

**Request for Proposal (RFP) for Selection of System Integrator for
Enhancement, Operation & Maintenance Support of Subhadra 2.0 Portal for
Women & Child Development Department, Odisha**

RFP REF NO- OCAC-SEGP-SPD-0075-2025-25091



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Table of Contents

1.	Fact Sheet	7
2.	Notice Inviting Tender (RFP).....	7
3.	Introduction	8
4.	Instructions to the Bidders.....	8
4.1.	Definitions	8
4.2.	Bid Validity	8
4.3.	Tenure of Contract	9
4.4.	Key Requirements of the Bid	10
4.4.1.	Right to Terminate the Process.....	10
4.4.2.	RFP Document Fees	10
4.4.3.	Earnest Money Deposit	10
4.4.4.	Language	11
4.4.5.	Submission of Proposals	11
4.4.6.	Late Bids	14
4.4.7.	Evaluation Process	15
4.4.8.	Tender Opening	15
4.4.9.	Tender Evaluation	16
5.	Criteria for Evaluation	16
5.1.	Pre-qualification Criteria	17
5.2.	Technical Evaluation Criteria	18
5.3.	Commercial Evaluation Criteria	21
5.4.	Final Evaluation of Bid	22
6.	Appointment of System Integrator	22
6.1.	Signing of Contract	22
6.2.	Performance Guarantee.....	22
6.3.	Failure to Agree with the Terms and Conditions of the RFP	23

6.4.	Limitation of Liability	23
6.5.	Indemnity	23
7.	Scope of Work.....	24
7.1.	Stakeholders & Users	24
7.2.	Existing Application	24
7.3.	Objective	25
7.4.	Overview	25
7.5.	Requirement Study	26
7.6.	Design & Development	26
7.7.	Integration	26
7.8.	Testing	27
7.9.	Third Party Audit	27
7.10.	UIDAI Compliance Audit	27
7.11.	Other Audit	27
7.12.	SSL Certification	27
7.13.	Training	28
7.14.	Online Help / Reference	28
7.15.	Supply of tools and license	28
7.16.	UAT & Go-Live	28
7.17.	Infrastructure Support	29
7.18.1.	Business Continuity Planning.....	29
7.18.2.	Documentation.....	30
7.18.	Operation & Management	30
7.19.1.	Application Support.....	31
7.19.	Functional Requirement	31
7.20.1.	Enhancement of Dashboard & Reports.....	31
7.20.2.	Development of CSC Module.....	33
7.20.3.	Development of MSK Module.....	34

7.20.4.	Development of Helpline Module	35
7.20.5.	Development of DSWO Module.....	35
7.20.6.	Development of TSA Module	36
7.20.7.	Development of CDPO Module.....	37
7.20.8.	Enhancement of Application Module	38
7.20.9.	Enhancement of Field Verification Module	39
7.20.10.	Enhancement of Approval Module	41
7.20.11.	Development of Committee Proceeding Module.....	43
7.20.12.	Development of Payment Approval Module	44
7.20.13.	Enhancement of Payment Module.....	45
7.20.14.	Development of Opt-Out Module	46
7.20.15.	Development of Opt-In Module.....	47
7.20.16.	Development of Refund Module.....	48
7.20.17.	Enhancement of Grievance Module	49
7.20.18.	Development of Subhadra Citizen Mobile App	52
7.20.19.	Integration with Subhadra Samiskhya (Survey) Database	54
7.20.	Non-Functional Requirements.....	55
7.20.20.	Performance Optimization.....	55
7.20.21.	Scalability Framework	55
7.20.22.	Availability & Reliability Assurance	56
7.20.23.	Security Enhancements	56
7.20.24.	Usability & User Experience (UX) Refinements	57
7.20.25.	Maintainability & Code Quality.....	57
7.20.26.	Compatibility Assurance	57
7.20.27.	Bilingual Language Support.....	58
7.21.	3rd Party Integrations.....	58
7.21.1.	Integration with State DBT Portal, Odisha.....	58

7.21.2.	Integration with Social Protection Delivery Platfor (SPDP) Odisha Portal.....	59
7.21.3.	Aadhaar Vault Integration.....	60
7.21.4.	Aadhaar e-KYC/Authentication Integration	60
7.22.	Supply and Installation	60
7.22.1.	Supply and Installation of Tableau – Data Analytics Tool	60
7.23.	Handover and Takeover from Existing IA.....	62
7.24.	Migration from Azure Cloud to Odisha State Data Centre (SDC)	62
7.25.1.	Assessment and Discovery:	63
7.25.2.	Planning and Design:	63
7.25.3.	Migration Execution:	63
7.25.4.	Testing and Validation:	63
7.25.5.	Optimization and Handover:	64
7.25.6.	Deliverables	64
7.25.	Project Technical Support Team	64
7.26.1.	Scope of the Team:	64
7.26.2.	Other requirments:	64
7.26.3.	Team Composition:	65
7.26.	Features of the Application	65
7.26.1.	User Interface.....	65
7.26.2.	Security	66
7.26.3.	Technical Requirements	67
8.	Other clauses	67
8.1.	Change Request Management.....	67
8.2.	Exit Plan	68
8.3.	Bill of Materials/Deliverables & Timeline	68
8.4.	Timeline for service migration from cloud to SDC	69
8.5.	Service Level & Penalty.....	70
8.6.	Payment Terms	71

9.	Formats for Response.....	72
9.1.	FORM 1: Cover Letter	72
9.2.	FORM 2: Particulars of the Bidder.....	73
9.3.	FORM 3: Acceptance of Terms and Conditions.....	73
9.4.	Self-Declaration: Not Blacklisted	73
9.5.	Bidder’s Authorization Certificate.....	74
9.6.	Financial Bid	75
12.6.1.	FORM FIN-1: Financial Bid Covering Letter.....	75
12.6.2.	FORM FIN-2: Cost Summary (in Indian Rupees)	76
9.7.	Performance Security	78
9.8.	Standard Contract Form.....	79

1. Fact Sheet

Sl. #	Item	Description
1	Project Title	Selection of System Integrator for Enhancement, Operation & Maintenance Support of Subhadra 2.0 Portal for Women & Child Development Department, Odisha
2	Name of Purchaser	Odisha Computer Application Centre
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar, RRL Post Office, Bhubaneswar, Odisha – 751013, gm_ocac@ocac.in
4	Date of Publication	16/09/2025 (www.enivida.odisha.gov.in)
5	Selection Method	Tenders for this contract will be assessed in accordance with Quality-cum-Cost Based Selection (QCBS) procedure. (70% Weightage on Technical and 30% Weightage on Commercial Evaluation) Joint Venture or Sub-Contracting or Consortium is not allowed.
6	Pre-bid Meeting	25/09/2025, 12.15 PM.
7	Last date and time for receipt of proposals from Bidders	09/10/2025, 12 PM in e-Nivida Portal (https://enivida.odisha.gov.in)
8	Opening of Technical Proposals	09/10/2025, 12.15 PM
9	Date and time for Technical Presentation (in VC mode)	To intimated latter
10	Opening of Commercial Bids	To intimated latter
11	Bid Validity Period	180 Days from the date of opening of commercial bid
12	Project Term	Development: 3 Months Operation & Support: 4 Years
13	RFP Document Fees	₹ 11,200/- including 12% GST
14	Earnest Money Deposit	₹42,00,000/-

2. Notice Inviting Tender (RFP)

- a. Odisha Computer Application Centre, Technical Directorate of E & IT Department invites proposals (valid for minimum 180 days from the date of opening of commercial bid) from the eligible, reputed, qualified System Integrator for Enhancement, Operation & Maintenance Support of Subhadra 2.0 Portal for Women & Child Development Department, Odisha.
- b. Not more than one bid shall be submitted by one Bidder.
- c. This 'Invitation to Bid' is non-transferable under any circumstances.
- d. The bids must be submitted electronically at e-Nivida Portal.
- e. OCAC reserves the right to reject any or all the Bids in whole or part, prior to signing of the Contract, without assigning any reasons.

3. Introduction

- a. Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & Information Technology (E&IT) Department, Government of Odisha, has evolved through years as a Centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.
- b. This RFP document for Selection of System Integrator for Enhancement, Operation & Maintenance Support of Subhadra 2.0 Portal for Women & Child Development Department, Odisha with Post Implementation Support for Four (4) Years.

4. Instructions to the Bidders

4.1. Definitions

- a. "W&CD" means Women & Child Development Department, Odisha.
- b. "SI" means System Integrator: The firm responsible for development & implementation of the application.
- c. "IA" means Implementing Agency: The firm responsible for development & implementation of the application.
- d. Other conditions as per Empanelment RFP & Agreement.

4.2. Bid Validity

The Bid must be valid for 180 days from the date of opening of commercial proposal. However,

validity of the price bid of selected bidder will be for entire contract period as mentioned in the RFP and the extension period, if any.

4.3. Tenure of Contract

- a. The Contract shall be in force for **Four (4) years and 3 months** subject to adherence to timelines/time frame and as per the Terms and Conditions of the Contract.
- b. **Termination of the contract:** Notwithstanding the allocation of work during the Contract period and/or tenure of Contract, OCAC, without prejudice or liability, reserves the right to terminate the contract.

4.4. Pre-Bid Meeting & Clarifications

4.4.1. Pre-bid Conference

- a. OCAC shall hold a pre-bid meeting with the prospective bidders on **25/09/2025, 11 AM** at Conference Hall of OCAC
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm.ocac@odisha.gov.in (with a copy to subrat.mohanty@odisha.gov.in and kumar.pritam@odisha.gov.in) on or before **24/09/2025, 4 PM.**
- c. The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

<i>Sl#</i>	<i>RFP Document Reference(s) (Section & Page Number(s))</i>	<i>Content of RFP requiring Clarification(s)</i>	<i>Points of clarification</i>

- d. OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

4.4.2. Responses to Pre-Bid Queries and Issue of Corrigendum

- e. The Nodal Officer notified by the OCAC will endeavour to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.

- f. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- g. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in.
- h. Any such corrigendum shall be deemed to be incorporated into this RFP.
- i. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

4.5. Key Requirements of the Bid

4.5.1. Right to Terminate the Process

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

4.5.2. RFP Document Fees

- a. RFP document can be downloaded from www.enivida.odisha.gov.in. The bidders are required to pay the document Fee of ₹11,200/- (including GST 12%) electronically through e-Nivida portal.
- b. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.5.3. Earnest Money Deposit

- a. Bidders shall submit, along with their Bids, EMD of ₹42,00,000/- (Rupees Forty Two Lakh only), in the eNivida Portal.
- b. EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - iii. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
 - iv. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
 - v. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

4.5.4. Language

The Proposal should be filled by the Bidder in English language only.

4.5.5. Submission of Proposals

4.4.5.1. General Instruction to Bidders

- a. The bidders should submit their responses as follows:
 - I. Technical Proposal
 - II. Financial Proposal
- b. The Response to Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
- c. Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the financial proposal.
- d. The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the proposals.
- e. In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder for resubmission of such documents.

4.4.5.2. Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publication 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>.

4.4.5.3. 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 ₹2,950/- inclusive of 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/ 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.

4.4.5.4. 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.

4.4.5.5. 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. Bidder, in advance, should get 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 bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

4.4.5.6. Submission of Bids

- a. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. 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 Department.
- c. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
- d. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned

official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

- e. 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 Coloured (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.
- f. The server time (which is displayed on the bidders' dashboard of eNinida Platform) 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.
- g. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- h. 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.
- i. 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.

4.4.5.7. 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. Please feel free to contact e-Nivida Helpdesk (as given below) for any query related to e-tendering.
- c. Phone No.: 011-49606060/ Nos. available at www.enivida.odisha.gov.in
Mail id: odishaenivida@gmail.com.

4.5.6. Late Bids

- a. Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidders need to plan well in advance to submit the bids in due time.
- b. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- d. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.5.7. Evaluation Process

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

4.5.8. Tender Opening

The Proposals submitted up to 09/10/2025, 12 PM will be opened on 09/10/2025, 12.15 PM electronically by Proposal Evaluation Committee. The representatives of the bidders submitted the bids may request through email to gm.ocac@odisha.gov.in (with a copy to subrat.mohanty@odisha.gov.in and kumar.pritam@odisha.gov.in) to share the VC link enclosing the identity card or a letter of authority from the tendering firms.

4.5.9. Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
 - i. are not submitted as specified in the RFP document.
 - ii. are found with suppression of details.
 - iii. with incomplete information, subjective, conditional offers and partial offers submitted.
 - iv. submitted without the documents requested in the checklist.
 - v. with lesser validity period.
- b. All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

5. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Quality-cum-Cost Based Selection (QCBS) system with Technical and Financial ratio 70:30.**

The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. To reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals based on information provided by the bidder, taking into account the following factors:

- a. Overall completeness and compliance with the requirement
- b. Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
- c. Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

To facilitate the technical proposal evaluation, the Technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be

considered technically non-responsive and hence disqualified from being considered for financial evaluation.

5.1. Pre-qualification Criteria

Sl#	Basic Requirement	Specific Requirement	Documents required
a)	Legal Entity	Responding bidder should be: <ul style="list-style-type: none"> – A Registered as a Company / LLP under Companies Act, 1956/ 2013 OR Partnerships Firm registered under LLP Act, 2008. – The bidder should be in operation for last five (5) years as on the date of bid submission – Registered with Goods and Services Tax Network (GSTN). 	<ul style="list-style-type: none"> – Copy of Certificate of Incorporation / Registration – Copy of the work order/completion certificate as documentary proof of 5 years in operation – Copy of GST Registration Certificate
b)	Sales Turnover	Average Sales Turnover from IT/ ITeS must be at least Rs. 40 Crores in last three financial years ending on 31 st March 2025.	<ul style="list-style-type: none"> – Copy of audited Profit & Loss Statement – Certificate from the Statutory Auditor – Certificate from the Chartered Accountant
c)	Net Worth	The company must be profit making having positive net worth in last three financial years ending on 31 st March 2025.	<ul style="list-style-type: none"> – Certificate from the statutory auditor – Certificate from the Chartered Accountant
d)	Manpower	The Bidder should have at least 100 professionals on its payroll as on 31-03-2025.	<ul style="list-style-type: none"> – Certificate from HR/ Director (in Company letter head) mentioning the details of resources – Copy of the latest EPF deposit challan.
e)	Certifications	The bidder should have following valid certifications: <ul style="list-style-type: none"> – ISO 20000 – ISO 27001 – ISO 9001:2008 – minimum CMMI DEV - Level 3 from CMMi Institute (erstwhile SEI) published in CMMi website. 	Copy of certificate issued by accredited organizations

Sl#	Basic Requirement	Specific Requirement	Documents required
f)	Technical Capability-1	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date with value specified below. <ul style="list-style-type: none"> – 1 project not less than ₹4 Cr. OR – 2 projects not less than ₹2 Cr. each OR – 3 projects not less than ₹1 Cr. each 	Work Order + Project completion / Go-live certificate
g)	Technical Capability-2	The Bidder should have successfully implemented minimum of one software solution with Workflow Management and mobile application for any Government Department / Government Agency / PSU in India.	Work Order + Project completion / Go-live certificate / Phase Completion Certificate from client.
h)	Blacklisting	Bidder must not be under blacklisting by any Department regulator/UIDAI/Central Government / State Government/ PSU in India. Comply with the code of integrity as specified in the bidding document.	Self-Declaration / Certification on the entity's letterhead
i)	Local Presence	The bidder should have a local office in Odisha since last five (5) years as on the date of bid submission.	Leased agreement/ Trade licence/ Undertaking
j)	Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Power of Attorney document
k)	OEM MAF	The bidder should submit OEM MAF against all the products/tools/licenses quoted as part of bid submission	Original Equipment Manufacturer Authorization Form in OEM Letter Head
l)	EMD	Bidders shall submit, along with their Bids, EMD of ₹42,00,000/- (Rupees Forty Lakh Only), in the eNivida Portal	Copy of transaction.

5.2. Technical Evaluation Criteria

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

Head	Total Marks
Financial and Resource Strength	15
General e- Governance Experience	45
Proposal and presentation	40

Sl#	Evaluation Criteria	Max Score	Documents required
a.	Financial and Resource Strength		
i)	<p>Average Annual turnover from IT/ ITeS project in last 3 FY ending on 31st March 2025</p> <p>– ≥ 40 Cr: 2 Marks</p> <p><i>[Additional 1 mark for additional 20 crore subject to maximum 5 marks]</i></p>	5	<p>– Copy of audited Profit & Loss Statement</p> <p>– Certificate from the Statutory Auditor</p> <p>– Certificate from the Chartered Accountant</p>
ii)	<p>Quality Certification</p> <p>– CMMi Level 3: 2 Marks</p> <p>– ISO 9001-2015: 1 Mark</p> <p>– ISO 27001-2013: 1 Mark</p> <p>– ISO 20000-2018: 1 Mark</p>	5	<p>– Copy of relevant Certification</p>
iii)	<p>The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid.</p> <p>– ≥ 100 Resources: 3 Mark</p> <p><i>[Additional 1 mark for additional 10 resources subject to maximum 5 marks]</i></p>	5	<p>– Certificate from HR/ Director (in Company letter head) mentioning the details of resources</p> <p>– Copy of the latest EPF deposit challan.</p>
b.	General e- Governance Experience		
i)	<p>The bidder should have experience in development and implementation of e-Governance application project (Workflow management and Mobile Application in a single application) any Government Department / Government Agency / PSU in India with minimum order value of Rs.1 Crore during last 5 years as on 31st March 2025.</p>	5	<p>Copy of Work Order and Completion / Go-live certificate</p>
ii)	<p>The bidder should have experience in development and implementation of e-Governance application project (In the field of Women Development) any Government Department / Government Agency / PSU in India with minimum order value of Rs.1 Crore.</p>	5	<p>Copy of Work Order and Completion / Go-live certificate</p>
iii)	<p>The bidder should have experience in implementation of projects covering Software development and support for a period not less than 2 years for any Government Department / Government Agency / PSU in India.</p>	5	<p>Copy of Work Order and Completion / Go-live certificate</p>

iv)	The bidder should have experience in development and implementation of e-Governance application project (Aadhaar Authentication & Aadhaar eKYC) any Government Department / Government Agency / PSU in India with minimum order value of Rs.50 Lakh.	5	Copy of Work Order and Completion / Go-live certificate
v)	Experience in development of Mobile App with AI feature (on Android and/or iOS platform) for any Government Department / Government Agency / PSU in India. >= 20 K Downloads: 2 Mark >= 40 K Downloads: 4 Mark >= 80 K Downloads: 10 Mark	10	Coy of work order & documentary evidence confirming number of downloads
vi)	The bidder should have successfully developed & implemented software application using following technical stack in a single project. <ul style="list-style-type: none"> • Microservice Architecture • Angular • Node.Js • PostgreSQL • Flutter • Java (Spring boot) • Azure Cloud Any three technical stack in a single project: 1 mark Any five technical stack in a single project: 3 marks All seven technical stack in a single project: 10 marks	10	Relevant documentary evidence
vii)	The bidder should have project experience in cloud infrastructure provisioning and management for any State Department / PSU / Govt. Agency in Odisha.	5	Copy of Work Order and Completion / Go-live certificate
C.	Technical Proposal		
i)	Implementation Approach & Methodology <ul style="list-style-type: none"> – Understanding of the objectives of the assignment – 10 marks – Completeness and responsiveness – 10 marks – Risk management and mitigation plan – 5 marks – Detailed Work Plan with Activities – 10 marks – Live demonstration of any application – 5 marks 	40	Quality of Technical Proposal and Presentation

- a. All the bidders who secure a Technical Score of more than 70% will be declared as technically qualified.
- b. The bidder with highest technical bid (H1) will be awarded 100% score.
- c. Technical Scores for other than H1 bidders will be evaluated using the following formula:
- d. $T_n = \{(\text{Technical Bid score of the Bidder} / \text{Highest technical evaluation marks} * 100 \} \%$
(Adjusted to two decimal places)
- e. The commercial bids of only the technically qualified bidders will be opened for further processing.

5.3. Commercial Evaluation Criteria

- a. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- b. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- c. Any conditional bid would be rejected.
- d. Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- e. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- f. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- g. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- h. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula: $F_n = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100 \} \%$.

5.4. Final Evaluation of Bid

The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:

$$B_n = 0.70 * T_n + 0.30 * F_n$$

The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

6. Appointment of System Integrator

6.1. Signing of Contract

After OCAC notifies the successful bidders that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with the successful bidders taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Service Agreement (SA) would be signed for entire project period & value

6.2. Performance Guarantee

- a. The selected Bidders shall be required to furnish the minimum Performance Bank Guarantee of 3% of the Project Cost in the form of an unconditional and irrevocable Bank Guarantee from a scheduled commercial bank in India in favor of “Odisha Computer Application Centre”, Bhubaneswar. PBG should be valid for 90 days beyond the contract end date.
- b. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.
- c. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the service during the work order period.
- d. In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action, after giving prior written notice to rectify the same.
- e. OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder’s negligence in carrying out the project implementation as per the agreed terms & conditions.

6.3. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action.

6.4. Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- b. Maximum liability of the bidder for this project will be limited to the total value of the contract or the amount actually paid to the bidder whichever is lower and will not include any indirect or consequential clause or damage, loss or profit, data or revenue.

6.5. Indemnity

- a. The System Integrator shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
 - Any negligence or wrongful act or omission by the Solution Provider or any third party associated with Solution Provider in connection with or incidental to this Contract or;
 - Any breach of any of the terms of this Contract by the Solution Provider, the Solution Provider's Team or any third party
 - Any infringement of patent, trademark/copyright arising from the use of the supplied goods and related services or any party thereof
- b. The Solution Provider shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, service provided as mentioned in any Intellectual Property Rights and licenses.
- c. All indemnification obligations shall be subject to the Limitation of Liability clause.

7. Scope of Work

7.1. Stakeholders & Users

Following types of users will be using the application:

- a. Women & Child Development Department, Odisha
- b. District, Block and GP Level Officials
- c. Citizens

7.2. Existing Application

- a. The automation of processes of the existing portal has been done in accordance with Subhadra Scheme Guidelines and its subsequent amendments.
- b. It is an online web application for management & administration of beneficiaries & create a single window system for all stakeholders.
- c. Following modules / functions are already developed, implemented in the existing portal & continuing successfully since 2024.

Sl	Component	Description
1	Subhadra Official Website	Public-facing information portal providing scheme-related details, guidelines, announcements, and other citizen-centric information pertaining to the Subhadra Scheme.
2	Subhadra Portal	Operational backend system facilitating end-to-end scheme management with the following functionalities:
2.1	Application Sourcing	Receipt of applications through designated channels.
2.2	Application Bifurcation / Categorization	Classification of applications based on predefined scheme parameters.
2.3	Application Scrutiny	Verification of submitted applications for arrangement of applications in different buckets for further processing.
2.4	Field Verification	Field level verification by authorized field enquiry team.
2.5	Application Processing	Workflow-based multi-level processing as per scheme guidelines.
2.6	Application Approval	Approval or Rejection applications by competent authorities.
2.7	Payment Approval	Administrative approval before payment.
2.8	Payment Disbursement	Transfer of approved payments to approved beneficiaries.
2.9	Application Status	Real-time tracking of application & payment status for both applicants and officials.
2.10	Dashboard & Reports	Role-based dashboards and analytical reports for monitoring, decision-making, and scheme evaluation.

2.11	Grievance	Lodging, tracking and disposal of beneficiary grievances through an integrated grievance redressal mechanism.
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7.3. Objective

- a. Enhancement of the Subhadra Portal to meet new functional requirements, improve usability and strengthen integration capabilities with other Government platforms and services.
- b. Migration of data centre services from Azure Cloud to the Odisha State Data Centre (OSDC).
- c. Operation & Management (O&M) services to ensure continuous availability, optimal performance, and timely resolution of technical and operational issues.
- d. Implementation of security, performance, and usability improvements to enhance the efficiency and reliability of the Portal for all stakeholders.
- e. Establishment of a structured monitoring and reporting mechanism to track system performance, usage, and compliance with prescribed service levels.

7.4. Overview

The solution must have a centralized automated system to track and monitor the implementation activities in an effective and efficient manner. The Subhadra Portal shall act as a centralized database for all stakeholder profiles including workflow-based application processing. The system shall be rolled out across all districts in the State of Odisha.

The broad scope of work includes:

- a. Preparation of Detailed Project Plan & High-Level System Study as per existing system and procedure.
- b. Detailed System Study, Requirement Analysis, Functional Requirement Specification for the upgraded application and suggestion for Government Process Re-engineering.
- c. Design and Customization/development of the Software solution.
- d. Deployment of solution at Azure Cloud / Odisha State Data Centre (OSDC).
- e. Migration of datacenter services from Azure Cloud to OSDC
- f. Integration with 3rd Party Applications.
- g. Software Solution Testing.
- h. User Acceptance Testing (UAT).
- i. Go-Live Software Solution.
- j. Training end users.
- k. Security audit of the application.

- I. Application Support, Operation & Management (O&M) for a period of 4 years.

7.5. Requirement Study

The SI shall perform the detailed assessment of the solution requirements including finalization of the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with W&CD DEPTT.

While doing so, SI at least is expected to do following:

- Consult with W&CD DEPTT. and other stakeholders.
- IA should study in detail the workflow of the Scheme Management, Portals of Departments, Aadhaar Seeding & Authentication Portals, Departmental Information & service needs.
- Translate all the requirements mentioned in the document into System Requirements.
- Follow standardized template for requirements capturing.
- Maintain traceability matrix from SRS stage for the entire implementation.

7.6. Design & Development

The SI shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document.

- a. In order to achieve the high level of stability and robustness of the application, the system development life cycle shall be carried out using the industry standard best practices and adopting the security constraints for access and control rights.
- b. The system shall have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

7.7. Integration

The system should support both push and pull of data to and from systems proposed to be integrated. It is required that a standard mechanism of data exchange should be built and implemented using an industry specified data exchange protocol through a secure channel. The SI will have to co-ordinate with the designated nodal agencies for integration and OCAC will facilitate this process. In addition, the solution should be designed in such a way that any future integration does not require any changes to the system.

7.8. Testing

- a. The SI shall provide the testing strategy including Test Cases and Conduct Testing of various components of the software developed / customized (e.g. including Unit Tests, System Integration Tests, Security Testing and User Acceptance Test).
- b. The SI shall ensure deployment of necessary resources, tools, staging servers and related logistics during the testing phases.

7.9. Third Party Audit

- a. The SI shall carryout security audit (By CERT-In empanelled firm) before Go-Live of application and obtain the **safe-to-host** certification
- b. The SI shall comply with the security audit observations of the application by CSOC Odisha team including Periodic Cyber Security Audit as per OSDC Policy.
- c. The audit shall be performed at least on the below mentioned aspects.
 - Functional Testing
 - Accessibility Testing
 - Application Security Audit
 - Vulnerability Testing

7.10. UIDAI Compliance Audit

- a. The System Integrator (SI) shall conduct an Aadhaar Information Security Compliance Audit annually through a CERT-In–empanelled firm and submit the audit certificate by the end of January each year.
- b. The audit shall be performed in-line to the latest UIDAI compliance checklist.

7.11. Other Audit

- a. The System Integrator (SI) shall comply to the security advisories / compliance requirements of the Odisha Cyber Security Centre without any additional financial implications.
- b. The SI shall assist OCAC/User Department in complying with audits by State/Central Government authorities at no additional cost.

7.12. SSL Certification

The SI shall carry out and ensure the following:

- a. Secure connection between Client and Server through Secure protocol HTTPS.
- b. Encryption of Data during transmission from server to browser and vice versa.
- c. Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.
- d. SSL Security in the application server.

7.13. Training

- a. The SI shall provide training to the users identified by W&CD DEPTT. on a train to trainer model.

Intended Users:

- Women & Child Development Department, Odisha (W&CD DEPTT.)
 - District Officials / GP Officials
- b. Refresher training should be provided to various stakeholder in VC mode.
 - c. The schedule / training calendar and the training material for imparting training shall be developed in consultation with W&CD DEPTT..
 - d. Provide/coordinate training among various stakeholders on new services, enhancements etc. added in the application during O&M period.
 - e. Training infrastructures viz; computers, projectors, whiteboards, connectivity and space for training required for the training shall be provided by the W&CD DEPTT..

7.14. Online Help / Reference

- a. The training contents / user manuals must be made available to users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.
- b. The downloadable training content should have proper indexing and internal references, mapped with key words, in order to allow any user to search and reach the desired content with the help of those key words.

7.15. Supply of tools and license

The SI shall procure tools and licenses for this project as per the specification and bill of quantity mentioned in this document vis-a-vis proposed in its technical proposal as part of the bid response. All the licenses shall be procured in the name of OCAC.

7.16. UAT & Go-Live

After completion of the development work for application, W&CD DEPTT. will conduct technical

reviews of development work performed as UAT.

The SI shall be responsible for:

- a. Preparation and submission of test strategy, test cases and test results.
- b. Demonstration of module-wise functionalities/ features to the W&CD DEPTT. in a staging environment.
- c. Support W&CD DEPTT. or their representatives at the time of user acceptance testing.
- d. Rectification of any issues/ bugs/ improvements/ enhancements/ up-gradations suggested (if any) during the UAT, without any additional cost.
- e. Documenting the UAT results & ensure that all issues raised during UAT are closed and signed-off from respective authority.
- f. Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested Departments (if any) during the UAT without any additional cost.
- g. OCAC/ W & CD Department shall declare “Go-live” of the project
- h. After Go-live, Application Support, Operation and Management will be started from the date of Go-live.

7.17. Infrastructure Support

- a. The existing solution is presently hosted in Azure Cloud.
- b. The new solution may be hosted in OSDC or any government cloud which is identified thereafter.
- c. Post award of contract, it is expected the SI to provide detail hardware sizing for the production instance.
- d. The SI shall carry out the installation, maintenance & support of all the supplied software(s)/tools.
- e. The SI shall provide the Licenses for this software in the name of OCAC/ W&CD DEPTT., Govt. of Odisha till the project end date / perpetual with necessary support structure in place.

7.18.1. Business Continuity Planning

Currently, there is no Disaster Recovery (DR) or Business Continuity Plan (BCP) to address any disruption in implementation of the system. However, in future, if it is decided to go for DR / BCP, then the SI will suggest and support for an appropriate methodology in a cost-effective manner for this purpose. The IA shall share the DC, DR sizing and OCAC shall arrange necessary

infrastructure in accordance with the sizing received.

7.18.2. Documentation

- a. Undertake preparation of documents including that of infrastructure solution design and architecture, configuration files of the infrastructures, user manuals, Standard Operating Procedures, Information Security Management procedures as per acceptable standards.
- b. Take sign-off on the deliverables (documents), including design documents, Standard Operating Procedures, Security Policy and Procedures from OCAC / OSDC Team and shall make necessary changes before submitting the final version of the documents.

7.18. Operation & Management

The Application Support, Operations & Maintenance services need to be provided by the bidder with respect to Application Software & supporting IT Infrastructure Management (which is OSDC). However, server hardware maintenance is not scope of the bidder. OSDC will share bare metal server/VM with required OS only. Any other required software/tool shall be provided by the bidder.

Bidder has to deploy the team with adequate manpower having expertise in database and application management & support for operation and management of entire application for a period of 4 year to carry out the above activities.

The bidder must give details of methodology for Application Support, operation and management with team structure with proposed profiles in technical bid. The Application Support, Operation and Management of the new application will be started from the date of Go-Live.

- a. The Operation and Maintenance (O&M) support of the existing application shall commence upon successful takeover of all existing modules from the current Implementing Agency (IA).
- b. The selected bidder shall extend O&M support for any existing modules along with additional modules developed under the project.
- c. All existing O&M provisions, documentation requirements, and related conditions specified in this RFP shall equally apply to the O&M of newly developed modules or services.
- d. The O&M engagement shall be for a period of four (4) years and subject to extension.

7.19.1. Application Support

Key activities to be performed by the SI in the application support phase are as follows:

- a. Roll out of the solution at W&CD DEPTT. & Sub-Ordinate Offices of Odisha.
- b. Support for functional processes.
- c. Features enhancement based on user feedback.
- d. Management of the test and training environments.
- e. Management of the Production environment.
- f. Application support.
- g. Application maintenance.
- h. Database Administration.
- i. System Administration.
- j. User and access management.
- k. Performance Enhancement and Fine Tuning.
- l. Scheduled maintenance activity
- m. Data backup and recovery as per the policy of OSDC.

The SI shall ensure compliance with SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by SI ensuring the SLA requirements are met at no additional cost to OCAC.

7.19. Functional Requirement

The solution must be developed to meet the expected features and functionalities of each module:

- a. Front-end Application Components.
- b. Information Exchange Components.
- c. Scheme Workflow Creation.
- d. Fund Management.
- e. Grievance management.
- f. Mobile App.

7.20.1. Enhancement of Dashboard & Reports

To significantly improve the usability and analytical capabilities of the dashboard, the following enhancements must be implemented, leveraging advanced data analytics and visualization tools to provide intuitive, interactive, and data-driven insights.

7.20.1.1. Drill-Down Functionality for KPI Cards

- a. The enhancement must enable each KPI card to provide interactive drill-down access to the detailed data behind the metric for deeper analysis and informed decision-making.
- b. Clicking a KPI card must open a dynamic view showing application-level details, including applicant information, demographic attributes, scheme-specific data, and supporting visualizations like bar charts, pie charts, and heatmaps.
- c. Users can refine the displayed data using interactive filters for district, block, category, scheme type, and application status, with the ability to apply multiple criteria simultaneously.
- d. The system must allow exporting data to Excel or PDF with customizable templates, and visualizations can be saved as images or embedded in reports for professional presentation.
- e. Advanced analytics features such as trend analysis, correlation heatmaps, anomaly detection, and root-cause analysis must be available through interactive, toggleable dashboards.
- f. This enhancement must provide granular insights, improve transparency, and enable faster, evidence-based decision-making across administrative levels.

7.20.1.2. Forecasted Exit List

- a. The Forecasted Exit List must proactively identify beneficiaries nearing or exceeding the 61-year eligibility age threshold to ensure compliance and maintain accurate scheme records.
- b. The system must automatically generate a list of beneficiaries based on their date of birth, flag ineligible individuals to stop future payments, and present data in an interactive table with visualizations like histograms and timelines to show exit trends.
- c. Users can refine results using dynamic filters for date range, district, block, GP/ward, NFSA/Non-NFSA classification, and social category via interactive controls like date pickers and multi-select dropdowns.
- d. The report can be exported in Excel or PDF formats, with the option to include visualizations for enhanced and professional reporting.
- e. Predictive analytics must project exit trends using historical and age progression data, with line charts, pie charts, and drill-down capabilities to review individual beneficiary records.
- f. The tool must enable proactive eligibility validation, support local-level verification efforts, and improve strategic planning through predictive insights and visual exit trend analysis.

7.20.1.3. Assembly Constituency-Wise Status Report

- a. The Assembly Constituency-Wise Status Report must provide constituency-level insights into application statuses to identify trends, bottlenecks, and service delivery gaps.
- b. The report must generate aggregated and comparative metrics—such as total applications, approvals, rejections, and pending cases—and display them in interactive dashboards with visualizations like bar charts, heatmaps, and stacked area charts.
- c. Users must be able to filter data by scheme category, verification status, and demographic attributes using intuitive controls such as searchable dropdowns and range sliders.
- d. Constituency-level data can be explored in detail, with applicant records shown alongside visualizations like pie charts for status distribution and tables for record-level details.
- e. All data and visualizations can be exported to Excel or PDF formats for offline analysis and reporting.
- f. The report must include comparative analytics to highlight disparities between constituencies and trend analysis to monitor performance changes over time.
- g. This tool must empower public representatives and administrators with real-time insights, improve performance monitoring, and enhance transparency in service delivery.

7.20.1.4. Technical Enhancement

- a. **Data Analytics & Visualization:** A high-performance data visualization platform must deliver real-time dashboards, customizable visualizations, and advanced analytics capabilities such as predictive modelling.
- b. **User Interface:** The system must feature a responsive design optimized for desktop and mobile, with interactive elements like tooltips, clickable charts, and dynamic filters for enhanced usability.
- c. **Data Integration:** Secure APIs must ensure seamless connectivity with the Subhadra Scheme database to retrieve real-time data for reports, including KPI cards and the Forecasted Exit List.
- d. **Performance Optimization:** Efficient query handling, rapid visualization rendering, and smart caching of frequently accessed data will maintain fast load times and smooth interactions.

7.20.2. Development of CSC Module

The CSC Module must replace third-party SSO with a fully integrated, secure, and self-contained authentication and service delivery system for Common Service Centers within the Subhadra

Portal.

- a. A dedicated CSC User Management subsystem must give administrators complete control over provisioning, authentication, and lifecycle management of CSC Operators without reliance on external platforms.
- b. CSC Operators must register and authenticate locally using role-based credentials, with password policy enforcement, account lockout on failed attempts, and optional OTP/email-based validation for added security.
- c. A dedicated “CSC Operator” role must be configured with tightly restricted permissions to ensure access only to the modules and data relevant to their responsibilities.
- d. MSK Operators must be able to submit applications on behalf of beneficiaries, upload required documents, verify applicant details (including Aadhaar validation), and review submission records.
- e. The module must provide a report interface for CSC Operators to view submitted applications and download acknowledgement receipts.
- f. All CSC activities, including logins, submissions, and edits, must be logged with timestamped audit trails, enabling oversight by district and state administrators.
- g. The system must be designed to support large-scale onboarding of CSC Operators statewide, with administrative controls for user activation/deactivation, password resets, and usage analytics.

7.20.3. Development of MSK Module

The MSK Module must replace Odisha One Portal authentication with an independent, secure, and fully integrated user management system within the Subhadra Portal to enhance control and performance.

- a. The dependency on Odisha One Portal for SSO-based MSK authentication must be removed by embedding a native MSK User Management System directly into the Subhadra Portal.
- b. MSK Operators must register and authenticate locally using role-based credentials, with password policy enforcement, account lockout on failed attempts, and optional OTP/email-based validation for added security.
- c. A dedicated “MSK Operator” role must be configured with tightly restricted permissions to ensure access only to the modules and data relevant to their responsibilities.
- d. MSK Operators must be able to submit applications on behalf of beneficiaries, upload required documents, verify applicant details (including Aadhaar validation), and review submission records.

- e. The module must provide a report interface for MSK Operators to view submitted applications and download acknowledgement receipts.
- f. All MSK activities, including logins, submissions, and edits, must be logged with timestamped audit trails, enabling oversight by district and state administrators.
- g. The system must be designed to support large-scale onboarding of MSK Operators statewide, with administrative controls for user activation/deactivation, password resets, and usage analytics.

7.20.4. Development of Helpline Module

The Helpline Module must enable registered operators to provide real-time support for beneficiary and citizen queries related to the Subhadra Scheme.

- a. Operators must assist with inquiries regarding application status, grievance status, e-KYC validation, DBT payment status, and related beneficiary information.
- b. Only registered helpdesk operators must be able to log in to the module using secure, role-based credentials embedded within the Subhadra Portal.
- c. Applicant-specific details must be retrievable only upon entering a valid Application ID, and sensitive identifiers such as Aadhaar numbers and bank account details must be masked or partially visible.
- d. Operators must be able to retrieve information including application status, e-KYC results, DBT bank account enablement, and payment processing outcomes such as successes, failures, and pending transactions.
- e. The Helpline Module must integrate with the Application Management, Grievance Redressal, and Payment Processing Modules to provide real-time, end-to-end query resolution.
- f. All operator actions must be logged with details such as user ID, timestamp, type of query, accessed data fields, and any remarks entered, ensuring traceability.
- g. Audit logs must be securely stored and accessible only to authorized administrators and audit personnel for compliance and governance reviews.
- h. Comprehensive training and handholding support must be provided before deployment to ensure operators can effectively use the module.

7.20.5. Development of DSWO Module

The DSWO (District Social Welfare Officer) User Module shall act as a dedicated district-level administrative interface within the Subhadra Portal. It should be designed with Role-Based Access

Control (RBAC) to ensure that DSWOs can access only data relevant to their assigned district. The module should centralize administrative functions at the district level, enabling DSWOs to efficiently monitor program operations, manage grievances, and generate actionable reports for informed decision-making.

- a. The module should incorporate strict role-based access so that each DSWO can view and manage data only for their designated district. Access permissions should be configurable by administrators to allow flexibility in role assignments.
- b. The module should provide an interactive district dashboard offering real-time insights across all critical operational areas. It should display application status, including the number of applications received, verified, approved, or rejected, and should highlight pending applications by stage including E-KYC and payment status.
- c. The module should enable DSWOs to register grievances received offline, ensuring that all citizen complaints are captured. Each grievance should be categorizable by type, such as payment issues, verification errors, or application-related concerns. Historical grievance records should be accessible for review and references.
- d. The module should allow generation of district-level reports covering application status, e-KYC verification, NPCI linkage, field verification, payment disbursement, and grievance management. Reports should be exportable in Excel, PDF, and CSV formats, and automated report scheduling should be supported.
- e. The module should provide real-time notifications for critical events, including new applications, pending e-KYC or verification issues, payment failures, or updates on registered grievances.
- f. The module should ensure robust security through role-based access, audit logging, and compliance with government data protection guidelines.
- g. The DSWO User Module should enable centralized district-level monitoring, grievance management, and reporting.

7.20.6. Development of TSA Module

The TSA Module shall be developed to provide district-level technical support and assist field-level staff in maintaining seamless operations of the Subhadra Portal. This module shall ensure that TSAs have structured access to relevant tools and dashboards required for monitoring, troubleshooting, and supporting operational processes, without granting them permission to modify sensitive beneficiary data or perform administrative tasks.

- a. The TSA role shall be formally defined within the system. TSAs shall be responsible for monitoring workflows, diagnosing technical bottlenecks, and providing guidance to field

staff and departmental users.

- b. Their role should not include data modification, approval rights, or administrative decision-making, but should focus on ensuring the operational integrity and smooth functioning of the portal at the district level.
- c. TSAs shall have access to a district-level dashboard that provides real-time insights into key operational areas, including application status, field enquiry progress, approval workflows, payment transactions, grievance, and reporting.
- d. The module enables TSAs to monitor field verification and enquiry workflows, track application approval stages, and review reasons for application rejections or delays. TSAs shall have view-only access to payment dashboards for DBT and CBDC transactions to identify pending or failed payments and support field staff in resolving related issues in coordination with finance and technical teams.
- e. Within the grievance module, TSAs shall assist users in understanding system-generated responses and resolving common technical issues.
- f. The TSAs should access all reports features to support MIS and official reporting.
- g. The TSA role shall be strictly governed under the portal's Role-Based Access Control (RBAC) framework.

7.20.7. Development of CDPO Module

A dedicated CDPO (Child Development Project Officer) Module shall be developed to enable effective block-level governance, monitoring, and service delivery under the Subhadra Scheme.

- a. This module shall empower CDPOs to oversee application processing, coordinate field-level operations, monitor financial disbursements, and manage grievances, while ensuring that all access and actions are governed by role-based access control (RBAC) to maintain data security and integrity.
- b. The CDPO Module shall provide access to a block/ULB-level dashboard and reporting interface, enabling CDPOs to gain real-time insights into key operational metrics.
- c. The dashboard shall display application status, field verification progress, applications under processing, approved applications, and payment disbursement summaries. The module shall also allow CDPOs to generate block-level reports for monitoring, performance evaluation, and decision-making purposes.
- d. CDPOs shall have the ability to search for the application status of beneficiaries and view detailed application information, including field verification results and payment records.
- e. The module shall include a grievance management interface, allowing CDPOs to register grievances received from beneficiaries, track progress, and dispose of grievances assigned

to them.

- f. Additionally, the module shall provide access to an opt-out module, enabling CDPOs to process requests from applicants or beneficiaries who wish to opt out of the scheme.
- g. The opt-out workflow shall be tracked and recorded in the system to ensure proper documentation, transparency, and compliance with scheme guidelines.

7.20.8. Enhancement of Application Module

7.20.8.1. Enabling NRO Beneficiary

To promote inclusivity and address genuine Aadhaar-based exceptions, this enhancement must introduce a Green Corridor mechanism within the Subhadra Portal.

- a. The primary objective is to enable application acceptance for a specific applicant category: Non-Resident Odia (NRO) women residing in Kotia, Koraput District, whose Aadhaar records reflect a resident state outside Odisha.
- b. In standard conditions, such demographic mismatches would trigger a rejection; however, this enhancement must ensure these beneficiaries are not unjustly excluded due to their Aadhaar record constraints.
- c. A dedicated data structure should be created to maintain a system-managed whitelist of Aadhaar numbers eligible under this Green Corridor category.
- d. This list must be accessible to authorized system administrators via a secure interface to perform controlled operations like adding, updating, or removing Aadhaar entries.
- e. The application submission workflow should be modified to check incoming applications against this Green Corridor list. If a match is found, the system must bypass the state-based demographic validation, allowing the application to proceed.
- f. To ensure transparency, each application routed through this pathway should carry a persistent Green Corridor flag in the database, which must support audit trails, differentiated reporting, and tracking.
- g. All other eligibility checks, exclusion validations, and approval workflows must remain unchanged for these applicants, ensuring that inclusion does not compromise procedural integrity.
- h. Once approved, Green Corridor applications should be seamlessly integrated into the payment processing pipeline, ensuring that no deviation occurs in fund disbursement logic.

7.20.8.2. Updated Application Status

To accommodate the growing complexity of workflows under the Subhadra Scheme, including

beneficiary opt-outs, refunds, installment-based payments, and grievance linkages, the existing application status functionality requires a comprehensive revamp.

- a. This enhancement must involve improvements to both the frontend and backend, ensuring transparency, traceability, and scalability across all user groups, from beneficiaries to administrators and support staff.
- b. The current application status mechanism has become functionally insufficient as per the portal scales. The revised module must offer a holistic and dynamic representation of each application's lifecycle, address the needs of diverse users while support complex conditional workflows.
- c. The user interface must be redesigned to present a detailed, intuitive view of each application's lifecycle. Key status indicators must include the history and current processing status of opt-out requests, updates on refund initiation, approval, and settlement, and an installment-wise breakdown of DBT/CBDC disbursements, including payment amounts and timestamps.
- d. On the back end, the system must be restructured to support modular integration with related components, such as the Payment Module, Refund Processing, Grievance Redressal, and Opt-out Workflows.
- e. Each application must maintain a status history log, capturing every transition along with timestamps and the triggering source, whether it is a user action, a system rule, or an administrative override.
- f. The system should allow new parameters, validation checks, or integration points, such as NPCI status, Aadhaar seeding, or additional verification flags, to be easily plugged into the status rendering logic.

7.20.9. Enhancement of Field Verification Module

7.20.8.3. Revised Workflow & Features

Revised Workflow & Features for Field Verification under Subhadra Scheme (Non-NFSA Applicants) are as follows:

- a. The revised workflow must introduce a clear separation between applications that are pending verification and those where field verification has been completed. Pending applications must include those ready for field verification as well as those not yet assigned to a Field Verification Team (FET) user, while completed applications must be stored separately for easier reference and monitoring.
- b. A dedicated FET User Module must be provided at both the block and ULB user, enabling

administrators to add, manage, and assign FET users efficiently.

- c. A dedicated FET Mobile App must be developed to facilitate the submission of field enquiry reports in real time. The app must enable FET users to capture live photos of applicants and record precise geolocation data at the time of field visits, ensuring authenticity and traceability of verification activities.
- d. During the verification process, applications must be bifurcated into two categories: FET Eligible and FET Ineligible. This classification must be determined based on verification findings and predefined eligibility criteria, ensuring that only valid applications proceed to the next stage.
- e. The system must also support the provisional publication of application list post verification with results, allowing applications to be marked as provisionally eligible or provisionally ineligible. This provisional status must enable applicants to submit grievances within the defined period.
- f. After the provisional publishing period concludes, applications must transition seamlessly from the field verification module to the approval module. This handover must ensure that only verified and grievance-cleared applications enter the approval workflow, reducing the risk of errors and ensuring compliance with scheme guidelines.
- g. This revised process must create a more accountable, transparent, and traceable verification system, benefiting both administrators and applicants.

7.20.8.4. Field Verification Dashboard

Develop a standalone Field Verification Dashboard to provide centralized control, monitoring, and operational oversight for field verification activities under the Subhadra Scheme or similar DBT initiatives.

- a. Provide real-time updates on field verification task status across Blocks and ULBs, with views of completed, pending, and in-progress verifications by application type, geography, and user roles.
- b. Incorporate color-coded indicators and map-based tracking for better visual comprehension of verification progress and bottlenecks.
- c. Present verification outcomes in a consolidated view categorized as Eligible, Ineligible, Hold, Pending, and Recommended for Further Review, with summary counts, percentages, and drill-down to application-level details.
- d. Display FET member assignments for each verification batch or area and monitor daily performance metrics such as verifications completed, time taken, and pending tasks.
- e. Track the publication status of Provisional Eligibility Lists post-verification, support timely

review and approval, generate automated alerts, and provide access to downloadable reports.

7.20.10. Enhancement of Approval Module

7.20.10.1. Revised Workflow & Features

The Approval Module must be developed to manage non-NFSA category applications after they have undergone field verification and provisional publishing. This module must serve as a structured mechanism to ensure that only verified and grievance-cleared applications move forward for final approval, maintaining transparency and accountability in the decision-making process.

- a. Initially, applications must be processed at the Block or ULB level. During this stage, provisionally eligible, provisionally ineligible, and objected applications must be carefully reviewed by block/ULB officials. Based on their assessment, these applications must be recommended to the respective District or Municipal Corporation (MC) authorities for final decision-making.
- b. Upon receiving recommendations from the block/ULB level, the district authority must conduct a thorough review to either approve or reject each application. The module must also provide the functionality to hold applications if the district authority identifies insufficient documentation or requires additional information, allowing for later review without prematurely rejecting an application.
- c. To enhance quality control and ensure process integrity, a random list of applications must be prepared at both Block/ULB and District levels for sample checking after the review or approval process.
- d. Approved and rejected applications must be stored in separate lists, facilitating structured tracking and subsequent processing steps, such as financial disbursement, reporting, or archival.
- e. This separation must support auditability, simplify workflow management, and ensure that only approved applications proceed further, while rejected or held applications are clearly marked for follow-up or grievance redressal.

7.20.10.2. Random List for Sample Checking

- a. To support quality assurance and transparency, the system must generate:
 - A 5% random sample bucket per GP/Ward for use by supervisory or auditing authorities at the BLSC/ULSC level.

- A 1% random sample bucket per GP/Ward at the DLSC/MLSC level for final-stage scrutiny.
- b. These randomly selected applications must allow for independent review and help detect any anomalies in the approval process.

7.20.10.3. Integration with Committee Proceedings

Before forwarding applications to the DLSC/MLSC level, BLSC/ULSC users must associate each batch with relevant Committee Proceedings, which must be auto populated from the integrated Committee Proceedings Module. This must ensure every recommendation is formally backed by recorded deliberations.

7.20.10.4. Audit Trail and Logging

- a. To maintain integrity and accountability, the system must maintain a comprehensive, immutable audit trail capturing every action taken in the Approval Module.
- b. This must include User ID, Timestamp, Action type, Remarks.

7.20.10.5. Notifications and Alerts

The module must include a robust notification framework to alert users of pending tasks or critical actions. Features include:

- a. Dashboard Alerts for pending verifications, objections, or approvals.
- b. Configurable notifications (email, SMS, in-app) for key events such as:
 - Final approval or rejection
 - New recommendations requiring attention
 - Reassignments or escalations

7.20.10.6. System Integrations

The Approval Module must be seamlessly integrated with various modules within the Subhadra ecosystem to enable real-time data exchange and end-to-end process automation:

- a. Committee Proceedings Module: For retrieving meeting records during recommendations and approvals.
- b. Grievance Redressal Module: For tracking and processing objected applications.
- c. Public Portal: For publishing final approved and rejected buckets.
- d. Payment Processing Module: For initiating benefit disbursement to approved beneficiaries.

7.20.10.7. Approval Dashboard

Develop a centralized Approval Dashboard to monitor the complete workflow of Non-NFSA/SFSS applications in real time, enhancing transparency, identifying delays, and supporting data-driven governance.

- a. Consolidate information from FETs, Block/ULB Scrutiny Committees (BLSC/ULSCs), and District Level Scrutiny Committees (DLSC/MLSCs) for a comprehensive view of application flow and decision status.
- b. Provide clear visibility into the approval lifecycle, highlighting pending applications and counts of eligible, ineligible, and objected cases to support streamlined decision-making.
- c. Organize insights into three sections aligned with the approval hierarchy:
 - Block/ULB Level: Field-verified and published applications, including eligible, ineligible, objected, and pending cases.
 - District Level: Applications recommended from BLSC/ULSC, showing approvals, rejections, holds, and current review status.
 - Final Decisions: Consolidated view of approvals, rejections, and closure status at the DLSC/MLSC level.
- d. Present summary statistics and KPIs in a single-page, user-friendly layout with real-time data syncing to reflect current status and bottlenecks.

7.20.11. Development of Committee Proceeding Module

- a. The Committee Proceeding Module must be enhanced to automate the generation of proceedings by systematically consolidating application-level data across all relevant administrative hierarchies, including Block, Urban Local Body (ULB), Municipal Corporation, and District levels. This automation is intended to reduce manual workload, minimize delays, and enhance transparency in the committee review process.
- b. The system should be configured to auto-generate committee proceedings by directly fetching data from processed applications available at each administrative level. This eliminates the need for manual data collation and ensures standardized, structured documentation of committee decisions.
- c. The module shall organize and present the application data into categorized lists such as eligible, ineligible, and objected cases using pre-defined, scheme-compliant formats. This approach must promote consistency in decision-making and facilitate uniformity in documentation across all districts and ULBs.
- d. The automation of this process must reduce the risk of human error, improve the accuracy

of committee recommendations and ensure high reliability of data used for further actions, reporting, or audits. It must also speed up the approval pipeline by reducing back-and-forth caused by manual errors.

- e. To strengthen process transparency, the system must maintain a traceable, time-stamped trail of all committee-level actions, including deliberations, approvals, rejections, and comments. This audit-friendly log must be accessible to authorized users and relevant oversight or audit bodies.
- f. The module must be tightly integrated with the Payment Approval Module, allowing it to auto-fetch verified application data without manual entry or duplication, ensuring consistency across modules and reducing administrative overhead.
- g. A digital tracking mechanism must be introduced to the record, store and retrieve committee recommendations and final proceedings linked to each application. These records must be systematically maintained and safeguarded as part of the official digital proceedings archive.
- h. The system-generated proceedings must serve as the authoritative reference for future decision-making, departmental reporting, and fulfilment of MIS and compliance requirements, reinforcing credibility and improving the institutional memory of the scheme's implementation.

7.20.12. Development of Payment Approval Module

- a. A dedicated Payment Approval Module shall be developed within the Subhadra Portal to enable centralized, transparent, and structured approval of payments specifically for verified non-NFSA applications at the state level. This new component must serve as a critical control point before the initiation of any benefit disbursement.
- b. The module shall function as the final decision-making layer in the approval hierarchy, bridging the gap between district-level validations (by DLDC or MLSC) and the actual disbursement of benefits through either DBT or CBDC mechanisms.
- c. The system should be configured to automatically fetch DLDC/MLSC-approved application data in real time, ensuring a seamless data flow from the field verification and district approval modules. This integration must eliminate the need for manual data handling and prevent duplication or processing delays.
- d. The state-level users shall be provided with a consolidated dashboard view, offering listings of approved applications categorized district-wise or Municipal Corporation-wise, along with the ability to drill down to the individual application level. This must empower the designated officials to perform detailed scrutiny before final approval.

- e. A structured state-level approval workflow must be embedded in the module, allowing designated officers to review, approve, and lock in the lists of applications that are ready for disbursement. This systematic flow must ensure accountability, minimize delays, and support timely release of funds.
- f. The module shall implement a dual-listing mechanism one list shall display applications that have been approved at the district level but are pending state-level action, while the other must showcase applications that are already approved at the state level, and are either ready for or already undergoing payment processing.
- g. Upon final approval by the state authority, the system should seamlessly forward the approved application data to the Payment Module, triggering automated initiation of the corresponding DBT or CBDC disbursement, based on the payment type mapped to each applicant.
- h. To ensure transparency and accountability, the module shall maintain a comprehensive audit trail, logging every approval action along with the timestamp, user credentials, status update, and any associated remarks.

7.20.13. Enhancement of Payment Module

7.20.13.1. Mechanism for Disbursal of Payment via UCO Bank

- a. An independent Direct Benefit Transfer (DBT) Payment Module shall be developed under the Subhadra Scheme to facilitate secure and efficient disbursement of scheme benefits via integration with UCO Bank. This dedicated module must ensure seamless end-to-end processing of beneficiary payments in alignment with UCO Bank's technical and regulatory standards.
- b. The module shall include a robust beneficiary re-validation mechanism to confirm eligibility before initiating payment. This process must re-verify Aadhaar linkage, bank account details, and inclusion criteria to prevent erroneous or ineligible payments.
- c. A comprehensive de-duplication mechanism shall be integrated to identify and eliminate any duplicate beneficiary records. This ensures that no beneficiary receives payment more than once, upholding both financial discipline and scheme integrity.
- d. The system shall support the generation of digitally signed and encrypted payment files, formatted in compliance with UCO Bank's file structure and validation requirements. These files must bear the digital signature of authorized officials to ensure authenticity and prevent tampering.
- e. The module shall enable secure file transmission via SFTP (Secure File Transfer Protocol) to

UCO Bank, complying with data encryption and cyber hygiene protocols. All data in transit shall be protected against interception and unauthorized access.

- f. Upon receiving payment response files from UCO Bank, the module shall decrypt the files and extract transaction-level statuses, identifying payments marked as successful, failed, or rejected.
- g. The Subhadra Portal shall automatically update the payment status for each application based on the bank's response, allowing administrators to track disbursement outcomes and ensuring real-time visibility and traceability of funds.
- h. The module shall be designed and implemented in full compliance with UCO Bank's technical documentation, including validation of file formats, adherence to processing timelines, maintenance of audit logs, and readiness for periodic reconciliation and regulatory audit.
- i. Develop a payment file generation feature for **CBDC payments**, enabling automated and accurate disbursement of funds to beneficiaries based on approved applications.
- j. All the functionalities mentioned above must also be supported for the existing integration with **SBI**, in addition to UCO Bank.

7.20.14. Development of Opt-Out Module

- a. The Subhadra Scheme Portal shall introduce an "Opt-Out" feature that empowers applicants to voluntarily withdraw from the benefits of the scheme. This self-driven functionality is designed to uphold the principles of consent, transparency, and secure Aadhaar-based authentication.
- b. A dedicated "Opt-Out" option shall be prominently embedded within the applicant's login dashboard. This must act as the entry point for initiating the voluntary withdrawal process, accessible only after secure login.
- c. On selecting the "Opt-Out" option, the system shall display a pre-filled form containing critical applicant details such as name, Aadhaar number, and application ID. This ensures identity verification and minimizes manual input errors.
- d. The form shall include a mandatory consent checkbox, which the applicant must tick to explicitly confirm their intent to withdraw from the scheme. This ensures that the action is voluntary, informed, and deliberate.
- e. Once the consent checkbox is ticked, the applicant must click the "Opt-Out" button to proceed. The system must then redirect the user to an Aadhaar authentication screen to confirm the applicant's identity and safeguard against unauthorized actions.
- f. Upon successful Aadhaar verification, the system shall record the applicants opt-out

request and flag the record accordingly. A confirmation message must be displayed to inform the user that their voluntary withdrawal has been successfully registered.

- g. The opt-out status shall be updated in the applicant's master record, and the individual must be excluded from all future Direct Benefit Transfer (DBT) disbursements under the scheme, ensuring that only eligible and willing beneficiaries receive support.
- h. All opt-out actions shall be logged with date-time stamps and audit trails to maintain traceability, data integrity, and support future reviews or administrative reporting.
- i. The feature shall be implemented with a focus on user experience, data security, and adherence to statutory guidelines on beneficiary management and data privacy.

7.20.15. Development of Opt-In Module

- a. The Opt-In Module must be developed to facilitate re-enrollment of applicants who have previously opted out of the Subhadra Scheme, either accidentally or due to misinformation, and now seek reinstatement. This provision must ensure that such applicants regain access to scheme benefits through a secure, rule-based, and verified process aligned with official directives.
- b. Access to the Opt-In feature should be restricted to applicants already marked as "Opted Out" in the system. Once such users log in to the Subhadra Portal, a dedicated "Opt-In" menu must be available on their dashboard, allowing them to initiate the re-enrollment process.
- c. On selecting the "Opt-In" menu, a digital form should be displayed to the applicant containing a declaration message. The applicant must review the declaration and confirm their agreement by checking the consent checkbox and clicking the "Proceed" button.
- d. Upon proceeding, a confirmation pop-up should appear prompting the applicant to validate their intention to opt back in.
- e. Once the applicant confirms their intent, the system should initiate Aadhaar-based authentication.
- f. Following successful verification, a confirmation message should be displayed, indicating successful submission of the Opt-In request.
- g. In case of OTP failure, the applicant should be notified and allowed limited retry attempts in accordance with system rules.
- h. The Opt-In request, once verified, should be forwarded to designated backend officials for processing.
- i. Simultaneously, the applicant's status in the database should be updated to reflect the new request, thus making them eligible for reconsideration and future inclusion in the scheme's

disbursement cycle.

7.20.16. Development of Refund Module

- a. The Refund Management Module under the Subhadra Scheme must facilitate a structured, rule-based, and transparent mechanism for managing refunds arising under two key scenarios:
 - Demand-Based Refunds – System-initiated recoveries from beneficiaries who are centrally rejected post-disbursal.
 - Suo-Moto Refunds – Voluntary refunds initiated by beneficiaries wishing to return previously received funds.
- b. The module must be integrated with an inward payment gateway and includes features such as automated refund calculation, installment-wise tracking, and end-to-end audit trails via transaction logging and digital receipts.
- c. The system must support two distinct refund workflows: Demand-Based Refunds and Suo-Moto Refunds, each with clearly defined logic and access controls. For demand-based refunds, the system should automatically identify centrally rejected applications and mark them with a recovery flag, restricting refund access only to those users. In such cases, it must retrieve the complete list of disbursed installments and tag them for refund in a read-only format to prevent manual alteration by the applicant.
- d. For suo-moto refunds, the system must allow eligible users those with "Approved" and "Paid" status but not centrally rejected to voluntarily opt out and initiate refunds.
- e. The system must be integrated with an inward payment gateway that supports real-time transaction verification. It should initiate payment requests, validate transaction status via API, and confirm successful payments before proceeding further. Failed or incomplete transactions should be retried based on predefined retry logic. After successful payment, the system must generate an auto-filled acknowledgement receipt in PDF format for downloading transaction reference numbers, date, amount, and beneficiary details.
- f. Post-payment, the system should automatically update the refund status in the database. In demand-based refunds, the status should be changed to “Refund Completed” while keeping the “Proceed to Refund” option permanently disabled. For suo-moto refunds, the application status must be updated to “Opted Out”, and further benefit disbursals should be blocked permanently.
- g. Additionally, the system must log all actions such as refund initiation, payment attempts, and final confirmation in an audit trail with timestamps and user metadata.

7.20.17. Enhancement of Grievance Module

7.20.17.1. Revised Grievance Receiving Mechanism (CR)

- a. The grievance submission interface must be redesigned to present applicants with clear options to file complaints in structured categories: G1 (in favor of self), G2 (in favor of others), and G3 (against others). Each category will feature specific grievance types to streamline classification and routing.
- b. Aadhaar user authentication must be integrated into the online grievance module to enhance security and validate applicant identity before submission of grievances.
- c. The system must support multi-level grievance resolution workflows, enabling routing and escalation from Block/ULB to District and State-level officials based on predefined rules and grievance types.
- d. An enhanced tracking mechanism must be embedded, allowing applicants to monitor the grievance status at each stage along with a timestamped log of actions taken, increasing transparency and user confidence.
- e. Notification alerts must be auto triggered through SMS and portal updates upon status changes, ensuring applicants and responsible officials are informed throughout the grievance lifecycle.
- f. Audit logging functionality must be improved to capture every grievance-related event (submission, review, update, disposal), storing metadata such as user ID, role, timestamps, and action types for accountability.
- g. The underlying database must be redesigned to accommodate new grievance categories, track status updates across tiers, store escalation trails, and associate field verification reports where applicable.
- h. Role-based access control must be enforced, with interfaces tailored to the responsibilities and jurisdictional access levels of CDPOs, BDOs, EOs, District-level officers, and State officials.
- i. Post-disposal functionality must be introduced to capture and store the outcome of grievance resolutions, including changes made to application status, eligibility flags, and payment entitlements.

7.20.17.2. Development of Offline Grievance Module

- a. A dedicated interface must be developed for authorized officials to manually enter grievances received via offline channels such as walk-ins, paper forms, or phone calls, ensuring parity with the online module.

- b. The offline grievance interface must mirror the categorization used in the online module, maintaining consistency in classification using G1, G2, and G3 categories along with their respective grievance types.
- c. Officials must log offline grievances using their credentials, with access restricted by administrative level and role to prevent unauthorized entries and ensure data accuracy.
- d. Officials must be able to manage offline grievances using a dashboard similar to the online workflow, including options to assign, track, update, and resolve grievances with visibility across administrative levels.
- e. All offline grievances must be synchronized with the central database in real time or through scheduled updates, ensuring they appear in consolidated dashboards and reports alongside online submissions.
- f. Each offline grievance transaction submission, updates, and closure must be fully logged with metadata, including the official's user ID, action taken, and timestamps, to maintain compliance and auditability.
- g. Monitoring and reporting features must include grievance volume summaries, resolution timelines, and breakdowns by category and geography for offline entries, aiding governance and resource allocation.
- h. Post-implementation support must include training sessions, step-by-step user guides, and FAQs to ensure officials can effectively use the offline grievance module.

7.20.17.3. Development of Grievance Dashboard

- a. A real-time dashboard must be developed to consolidate grievance data from both online and offline modules, offering insights across grievance type, status, location, and administrative level.
- b. The dashboard must support filtering by grievance category (G1, G2, G3), status (new, in-progress, closed, escalated), date range, and location, enabling granular monitoring and drill-down analysis.
- c. Users must have access to role-specific views: for instance, Block-level users will see grievances within their jurisdiction, while State-level users must access consolidated views with advanced metrics.
- d. Configurable alerts must notify officials of pending or overdue grievances, promoting timely intervention and performance accountability.
- e. Key performance indicators such as average resolution time, number of escalated cases, and closure rates must be prominently displayed to facilitate periodic reviews and improve process efficiency.

- f. The dashboard must allow authorized users to export data in multiple formats (Excel, PDF) and generate customized reports for departmental use or audits.
- g. Access to the dashboard must be logged to track user activity, ensuring that sensitive grievance data views are traceable and compliant with internal audit protocols.

7.20.17.4. Revised Redressal Workflow (CR)

- a. The system must support disposal workflows tailored to the type of grievance (General, Eligibility, Payment, Objection), with defined roles and responsibilities at each level (CDPO, BDO, District, State).
- b. General grievances (G1/G2), such as user queries or correction requests, must be addressed directly by CDPO users via an enhanced dashboard view, with no automatic escalation unless flagged.
- c. Eligibility grievances must be reviewed by Block/ULB officials (BDO/EO/NO), who can access past verification reports, trigger fresh field verifications, and provide recommendations for acceptance or rejection.
- d. For eligibility cases, recommendations must include financial year and installment details, which will be reviewed and confirmed by District-level officials, who can also amend those details if needed.
- e. Upon disposal of an eligibility grievance, all other related grievances referencing the same application and reason must be automatically closed to prevent duplication of effort.
- f. Payment-related grievances must undergo automated verification: if the applicant is already paid, the system will auto-close the case with a system-generated reply; if unpaid, it will remain pending until payment confirmation.
- g. The system must integrate with Payment Module to periodically check payment statuses and automatically dispose of pending payment grievances when the status changes to "Paid."
- h. Objection grievances (G3), raised against other beneficiaries, must be auto disposed of if the objected party is already rejected. Otherwise, they will follow a full review workflow like eligibility cases.
- i. For Objection grievances, officials must have access to all relevant data including application status, field reports, and past grievance records to support evidence-based disposal.
- j. The grievance disposal must update eligibility flags and application statuses based on specified financial year and installment, maintaining audit trails and ensuring downstream processing is accurate.

- k. The impact of the revised grievance disposal workflow on other interconnected modules of the Subhadra Scheme should be thoroughly evaluated. Based on this assessment, all necessary modifications must be implemented to ensure seamless system operations and data integrity across modules.
- l. Enhanced functionality must be developed within the Field Verification module and the Field Enforcement Team (FET) mobile application to facilitate field-level grievance enquiry assignments. This must allow grievance-related field verification tasks to be assigned, tracked, and executed efficiently by designated field officials.
- m. A robust mechanism should be developed to log and maintain all changes in the application status that arise as a result of grievance disposal. This ensures complete traceability and auditability of application history for both beneficiaries and administrators.
- n. The system should be enhanced to process post-grievance applications by categorizing them into distinct “Approved” and “Rejected” buckets. This segregation must support better tracking, processing, and decision-making during subsequent application handling and DBT processes.
- o. A comprehensive notification mechanism should be implemented to inform both the grievance applicant and any other affected beneficiary about the grievance outcome and the corresponding change in application status. This must promote transparency and timely communication with all stakeholders involved.

7.20.18. Development of Subhadra Citizen Mobile App

- a. **Citizen-Centric Digital Interface:** The Subhadra Citizen Mobile App shall be developed as a cross-platform application (Android and iOS) to enable citizens to submit new applications and track their status under the Subhadra Scheme. The app must offer an intuitive, multilingual interface that ensures ease of access and navigation for users across varied digital literacy levels.
- b. **Secure and Scalable Architecture:** The app must be built with a secure and scalable microservices-based architecture that supports modular enhancements, future citizen services, and evolving technical needs. It should be hosted on a high-availability cloud infrastructure ensuring performance, fault tolerance, and disaster recovery.
- c. **Aadhaar Authentication:** For first-time login, the app shall authenticate users using their Aadhaar number. Upon successful validation, the user shall be prompted to generate a secure 4-digit M-PIN, which will serve as their subsequent login credential.
- d. **M-PIN Based Login System:** The M-PIN-based login mechanism must be enforced only after Aadhaar authentication is completed successfully. The app should also provide

- functionalities for M-PIN reset in case of forgotten credentials with necessary validations.
- e. Intelligent User Identification Logic: The system must check the applicant's Aadhaar number against the scheme database to determine whether they are a new or existing applicant for the current financial year. If already applied, the user should be routed to the application status screen, disabling the new application option to prevent duplication.
 - f. Access Restriction for Duplicate Applications: Only users who have not submitted an application in the current financial year will be allowed to proceed with the application form. Duplicate submissions must be automatically restricted through Aadhaar-based identification logic.
 - g. Aadhaar Vault Integration and Face e-KYC: The system shall validate the Aadhaar number through an integrated Aadhaar Vault. Upon successful validation, Aadhaar face authentication (via Aadhaar Face RD service) must be initiated. Eligibility determination must be system-driven based on face e-KYC results. If found ineligible, the application process should be blocked with a suitable alert.
 - h. Conditional Access to Application Form: Only eligible applicants must be allowed to access the full Subhadra Application Form. This ensures filtering at the authentication level, minimizing unnecessary data collection and submission load.
 - i. Comprehensive Digital Application Form: The application form shall include all mandatory personal, demographic, Aadhaar, bank account, and scheme-specific information. The form must validate user inputs in real time to ensure consistency and correctness before submission.
 - j. Consent Capture and Declarations: Applicants must provide digital consent and accept all declarations before final submission. The consent mechanism should comply with applicable data protection norms and include e-sign or checkbox acknowledgment with timestamps.
 - k. Real-Time Submission Acknowledgment: After successful submission, the app must generate a unique Subhadra Application ID and display it to the user on a confirmation screen. This ID will serve as the reference for all future queries.
 - l. SMS Notification on Submission: An automated SMS notification confirming successful application submission must be sent to the registered mobile number. This must enhance trust and engagement with the platform.
 - m. Real-Time Application Status Dashboard: Applicants must be able to track the real-time status of their application through a dedicated status dashboard. This must include details such as current stage, verification status, Aadhaar e-KYC status, NPCI linkage, and pending actions, if any.

- n. Financial Year-Wise Payment History: The application must display DBT installment payment history clearly grouped by financial year. The status of each installment (initiated, processed, successful, or failed) should be accessible for transparency and grievance reduction.
- o. Modular Design for Future Services: The app must be built using modular architecture to support seamless integration of future citizen services like grievance redressal, eligibility self-certification uploads, scheme enrolments, or entitlement calculators.
- p. Role-Based Access and Expandability: The platform must have built-in role-based access control (RBAC) for different modules and services. This should enable the government to reuse the same platform for other schemes and configure service delivery workflows with minimal development effort.
- q. Offline Mode and Sync Mechanism: The app should support offline mode for data entry, especially in remote or low-connectivity areas. On restoration of internet connectivity, data must be securely synced with the backend system with confirmation messages.
- r. Security and Compliance Standards: The mobile app must comply with data security standards such as ISO 27001, OWASP Top 10, and Aadhaar Act guidelines. All data in transit and at rest must be encrypted. Logs of all logins, submission, and critical operations must be maintained with audit trails.
- s. Bilingual Support: The mobile application shall support at least two languages initially—English and Odia. Language toggling should be seamless, and all form fields, labels, and notifications must be translated accordingly.
- t. Analytics and Feedback Module: The app may include an optional analytics dashboard and user feedback module to collect user experience ratings, report issues, or suggest improvements.

7.20.19. Integration with Subhadra Samiskhya (Survey) Database

A new functionality must be developed within the existing Subhadra Portal to enable secure and structured integration with the Subhadra Samikshya Database to support Subhadra beneficiary survey initiative of W&CD Development. The broad scope includes the following:

- a. Establish a robust integration mechanism to facilitate the sharing of verified beneficiary data such as demographic details, applicant details with the Subhadra Samikshya system for survey purposes.
- b. Design and implement secure, role-based API services or data pipelines to enable scheduled data sharing from the Subhadra Portal to the Samikshya platform, ensuring minimal manual intervention and high reliability.

- c. Incorporate strong data governance measures, including encryption, masking of sensitive fields, and role-based access control to ensure that only authorized users and systems can access or consume beneficiary information for analysis.
- d. Include mechanisms for validating data accuracy and consistency prior to transmission, with automated checks for completeness, duplication, and integrity, followed by synchronization with the Samikshya system in a controlled environment.
- e. Maintain a detailed audit trail of all data sharing transactions, capturing request metadata such as timestamp, user/system ID, data volume, and purpose, to support monitoring, governance, and compliance reporting.
- f. Design the integration module to be configurable based on evolving survey or policy requirements, allowing selection of data fields, filters, and formats for flexible data output.
- g. Facilitate secure access and data sharing protocols for use by authorized users/survey agencies involved in the planning, monitoring, and survey execution processes of the Subhadra Samikshya.

7.20. Non-Functional Requirements

This section outlines specifications for key non-functional enhancements to the Subhadra Portal, with a focus on strengthening system reliability, scalability, and user-centric performance.

The following are the key requirements:

7.20.20. Performance Optimization

- a. The Subhadra Portal should be optimized to deliver consistent and high-performance user experiences across all key modules.
- b. Critical user interactions, such as dashboard loading, grievance redressal submissions, and field verification updates, shall exhibit a response time of less than 5-10 seconds, even under peak load conditions involving up to 50,000 concurrent users.
- c. Background processes, including the auto-disposal of grievances and post-disposal status updates, shall be completed within 30 seconds of their respective triggers to maintain system responsiveness and operational fluidity.

7.20.21. Scalability Framework

- a. The underlying architecture of the Subhadra Portal shall be enhanced to support robust horizontal and vertical scalability.

- b. The platform shall efficiently handle increased user load, including scaling up for maximum no of FET users per Block/Urban Local Body (ULB), while maintaining performance benchmarks.
- c. It shall also accommodate elevated grievance volumes generated through new modules such as provisional list publishing and extended field verification workflows.
- d. Additionally, architecture shall support seamless geographical expansion, enabling onboarding of new districts and ULBs without requiring system reengineering.
- e. Horizontal scaling at both the application and database tiers shall be explicitly supported to facilitate future growth without compromising throughput.

7.20.22. Availability & Reliability Assurance

- a. The Subhadra Portal shall maintain high availability and ensure reliable service delivery through stringent operational protocols.
- b. A minimum system uptime of 99 % shall be guaranteed during core working hours (7:00 AM to 9:00 PM IST).
- c. Any scheduled maintenance shall be executed outside of operational hours and shall be preceded by proactive notification to relevant stakeholders.
- d. A disaster recovery mechanism shall be in place with daily incremental backups, supporting optimized Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) to minimize data loss and ensure quick restoration in the event of system disruptions.

7.20.23. Security Enhancements

- a. Robust security protocols shall be implemented to protect sensitive data and critical operations within the Subhadra Portal.
- b. All new functionalities including FET User Management, Provisional List Publishing, and Grievance Redressal shall enforce Role-Based Access Control (RBAC) to restrict access based on assigned privileges.
- c. Comprehensive audit trails shall be maintained for all high-impact actions, such as field verifications, dashboard publishing, and grievance resolutions, to ensure accountability and traceability.
- d. Furthermore, secure HTTPS protocols shall be enforced for all data exchanges and user authentication flows to ensure confidentiality and integrity of information in transit.

7.20.24. Usability & User Experience (UX) Refinements

- a. The portal's user interface shall be consistently aligned across new and existing modules to ensure a seamless and intuitive user journey.
- b. All newly introduced screens, such as extended dashboards, grievance management, and field verification workflows, shall retain a uniform UI/UX design, minimizing the learning curve and ensuring operational continuity.
- c. Interactive tooltips, clear status indicators, and responsive action buttons shall be integrated to improve navigation and accessibility.
- d. The revamped mobile application for FET users shall support offline data capture, allowing data to be recorded in areas without network connectivity and synchronized automatically upon reconnection, thereby ensuring uninterrupted field operations.

7.20.25. Maintainability & Code Quality

- a. The portal should be engineered for maintainability, ensuring efficient support, future upgrades, and minimal downtime.
- b. The codebase shall follow modular and clean architecture, enabling easier debugging, faster enhancements, and reduced maintenance overhead.
- c. All database schema changes shall be governed by version control protocols with rollback options to ensure stability during updates.
- d. Additionally, key operational parameters such as duration for provisional list publishing, maximum FET task allocations, and grievance redressal timelines shall be managed through configuration-driven controls, allowing administrative flexibility without necessitating code-level changes.

7.20.26. Compatibility Assurance

- a. The system shall ensure compatibility across widely used digital environments to provide uninterrupted access for diverse user groups.
- b. The web portal shall remain fully functional across the latest two major versions of commonly used browsers, including Google Chrome, Mozilla Firefox, and Microsoft Edge.
- c. Similarly, the mobile application shall offer full support for Android version 9.0 and above, ensuring accessibility across a wide range of devices used by field personnel.

7.20.27. Bilingual Language Support

- a. The Subhadra Portal shall ensure bilingual language support across all newly developed modules. Interfaces such as dashboards, grievance windows, provisional publishing portals, and the FET mobile application shall offer seamless switching between Odia and English languages to cater to a linguistically diverse user base.
- b. This should enhance inclusivity and allow both officials and citizens to interact with the system in their preferred language, fostering better understanding and adoption.

7.21. 3rd Party Integrations

To ensure seamless service delivery, secure applicant authentication, compliance with regulatory standards, and interoperability with key state-level platforms, the Subhadra Scheme Portal and Mobile App must be integrated with multiple external systems and services.

All existing integrations shall remain functional, in addition to the new requirements outlined below.

The following integrations are considered in scope:

7.21.1. Integration with State DBT Portal, Odisha

- a. The Subhadra Portal must support automated monthly data exchange with the State DBT Portal (DBT Odisha).
- b. The Subhadra Portal must support systematic extraction and submission of beneficiary and financial data, reducing manual effort and improving reporting accuracy.
- c. The Subhadra Portal must automatically compile scheme-related data at predefined monthly intervals with validation checks for completeness and correctness.
- d. The Subhadra Portal must provide an interface for authorized officials to review and approve data before submission.
- e. The Subhadra Portal must include key metrics such as scheme code, reporting month/year, number of beneficiaries, Aadhaar authentication coverage, mobile linkage status, total expenditure, and Aadhaar-authenticated transaction statistics.
- f. The Subhadra Portal must accommodate additional data points as requested by the DBT Odisha Portal.
- g. The Subhadra Portal must maintain a historical log of all submissions, including timestamps, file versioning, and system-generated acknowledgments.

- h. The bidder must ensure secure transmission of data via encryption and strict adherence to privacy and security norms.
- i. The Subhadra Portal must capture a detailed audit trail for all data-sharing events to support compliance and regulatory audits.

7.21.2. Integration with Social Protection Delivery Platform (SPDP) Odisha Portal

- a. Integrate the Subhadra Portal with the SPDP for automated, secure, bidirectional data exchange to strengthen coordination of social protection programs.
- b. Use a secure API-based architecture to protect sensitive beneficiary data.
- c. Periodically ingest datasets from SPDP containing women aged 21–60 who benefited from state or central schemes into a staging layer for controlled validation before loading into the live system.
- d. Subject incoming SPDP data to multi-step validation, including de-duplication, format standardization, and transformation to match Subhadra’s internal data structures, then load into the Beneficiary Intelligence Layer (BIL) for eligibility analysis.
- e. Employ a rule-based engine to match validated SPDP records against Subhadra applications; eligible applicants are automatically flagged and moved to the “NFSA Applications” section to streamline verification, approval, and disbursement. The Subhadra portal shall fetch information (demographic information/ scheme information) from SPDP, and the Subhadra Portal must have a rule engine or logic, in-lined with Subhadra guidelines and Subhadra SOP, to cross-reference the applications (NFSA or Non-NFSA).
- f. Implement comprehensive logging for all integration activities, including API calls, data ingestion, eligibility tagging, and transmission status, with unique transaction IDs for auditing and error tracing.
- g. Integration with the SPDP should enable real-time or batch-wise validation of socio-economic parameters for applicants.
- h. The integration should support eligibility assessment, exclusion criteria verification, and layered filtering of NFSA and non-NFSA applicants, reducing manual effort and data redundancy.
- i. Include an automated retry mechanism to handle transmission or processing failures, ensuring data consistency and completeness.
- j. After each installment cycle, the Subhadra portal must transmit approved beneficiary records and detailed payment information back to the SPDP Portal.
- k. Design and Development of a Dashboard by integrating both Subhadra and SPDP Odisha Portal data sources.

7.21.3. Aadhaar Vault Integration

- a. The system must be integrated with Aadhaar Data Vault (ADV) services of Odisha Aadhaar Authentication Framework (OAAF) to securely store Aadhaar numbers in a tokenized format.
- b. The ADV must be used across both Web and Mobile platforms.

7.21.4. Aadhaar e-KYC/Authentication Integration

- a. The Mobile App must be integrated with Aadhaar e-KYC/ Authentication services of Odisha Aadhaar Authentication Framework (OAAF), supporting all modes of authentication (OTP-based, Biometric Based (Finger/Iris) and Face RD-based authentication mechanisms.
- b. The system should implement Aadhaar-based authentication to facilitate secure login and transaction-level verification for applicants and administrators.
- c. The integration must support UIDAI-compliant API calls, retry logic, and audit trail capturing.

7.22. Supply and Installation

7.22.1. Supply and Installation of Tableau – Data Analytics Tool

The Subhadra Project requires a robust data analytics platform to enable data-driven decision-making through interactive visualizations and dashboards. Tableau, a leading business intelligence (BI) tool, is proposed to meet these needs for both primary users and additional users, providing a scalable and user-friendly solution for data analysis and reporting.

Scope of Work:

7.22.1.1. Supply of Tableau Licenses:

- a. Procure Tableau licenses for 42 users (40 + 2), tailored to the Subhadra Project's needs:
 - **2 Creator Licenses:** For power users (data analysts, developers) who will create, publish, and manage dashboards and data sources.
 - **40 Explorer Licenses:** For additional users who will explore and interact with published data and create ad-hoc analyses.
- b. Select the latest version of Tableau Desktop and Tableau Cloud/Server (version as of August 2025) for compatibility and access to advanced features like Tableau Pulse and AI-powered analytics.
- c. Ensure licenses include a year of maintenance, updates, and access to eLearning for

Creators and Explorers.

7.22.1.2. Tableau Desktop Installation:

- a. Install Tableau Desktop on the workstations of the 2 Creator users, ensuring compatibility with their operating systems.
- b. Configure Tableau Desktop to connect to the Subhadra Project's data sources (PostgreSQL, Excel, cloud databases).

7.22.1.3. Tableau Cloud/Server Setup:

- a. Deploy Tableau Cloud (preferred for lower maintenance) or Tableau Server (if on-premises is required) for centralized data management and sharing.
- b. Configure the server with user roles, permissions, and single sign-on (SSO) integration for secure access.
- c. Set up data source connections, ensuring secure access with encryption (SSL) and proper authentication.
- d. Enable Tableau Pulse for AI-driven insights and automated analytics (available on Tableau Cloud).

7.22.1.4. Performance Optimization:

- a. Optimize server settings for the 42-user environment, including memory allocation and caching.
- b. Configure automated data refreshes and scheduling for dashboards and reports.

7.22.1.5. Data Integration and Dashboard Setup:

- a. Connect Tableau to the Subhadra Project's PostgreSQL database (as per prior scope) and other relevant data sources (Excel, APIs).
- b. Design and develop initial dashboards and reports tailored to the project's key performance indicators (KPIs) and analytics needs.
- c. Create reusable data sources and publish them to Tableau Cloud/Server for Explorer users to access.
- d. Implement data governance policies to ensure data quality and security.

7.22.1.6. Testing and Validation:

- a. Test Tableau Desktop and Cloud/Server installations for connectivity, performance, and

user access.

- b. Validate dashboard functionality, ensuring accurate data visualization and interactivity.
- c. Verify security settings, including user authentication and data encryption.
- d. Conduct user acceptance testing (UAT) with the project team to ensure alignment with requirements.

7.22.1.7. Training and Documentation:

- a. Provide documentation on Tableau installation, configuration, and usage, including guides for creating and sharing dashboards.
- b. Include access to Tableau's eLearning platform for ongoing learning.

7.22.1.8. Deliverables

- a. 2 Tableau Creator licenses and 40 Explorer licenses installed and configured.
- b. Tableau Cloud/Server deployed with secure data connections.
- c. Initial set of dashboards and published data sources.
- d. Backup and refresh schedules for data sources.
- e. Comprehensive documentation and training for 42 users.

7.23. Handover and Takeover from Existing IA

- a. The successful bidder must ensure the smooth takeover from the current Implementation Agency (Documentations, Tools & Technologies, DB, APIs, O&M Support, etc.) within 30 days of project commencement. Additionally, the bidder is required to submit a Report demonstrating a clear understanding of the Existing Application.
- b. Any misunderstandings of current processes shall not be accepted by the department at later stage.
- c. The new bidder must take handover all open issues, enhancements, bug fixing etc. from the existing IA during the transition period.
- d. Bidder shall be responsible for configuration and deployment of the existing applications.

7.24. Migration from Azure Cloud to Odisha State Data Centre (SDC)

The Subhadra Project, currently hosted on Microsoft Azure Cloud, needs to be migrated to the Odisha State Data Centre (SDC). This migration must involve transferring workloads, including the PostgreSQL database (3 configuration) and Tableau analytics tools (for 40 + 2 users), from Azure to on-premises infrastructure at the SDC.

The following outlines the Scope of Work:

7.25.1. Assessment and Discovery:

- a. Conduct a comprehensive audit of current Azure resources, including virtual machines (VMs), databases (PostgreSQL), storage accounts, networking configurations, and Tableau deployments.
- b. Identify dependencies, data volumes, and performance metrics using tools like Azure Migrate (adapted for reverse migration) or third-party tools such as Zerto.
- c. Evaluate SDC infrastructure readiness, ensuring compatibility with servers for PostgreSQL and hardware for Tableau Server.

7.25.2. Planning and Design:

- a. Develop a detailed migration strategy, including phased rollout (non-critical workloads first).
- b. Design the target architecture in SDC: Map Azure VMs to physical/virtual servers, configure replication for PostgreSQL (Read/Write, Read-Only, Failover), and set up Tableau Server on-premises.
- c. Plan data transfer methods: Use AzCopy or Azure Data Box for large datasets and ensure minimal downtime with hybrid approaches if needed.
- d. Address security: Implement firewalls, encryption, and access controls compliant with SDC standards.

7.25.3. Migration Execution:

- a. Data Migration: Export data from Azure PostgreSQL to SDC using pg_dump/pg_restore or replication tools. Migrate Tableau workbooks, data sources, and licenses to on-premises Tableau Server.
- b. Application and Workload Migration: Export Azure VMs as images and import to SDC hypervisors (VMware or Hyper-V). Reconfigure networking and integrations.
- c. Hybrid Transition: If required, use Azure Stack in SDC for seamless hybrid migration, as demonstrated in similar Indian government projects.
- d. Perform pilot migrations for subsets of data to validate processes.

7.25.4. Testing and Validation:

- a. Conduct functional, performance, and security testing post-migration.

- b. Verify data integrity, application functionality (PostgreSQL queries, Tableau dashboards), and failover mechanisms.
- c. Simulate disaster recovery and load testing on the 32-core PostgreSQL setup.

7.25.5. Optimization and Handover:

- a. Optimize SDC configurations for performance, including indexing and caching in PostgreSQL.
- b. Decommission Azure resources after successful cutover to avoid ongoing costs.
- c. Provide documentation, training for SDC administrators, and a rollback plan.

7.25.6. Deliverables

- a. Migration assessment report with inventory and risk analysis.
- b. Detailed migration plan and architecture diagrams.
- c. Executed migration with data and workload transfer.
- d. Post-migration testing reports and optimization recommendations.
- e. Documentation, training materials, and handover to SDC team.

7.25. Project Technical Support Team

Given the complexity of the project, the department may regularly submit requirements related to customization, data analysis or MIS reporting. All these requirements shall be implemented/delivered by the bidder /service provider.

7.26.1. Scope of the Team:

- a. Development: Design, build, and enhance system functionalities.
- b. Customization: Implement changes as per department-specific requirements.
- c. MIS Reporting: Prepare and maintain Management Information System reports.
- d. Data Analysis: Analyze data to support decision-making and improve processes.

7.26.2. Other requirements:

- a. The team shall be deployed initially for a period of one year after Go-Live. Thereafter, depending upon the requirement, further extension of the team (in full or part) may be considered as per the rate discovered in the tender process.
- b. The purpose of the team is to ensure delivery of the business changes/requirements of the

Subhadra Portal in a hassle-free and time-bound manner.

- c. The Service Provider is required to engage a dedicated team and the department shall nominate a single point of contact who will coordinate with the team for the suggestions received from end users.
- d. Required software licenses, network, computing infrastructure, etc for creation of development environment, testing environment and staging environment will be the responsibility of the bidder. The above environments for the team must be set-up by the bidder.
- e. All the team members shall be available physically at Bhubaneswar as and when it is required for requirement gathering, review meetings and discussion.

7.26.3. Team Composition:

Sl#	Description	Minimum No of resources	Qualification and Experience
a)	Project Manager	1	B.E. / B.Tech./ MCA/ M.Tech/ M.E/ MSc IT from any recognized university/ institution in India with minimum 8 years of relevant experience and project management certification.
b)	Database / System Administrator	1	B.E. / B.Tech./ MCA/ M.Tech/ M.E/ MSc IT from any recognized university/ institution in India with minimum 5 years of relevant experience and OEM certification.
c)	Data Analysts	2	B.E. / B.Tech./ MCA/ M.Tech/ M.E/ MSc IT from any recognized university/ institution in India with minimum 2+ years of experience in data analysis, visualization, and BI tools.
d)	Support Associates	2	Graduate from any recognized university/ institution in India with minimum 2+ years of experience.

7.26. Features of the Application

7.26.1. User Interface

System shall provide User interface with the following features:

- a. Unified, easy, flexible and user-friendly interface.
- b. Homogenous keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support.
- c. UI suitable for non-technical users and IT experts
- d. Capability to setup logic, to trap conditions to pop messages in response to conditions like

logical data entry errors, certain conditions etc

- e. Confirmation / warning windows for delete /changes etc.
- f. Consistent screen layouts and access methods across all modules for same look and behaviour.

7.26.2. Security

- a. The system shall support the Digital Certificates and Aadhaar based e-Sign as per IT Act of India, 2000.
- b. Support for SSL
- c. Authorization by the transaction type, Username, User Role
- d. Facility of one user multiple roles and vice versa
- e. Automatic timeout for user (log out)
- f. Time restriction on transaction
- g. Password encryption while passing on wire
- h. All Data inside the Database table should be encrypted
- i. Ability to define rules for password composition and password encryption
- j. Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on
- k. Ability to configure the number of permissible log-in attempts
- l. Data updation/deletion/creation only through application layer
- m. Shall not require opening of any special protocols for connecting the user client to the web/application server. All communication should be on HTTP or HTTPS
- n. Support role-based access control, user-based privileges
- o. Password management mechanism for passwords having expiry and likewise for time bound password management rules
- p. Management of resource allocated to per user session.
- q. Standalone / integration with Operating system security
- r. The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time)
- s. The bidder must implement the latest version of Web server, Database Server and applications such as PHP, JSP, ASP, JBoss etc.
- t. System shall follow Open Web Application Security Project (OWASP) guidelines and shall

be based on ISO 270001 standards.

7.26.3. Technical Requirements

- a. The system shall accommodate **1,00,000 active users with 10% concurrent session**.
- b. The system shall be scalable to accommodate new users and data volume.
- c. The system shall be web based with multi-tiered architecture.
- d. The system shall be Unicode based and bi-lingual (both English and Odia)
- e. The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Safari, Google Chrome, Microsoft Edge etc. and Operating Systems like Windows, Mac OS & Linux.
- f. The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing.
- g. Interface with popular documentation software like MS Office and Open Office.
- h. The system shall support SSL.
- i. The system shall support the Digital Certificates and Aadhaar based e-Sign as per IT Act of India, 2000
- j. The system shall support biometric based access.
- k. The system shall support e-mail, SMS and fax integration.
- l. The system should be mobile ready.
- m. The system shall support Alert Mechanisms (Reminders, Notifications), Escalation Mechanisms (Flexible routing of files, Calling back the files by the superior)

8. Other clauses

8.1. Change Request Management

It may also be required to develop new software modules beyond the coverage of FRS/ SRS/ Scope document.

- a. The activities that will be treated as enhancement services is mentioned below:
 - Functional changes in the application
 - Development of new module/sub-module/Form/Report in the developed system
 - Changes in the workflow or core application framework
 - Integration with any new system
 - Additional onsite resources in the project
- b. The procedure for executing the change request is as follows:

- Analysis: Analyses the changes suggested and submit an effort estimation including timeline to OCAC
- Approval: OCAC shall do due diligence and provide approval on the effort and timeline suggested.
- Incorporation: After receiving the approval from OCAC, team will incorporate the changes in the application.
- On approval, deliver the services and raise the claim as per actual according to the Commercial Bid.

8.2. Exit Plan

- Provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC technical team at least three months before project closure.
- OCAC will work closely with the SI during knowledge transfer of testing, staging and production environment.
- All knowledge transfer should be documented and possibly recorded.
- Ensure capacity building of the IT resource persons of OCAC on maintenance of software and infrastructure.

8.3. Bill of Materials/Deliverables & Timeline

Sl#	Milestone	Timeline		Qty
a)	Issuance of Work Order		T	
b)	Submission of System Requirement Study document of the new application	Within 7-days from the date of PO	T + 7 Days	Lump Sum
c)	Approval of SRS (Web App + Mobile App)	Within 3-days from submission of the SRS	T + 10 Days = T1	Lump Sum
d)	Completion of design and development of the Grievance Module + UAT + Go-Live	Within 1-Month from the date of PO	T + 1 Month = T2	Lump Sum
e)	Completion of design and development of all other modules excl. Grievance module and incl. 3 rd Party Integration of the Web App + UAT + Go-Live	Within 3-Months from the date of PO	T + 3 Months = T3	Lump Sum
f)	Completion of design and development of all modules of the	Within 3-Months from the date of PO	T + 3 Months = T3	Lump Sum

SI#	Milestone	Timeline		Qty
	Mobile App and incl. 3 rd Party Integration + UAT + Go-Live			
g)	Completion of the 1 st Security Audit of the application	Within 3-Months from the date of PO	T + 3 Months = T3	1 time
h)	Security Audit of the application (2 nd to 4 th)	Once every year from Go-Live		3 times
i)	UIDAI Information Security Audit (4 Audits)	Once every year	January of each year	4 times
j)	Handover & Takeover process	Within 1-Month from the date of PO	T + 1 Month = T2	1 time
k)	Handover / Takeover and Application Maintenance Support of the existing Subhadra Application	From the date of completion of Handover & Takeover process till go-live of the new version of the Subhadra Application	T1 + 2 Months	2 Months
l)	Supply and installation of Data Analytical Tool with 1st year Annual Technical Support: <ul style="list-style-type: none"> 2 Creator Licenses 40 Explorer Licenses 	Within 15-days from the date of PO	T + 15 Days	<ul style="list-style-type: none"> 2 CL 40 EL (1 Year)
m)	Annual Technical Support renewal of Tableau: <ul style="list-style-type: none"> 2 Creator Licenses 40 Explorer Licenses 	To be renewed every year		3 Year
n)	Application Maintenance Support of the new version of the Subhadra Portal & Mobile App	4-Years from the date of go-live of the new version of the Portal	T3 + 4 Year	4 Years
o)	Project Technical Support Team	After Go-Live of the new application	Go-Live + 7 Days	2 Year
p)	Migration from Azure Cloud to OSDC	Within 12 weeks from the date of migration order		Lump Sum

8.4. Timeline for service migration from cloud to SDC

Phase	Description	Duration
Discovery & Inventory	Catalog all applications, databases, VMs, and network configurations in Azure. Identify dependencies and document workloads. Tools like Azure Migrate or equivalent can automate much of this phase.	T + 1 Week

Assessment & Planning	Evaluate workload criticality, technical challenges, migration readiness, compliance, and define migration approach (lift and shift, re-engineer, etc.). Prioritize workloads and sequence migration waves.	T + 1 Week
Design & Target Environment Prep	Set up and configure the state data centre including compute, storage, networking, security, and compliance controls. Map Azure services to on-premises/state resources and ensure compatibility.	T + 4 Weeks = T1
Pilot Migration	Migrate sample or non-production workloads to validate process, configurations, and performance in the new environment. Refine the plan based on findings.	T1 + 2 Weeks
Full Migration Execution	Migrate production workloads in prioritized waves. Includes data transfer, application redeployment, reconfiguration, network cutovers, and downtime minimization measures.	T1 + 4 Weeks
Validation & Optimization	Post-migration testing for functionality, performance, security, and user acceptance. Optimize workloads, tuning for new environment. Plan for rollback if needed.	T1 + 6 Weeks
Decommission & Project Close	Decommission Azure resources, ensure data deletion in cloud per compliance, update documentation, and formally close the migration project with lessons learned.	T1 + 8 Weeks
T = Date of order to start the migration work		

8.5. Service Level & Penalty

Sl#	Major Area	Parameter	Requirements	Penalty
1.	Customization & Implementation (Web App + Mobile App)	Major milestone during development and implementation as per project timeline.	As per project timeline	0.1% of the software application cost per day
2.	Response time for bug fixing (Web App + Mobile App)	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.	Rs. 500/- per hour delay
3.	Resolution Time (Only for Bug fixing) (Web App + Mobile App)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
4.	Deployment of resources	Time taken by the service provider to deploy a resource	As per project timeline	Rs. 1,000/- per day delay per resource

5.	Delivery of Licenses / Tools	Time taken by the service provider to deliver & install	As per project Timeline	0.1% of the cost of the components per day
6.	Resolution Time(w.r.t licenses / tools) (Web + Mobile)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
7.	Delivery of license/tool/infrastructure	Time taken by the service provider to deliver & install	As per project timeline	0.1% of the component cost per day
8.	Migration	Time taken by the service provider to complete the activity	Within 12 weeks for date of order to start the activity	0.1% of the cost of the component per day

Maximum penalty shall be capped at 10% of the component cost excluding GST.

8.6. Payment Terms

Sl#	Milestone	Deliverables	Payment Terms
a)	Handover / Takeover and Application Maintenance Support of the existing Subhadra App	Report	Quarterly (Monthly Cost Calculation)
b)	Completion of design and development of all other modules excl. Grievance module of the Web App + UAT + Go-Live	UAT Report + Go-Live Report	80% of implementation cost of new version of the application
		Quarterly Report	20% of implementation cost of new version of the application after 3 months of Go-Live
c)	Completion of design and development of all modules of the Mobile App + UAT + Go-Live	UAT Report + Go-Live Report	80% of implementation cost of the application
		Quarterly Report	20% of implementation cost of the application after 3 months of Go-Live
d)	Supply of Tableau Analytical Tool and license with 1 st year Annual Technical Support)	Issue of license in the name of OCAC	90% of Analytical Tool cost
		Report	10% of Analytical Tool cost after 3 months of Go-Live
		Report	10% of DB License cost after 3 months of Go-Live
e)	Cyber Security Audit of the complete application	Submission of the certificate by the CERT-IN empanelled agency/auditor	100% of the Cyber Security Audit cost
f)	UIDAI Information Security Audit	Submission of the certificate by the CERT-IN empanelled agency/auditor	100% of the Security Audit cost of Aadhaar Framework

Sl#	Milestone	Deliverables	Payment Terms
g)	Configuration of SSL certificate and it's renewal year on year	Submission of relevant documents	100% of the SSL cost
h)	Annual Technical Support of the supplied tools and license from 2nd year onwards	Documentary evidence on support of renewal	100% of the yearly ATS cost will be paid at the beginning of respective year
i)	Resource Deployment	Activity report	100 % Resource cost equally divided by duration (quarter)
j)	3 rd party integration	Report	100% of the Integration cost per component

9. Formats for Response

9.1. FORM 1: Cover Letter

(To be submitted on the Letter head of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar, P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha

Ref: RFP REF NO- OCAC-**-******

Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. OCAC-SEGP-****, 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 from the date of opening of commercial proposal and I confirm that this proposal will remain binding upon us and may be accepted by you 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 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,

Authorized Signatory with Date and Seal:

Name: Title: Address of Bidder:

9.2. FORM 2: Particulars of the Bidder

SL#	Information	Details
a.	Name and address of the bidding Company	
b.	Incorporation status: Public Ltd / Pvt. Ltd, etc.	
c.	Year of Establishment	
d.	Date of registration	
e.	Name, Address, Email & Mobile# of Contact Person	

9.3. FORM 3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
 Odisha Computer Application Centre,
 N-1/7-D, Acharya Vihar P.O. RRL, Bhubaneswar - 751013.

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha

Ref: RFP REF NO- OCAC-**_******

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No. OCAC-SEGP-**** regarding "RFP for Selection of System Integrator for ****".

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

Authorized Signatory with Date and Seal:

Name: Title: Address of Bidder:

9.4. Self-Declaration: Not Blacklisted

(Company letter head)

To

The General Manager (Admin)
Odisha Computer Application Centre
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha
Ref: RFP REF NO- OCAC-**-******

Sir,

In response to the RFP No.: OCAC-SEGP-**** for RFP titled "Selection of in Odisha", 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:

9.5. Bidder's Authorization Certificate

To _____ (Company letter head)

The General Manager (Admin)
Odisha Computer Application Centre
(Technical Directorate of E&IT Dept, Govt. of Odisha)
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha
Ref: RFP REF NO- OCAC-**-******

Madam,

With reference to the RFP No.: OCAC-SEGP-****, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is _____. For the purpose of validation, his/ her verified

signatures are as under.

Thanking you,

Signature

Verified Signature by

(Authorised Signatory)

Director/CEO

Seal:

Date: Place: Name of the Bidder:

9.6. Financial Bid

12.6.1. FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL,
Bhubaneswar - 751013.

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha

Ref: RFP REF NO- OCAC-**_******

Madam,

I/We, the undersigned, offer to provide the service as System Integrator for ***** as per RFP No.: OCAC-SEGP-**** and our Technical and Financial Proposals. Our attached Financial Proposal is inclusive of all applicable taxes and duties.

1. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 4 years 3 months from the date of opening of the Bid.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2. QUALIFYING DATA

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

3. BID PRICE

Sl#	Item	Unit	Unit Cost (Excl. Tax)	Qty	Total Cost (Excl. Tax)
f)	O&M of the Web App	Quarterly Cost		4*4	
g)	O&M of the Mobile App	Quarterly Cost		4*4	
h)	Supply of Tableau Analytical Tool and license with 1 st year Annual Technical Support: 2 creator licenses	Year		1	
i)	Supply of Tableau Analytical Tool and license with 1 st year Annual Technical Support: 40 Explorer Licenses	Year		1	
j)	Annual Technical Support: Tableau 2 creator licenses from 2 nd year onwards	Year		3	
k)	Annual Technical Support: Tableau 40 Explorer licenses from 2 nd year onwards	Year		3	
l)	Migration of services from Azure Cloud to OSDC	Lumpsum		1	
m)	Cyber Security Audit of the complete application	No		4	
n)	UIDAI Information Security Audit as per latest checklist of UIDAI	No		4	
o)	EV SSL certificate for each year	No		4	
p)	Resource Deployment: Project Manager	Monthly Cost		1*12	
q)	Resource Deployment: Database Administrator	Monthly Cost		1*12	
r)	Resource Deployment: Data Analysts	Monthly Cost		2*12	
s)	Resource Deployment: Support Associates	Monthly Cost		2*12	
Sub-Total Cost (Excl. Tax)					
GST					
Grand-Total Cost (Excl. Tax)					

Note:

- a. The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.
- b. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

If there is a discrepancy between words and figures, the amount in words will prevail”.

- c. Total Amount (Total Project cost) will be considered for commercial valuation.
- d. Payment of Taxes and Duties shall be made as per actual during the time of billing.
- e. Payment of cost of resources & integration shall be made as per actual during the time of billing.
- f. Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders’ and dividing the same by number of qualified bidders).

9.7. Performance Security

To

The General Manager (Admin)
Odisha Computer Application Centre
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

Sub: Selection of System Integrator for Development & Implementation of Subhadra 2.0 Portal for Women & Child Development Department, Odisha

Ref: RFP REF NO- OCAC-**-******

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

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

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

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

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

We further agree that no change or addition to or other modification of the terms of the agreement to be performed

there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<<insert date>>

Notwithstanding anything contrary to any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).
- ii) This bank guarantee shall be valid up to <<insert date>>.
- iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

9.8. Standard Contract Form

The GM(Admin), OCAC (herein after called the “Purchaser”) which expression shall unless repugnant to the context thereof include his successors, administrator, heirs, assigns, of the one part, and (name of authorized signatory) of (name of the firm/company) (hereinafter called the “SI”) which expression shall unless repugnant to the context thereof include his successors, administrator, heirs, assigns, of the other part..... —