that the final version of all the artefacts including source code is handed over to the HUDD technical team.

3.16.4. To ensure proper transfer of knowledge, including necessary documentation like software requirement specifications, technical specifications, test plans and results, to the HUDD technical team.

4. Award of contract

4.1. **Negotiations**

4.1.1. After completion of the evaluation process, the HUDD may enter into negotiations with the highest Final Score (S) Bidder. The HUDD reserves the right to award the contract, based on initial offers received or otherwise, without discussion and without conducting any further negotiations. Further, the successful bidder shall not reassign any award made as the result of this bid.

4.2. **Award of contract**

4.2.1. The HUDD will award the contract to the successful bidder as per the evaluation procedure mentioned in section 7. The successful bidder will be awarded a 15 month contract, extendable for one 12 month period, to supply and coordinate the working of a technical team.

4.2.2. On acceptance of the proposal for awarding the contract, the HUDD will notify the successful bidders in writing that their proposal has been accepted and the contract Agreement will be signed.

4.2.3. In case the successful bidder does not confirm the acceptance of the assignment within the stipulated time, the HUDD has the right to engage the next highest Final Score (S) Bidder for the assignment and so on and so forth.

4.2.4. The HUDD shall have the right and authority to negotiate / add certain terms with the successful bidder before signing of the Contract. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by all the parties. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the HUDD.

4.2.5. The HUDD reserves the right to reject any or all bids OR split the job between more than one bidder OR issue work order in full or parts with respect to the scope of work without assigning any reason thereof.

4.2.6. During evaluation of bids, the HUDD may, at its discretion, ask the Bidder for a clarification of its bid. The HUDD may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a

clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

4.2.7. An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event the HUDD will proceed to the next highest Final Score (S) Bidder evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

4.2.8. The HUDD shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and the same shall be conveyed to the HUDD or black listed by any of the state and central departments of India.

4.2.9. The HUDD shall declare a firm ineligible, and blacklisted either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

5. Scope of work

This section describes the scope of work as outlined in section 2 (Objective). While the exact scope of work will be decided on a quarterly basis with the Executive Committee, the following section provides an indicative understanding of the platform requirements.

5.1. Development of COMPASS

COMPASS is envisioned as a critical component of a goal-oriented human resource management system (GO-HRM) that will allow departments to link their goals with well-defined targets for teams and individuals, map competencies required to fulfil these targets, and link capacity to performance management.

As a competency-centred platform, it will allow assessments against the required competencies and performance reviews against the set targets in order to identify gaps and enable departmental leadership to direct training and resources to address those gaps in a manner that is disaggregated by department, division, team, and individual.

In addition to driving continuous measurement and improvements in goal-linked competency-building, the platform will also build accountability in the system by mapping service delivery indicators to each combination of role, activity, and competencies. These service delivery indicators will be sourced from existing departmental Management Information Systems e.g., Sujog, DIGIT FSSM, Ama Sahara, Swacch Sahara and similar portals in Odisha or systems that are going to be built e.g. MuktaSoft.

Further, integration with existing performance management systems like APAR (annual performance appraisal record) or the upcoming e-HRMS system for Odisha Municipal Administrative Services (OMAS) will also play a critical role in increasing accountability and ownership at the individual level.

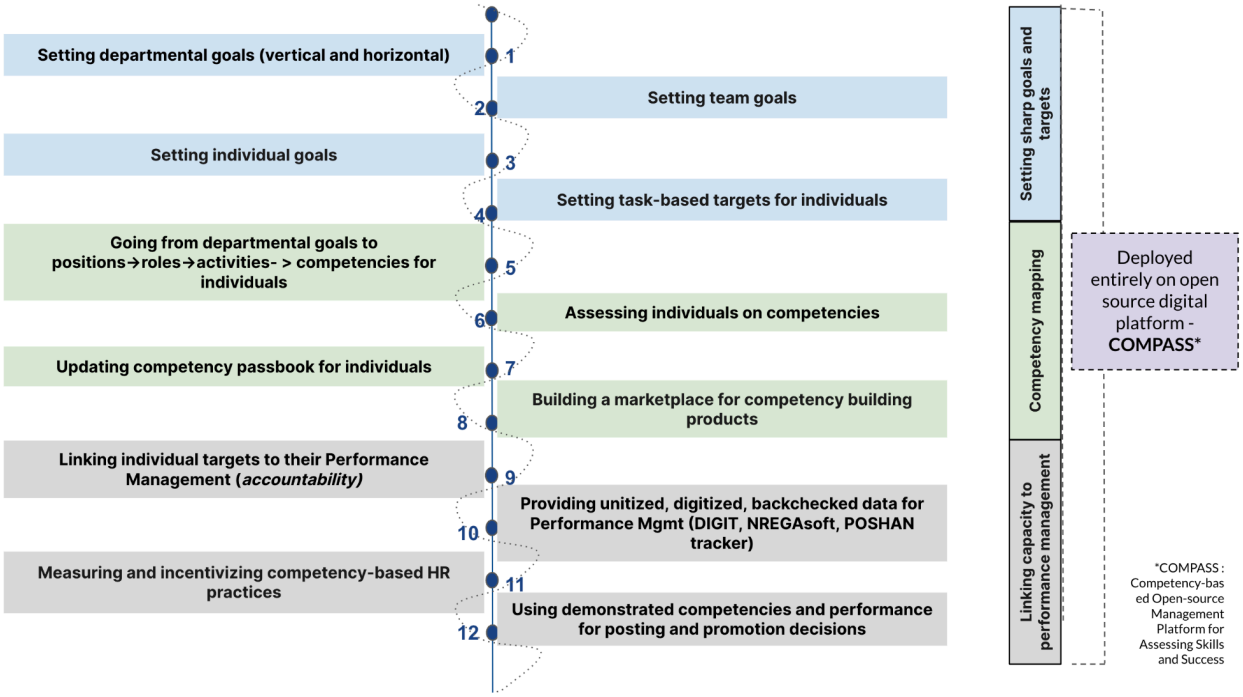


Figure 1: Roadmap for using competencies to improve departmental performance

COMPASS will be composed of **5 spaces – the learn space, competency space, discussion and network space, performance space, and career space**. These will facilitate competency growth in 3 critical ways. First, the **learn and competency spaces** will enable officials to obtain clarity on their position-specifc competency requirements and achievements, and augment their knowledge and skills using world-class competency-building products in a self-paced manner.

Second, the **discussion and network spaces** will provide a platform for officials across positions and departments to brainstorm and solve problems by leveraging others' experience and expertise. The **performance space** will enable individuals to track the goals and key performance indicators associated with their position. Finally, the **career space** will enable departments to search for officials with requisite competencies and empower officials to search and build capacity for advanced roles.

As described in table 5.1, COMPASS is composed of Sunbird building blocks which have been developed as a configurable and modular solution. **The vendor onboarded through this RFP will leverage, configure, and extend the existing digital public good (DPG) as per the requirements of the HUDD.** More information about the existing DPG and associated building blocks that the vendor can leverage for development is available here.

The scope of work and roadmap will be defined by the Executive Committee that will be constituted as specified in section 3 (3.2). The requirements and design will be prepared by the vendor onboarded in the form of a product requirement document. This will be reviewed and approved by the Executive Committee before development in that sprint begins. The specific milestones and overall timelines for delivery will be mutually agreed at the time of onboarding and over the course of the engagement with HUDD.

The scope of work will include but is not limited to:

1. Develop COMPASS by leveraging existing building blocks from Sunbird, as per the specifications in table 5.1 and the scope defined by the Executive Committee.
2. Package and deploy the system
3. Train and rollout the system - training to relevant stakeholders, and support for users
4. Monitor, identify and resolve technical issues in the platform, and ensure timely delivery
5. Provide necessary documentation[2], waranty support, and maintenance as defined in sections 3.14 and 3.15
6. Ensure interoperability and/or integration with existing data and systems and workflow applications.

Table 5.1. Functional requirements for COMPASS

#	Functionalities	Modules & use-cases	Existing block
1	Learn space	Upload competency building products (CBPs) or courses, Categorising and content tagging, Quality check and Assessment design	Yes
2	Authoring	Repository and tool for content creation, Multi-user authoring capability, Enable different types of learning formats and learning types	Yes
3	Discussion space	Interactions, Delete/edit posts or responses, Discussion related analytics	Yes
4	Competency space	Registries & credentials, Competency mapping, Competency dictionary, Competency passbook (describing position-specific competency requirements and achievements)	Yes

[2] This will include documentation on installation, environment setup and architecture, and maintenance. Information like software requirement specifications, technical specifications, system design documents, test plans and results, ER diagrams, etc., must be enumerated in this documentation in order to enable smooth handover, maintenance, and change of ownership.

#	Functionalities	Modules & use-cases	Existing block
5	Network space	Repository of officer profiles, Search, view, & connect with profiles	Yes
6	Career space	Listing of positions, Linking Career space to the Competency passbook, Search	Yes
7	Framework of Role, Activities, Competencies (FRAC) portal	Work allocation tool, Public competency dictionary	Yes
8	Goal-setting	Setting departmental goals, Delineation into objectives, key results, and KPIs, Linkages with relevant position holders	No
9	Assessments/InQuiry	Ability to design Assessments, Taking CBP assessments within courses, Self-assessments, View and download issued certificates	Yes
10	Proctored Independent Authorised Assessments (PIAA)	PIAAs, Linking PIAA scores to Competency passbook	No
11	Workplace competency assessment score (WPCAS)	Surveys triggered and collated by the system based on the assessee's competency level, Calculation of WPCAS score, Linking WPCAS scores to Competency passbook	Yes
12	Marketplace	Search CBPs and providers based on impact score, Individuals discover, pay, and use CBPs and receive certificates, Individuals provide feedback, Linking feedback to impact score	Yes
13	Impact Score	Rating, Qualitative feedback, Aggregate rating with PIAA and WPCAS	Yes
14	Recommendation Engine (rule-based UI discovery)	Browse CBPs by competency and/or topic, Recommend courses based on competency gaps and/or desired competencies	Yes

#	Functionalities	Modules & use-cases	Existing block
15	Wallet	Ability to utilise the wallet money/credits to pay for CBPs, ability to receive wallet money by CBPs	Partial
16	Trust Score	Assess scoring pattern of assessors, Flag patterns/biases ingrading, Flag inaccurate grader's profile	No
17	Mobile App	Learn space, Competency passbook, Career space, Network space, Recommendation engine	No
18	User Interface (UI)		Basic
19	Dashboards & reports	Data pipeline, Filters, Comparisons and visualisations	Partial

The complete scope of work for the agency will be evolved using an AGILE approach and will be broken up into several quarterly and/or monthly sprints based on requirements defined by the Executive Committee.

As also described earlier, COMPASS is envisioned as a critical component of a goal-oriented human resource management system that will enable the HUDD to link their departmental goals with well-defined targets for teams and individuals, map competencies required to fulfil these targets, and link capacity to performance management. It will bring together other data from platforms like e-HRMS (service record of department personnel), workflow applications (performance record), and departmental Management Information Systems (service delivery indicators).

Thus, the COMPASS solution that will be built by the vendor onboarded through this RFP should be interoperable in nature and the vendor, based on the direction of the Executive Committee, may be required to undertake integration activities with other dependent applications such as SUJOG, MUKTASoft, DIGIT FSSM, Ama Sahara, Swacch Sahara and similar portals in Odisha.

5.2. Roles and Responsibilities of the Team Members

Role	FTE	Responsibilities	Skills/Qualifications	Experience

Senior Project Manager	1	Day to day project ownership/management and coordination within the project team as well as with State PMU	MCA/B.Tech/B.E./MBA from a reputed organisation. Required 5+ years of work experience in project/program management/experience in delivering large scale IT projects. Managing the project team, scheduling, risk/issue management, execution, planning, ownership of the project deliveries. – Should be able to monitor the Scrum processes to increase efficiency. – Sprint planning and scheduling the daily Scrum meeting – Ensure that a project is running smoothly. Should be able manage the project using project management tools.	12+
Product Manager	1	1. Work with domain experts to understand business and functional requirements and converts them into workable features 2. Test features developed for completeness and accuracy with respect to defined business requirements	MCA/B.Tech/B.E./MBA from a reputed organisation. Required 3+ years of managing a team of business analysts. S/he should be based out of Odisha and should preferably have expertise of working in Odisha. – Will be responsible for Product conceptualization, PRDs and roadmap management, backlog etc.	7+

			Should be able to do the following: – Stakeholder management – Execute the Product Backlog as per the prioritization set by the product owners (HUDD) – Should be able to resolve team conflicts and motivate the teams – Assisting with the Product Backlog	
Business Analyst	1	1. Work with domain experts to understand business and functional requirements and converts them into workable features 2. Test features developed for completeness and accuracy with respect to defined business requirements	MCA/B.Tech/B.E./MBA from a reputed organisation. Required 1+ years of experience in business process evaluation, data modelling/mapping, produced functional designs and wireframes for technical tools. S/he should be based out of Odisha and should preferably have expertise of working in Odisha.	4+
UI/UX designer	1	Work with the product team to produce the visual design for web and mobile. Work with product and engineering teams to deliver the required technical outcome on time following the best in class architecture principles.	Key Skills – Wireframing and prototyping – Sound knowledge and hands-on experience in visual designing tools.	4+

			– Knowledge and experience of using Open-Source Design tools – Knowledge of authoring tools. – Develop new user-facing features. – Ensure the technical feasibility of UI/UX designs	
Solution Architect	1	Provide technical leadership and solutioning for the engineering team.	B.E./ B. Tech/ M.Tech./MCA Tech skills: Should have worked in projects using Java, Kafka, Elasticsearch, Cassandra, Neo4j, Scala, Flink, Sunbird, Micro services, Kubernetes. Additional Skills – Provide recommendations and roadmaps. – Perform design, debug, and performance analysis on iGOT platform – Document best practices. – Suggest process improvements – Design and develop new features – Provide technical leadership to team throughout the project lifecycle	12+

			– Develop proof-of-concept for proposed features – Reviewing and validate solution designs from other team members	
Technical Lead (FullStack)	1	● Work with the HUDD, Solution Architects, and Product Owners to design technical solutions that meet the business requirements ● Lead the development team throughout the design, development, testing, and implementation of the technical end to end solution ● Be a thought leader and lead in all areas and ownership of the digital and software platform ● Review the solution with security teams, clients, and development team ● Advocate for the best technical solution and train and mentor junior developers ● Interface with Dev-ops and QA during the development and implementation of the solution ● Own low-level designs and security reviews, technical implementation of deployments, and coordinate production deployments	B.Tech / M.Tech / MCA/BE (IT or CS). Required 3+ years of technology solutioning experience in microservices architecture. Preferred experience in deploying and maintaining large integrated platforms/ systems. **Tech Skills:** Should have experience in Angular, Node JS, JavaScript, and Sunbird. **Additional Skills** – Should understand project requirements and develop work schedules for the team. – Should achieve daily, weekly, and monthly goals. – Identify risks and form contingency plans as soon as possible. – Analyse existing operations and schedule training sessions and meeting. – Excellent troubleshooting skills.	7+

		● Drive continuous process improvements within the development team ● Evaluate 3rd party tools and frameworks and interface with 3rd party technical teams	– Writing progress reports and delivering presentations to the relevant stakeholders. – Excellent communication, motivational, and interpersonal skills	
Technical Lead (Java)	1	● Work with the HUDD, Solution Architects, and Product Owners to design technical solutions that meet the business requirements ● Lead the development team throughout the design, development, testing, and implementation of the technical end to end solution ● Be a thought leader and lead in all areas and ownership of the digital and software platform ● Review the solution with security teams, clients, and development team ● Advocate for the best technical solution and train and mentor junior developers ● Interface with Dev-ops and QA during the development and implementation of the solution ● Own low-level designs and security reviews, technical implementation of deployments, and coordinate production deployments	B.Tech / M.Tech / MCA/BE (IT or CS). Required 3+ years of technology solutioning experience in microservices architecture. Preferred experience in deploying and maintaining large integrated platforms/ systems. **Tech Skills**: Java, Kafka, ElasticSearch, Cassandra, Neo4j, Scala, Flink, and Sunbird. **Additional Skills** – Should understand project requirements and develop work schedules for the team. – Should achieve daily, weekly, and monthly goals. – Identify risks and form contingency plans as soon as possible. – Analyse existing operations and schedule training sessions and meetings. – Excellent troubleshooting skills.	7+

		● Drive continuous process improvements within the development team ● Evaluate 3rd party tools and frameworks and interface with 3rd party technical teams	– Writing progress reports and delivering presentations to the relevant stakeholders. – Excellent communication, motivational, and interpersonal skills	
Developers	7	Backend Developer (Spring Boot) 1. Write automated unit, feature and regression test suites 2. Designing and coding scalable Microservices 3. Responsible for system, network and application infrastructure design (Containers, cloud native design) 4. Responsible for implementing high availability, scalable back-end platform Frontend Developer (Angular) 1. Writes high-quality software code for web and responsive mobile 2. Ensures a high degree of software craftsmanship 3. Implement unit tests as needed 4. Engage in code review and feedback process 5. Take a feature from inception to completion	B.Tech / M.Tech / MCA **Backend Developer** Required 5+ years IT experience with skills such as Java, Kafka, ElasticSearch, Cassandra, Neo4j, Scala, Flink, Sunbird, Microservices, Working in Microservices environment (deployment using Helm, Kubernetes) – Designing, implementing, and managing software platforms – Testing, performance tuning and evaluating developed code – Writing and implementing efficient and secure code – Developing quality assurance procedures – Deploying software tools, processes, and metrics – Working closely with other developers, data engineers and business analysts **Frontend Developer**	Backend and Frontend Developer 4+ Years

		independently across the stack 6. Collaborate with teammates on proposed UX/UI and provide feedback as needed 7. Participate in and support the entire SDLC processes	Required 5+ years IT experience. Skills: Angular, NodeJS, JavaScript, GIT, – Designing, implementing, and managing software platforms – Testing, performance tuning and evaluating developed code – Writing and implementing efficient and secure code – Developing quality assurance procedures – Deploying software tools, processes, and metrics – Working closely with other developers, UX designers and business analysts	
Mobile Developer	1	1. Writes high-quality software code for mobile. 2. Ensures a high degree of software craftsmanship 3. Implement unit tests as needed 4. Engage in code review and feedback process 5. Take a feature from inception to completion independently across the stack 6. Collaborate with teammates on proposed UX/UI and	B.Tech / M.Tech / MCA Tech Skills: Flutter / Hybrid Additional Skills: – Should have adequate knowledge about the Sunbird APIs – Excellent mobile UI design Skills, development and Debugging skills – Fix bugs and performance problems – Should be able to write clean and secure code.	4+

		provide feedback as needed 7. Participate in and support the entire SDLC processes 8. Well versed in hosting apps in Play store and app store	– Create application bundle for both Android and iOS.	
Data Lead	1	Responsible for user experience with data, dashboards and reporting tools, manages the overall data architecture of the platform.	B.E./ B.Tech/ M.Tech./MCA Tech Skills: Spark, stream processing framework like Flink/Samza/Spark streaming, Kafka/Pulsar, NoSQL, Graph DB Additional Skills: – Manages overall data architecture – Ensure the integrity, confidentiality, and security of all datasets – Work with a multi-disciplinary team to ensure compliance to data security. – Establish traceability and version control on all platform data. – Responsible for user experience with data, dashboards and reporting tools	8+
Data Engineer	1	Responsible for delivering data products/dashboards/reports working with the Data lead and engineering teams.	Tech Skills: Spark, stream processing framework like Flink/Samza/Spark streaming, Kafka, NoSQL	3+

			Additional Skills: – Should be able to work on models, policies, rules, and standards that the platform uses to manage data and its flow through the application – Knowledge of distributed systems Spark and cloud platforms. – Strong programming skills – Good knowledge of relational databases and NoSQL databases – Strong understanding of machine learning principles, statistics, algorithms, and math concepts	
Senior Test Engineer	1	1. Develop automated test environments, QA strategies, and data collection plans to ensure test adequacy 2. End to end activities from planning, executing, analysis and reporting on test activities. 3. Provide guidance, training, and mentoring of Test Engineers 4. Document and communicate automation framework functions, interfaces, test cases and results 5. Work closely with development teams to triage failures, verify images with bug fixes	B.Tech / M.Tech / MCA/ BE (IT or CS) 7+ years of experience in developing test plans - both manual and automated testing	7+

Tester/ QA	1	1. Write and executes test cases under varying circumstances 2. Documents and evaluates test results 3. Detects, logs, and reports program bugs and glitches 4. Tracks defects and helps troubleshoot errors 5. Reviews test procedures and develops test scripts 6. Partners with engineers to drive QA efforts	B.Tech / M.Tech / MCA Required 2+ years IT experience with skills such as test case development based on user stories, automation testing, execute all levels of testing (API testing, UI testing, System, Integration, and Regression)	2+ Years
Devops Lead	1	In the case of the cloud: Owns all deployments and configurations needed for running the application in the cloud and troubleshooting operational issues. Includes scale-up, scale-down of resources as required. In the case of SDC: Works with SDC teams on deployments and configurations needed for running the application in SDC. Should be able to troubleshoot operational issues, identify resourcing plans and scale-up/scale-down resources as needed.	B.Tech / M.Tech / MCA Tech Skills: cloud platforms Azure/ AWS/GCP, Ansible, Jenkins, Kubernetes, Docker Additional Skills – Expertise in Ubuntu – Provisioning and distribution of storage types – Database operations such as Performance Tuning, Clustering, Slow Query Analysis – Infrastructure Security both at OS level and Application level, VA fixing, applying OS and application patches, hardening of servers – Keen to explore and implement open-source technologies – Mandatory Experience in managing Docker	6+ Years

			environment and hosting of applications in Kubernetes – Effectively able to Document the activities, architecture changes, installation procedures etc. – Capable of writing Shell scripts to automate the tasks	
Support Engineers	1	1. Handle all day-to-day tasks and operational activities in regards to troubleshooting and maintaining the LMS platform, servers, and networks 2. L2 support for CBOs and ULBs by addressing their queries with respect to the COMPASS application or raising them to the next level team and follow-up for timely closure. 3. Train staff on IT-related Equipment and Applications 4. Monitor performance of remote systems and perform performance tuning as necessary	B.Tech / M.Tech / MCA 2+ years of experience in production support - L2 support.	2+ Years
Total team strength - 21				

The resource requirement outlined above is indicative of the minimum team strength and roles that may be required during the course of the contract. The team size that the vendor will actually need to deploy in each quarter will be determined by the scope of work that will be agreed upon with the Executive Committee. However, for any given quarter, we expect that a minimum 15 member team will be required, comprising 12 technical personnel (solution architect, technical leads, developers, devops, and QA) and 3 management personnel (project manager, product manager, and business analyst)

6. Project delivery timeline and payment

The total execution period of the project will be as defined below.

a. 15 months to complete the design, development, installation, testing and GO Live
b. Warranty support for at least 90 days following the completion of each sprint and associated release, and at least 180 days of maintenance following the warrant support as defined in sections 3.14 and 3.15.
c. The need for annual support & maintenance shall be assessed towards the end of the maintenance period. The maintenance period and the payment rate and structure will be jointly agreed upon by the HUDD and the vendor.

Payments will be based on quarterly achievement of milestones as approved by the Executive Committee at the end of each quarter. The selected vendor has to abide by the sprint milestones agreed by both the parties at the beginning of each quarter.

In the event of non-compliance of the timelines and requirements for any quarter, upto 15% penalty (of the value of that particular quarter) may be levied depending on the severity of non-compliance as determined by the Executive Committee. Any penalty levied on the total quarterly payment will be capped at 15% which will include penalty resulting from both non-compliance of timelines as defined in this section as well as service level defaults as defined in section 3.13.

In addition, the bidder may keep in consideration the following points:

a. No advance payment will be made.
b. Taxes are extra as applicable on actual at the time of invoicing and will be excluded from calculation of total cost of ownership and NPV calculations.
c. On achieving the milestone as mentioned above the payment due to the vendor after deducting penalties, if any, shall be made by the HUDD.
d. The HUDD reserves rights to award the project for full scope as per the RFP or only part of the RFP, at its discretion. However, the financial quotes shall remain valid till the end of 1st year of the contract or date of GO live, whichever is earlier.
e. Consideration of an extension of contract will take place with the mutual agreement of the parties involved. The discussions for this will begin in the *12th month* following the commencement of the contract, and will be concluded by the end of the *14th month*.
f. In case of an extension, the price revision will be tied to the consumer price index announced by the National Statistical Office, Ministry of Statistics and Programme Implementation for the *previous* financial year.

g. The successful Applicant has to ensure that relevant team members (eg. developers) are certified in the use and application of Sunbird and DIGIT (through necessary courses and associated certification) before deployment in this project.

7. Eligibility and evaluation criteria

Agency selection will take place over 3 rounds - (1) Eligibility Evaluation, (2) Technical Proposal Evaluation, (3) Financial Proposal Evaluation. The process to be followed by the agency and selection methodology for each round has been detailed in this section.

After the Applicant's Organisation fulfils the conditions of the Pre-Qualification round, they will be evaluated following the QCBS (Quality cum Cost Based Selection) system of evaluation with 75% weightage given to technical proposal score and 25% weightage to financial proposal score.

7.1. **Round 1: Pre-Qualification**

7.1.1. In order to be eligible for evaluation of its proposal, the Applicant's organisation shall fulfil the conditions given in Table 7.1.1.

Table 7.1.1 – Eligibility Criteria

S. No.	**Parameter detail**	**Documents required**	**Details to be filled in**
1	Applicants eligible for participating in the assignment should be a single legal entity registered under the appropriate Act in India for at least the past 5 years. It should fulfil the following conditions: 1. A company registered under the Companies act 1956 or a partnership firm registered under the relevant and prevailing law relating to partnership in India. OR, 2. Company registered under the Companies Act or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008.	For verification: 1) Certificate of incorporation or registration 2) Goods and service tax registration 3) PAN number of the organization	Annexure B, Table B.1.

2	The Applicant shall have a minimum revenue of Rs 50 crore per annum averaged over the last 3 financial years preceding the proposal due date.	For verification, the Applicant must submit Audited Balance Sheets and Profit and Loss Statements for the years 2019-20, 2020-21 and 2021-22 in the format prescribed by Annexure B	Annexure B, Table B.2.1.
3	The Applicant should not have been blacklisted by the Central Government, any State Government, a Statutory Authority, or a Public Sector Undertaking from participating in any assignment.	The Applicant must submit a Self-Declaration to this effect, in the format prescribed in Annexure C	Annexure C

7.2. **Round 2: Technical evaluation criteria**

7.2.1 This round will evaluate the technical proposal submitted by the agency. Out of a total technical score of 100, relevant experience would be awarded marks out of 65, expertise and team structure would be awarded marks out of 20, while approach and methodology would be scored marks out of 15. Only those proposals with technical scores of at least 60 out of 100 (60%) will qualify for further consideration and will be ranked based on their TS.

Table 7.2.1. Overall Scoring and Evaluation Parameters for Technical Bid

Sr. No.	**Evaluation Parameters**	**Total Marks**
1	Relevant Experience [Refer to Table 7.2.2]	65
2	Team Composition and Expertise [Refer to Table 7.2.3]	20
3	Quality of Bid: Approach, Methodology and Presentation [Refer to Section 7.2.4.]	15
	Total	**100**

7.2.2. Relevant Experience Evaluation Criteria: Agencies will be evaluated based on criteria provided below in Table 7.2.2. All Eligible Assignments as listed below should be submitted as per format of Annexure E

Table 7.2.2: Relevant experience evaluation criteria

S. No.	Parameter detail	Maximum points	Documents required	Details to be filled in
1	The Applicant has delivered large-scale IT projects as defined by the criteria in the following column	Each valid project with minimum order value of Rs. 8-10 Crore during the last 5 years as on 31st March 2023. will be awarded 2 marks Each valid project with minimum order value of Rs. 10-15 Crore during the last 5 years as on 31st March 2023. will be awarded 3 marks Each valid project with minimum order value of Rs. 15-20 Crore during the last 5 years as on 31st March 2023. will be awarded 4 marks Each valid project with minimum order value of above Rs. 20 Crore during the last 5 years as on 31st March 2023. will be awarded 5 marks	Proof of contract value or agreement copy	Annexure E, Table E.1

		Max 4 projects will be considered: Maximum 20 marks		
2	The Applicant has experience in implementing Sunbird or DIGIT in different clouds (AZURE, AWS, NIC, etc.) or SDC with minimum contract value of each project being at least 5 Cr (INR)	4 marks per cloud implementation or SDC Max score of 12 marks [for 3 projects]	Provide details of the project (including contract value) and cloud/SDC. Describe the nature of cloud services/SDC used for each listed project.	Annexure E, Table E.2.1.
3	The Applicant has experience in development and implementation of e-Governance / capacity building platform for any State/Central Government of India	Each valid project with minimum order value of Rs. 8-10 Crore during the last 5 years as on 31st March 2023. will be awarded 2 marks Each valid project with minimum order value of Rs. 10-15 Crore during the last 5 years as on 31st March 2023. will be awarded 3 marks Each valid project with minimum order value of Rs. 15-20 Crore during the last 5 years as on 31st March 2023. will be awarded 4 marks Each valid project	Work order & completion or Go- Live certificate	Annexure E, Table E.3.1

		with minimum order value of above Rs. 20 Crore during the last 5 years as on 31st March 2023. will be awarded 5 marks Max 4 projects will be considered: Maximum 20 marks		
4	The Applicant has experience in maintaining/handling at least one large platform with high concurrency and throughput complex architecture[3]	1.5 marks if valid details provided for 1 project 3 marks if valid details provided for more than 1 project	Provide details of the project, architecture and scale of consumer base,	Annexure E, Table E.4.
5	The Applicant has any of the following certificates - CMMiLevel 3 or ISO 9001:2015 / ISO 27001	5 marks if the applicant has the CMMiLevel 3 certificate 3 marks if the applicant has the ISO 9001:2015 / ISO 27001 certificate	The Applicant must submit a copy of the certificates	Annexure E, Table E.5.
6	The Applicant has at least 200 developers/ technical experts/ managers on their payroll	5 marks	CA certification	Annexure E, Table E.6.
Total maximum score		**65 marks**		

7.2.3. **Expertise and Team Experience Evaluation Criteria**: Expertise and team structure would be awarded marks out of 20 based on the collective team profile evaluation done by the bid evaluation committee. The 8 key member team must meet technical capabilities as listed in

[3] This may be defined as a sophisticated technology infrastructure capable of efficiently handling a substantial user base (e.g., over 2 million users) and processing a significant volume of data (e.g., thousands of transactions per second) simultaneously.

Table 7.2.3. At the time of bid submission, agencies must submit a team structure and CV's (including qualifications, years of experience, and types of experience covering all the relevant details as mentioned in table 7.2.3.) of the key members proposed, as per Annexure F.

After winning the bid, if any of the CVs have to be replaced, it should have similar qualifications and would need due approval of the Executive Committee.

Table 7.2.3. Team Composition and Expertise

Position	**Maximum Marks**	**Team Size**	**Background and Experience**	**Scoring**	**Details to be filled in**
(i) Senior project manager	4 marks	1	MCA/B.Tech/B.E/MBA from a reputed organisation	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	Annexure F, Table F.2.1
			Should have overall experience of a total 15 years with at least 5 years of relevant work experience in project/program management/experience in delivering large scale IT projects. S/he should have been a Program Manager/managed teams of at least 30 size for minimum period of 2 years	Has upto 5 years of relevant work experience in project/program management/experience in delivering large scale IT projects: 3 marks Has 5+ years of relevant work experience in project/program management/experience in delivering large scale IT projects: 5 marks	

(ii) Product manager	3 marks	1	MCA/B.Tech/B.Sc./MBA from a reputed organisation	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	Annexure F, Table F.2.2
			Minimum overall 7 years of experience and minimum 3 years of managing a team of business analysts. Should have domain knowledge of ULB functions	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	
			Should have experience of building a product for at least 2 (no.) projects preferably e-Governance/ULB functions/capacity building	Completed 2 assignments as team leader: 3 marks Completed more than 2 assignments as team leader: 4 marks	
(iii) Technology and Data Leads	7.5 marks in total 2.5 marks per CV	3	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	Annexure F, Table F.2.3

			Minimum overall 7 years of experience and minimum 3 years of relevant experience in microservices architecture (Java Springboot, Kafka, Elastic Search, PostgresDB) and Front-end technologies such as React, Clutter)	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	
			Should have experience of managing a team of minimum 5 developers providing technology guidance for at least 2 projects related to eGovernance for government clients	Completed at least 2 assignments related to eGovernance for government clients as technology/data lead: 2 marks	
			S/he should have relevant experience of working on open source platforms such as DIGIT, Sunbird etc. for at least 1 projects	Participated in at least 1 project of working on open source platforms such as DIGIT, Sunbird etc. : 1 mark	
(iv) Solution Architect	4 marks	1	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	Annexure F, Table F.2.4

			Minimum overall 7 years of experience in developing test plans - both manual & automated testing	Has at least 7 years of experience in developing test plans - both manual & automated testing: 5 marks	
(v) DevOps Lead	1.5 marks	1	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution	This is the qualifying criteria. Proposed CV will be summarily rejected if the criteria is not met and marks will be 0	Annexure F, Table F.2.5
			Minimum overall 2 years of experience in DevOps technologies (Java Springboot, Kafka, Elastic Search, PostgresDB) and Front-end technologies such as React, Clutter)	Has at least 2 years of experience in DevOps technologies: 2 marks	
Total	**20 marks**		**7 key members**		

7.2.4. **Quality of Bid: Approach, Methodology, and Presentation**

The Quality of Bid would be scored out of 20 based on the approach, methodology, and written submission and presentation. The Bidder shall be required to make a 20-minute Technical Presentation along with its potential Senior Project Manager, Product Manager, and Technology Lead on due date and time (to be notified by Bid Evaluation Committee) followed by a 15-minute question and answer session. In case the presentation does not happen, the quality of the bid section will be scored entirely on the written submission based on 'Understanding of Scope of Work' and 'Approach and Methodology', as mentioned in Annexure G.

<table>
<tr><th>Parameter</th><th>Max Marks</th><th>Scoring</th></tr>
<tr><td>Quality of Proposed Technical Approach, Methodology, Work Plan and Interaction with the team</td><td>15</td><td>The Bid will be scored by the Tender Evaluation Committee based on the quality of:
<table>
<tr><th>Criteria</th><th>Marks</th></tr>
<tr><td>Understanding of Scope of Work</td><td>6</td></tr>
<tr><td>Approach and Methodology</td><td>6</td></tr>
<tr><td>Interaction with Senior Project Manager, Product Manager and Technology Lead</td><td>3</td></tr>
</table>
</td></tr>
</table>

7.3. **Round 3: Financial evaluation criteria**

7.3.1. The Financial Proposals of only those Applicants with a Technical Score of 60 or more will be opened. A template for the financial proposal is contained in Annexure D.

7.3.2. Each evaluated proposal will be given a financial score (FS), using the following formula, with a maximum of 100 marks.

FS = 100*(Fmin/Fagency)

- Fmin is the least Financial Quote (total) provided amongst agencies for on-boarding the required team over 15 months
- Fagency is the agencies own Financial Quote (total) provided for on-boarding the required team over 15 months

7.4. **Selection**

7.4.1. The evaluated proposals will then be given a final score (S) which will be calculated using the following formula, S = 0.75*(TS) + 0.25*(FS). Therefore, the technical proposal will account for 75% of the final score, and the financial proposal will count for 25% of the final score.

7.4.2. Proposals will be ranked according to their combined technical and financial scores. In case of a tie in the final score (s), then the bidder with the higher technical score will receive a higher ranking.

7.4.3. The best ranked applicant shall be selected while the second ranked bidder will be kept in reserve and may be invited for negotiations in case the first-ranked Bidder withdraws, or fails to comply with the requirements specified.

8. Submission of proposals

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal. More information useful for submitting online bids on the e-Nivida Portal may be obtained at: https://enivida.odisha.gov.in.

8.1. Guidelines for registration

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

8.2. Searching for Tender Documents

a. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
b. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender

schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

8.3. Preparation of Bids

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

8.4. Pre-bid meeting and clarifications

If the Bidder has any doubt as to the meaning of any part of these conditions or of the specifications, the Bidder shall submit the queries in the given format and participate in the pre-bid meeting as per the schedule specified in this RFP. The purpose of the meeting is to provide Bidders with any clarifications regarding the RFP.

a. The HUDD shall hold a pre-bid meeting with the prospective bidders on [date] at [time] in VC Mode (through Microsoft Teams).
b. Link will be provided to the interested bidders who will submit their queries through email to ___ (with a copy to ____ and ____) before [date] by [time].
c. The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.

d. The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting. The HUDD shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by the HUDD.
e. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) – Clause & Page Number	Content of RFP requiring clarification	Points of clarification

8.5. Submission of Bids

a. Bidders should log into the website well in advance for the submission of the bid so that it is uploaded well in time i.e. on or before the bid submission time. The bidder will be responsible for any delay due to other issues.
b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by the Department.
c. The bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee as applicable and enter details of the instrument.
d. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
e. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

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

8.6. Clarifications on using e-Nivida Portal

a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
b. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.
c. Please feel free to contact e-Nivida Helpdesk for any query related to e-tendering. Phone No.: 011-49606060; Mail id: odishaenivida@gmail.com

8.7. RFP document fees

a. The bidder must furnish, along with its bid, a bid processing fee amounting to ₹ 11,200 inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) in shape of DD in favour of Odisha Computer Application Centre (OCAC), drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be rejected.
b. The fee may also be paid through electronic mode to the following account:

Category	**Description**
Bank a/c no.	149311100000195
Payee name	Odisha Computer Application Center
Bank name & branch	Union Bank of India, Acharya Vihar, Bhubaneswar
Account type	Savings
IFSC	UBIN0814938

c. The fees may also be paid online on e-Nivida portal through e-Payment Gateway.

d. MSMEs are exempted from the submission of bid processing fee subject to the furnishing of the relevant MSME certificate.

e. As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21 and 8484 dated 05.04.22 the EMD is exempted. The bidder has to give a bid security declaration as per the format attached in this RFP.

8.8. Tender validity

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

8.9. 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 opened.
b. The bids submitted in hard copy or by post/e-mail etc. shall not be considered and no correspondence will be entertained on this matter.
c. The HUDD reserves the right to modify and amend any of the above-stipulated conditions depending upon project priorities vis-à-vis urgent commitments.

8.10. Proposal preparation costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by the HUDD to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The HUDD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

8.11. Language

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

Annexure A: Cover Letter (To be submitted on the Letterhead of Bidder)

To
[Role],
[Organization],
[Office address]

Subject: Selection of Service Provider for Development of COMPASS Technology Platform (RFP Reference No. ___)

Madam/Sir,

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

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

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

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

Yours faithfully,

Authorised Signatory with Date and Seal:
Name:
Title:
Address of Bidder:

Annexure B: Organisation Profile

B.1.: General Details of organisation to check for Pre-qualifying criteria

Table B.1.1. General information for pre-qualification

S.No	Particulars	Details	Is the relevant document attached? (Yes/No)	Relevant page number in proposal
1	Name of Organisation			
2	Permanent Address			
3	Mobile			
	Fax			
	Email			
	Website			
	Legal entity status	Applicant should be a single legal entity registered under the appropriate Act in India for at least the past 5 years.		
	Date Registered Legal Status No. of Years Completed	*(Should provide registration certificate as proof)*		
7	PAN number of organisation	(Attach copy of PAN card)		
8	Goods and service tax registration	(Attach registration certificate)		
9	Name of the authorised	(Attach authorisation letter of		

	person for submitting proposal: Designation Mobile Email	competent authority)		
10 11 12				
16	Number of Employees			

B.2. Revenue Requirement criteria for pre-qualification

Does the organisation have a minimum revenue of Rs 50 crore per annum averaged over the last 3 financial years preceding the proposal due date: Yes/No

If Yes,

Table B.2.1. Financial Details of organisation

S. No	Financial Year (FY)	Revenue for the year (in INR)	Is Balance Sheet available? (Yes/No)	Relevant page in proposal	Is the Profit and Loss Statement available? (Yes/No)	Relevant page in proposal
1	2019-20					
2	2020-21					
3	2021-22					

(Certificate from Chartered Accountant for the consultancy turn over to be enclosed along with the copies of balance sheets)

Annexure C: Self-declaration - No blacklisting

To,
[Role],
[Organization],
[Office address]

Sub: Selection of Service Provider for Development of COMPASS Technology Platform

Dear Madam/Sir

In response to the RFP Ref. No.: ___ dated ___ for RFP titled “Selection of Service Provider For the Development of COMPASS Technology Platform”, 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,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

Annexure D: Financial proposal

To be returned in original along with the Proposals (in a separate envelope)

To,
[Role],
[Organization],
[Office address]

Sub: Financial Proposal for the Selection of Service Provider for Development of COMPASS Technology Platform

Dear Madam/Sir
In response to the RFP Ref. No.: ___ dated ___ for RFP titled "Selection of Service Provider For the Development of COMPASS Technology Platform", as an owner/ partner/ Director of (organisation name) I/We hereby declare to provide our services. Our cumulative Financial Proposal for the team size of 32 members is as below:

Budget Summary: <Amount in INR> for _____ years

Request for Proposal (RFP): XXX

OPTION A

S. No.	Fees	Amount/month	Amount in Year 1	Amount in Year 2	Amount in Year 3
1	Professional Fees	<Amount in INR>	<Amount in INR>	<Amount in INR>	<Amount in INR>

OPTION B

S. No.	Resources	Amount to be charged/month
1	Senior Project Manager	
2	Product Manager	
3	Business Analyst	

4	UI/UX Designer	
5	Solution Architect	
6	Technical Lead (Full Stack)	
7	Technical Lead (Java)	
8	Developer	
9	Mobile Developer	
10	Data Lead	
11	Data Engineer	
12	Senior Test Engineer	
13	Tester/QA	
14	Devops Lead	
15	Support Engineer	
	Total Fees	

Escalation rate for [all resources]

a. Year 2:
b. Year 3:

Note:

1. The above excludes any applicable taxes and reimbursements
2. The financial evaluation shall be based on the above Financial Proposal.
3. No escalation on any account will be payable on the above amounts.
4. All payments shall be made in Indian Rupees and shall be subject to applicable Indian laws, withholding taxes, if any.
5. Payment shall be made to the organisation on a monthly basis
6. We solemnly affirm that we will strictly adhere to the laws against fraud, corruption and unethical practices, including but not limited to "Prevention of Corruption Act, 1988", during the Request for Proposal (RFP) process and execution of the Contract, in case we are awarded the work. We understand you are not bound to accept any Proposal you receive.

(Signature, name and designation of the Authorised signatory's)

Name of Firm:

Address:

Annexure E: Technical Bid - Format for Eligible Assignments of Firm

E.1: Details of eligible large scale IT projects the applicant has delivered during the last 5 years (max 4)

S.No	Assignment Name	Table number	Minimum order Value of 8-10 crores (Yes/No)	Minimum order Value of 10-15 crores (Yes/No)	Minimum order Value of 15-20 crores (Yes/No)	Minimum order Value above 20 crores (Yes/No)
1		E.1.1.				
2		E.1.2.				
3		E.1.3.				
4		E.1.4.				

Table E.1.1. Large Scale IT project

Project Name	
Project Location	
Project Type	
Name of Client & details	
Start Date	
End Date	
Detailed narrative of project	
Details of actual services provided	

Value of contract (in INR)	
Proof of contract value or agreement copy (Yes/No)	
Relevant page in proposal for proof	

Notes:

1) Use a separate sheet for each Eligible Assignment. The Bidder shall provide details of only those projects that have been undertaken in its own name.

2) The Bidder may attach separate sheets to provide brief particulars of other relevant experience of the Bidder

E.2. Experience in implementing Sunbird or DIGIT in different clouds (AZURE, AWS, NIC, etc.) or SDC

S.No	Project Details	Cloud/SDC details	Nature of cloud services/SDC	Is it below the minimum contract value of 5 CR (INR)? (Y/N)	Additional Information
1					
2					
3					

E.3. Experience in development and implementation of e-Governance / capacity building platform for any State/Central Government of India during the last 5 years (max 4 projects)

S.No	Assignment Name	Table number	Minimum order Value of 8-10 crores	Minimum order Value	Minimum order Value of 15-20 crores	Minimum order Value

			(Yes/No)	of 10-15 crores (Yes/No)	(Yes/No)	above 20 crores (Yes/No)
1		E.3.1				
2		E.3.2				
3		E.3.3				
4		E.3.4.				

Table E.3.1. Government engagement

Project Name	
Project Location	
Project Type	
Name of Client & details	
Start Date	
End Date	
Proof of work order (Yes/No)	
Relevant page in proposal for proof	
Completion or Go- Live Certificate	

(Yes/No)	
Relevant page in proposal for completion or Go- Live certificate	
Detailed narrative of project	
Details of actual services provided	
Value of contract (in INR)	
Payment received by Bidder for the project (in INR)	

Notes:

1) Use a separate sheet for each Eligible engagement. The Bidder shall provide details of only those projects that have been undertaken in its own name.

2) The Bidder may attach separate sheets to provide brief particulars of other relevant experience of the Bidder

E.4. Experience in maintaining/handling large platforms with high concurrency and throughput complex architecture (at least 1)

S.No	Details of Project	Details of architecture	Scale of consumer base	Current status of project	Additional Details	Proof attached (Yes/No)	Relevant page in proposal
1							
2							

E.5. Certifications held by organisation

S.No	Name of Certificate	Applicable (Yes/No)	Copy of certificate attached (Yes/No)	Relevant page in proposal
1	CMMiLevel 3			
2	ISO 9001:2015 / ISO 27001			

E.6. Staff requirements

Particulars	Details
Are there >=200 developers/ technical experts/ managers on payroll of organisation	Yes/No
CA certification provided	Yes/No
Relevant page in proposal	

Annexure F: Technical Bid - Format for submission of CVs of proposed Manpower

[For each key professional separate forms will be prepared]:

1. **Proposed Position**:

2. **Name of Firm**:

[Insert name of firm proposing the staff]

3. **Name of Staff**:

[Insert full name]

4. **Date of Birth**:

5. **Nationality**:

6. **Education**:

[Indicate college/university and other specialized education of staff member, giving

names of institutions, degrees obtained, and dates of obtainment]

7. **Membership of Professional Associations**:

8. **Other Training**:

9. **Countries of Work Experience**:

[List countries where staff has worked in the last ten years]

10. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: Mention proficiency in Odia (if any)

11. **Employment Record**:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To Year]: Employer: Positions held:

12. **Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned**

[Among the Eligible Assignment/ jobs in which the staff has been involved, indicate the following information for those Eligible Assignment/jobs that best illustrate staff capability to handle the tasks listed in the RFP]

Name of Assignment/job or project:

Year (Start and Completion):

Location:

Employer:

Main project features:

Positions held:

Detailed Tasks Assigned and performed: [List all tasks to be performed under this Assignment/job]

Cost of Project:

Mandays Spent on Project:

Payment in (INR) for the Project:

13. **Certification**:

a. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.
b. I further undertake that my CV is being proposed for this project by --------- (the Bidder) and I have not given consent to any other consultant(s) to propose my CV for any position for this project.
c. I undertake that I have no objection in uploading/hosting of my credentials by Authority in the public domain.
d. I am willing to undertake the assignment and ensure my availability for the duration of the assignment.
e. I have no history of involvement in Vigilance/CBI/Police Case, resulting in major penalty punishment of removal/dismissal/compulsory retirement or conviction.
f. I have never been debarred from providing consultancy services by any government authority /PSU Or I was debarred from providing consultancy services by …….. for …. years from ../../.. to ../../.. and the period of debarment is now over.
g. I have been deployed for minimum [___] days on the Eligible Assignments claimed by me for the purposes of the evaluation under this RFP.

Date:

[Signature of Key Personnel]

Place:

[Full name]

(Signature and name of the authorised signatory of the Bidder)

F.2. Team composition and expertise requirements

Table F.2.1

Senior Project Manager	Requirement	Meets criteria (Yes/No)	Relevant details
Number of personnel required	1		
Educational Qualification	MCA/B.Tech/B.E/MBA from a reputed organisation		Name of Degree: Issuing University: Year of Graduation:
Total Experience	15 years		
Work experience in project/program management/experience in delivering large scale IT projects	at least 5 years		
Experience as a Program Manager/managed teams of at least 30 size	Minimum 2 years		

Table F.2.2

Product manager	Requirement	Meets criteria (Yes/No)	Relevant details
Number of personnel required	1		
Educational Qualification	MCA/B.Tech/B.Sc./MBA from a reputed organisation		Name of Degree: Issuing University:

			Year of Graduation:
Total Experience	Minimum 7 years		
Experience in managing a team of business analysts	Minimum 3 years		
Domain knowledge of ULB functions			
experience of building a product for preferably e-Governance/ULB functions/capacity building	At least 2 number of projects		Number of assignments completed as team leader:

Table F.2.3.

Technology and Data Leads	Requirement	Meets criteria (Yes/No)	Relevant details
Number of personnel required	3		
Educational Qualification	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution		Name of Degree: Issuing University: Year of Graduation:
Total Experience	Minimum 7 years		

relevant experience in microservices architecture	Minimum 3 years		
Managerial experience providing technology guidance for projects related to eGovernance for government clients	a team of minimum 5 developers for at least 2 projects		Number of assignments completed as team leader:
Experience of working on open source platforms such as DIGIT, Sunbird etc.	at least 1 project		Number of projects:

Table F.2.4.

Solution Architect	Requirement	Meets criteria (Yes/No)	Relevant details
Number of personnel required	1		
Educational Qualification	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution		Name of Degree: Issuing University: Year of Graduation:
experience in developing test plans - both manual & automated testing	Minimum 7 years		

Table F.2.5.

DevOps Lead	Requirement	Meets criteria (Yes/No)	Relevant details
Number of personnel required	1		
Educational Qualification	MCA/B.Tech/BE (IT or CS) from a recognized University / Institution		Name of Degree: Issuing University: Year of Graduation:
Years of experience in DevOps and Front-end relevant technologies	Minimum 2 years		Mention relevant technolgies

Annexure G: Technical Bid – Proposed Methodology and Work Plan

a. pics:

Particulars	Details	Details provided (Yes/No)	Relevant page number in proposal
Understanding of Scope of Work [not more than two pages]	The Bidder shall clearly state its understanding of the Scope of Work and also highlight its important aspects. The Bidder may supplement various requirements of the Scope of Work and also make precise suggestions if it considers this would bring more clarity and assist in achieving the Objectives laid down in the Scope of Work.		
Methodology and Work Plan [not more than three pages]	The Bidder will submit its methodology for carrying out the above proposed work, outlining its approach toward achieving the Objectives laid down in the Scope of Work. The Bidder will submit a brief write up on its proposed team and organisation of personnel explaining how different areas of expertise needed for this work have been fully covered by its proposal. The Bidder should specify the sequence and locations of important activities along with use of appropriate IT applications for flow of information/progress, redressal mechanism/conflict management and provide a quality assurance plan for carrying out the work.		

	A complete flow chart of activities shall be attached together with time schedule & workforce deployment to meet the objective of this RfP will be provided.		

Guidelines for Presentation:

1. The Bidder shall be required to make a 20 minutes Technical Presentation along with its Team Leader and proposed team to be deployed for the PMU followed by a 15 minutes question and answer session
2. The Presentation is required to be submitted as part of the Bid, and [4] hard copies of the presentation in A4 size in color shall be submitted at the time of presentation.
3. Indicative content of the presentation but not limited to any or all of the following points:
    a. One section of the presentation shall be about the Bidder and Key Personnel proposed to be deployed
    b. One section of presentation on Proposed methodology and Work Plan, quality monitoring mechanism
    c. One section of the presentation should include Key Performance Indicators to monitor the work of the Professionals.
    d. One section of the presentation should list out major areas of concerns each for authority default and contractor default and their proposed methodology/monitoring mechanism to mitigate these delays/disputes in advance.
    e. One section on the complete flow chart of activities and timeline for undertaking the Services.
    f. Any other relevant points