

TENDER CALL NOTICE

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

A-2, First Floor, Toshali Bhawan, Satya Nagar, Bhubaneswar – 751007

1.1 NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

Tender Reference No.: CMGI-PCU-SSEPD-SIEP-2026/ **984**

Date: 10.07.2026

The Centre for Modernizing Government Initiative (CMGI), a Society under the General Administration & Public Grievance Department, Government of Odisha, invites sealed proposals from eligible agencies for selection of a System Integrator (SI) for design, development, implementation, deployment, operation, maintenance, enhancement and support of software applications and digital governance platforms as specified in the respective Request for Proposal (RFP).

The selection shall be carried out through the Quality and Cost Based Selection (QCBS) methodology in accordance with the terms and conditions specified in the RFP document.

The proposal shall be submitted in two parts:

Part-A: General & Technical Proposal

Part-B: Financial Proposal

1.2 SCHEDULE

Activity	Date & Time
Issue of RFP	10.07.2026
Submission of Pre-Bid Queries	20.07.2026
Response to Pre-Bid Queries	24.07.2026
Proposal Submission Due Date	03.08.2026, 4.00 PM
Opening of Technical Bid	03.08.2026, 4.30 PM
Technical Presentation / Demonstration	06.08.2026
Opening of Financial Bid	11.08.2026
Submission Address	A-2, 1st Floor, Toshali Bhawan, Satya Nagar, Bhubaneswar – 751007

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1.3 FACT SHEET

Information comprising important factual data, i.e., Tender Fee, EMD, Performance Bank Guarantee etc. is mentioned in the following table for quick reference of the bidder.

Clause	Brief Description
Tender Fee	Rs.10,000/- in the form of DD drawn in favoring “ Executive Director, Centre for Modernizing Government Initiative (CMGI), payable at Bhubaneswar
EMD*	Rs.6,00,000/- in the form of DD/Bank Guarantee drawn in favor of “Executive Director, Centre for Modernizing Government Initiative (CMGI), payable at Bhubaneswar.
Performance Bank Guarantee (PBG)**	PBG would be 10% of the total project cost excluding taxes and valid for 12 months from the date of submission of PBG
Language of Bid	Proposal should be prepared by the Bidder in English language only.
Currency of Bid	The bidder should quote price in Indian Rupees only.
Taxes & Duties	The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Validity Period	Proposals/ Bids will remain valid minimum for 180 days after the submission date.
Bid to be Submitted offline	Executive Director, CMGI. A-2, 1st Floor, Toshali Bhawan, Satya Nagar, Bhubaneswar – 751007 No other method other than the above shall be allowed.

Please Note :

1.4 EARNEST MONEY DEPOSIT (EMD)*

The bidders shall submit, along with their General & Technical Bid, an Earnest Money Deposit (EMD) of ₹6,00,000/- (Rupees Sixlakhs only) in the form of an Account Payee Demand Draft or Bank Guarantee issued by any Nationalized Bank or Scheduled Commercial Bank in favour of “Executive Director, CMGI”, payable at Bhubaneswar.

The EMD shall remain valid for a period of 180 days from the due date of submission of the Tender.

However, exemptions applicable under MSME guidelines for submission of Tender Fee and EMD shall be considered subject to submission of valid documentary proof.

The EMD of unsuccessful bidders shall be refunded by CMGI after completion of the tender finalization process without any interest.

The EMD of the successful bidder may be retained and adjusted towards the Performance Bank Guarantee till acceptance of the final deliverables, as decided by CMGI.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

The EMD amount shall be interest-free and no claim for interest shall be entertained under any circumstances.

Tender proposals submitted without the prescribed EMD or with inadequate EMD shall be treated as non-responsive and shall be summarily rejected, unless exempted under applicable MSME provisions.

The EMD shall be liable for forfeiture under the following circumstances:

If the bidder withdraws or modifies the bid during the validity period of the tender.

If the successful bidder fails to execute the agreement or furnish the required Performance Bank Guarantee within the stipulated time.

If the bidder is found to have submitted false information, concealed material facts, or violated any terms and conditions of the Tender Document.

If the successful bidder fails to commence or perform the services as per the agreed terms and conditions, or has a proven record of poor performance, abandonment of work, or inordinate delay in execution of similar assignments.

The selected agency shall depute three technical persons adept in the required technicalities at CMGI. In case of attrition / leave/absence of the technical person(s), the selected agency shall depute the substitute (s). In case of non-compliance, penalty as deemed fit by CMGI authority shall be levied on the implementing agency.

The selected agency shall do the development work and simultaneously provide training/hand holding/orientation on the new technology to our in-house team for one year and exit upon complete transfer of knowledge and competency.

The selected agency should visit CMGI and consult with the technical team of CMGI for any kind of technical clarification/information.

There shall be priority modules, Less Priority Modules and Occasional modules.

1.5 PERFORMANCE BANK GUARANTEE**

The successful bidder shall submit a Performance Bank Guarantee (PBG) in the prescribed format in favour of the "Executive Director, CMGI" equivalent to 10% (ten Percent) of the total work order value prior to execution of the agreement/work order.

The Performance Bank Guarantee shall be issued by any Nationalized Bank or Scheduled Commercial Bank.

However, exemptions or relaxations applicable under MSME guidelines regarding submission of Performance Bank Guarantee shall be considered subject to submission of valid supporting documents.

The Performance Bank Guarantee shall remain valid for a period of 12 (Twelve) months from the date of execution of the agreement.

The agreement with the successful bidder shall be executed only after verification and confirmation of the Performance Bank Guarantee by the concerned issuing Bank.

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The Performance Bank Guarantee shall serve as security for satisfactory performance and fulfillment of contractual obligations by the successful bidder during the entire contract period.

CMGI reserves the right to invoke the Performance Bank Guarantee, either in full or in part, in the event of non-performance, breach of contract, failure to comply with service level requirements, or violation of any terms and conditions of the agreement by the bidder.

The Performance Bank Guarantee shall be released after successful completion of the contract period and fulfilment of all contractual obligations to the satisfaction of CMGI.

Bank Guarantee Format is annexed in the last page of this tender document for reference.

(Note : Please refer Finance Department Letter No. 16104 dated 22.06.2026 while preparing the EMD/BG)

1.6 AMENDMENT OF RFP

CMGI reserves the right to amend, modify, add or delete any provision of this RFP through issuance of corrigenda or addenda.

Such amendments shall form an integral part of the RFP and shall be binding upon all bidders.

CMGI reserves the right to cancel, withdraw, modify or re-issue the RFP at any stage without assigning any reason thereof.

The decision of CMGI shall be final and binding.

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(A Society under General Administration & Public Grievance Department, Government of Odisha)

TABLE OF CONTENTS

CONTENTS

1.1	NOTICE INVITING REQUEST FOR PROPOSAL (RFP).....	1
1.2	SCHEDULE.....	1
1.3	Fact Sheet.....	1
1.4	Earnest Money Deposit (EMD)*	2
1.5	Performance Bank Guarantee**	3
1.6	Amendment of RFP.....	4
	TABLE OF CONTENTS.....	4
2	DISCLAIMER.....	5
3	BACKGROUND INFORMATION.....	5
3.1	About CMGI.....	5
3.2	About SIEP.....	6
3.3	Background of the Project.....	6
3.3.1	Key Operational Challenges.....	6
3.4	Vision of SIEP-SETU.....	6
3.4.1	The system shall support:.....	7
3.5	Objectives of the Project.....	7
3.5.1	Major Objectives.....	7
3.6	Key Expected Outcomes.....	7
3.6.1	Key Expected Outcomes.....	7
4	PROJECT SCOPE.....	7
4.1	Overview.....	8
4.2	Key Features of the Proposed Platform.....	8
4.3	Proposed Technology Stack.....	8
4.4	Why Proposed Technology.....	9
4.5	High-Level System Architecture.....	9
4.5.1	Architecture Components:.....	9
4.6	High-Level Architecture Diagram.....	10
5	Functional Requirements.....	10
5.1	Functional Modules Overview.....	11
5.2	Beneficiary Management Module.....	11
5.2.1	Key Features.....	11
5.2.2	Beneficiary Profile Management.....	12

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

5.2.3	Document Repository.....	12
5.2.4	Beneficiary Lifecycle Tracking.....	12
5.3	Appointment & Consultation Management Module.....	13
5.3.1	Appointment Booking.....	13
5.3.2	Slot Management.....	13
5.3.3	Intelligent Scheduling.....	13
5.3.4	Consultation Management.....	14
5.3.5	Appointment Notifications.....	14
5.4	Therapy Management Module.....	15
5.4.1	Therapy Planning.....	15
5.4.2	Therapy Scheduling.....	15
5.4.3	Session Management.....	15
5.4.4	Progress Tracking.....	16
5.4.5	Therapy Reports.....	16
5.5	Therapy Management Module.....	17
5.5.1	Beneficiary Attendance.....	17
5.5.2	Staff Attendance.....	17
5.5.3	Attendance Analytics.....	17
5.5.4	Validation Rules.....	18
5.6	Hostel Management Module.....	18
5.6.1	Hostel Administration.....	18
5.6.2	Occupancy Management.....	18
5.6.3	Resident Management.....	18
5.6.4	Daily Operations.....	18
5.6.5	Hostel Reports.....	18
5.7	Complaint & Grievance Management Module.....	19
5.7.1	Complaint Registration.....	19
5.7.2	Complaint Processing.....	19
5.7.3	Tracking & Resolution.....	19
5.7.4	Feedback Management.....	20
5.8	Unified CMS for 9 Institutional Web Portals.....	20
5.8.1	Website Management.....	20
5.8.2	CMS Features.....	20
5.8.3	Media Management.....	20
5.8.4	Multilingual Support.....	21
5.8.5	Dynamic Information Management.....	21

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

5.9	Communication & Notification Management Module.....	21
5.9.1	Communication Channels.....	21
5.9.2	Automated Notifications.....	22
5.9.3	Broadcast Communication.....	22
5.10	WhatsApp Integration & Conversational Assistance.....	22
5.10.1	WhatsApp Services.....	22
5.10.2	Conversational Assistance.....	22
5.11	Voice Enabled AI Assistant.....	22
5.11.1	Supported Languages.....	22
5.11.2	Services.....	22
5.12	Dashboard & Analytics Module.....	23
5.12.1	SSEPD Dashboard.....	23
5.12.2	SIEP HQ Dashboard.....	23
5.12.3	Unit Dashboard.....	23
5.12.4	Parent Dashboard.....	23
5.12.5	Therapist Dashboard.....	23
5.12.6	Analytics Features.....	24
5.13	AI-Assisted Decision Support System.....	24
5.13.1	AI Monitoring.....	24
5.14	Reporting & MIS Module.....	24
5.14.1	Operational Reports.....	25
5.14.2	Analytical Reports.....	25
5.14.3	Export Options.....	25
5.14.4	Auto Generated Reports.....	25
5.15	Mobile Applications & Offline Accessibility.....	25
5.15.1	Therapist Mobile App.....	25
5.15.2	Parent Mobile App.....	25
5.15.3	Offline Capability.....	26
5.16	AI Enabled Document Management System.....	26
5.16.1	Features.....	26
5.17	Human Resource & Outsourced Staff Management.....	26
5.17.1	Features.....	26
5.18	Inventory & Asset Management.....	26
5.18.1	Features.....	26
6	Technical Architecture & Security.....	27
6.1	Security Framework.....	28

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

6.1.1	Key Security Features:	28
6.2	Integration Framework	28
6.2.1	Proposed Integrations:	28
6.3	Database Architecture	28
6.3.1	Key Database Features:	28
6.4	Microservice Architecture	28
6.4.1	Key Architectural Features:	29
6.5	Deployment Architecture	29
6.5.1	Deployment Features:	29
6.6	Performance & Scalability	29
6.6.1	Performance & Scalability Features:	29
7	Project Implementation Methodology	30
7.1	Implementation Methodology	30
7.1.1	Key Methodology Features:	30
7.2	Requirement Study & Analysis	30
7.2.1	Key Activities:	30
7.3	UI/UX Design Methodology	30
7.3.1	Key Design Activities:	30
7.4	Development Methodology	30
7.4.1	Key Development Practices:	30
7.5	Testing & Quality Assurance	31
7.5.1	Testing Coverage:	31
7.6	Third-Party Security Audit	31
7.6.1	Audit Coverage:	31
7.7	Deployment & Go-Live Strategy	31
7.7.1	Deployment Activities:	31
7.8	Training & Capacity Building	31
7.8.1	Training Activities:	32
7.9	Operation & Maintenance Support	32
7.9.1	Support Coverage:	32
7.9.2	Application Availability	32
7.9.3	Exit Management Plan	32
7.9.4	Exit Management Activities:	32
8	Governance & Management	32
8.1	Project Governance Structure	33
8.1.1	Key Governance Features:	33

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

8.2	Risk Management Framework.....	33
8.2.1	Risk Management Activities:.....	33
8.2.2	Major Risk Categories:.....	33
8.3	Assumptions & Dependencies.....	33
8.3.1	Infrastructure Assumptions:.....	33
8.3.2	Operational Assumptions:.....	34
8.3.3	Third-Party Dependencies:.....	34
9	Expected Project Timeline.....	34
9.1	Project Duration.....	34
9.2	Deliverables.....	34
10	Additional Requirements.....	35
11	Confidentiality.....	35
11.1	Non-Disclosure Agreement (NDA).....	35
11.2	Confidentiality of Bid Process.....	36
12	Bid Submission Process.....	36
12.1	Submission of Proposal.....	36
12.2	Structure of Proposal.....	36
12.3	Technical Proposal.....	36
12.4	Financial Proposal.....	37
12.5	Proposal Signing Authority.....	37
12.6	Proposal Completeness.....	37
12.7	Proposal Modification.....	37
12.8	Proposal Withdrawal.....	38
12.9	Cost of Proposal.....	38
12.10	Bid Opening Procedure.....	38
13	Bidder Eligibility Criteria.....	38
14	Evaluation Methodology.....	39
14.1	General.....	39
14.2	Pre-Qualification Criteria (General Bid).....	39
14.3	Technical Evaluation.....	41
14.3.1	Technical Personnel with Relevant Experience (Maximum 15 Marks).....	41
14.3.2	Experience in Similar Software Development & Implementation Projects (Max. 20 Marks) 41	
14.3.3	Mobile Application Development Experience (Max. 10 Marks).....	41
14.3.4	Technology Certifications & Technical Competency (Max. 10 Marks).....	42
14.3.5	Average annual turnover during the last three financial year (Max. 15 Marks).....	42
14.3.6	Security, Compliance & Quality Certifications Experience (Max. 10 Marks).....	42

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

14.3.7	Proposed Project Team & Resource Deployment Approach (Max. 20 Marks).....	42
14.3.8	Note.....	42
14.4	Technical Presentation.....	42
14.5	Final Technical Score.....	43
14.6	Financial Evaluation.....	43
14.7	Quality and Cost Based Selection (QCBS).....	43
14.8	Award Recommendation.....	44
14.9	Negotiation.....	44
14.10	Award of Contract.....	44
14.11	Failure of Selected Bidder.....	44
14.12	Right to Reject.....	45
14.13	Reservation of Rights.....	45
15	COMMERCIAL TERMS & PAYMENT CONDITIONS.....	45
15.1	Commercial Proposal.....	45
15.2	Contract Value.....	46
15.3	Milestone-Based Payment Schedule.....	46
15.4	Annual Maintenance Cost (AMC).....	46
15.5	AMC Payment Schedule.....	47
15.6	Performance Bank Guarantee (PBG).....	47
15.7	Liquidated Damages.....	47
15.8	Force Majeure.....	48
15.9	Taxes and Duties.....	48
15.10	Intellectual Property Rights.....	48
15.11	Data Ownership.....	48
15.12	Source Code Handover.....	48
15.13	Exit Management.....	49
15.14	Security Audit Compliance.....	49
15.15	Warranty Period.....	49
15.16	Termination.....	49
17	Instruction to the Bidders.....	50
17.1	General.....	50
17.2	Compliant Proposals / Completeness of Tender Paper.....	50
17.3	Right to Terminate the Process.....	51
16	ANNEXURE-FIN-1.....	51
16.1	FINANCIAL BID FORMAT.....	51
16.1.1	PROJECT IMPLEMENTATION COST.....	51

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

17	ANNEXURE-FIN-2.....	52
17.1	ANNUAL MAINTENANCE COST (AMC) FORMAT.....	52
17.1.1	Annual Maintenance Charges (AMC).....	52
17.1.2	GST.....	53
17.1.3	Declaration.....	53
	Annexure : Performance Bank Guarantee Format.....	53

Note: Section numbering and titles may be customized for individual projects.

2 DISCLAIMER

All information contained in this Request for Proposal (RFP) is provided in good faith for the purpose of enabling prospective bidders to prepare and submit their proposals.

This RFP is not an agreement and is neither an offer nor an invitation by CMGI to enter into a contractual arrangement with any party.

While reasonable care has been taken in preparation of this document, bidders are advised to independently verify the completeness and accuracy of the information contained herein and to obtain any additional information necessary for preparation of their proposals.

CMGI reserves the right to accept or reject any proposal, cancel or modify the procurement process, amend the scope of work, or withdraw the RFP at any stage without assigning any reason whatsoever.

Neither CMGI nor its officers, employees, consultants or representatives shall be liable for any direct or indirect loss, expense, damage, cost or liability incurred by any bidder in connection with preparation, submission or evaluation of proposals.

Information provided in this RFP and any subsequent communication shall be treated as confidential and shall not be disclosed to any third party except as required for preparation of the proposal.

Any corrigendum, clarification, amendment or addendum issued by CMGI shall form an integral part of this RFP and shall be binding upon all bidders.

The bidder shall bear all costs associated with preparation and submission of the proposal. CMGI shall not be responsible for any such costs regardless of the outcome of the procurement process.

3 BACKGROUND INFORMATION

3.1 ABOUT CMGI

The Centre for Modernizing Government Initiative (CMGI) is a Society functioning under the General Administration & Public Grievance Department, Government of Odisha. CMGI acts as a catalyst for governance transformation through process re-engineering, administrative reforms, digital governance initiatives, technology adoption, institutional modernization and capacity building across Government Departments, Autonomous Bodies and Public Sector Organizations.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

CMGI assists Government Departments in conceptualizing, designing, implementing and monitoring innovative governance solutions aimed at improving efficiency, transparency, accountability and citizen service delivery. The organization serves as a strategic partner in driving digital transformation initiatives and implementation of technology-enabled governance frameworks across the State.

Over the years, CMGI has supported the development and implementation of various enterprise applications, workflow automation systems, management information systems, citizen service delivery platforms, monitoring systems, analytics frameworks and institutional governance solutions across multiple sectors.

The organization continues to promote adoption of emerging technologies and best practices for improving governance effectiveness and enhancing public service delivery through digital transformation.

3.2 ABOUT SIEP

The State Institute for Empowerment of Persons with Disabilities (SIEP), functioning under the Department of Social Security & Empowerment of Persons with Disabilities (SSEPD), Government of Odisha, is a premier institution dedicated to rehabilitation, therapy management, institutional support, and empowerment services for persons with disabilities across the State.

SIEP manages various operational activities including beneficiary registration, therapy coordination, institutional administration, hostel management, attendance monitoring, caregiver communication, and reporting mechanisms.

With increasing operational scale and institutional responsibilities, there is a growing need for centralized digital systems capable of improving workflow efficiency, institutional monitoring, communication, and service delivery.

3.3 BACKGROUND OF THE PROJECT

At present, several operational activities within SIEP are managed through manual processes, spreadsheets, isolated applications, and partially digitized systems. This creates operational challenges in workflow coordination, data consistency, reporting, communication, and centralized monitoring.

3.3.1 Key Operational Challenges

- › Manual appointment and therapy scheduling
- › Limited real-time monitoring capability
- › Delayed communication and reporting
- › Fragmented workflow management
- › Lack of centralized beneficiary data
- › Difficulty in institutional performance tracking
- › Limited analytics and decision-support mechanisms

To address these challenges, SIEP proposes the implementation of “SIEP-SETU”, an integrated digital platform designed to streamline institutional workflows, automate rehabilitation management processes, strengthen communication systems, and establish centralized governance mechanisms.

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(A Society under General Administration & Public Grievance Department, Government of Odisha)

3.4 VISION OF SIEP-SETU

The vision of SIEP-SETU is to establish a centralized, technology-driven, and beneficiary-centric digital governance platform for rehabilitation and institutional management across SIEP institutions.

The proposed platform aims to modernize institutional workflows through automation, centralized monitoring, intelligent analytics, integrated communication systems, and secure digital infrastructure.

3.4.1 The system shall support:

- › Centralized operational governance
- › Rehabilitation process digitization
- › Real-time monitoring and dashboards
- › Improved stakeholder communication
- › Data-driven decision-making
- › Secure and scalable enterprise architecture
- › Future integration readiness

The long-term vision is to create a sustainable and future-ready digital ecosystem capable of supporting efficient rehabilitation governance and citizen-centric service delivery across Odisha.

3.5 OBJECTIVES OF THE PROJECT

The primary objective of the proposed SIEP-SETU platform is to establish a centralized and integrated digital ecosystem for rehabilitation management and institutional governance.

3.5.1 Major Objectives

- › Digitization of institutional workflows
- › Centralized beneficiary and therapy management
- › Automation of appointments and scheduling
- › Real-time attendance and operational monitoring
- › Improved communication with caregivers and stakeholders
- › Establishment of dashboards and analytics systems
- › AI-assisted decision support mechanisms
- › Improved transparency and accountability
- › Reduction in manual processes and operational delays
- › Development of scalable and future-ready digital infrastructure

3.6 KEY EXPECTED OUTCOMES

The implementation of SIEP-SETU is expected to significantly improve institutional efficiency, operational coordination, and rehabilitation management across SIEP institutions.

3.6.1 Key Expected Outcomes

- › Centralized operational governance
- › Improved workflow transparency
- › Faster appointment and therapy coordination
- › Real-time dashboards and monitoring systems
- › Enhanced communication and notification mechanisms
- › Improved beneficiary tracking and reporting
- › Faster MIS and analytical report generation
- › Better institutional coordination and accountability

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(A Society under General Administration & Public Grievance Department, Government of Odisha)

- › Improved decision-making through analytics
- › Secure, scalable, and sustainable digital infrastructure

4 PROJECT SCOPE

4.1 OVERVIEW

The proposed “SIEP-SETU” platform is envisioned as a centralized and integrated digital ecosystem designed to streamline rehabilitation management, institutional workflows, beneficiary services, operational monitoring, and administrative governance under SIEP, Government of Odisha.

The platform shall function as a unified enterprise system connecting administrators, therapists, caregivers, institutional staff, beneficiaries, and monitoring authorities through a secure and scalable digital infrastructure.

The proposed solution shall automate and digitize various operational processes including beneficiary management, appointment scheduling, therapy coordination, attendance tracking, communication workflows, grievance handling, reporting, and institutional monitoring.

4.2 KEY FEATURES OF THE PROPOSED PLATFORM

The proposed SIEP-SETU platform shall provide a comprehensive set of integrated digital features to support rehabilitation management and institutional governance.

- › Centralized beneficiary management
- › Automated appointment and scheduling system
- › Therapy planning and progress tracking
- › Attendance monitoring and analytics
- › Hostel management and monitoring
- › Complaint and grievance management
- › Integrated SMS, WhatsApp, and email notifications
- › Real-time dashboards and analytics
- › AI-assisted decision support mechanisms
- › Dynamic reporting and MIS generation
- › Mobile-responsive and PWA-enabled interface
- › Secure role-based access control
- › Centralized workflow and communication management

4.3 PROPOSED TECHNOLOGY STACK

The proposed solution shall be developed using modern enterprise technologies to ensure scalability, security, maintainability, and long-term sustainability.

Layer	Proposed Technology
Backend Architecture	Java / PHP (OOPS-Based Enterprise Architecture) with Spring Boot / Modular Service Framework
Frontend Framework	React.js / Angular with Responsive UI Framework
Database	PostgreSQL (Mandatory) with Redis Caching Support
Architecture Pattern	Microservice-Enabled Architecture

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API Layer	RESTful APIs
Authentication	JWT / OAuth2 / SSO
Deployment Environment	Linux / NIC Cloud / Government Infrastructure
Mobile Access	Progressive Web Application (PWA)
Notifications	SMS / WhatsApp / Email Integration
Reporting & Analytics	Interactive Dashboard & Analytics Engine
Security Framework	SSL/TLS Encryption, Role-Based Access Control (RBAC), Secure API Security & Audit Logging Framework

4.4 WHY PROPOSED TECHNOLOGY

The proposed technology stack has been selected considering scalability, security, maintainability, operational efficiency, and future expansion requirements.

Java / PHP (OOPS-Based Enterprise Architecture) with Spring Boot / Modular Service

Provides enterprise-grade modular architecture, better maintainability, secure coding practices, and flexibility for large-scale application development.

PostgreSQL (Mandatory) with Redis Caching Support

The proposed solution shall utilize PostgreSQL as the primary enterprise database management system for the application. PostgreSQL has been selected considering its proven reliability, scalability, security, ACID compliance, advanced indexing capabilities, high availability features, analytical capabilities and widespread adoption across Government systems.

Redis caching may be utilized for improving application performance, session management and optimization of frequently accessed data.

The selected agency shall design, develop and deploy the application using PostgreSQL as the primary database platform. No alternative database platform shall be proposed without prior written approval of CMGI.

.React.js / Angular

Enables development of modern, responsive, and user-friendly interfaces with faster rendering and better user experience across devices.

Microservice-Enabled Architecture

Supports modular service deployment, independent scalability, easier maintenance, fault isolation, and future integration readiness.

4.5 HIGH-LEVEL SYSTEM ARCHITECTURE

The proposed SIEP-SETU platform shall follow a centralized and microservice-enabled enterprise architecture designed to support secure operations, modular scalability, and seamless communication between various system components.

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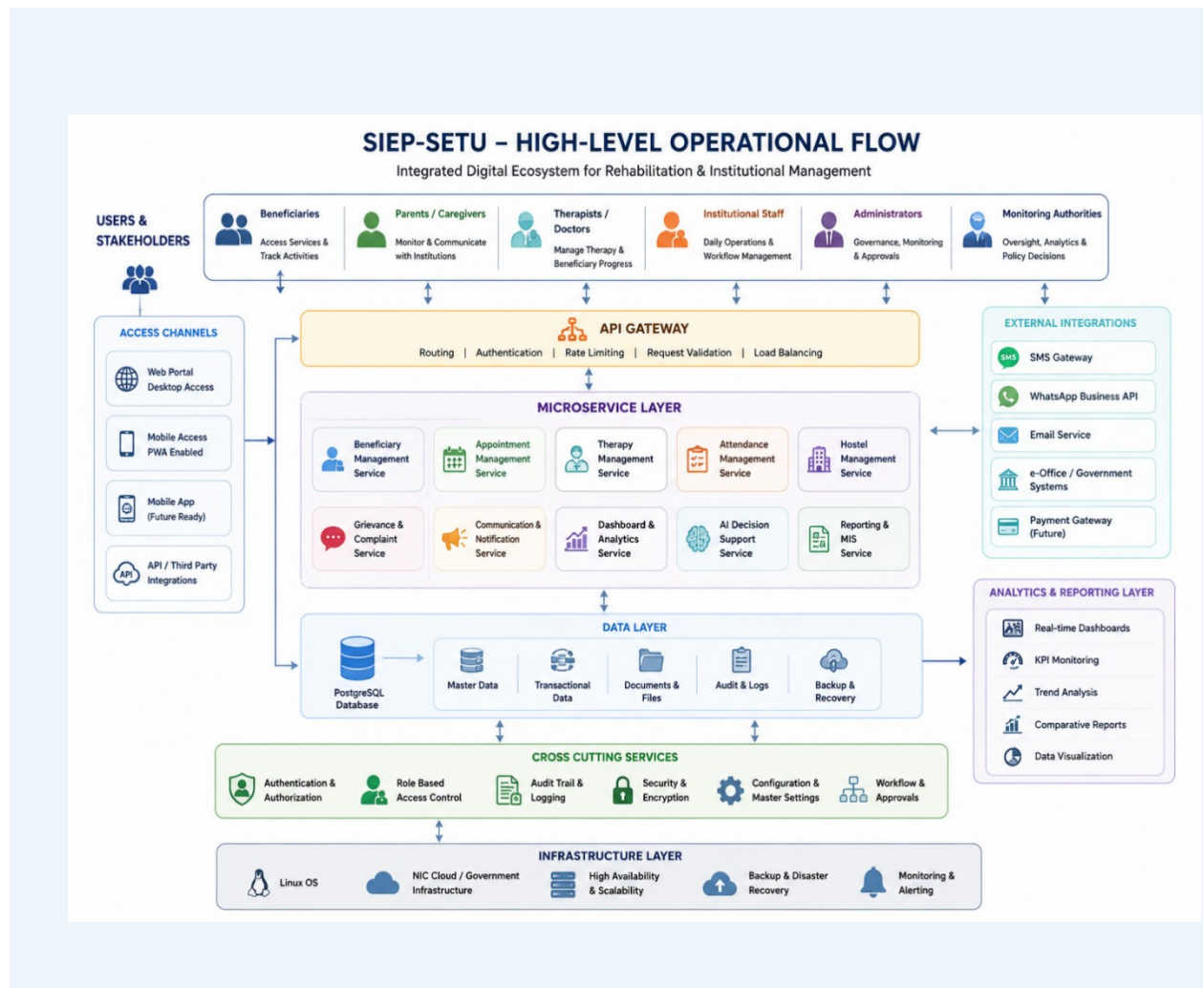
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4.5.1 Architecture Components:

- › Frontend presentation layer for users and stakeholders
- › API gateway and service communication layer
- › Independent functional services and modules
- › Centralized PostgreSQL database
- › Notification and communication services
- › Dashboard and analytics engine
- › Authentication and security framework

The platform shall support secure interaction between institutional users, beneficiaries, administrators, and monitoring authorities through centralized service orchestration.

4.6 HIGH-LEVEL ARCHITECTURE DIAGRAM

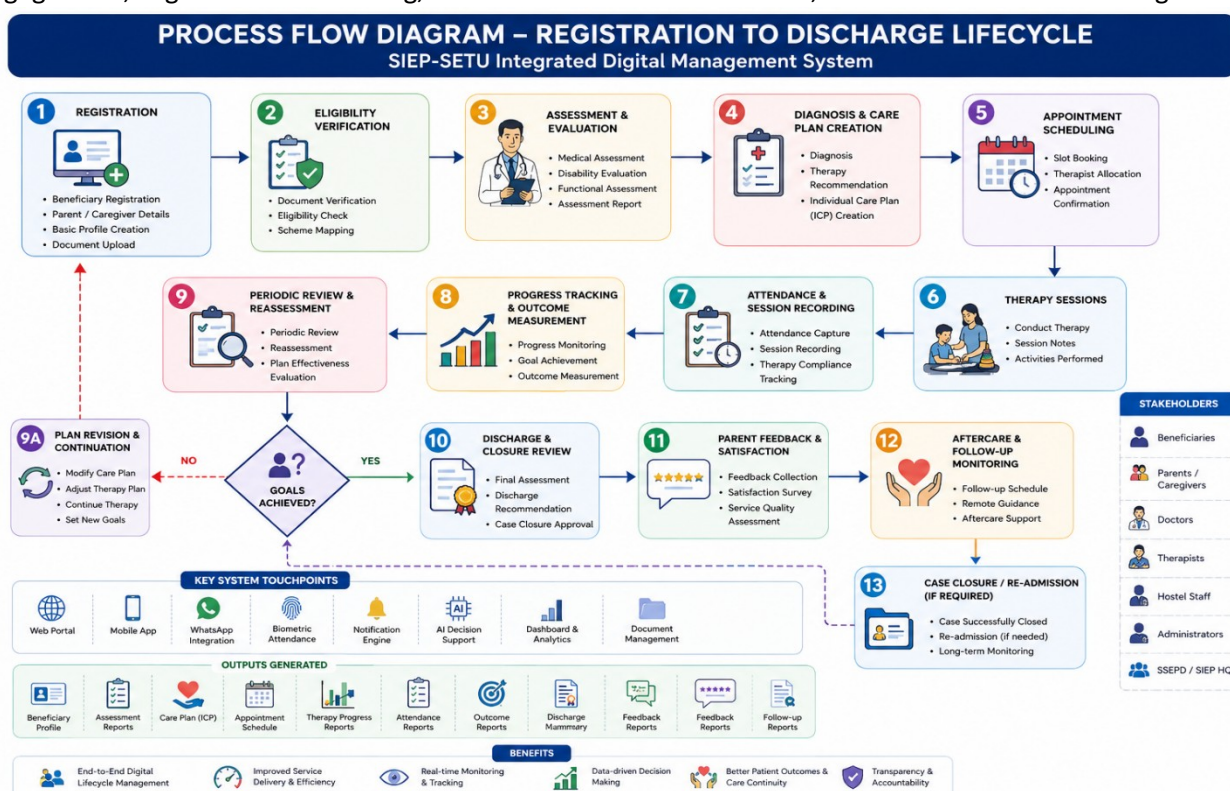


5 FUNCTIONAL REQUIREMENTS

5.1 FUNCTIONAL MODULES OVERVIEW

The proposed SIEP-SETU platform shall function as a comprehensive digital governance ecosystem for rehabilitation management, beneficiary lifecycle management, institutional administration, communication, monitoring, analytics, and decision support across all SIEP institutions under SSEPD Department, Government of Odisha.

The platform shall provide integrated workflow automation from beneficiary registration through assessment, therapy management, rehabilitation monitoring, hostel management, caregiver engagement, grievance handling, institutional administration, and outcome tracking.



5.2 BENEFICIARY MANAGEMENT MODULE

The Beneficiary Management Module shall serve as the foundational module of the SIEP-SETU platform and shall maintain a centralized digital repository of all beneficiaries enrolled across various institutions and services.

5.2.1 Key Features

5.2.1.1 Beneficiary Registration

- Online beneficiary registration
- Parent/Caregiver registration
- Disability categorization
- Aadhaar and identity details

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- Socio-economic profiling
- Address and demographic information
- Guardian information management

5.2.2 Beneficiary Profile Management

- Comprehensive beneficiary profile
- Disability history
- Medical records
- Assessment reports
- Therapy history
- Rehabilitation journey tracking
- Case history maintenance

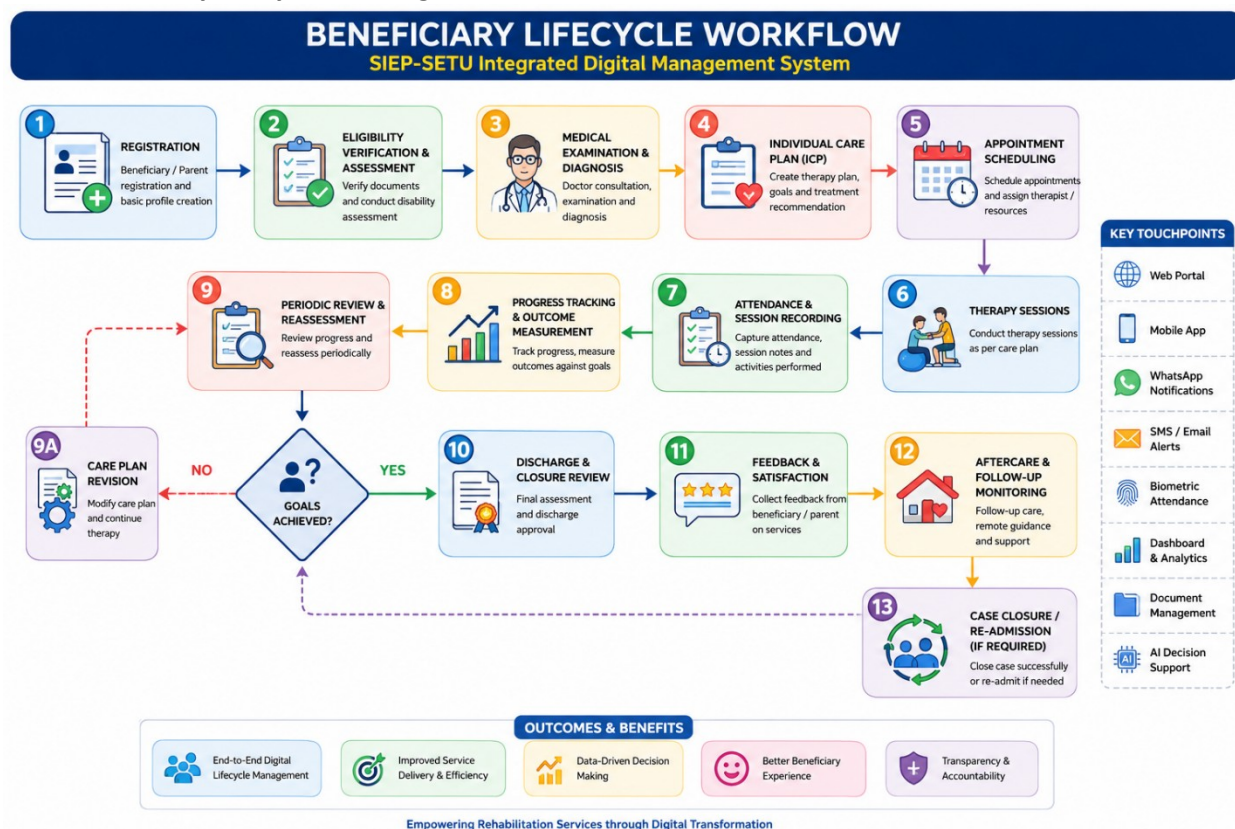
5.2.3 Document Repository

- Disability certificates
- Medical documents
- Assessment reports
- Photographs
- Educational records
- Other supporting documents

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5.2.4 Beneficiary Lifecycle Tracking



5.3 APPOINTMENT & CONSULTATION MANAGEMENT MODULE

The Appointment Management Module shall facilitate intelligent scheduling and appointment management across all rehabilitation services.

5.3.1 Appointment Booking

- Online appointment booking
- Mobile application booking
- WhatsApp booking
- Spot booking by staff
- Appointment token generation

5.3.2 Slot Management

- Doctor availability calendar
- Therapist availability calendar
- Unit-wise slot management
- Time slot master
- Holiday calendar integration

5.3.3 Intelligent Scheduling

- Auto slot recommendation

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- Nearest centre suggestion
- Waitlist management
- Overbooking prevention
- Appointment conflict detection

5.3.4 Consultation Management

- Consultation registration
- Clinical observations
- Diagnosis recording
- Prescription management
- Follow-up scheduling

5.3.5 Appointment Notifications

- SMS alerts
- WhatsApp notifications
- Email notifications
- Appointment reminders
- Rescheduling alerts
- Cancellation alerts

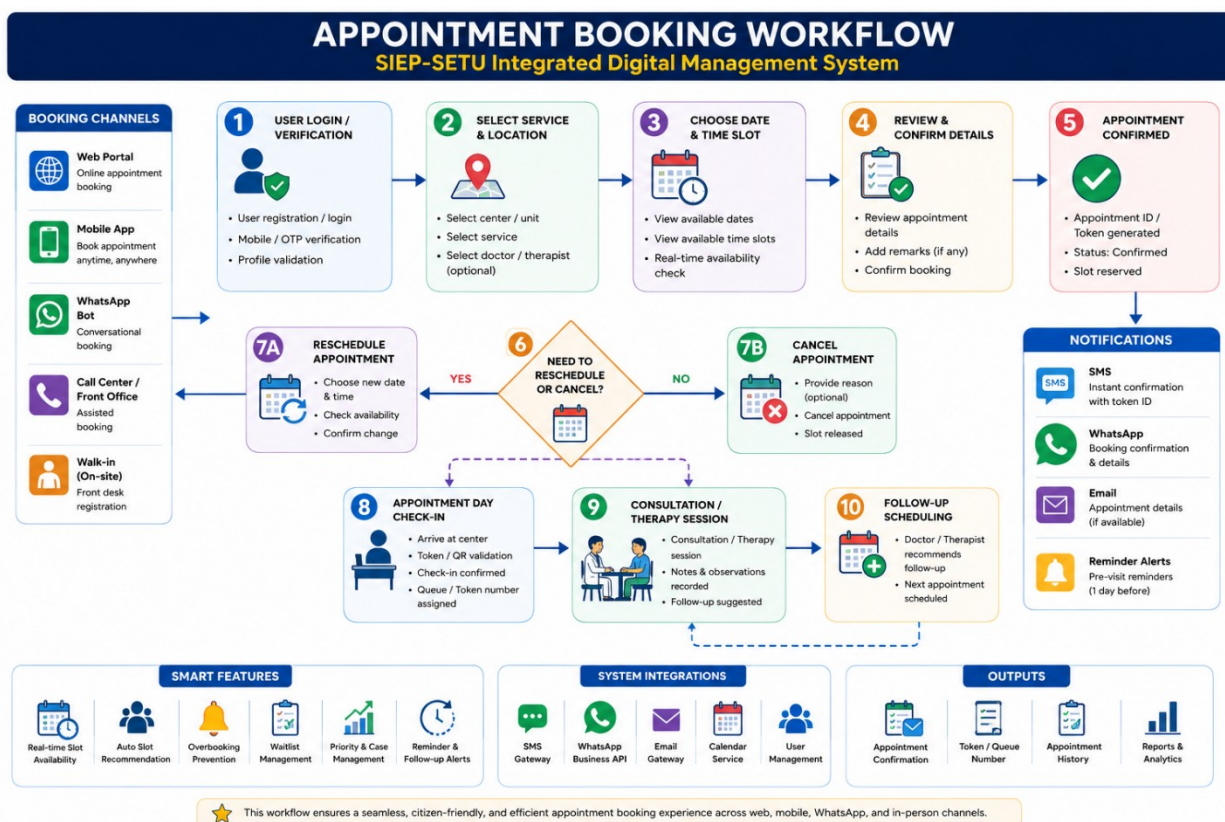
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[Appointment

Booking

Workflow]



5.4 THERAPY MANAGEMENT MODULE

The Therapy Management Module shall support planning, execution, monitoring, and evaluation of therapy services.

5.4.1 Therapy Planning

- Therapy recommendation
- Therapy plan generation
- Therapy duration definition
- Session frequency configuration
- Goal setting

5.4.2 Therapy Scheduling

- Therapist assignment
- Unit-wise scheduling
- Daily session calendar
- Capacity management
- Therapist workload balancing

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5.4.3 Session Management

- Session attendance
- Session notes
- Activity records
- Child response tracking
- Therapy outcome recording

5.4.4 Progress Tracking

- Baseline assessment
- Periodic assessment
- Goal achievement tracking
- Milestone tracking
- Progress comparison reports

5.4.5 Therapy Reports

- Weekly progress reports
- Monthly progress reports
- Therapy effectiveness reports
- Outcome measurement reports

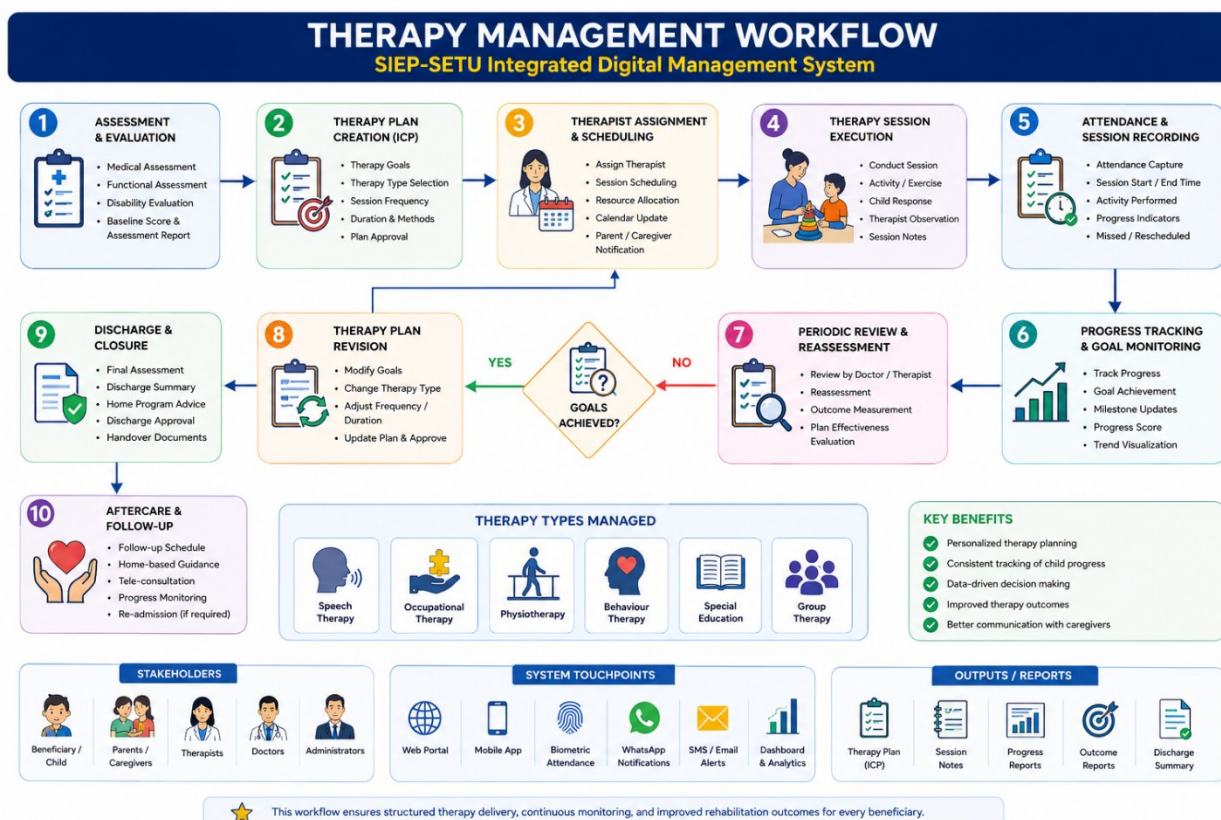
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[Therapy

Management

Workflow]



5.5 THERAPY MANAGEMENT MODULE

The Attendance Management Module shall ensure accurate attendance validation and monitoring.

5.5.1 Beneficiary Attendance

- Therapy attendance
- Hostel attendance
- Daily attendance capture
- Absentee management

5.5.2 Staff Attendance

- Web attendance
- Mobile attendance
- Biometric attendance
- Geo-tagged attendance

5.5.3 Attendance Analytics

- Attendance trends
- No-show analysis
- Compliance monitoring

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- Attendance ratio reports

5.5.4 Validation Rules

- Therapy attendance validation
- Appointment attendance linkage
- Mandatory attendance verification
- Attendance audit reports

5.6 HOSTEL MANAGEMENT MODULE

The Hostel Management Module shall facilitate complete management of residential facilities.

5.6.1 Hostel Administration

- Hostel registration
- Room management
- Block management
- Bed management

5.6.2 Occupancy Management

- Bed allocation
- Vacancy tracking
- Occupancy analytics
- Waiting list management

5.6.3 Resident Management

- Admission management
- Check-in process
- Check-out process
- Stay duration monitoring

5.6.4 Daily Operations

- Meal participation tracking
- Daily activities tracking
- Incident reporting
- Warden assignment

5.6.5 Hostel Reports

- Occupancy reports
- Resident reports
- Admission reports

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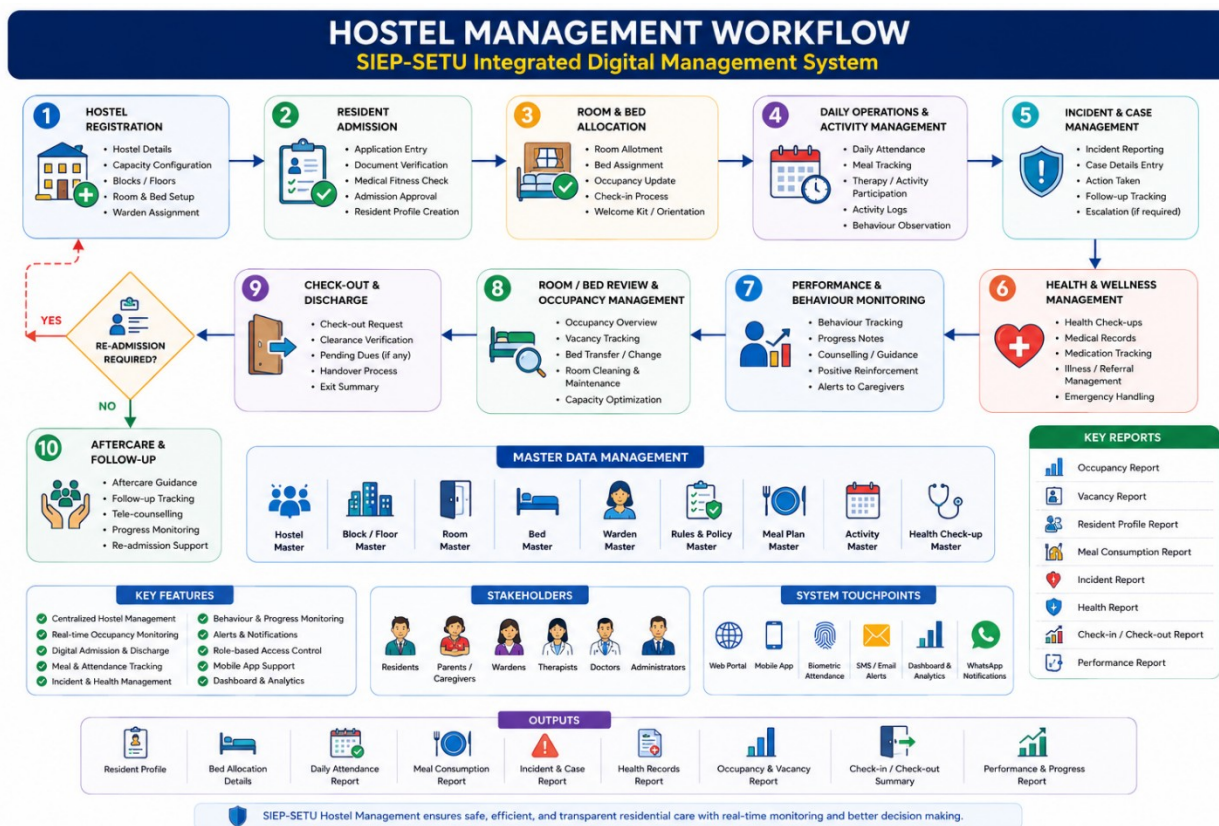
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- Hostel utilization reports

[Hostel

Management

Workflow]



5.7 COMPLAINT & GRIEVANCE MANAGEMENT MODULE

The platform shall provide a structured grievance redressal mechanism.

5.7.1 Complaint Registration

- Web-based complaint submission
- Mobile complaint submission
- WhatsApp complaint registration

5.7.2 Complaint Processing

- Auto ticket generation
- Complaint categorization
- Routing mechanism
- Escalation matrix

5.7.3 Tracking & Resolution

- Real-time tracking
- SLA monitoring
- Escalation alerts

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- Resolution workflow

5.7.4 Feedback Management

- Resolution feedback
- Satisfaction rating
- Service quality assessment

5.8 UNIFIED CMS FOR 9 INSTITUTIONAL WEB PORTALS

The platform shall provide centralized content management for all institutional websites.

The list of SIEP Centres may be modified as follows:

- SIEP, Bhubaneswar
- SIEP Satellite Centre, Ganjam
- SIEP Satellite Centre, Jatni (Khordha)
- SIEP Hub Centre, Baripada (Mayurbhanj)
- SIEP Hub Centre, Kendujhar (Kendujhar)
- SIEP Spoke Centre, Rairangpur (Mayurbhanj)
- SIEP Spoke Centre, Karanjia (Mayurbhanj)
- SIEP Spoke Centre, Badbil (Kendujhar)
- SIEP Spoke Centre, Telkoi (Kendujhar)

5.8.1 Website Management

- Dedicated website for each institution
- Common branding framework
- Independent content administration

5.8.2 CMS Features

- News management
- Notice management
- Event management
- Service information publishing
- Banner management

5.8.3 Media Management

- Photo galleries
- Video galleries
- Publications
- Downloads

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5.8.4 Multilingual Support

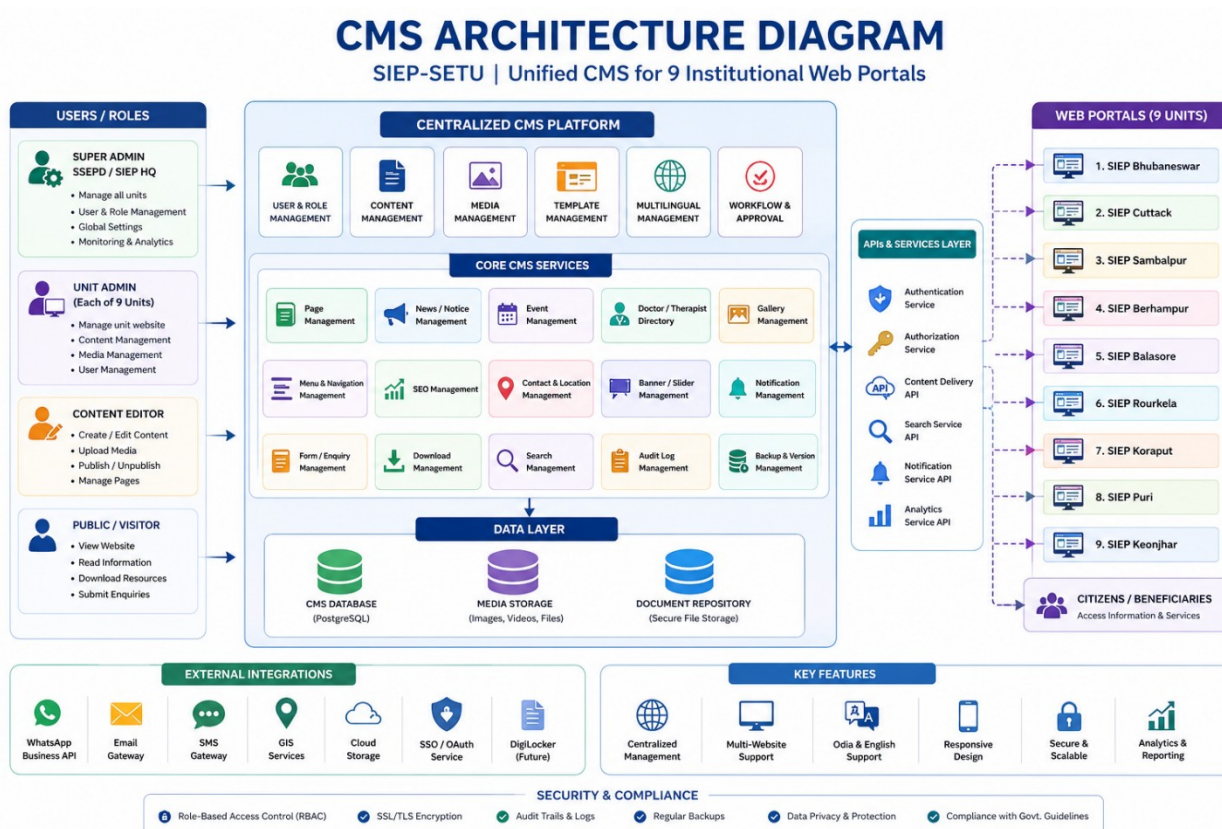
- Odia
- English

5.8.5 Dynamic Information Management

- Doctor directory
- Therapist directory
- Contact details
- Unit-specific information

[CMS

Architecture]



5.9 COMMUNICATION & NOTIFICATION MANAGEMENT MODULE

5.9.1 Communication Channels

- SMS Gateway
- Email Gateway
- WhatsApp Business API
- Mobile Push Notifications

5.9.2 Automated Notifications

- Appointment alerts

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- Therapy reminders
- Attendance alerts
- Hostel notifications
- Complaint updates

5.9.3 Broadcast Communication

- Institution-wise broadcasts
- Targeted messaging
- Emergency notifications

5.10 WHATSAPP INTEGRATION & CONVERSATIONAL ASSISTANCE

5.10.1 WhatsApp Services

- Appointment booking
- Slot availability enquiry
- Appointment status
- Queue status
- Therapy schedules
- Progress summary
- Complaint registration
- Complaint status tracking

5.10.2 Conversational Assistance

- Frequently Asked Questions
- Service guidance
- Institution information
- Contact assistance

5.11 VOICE ENABLED AI ASSISTANT

5.11.1 Supported Languages

- Odia
- English

5.11.2 Services

- Voice-based appointment booking
- Voice enquiry services
- Therapy information

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- Complaint registration
- Progress status enquiry

5.12 DASHBOARD & ANALYTICS MODULE

The platform shall provide role-based dashboards.

5.12.1 SSEPD Dashboard

- State-wide beneficiary statistics
- Disability-wise distribution
- District performance
- Therapy coverage
- Waiting list monitoring

5.12.2 SIEP HQ Dashboard

- Institution performance
- Resource utilization
- Occupancy monitoring
- Complaint analytics

5.12.3 Unit Dashboard

- Daily appointments
- Daily therapies
- Attendance summary
- Staff productivity

5.12.4 Parent Dashboard

- Appointment history
- Therapy progress
- Download reports
- Notifications

5.12.5 Therapist Dashboard

- Assigned sessions
- Attendance status
- Pending reports
- Monthly performance

5.12.6 Analytics Features

- Heat maps

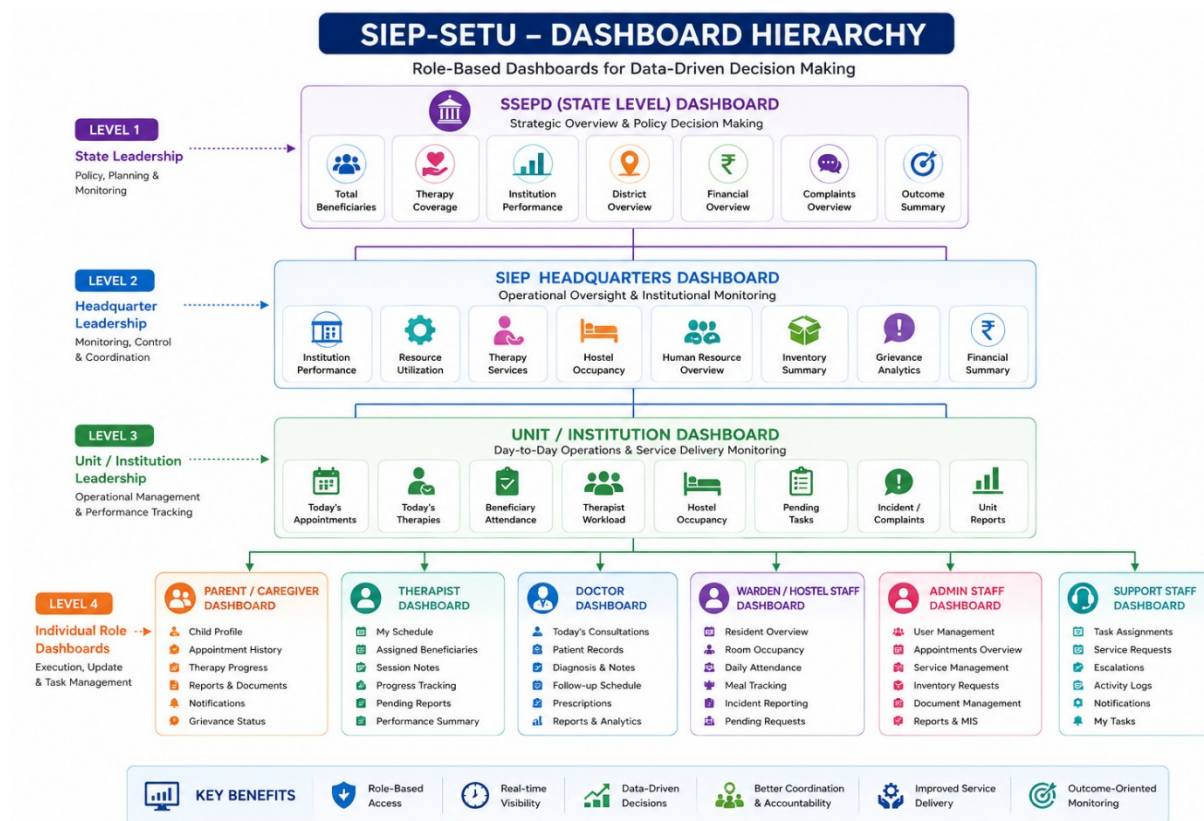
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- Trend analysis
- Time series analytics
- Comparative analytics
- Drill-down reports

[Dashboard

Hierarchy]



5.13 AI-ASSISTED DECISION SUPPORT SYSTEM

5.13.1 AI Monitoring

- Attendance risk detection
- Therapy delay alerts
- Resource utilization alerts

5.14 REPORTING & MIS MODULE

5.14.1 Operational Reports

- Daily reports
- Weekly reports
- Monthly reports
- Annual reports

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5.14.2 Analytical Reports

- Therapy outcome reports
- Attendance reports
- Occupancy reports
- Complaint reports

5.14.3 Export Options

- PDF
- Excel
- CSV

5.14.4 Auto Generated Reports

- Daily Summary Report
- Monthly Progress Report (MPR)
- Executive Dashboard Reports

5.15 MOBILE APPLICATIONS & OFFLINE ACCESSIBILITY

5.15.1 Therapist Mobile App

- Attendance
- Geo-tagging
- Session updates
- Therapy notes
- Photo uploads

5.15.2 Parent Mobile App

- Appointment booking
- Therapy progress
- Download reports
- Notifications
- Grievance registration

5.15.3 Offline Capability

- Offline data capture
- Background synchronization
- Store-and-forward mechanism

5.16 AI ENABLED DOCUMENT MANAGEMENT SYSTEM

5.16.1 Features

- OCR-based document digitization
- AI-powered search
- Version control
- Digital approvals
- Audit trails
- Digital signatures
- Document expiry alerts

5.17 HUMAN RESOURCE & OUTSOURCED STAFF MANAGEMENT

5.17.1 Features

- Employee profiles
- Contract management
- Training records
- Leave management
- Qualification management
- Attendance linkage
- Certification repository

5.18 INVENTORY & ASSET MANAGEMENT

5.18.1 Features

- Assistive device inventory
- Equipment inventory
- Vendor management
- Procurement tracking
- Warranty monitoring
- Stock management
- Beneficiary asset allocation
- Asset lifecycle tracking
- Inventory for Aids & Appliances delivered to CwD/PwDs at SIEP Centres level.

6 TECHNICAL ARCHITECTURE & SECURITY

6.1 SECURITY FRAMEWORK

The proposed SIEP-SETU platform shall implement a robust security framework to ensure secure access, data protection, operational integrity, and compliance with Government security standards.

6.1.1 Key Security Features:

- › Authentication & authorization
- › Role-based access control (RBAC)
- › JWT / OAuth2 authentication
- › Password encryption mechanisms
- › Secure session management
- › API security controls
- › SSL/TLS encrypted communication
- › Audit logs and activity tracking
- › Input validation and sanitization
- › Compliance and security monitoring

6.2 INTEGRATION FRAMEWORK

The proposed platform shall support seamless integration with external communication systems, Government platforms, and future enterprise applications through API-driven architecture.

6.2.1 Proposed Integrations:

- › SMS APIs
- › WhatsApp APIs
- › Email notification services
- › Government system integration
- › API gateway integration
- › Future HRMS integration
- › Future eOffice integration

6.3 DATABASE ARCHITECTURE

PostgreSQL shall be the mandatory database platform for implementation of the proposed solution. The selected agency shall ensure that all application components, APIs, reporting modules and integrations are fully compatible with PostgreSQL. Any proposal based on alternative database platforms may be treated as non-responsive.

6.3.1 Key Database Features:

- › PostgreSQL relational database structure
- › Centralized master data management
- › Optimized indexing and query execution
- › Data integrity mechanisms
- › Backup and recovery strategy
- › Audit-ready database architecture
- › High availability configuration
- › Scalable database design

6.4 MICROSERVICE ARCHITECTURE

The proposed SIEP-SETU platform shall follow a microservice-enabled architecture approach to ensure modularity, scalability, maintainability, and operational flexibility.

6.4.1 Key Architectural Features:

- › Independent service modules
- › API-driven communication
- › Service orchestration mechanisms
- › Modular deployment architecture
- › Fault isolation capability
- › Easier maintenance and upgrades

6.5 DEPLOYMENT ARCHITECTURE

The proposed platform shall support secure and scalable deployment across Government-approved infrastructure environments.

6.5.1 Deployment Features:

- › NIC cloud deployment support
- › Linux server infrastructure
- › Containerized deployment capability
- › Hybrid deployment architecture
- › Secure network architecture
- › Backup and disaster recovery support
- › Monitoring and logging framework

6.6 PERFORMANCE & SCALABILITY

The proposed platform shall be designed to support high performance, concurrent operations, and future scalability requirements across multiple institutions and stakeholders.

6.6.1 Performance & Scalability Features:

- › Concurrent user handling
- › Optimized application performance
- › API performance optimization
- › Database query optimization
- › Load balancing support
- › High availability strategy
- › Future scalability planning

7 PROJECT IMPLEMENTATION METHODOLOGY

7.1 IMPLEMENTATION METHODOLOGY

The proposed SIEP-SETU platform shall be implemented following a structured and phased implementation methodology designed to ensure organized project execution, quality delivery, and timely completion of project milestones.

7.1.1 Key Methodology Features:

- › Structured requirement analysis
- › Iterative and agile development approach
- › Regular milestone-based reviews
- › Continuous testing and quality assurance
- › Structured training and onboarding
- › Controlled deployment and go-live

7.2 REQUIREMENT STUDY & ANALYSIS

A comprehensive requirement study and analysis phase shall be conducted to gather, document, and finalize functional and technical specifications.

7.2.1 Key Activities:

- › Stakeholder consultation and discussion
- › Requirement gathering workshops
- › Process mapping and workflow analysis
- › Functional requirement documentation
- › Software Requirement Specification (SRS) preparation
- › SRS review and approval

7.3 UI/UX DESIGN METHODOLOGY

The UI/UX design process shall focus on developing intuitive, accessible, and user-friendly interface designs aligned with operational requirements.

7.3.1 Key Design Activities:

- › User journey mapping
- › Wireframe development
- › Interactive prototype creation
- › Usability review and feedback
- › Design finalization and approval
- › Responsive and accessible design standards

7.4 DEVELOPMENT METHODOLOGY

The development process shall follow an iterative and modular approach to ensure structured delivery of functional modules.

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7.4.1 Key Development Practices:

- › Modular and component-based development
- › Agile sprint-based delivery
- › Code review and quality standards
- › API-first development approach
- › Continuous integration practices
- › Version control and source management

7.5 TESTING & QUALITY ASSURANCE

A comprehensive testing and quality assurance framework shall be implemented to ensure delivery of a stable, secure, and production-ready application.

7.5.1 Testing Coverage:

- › Unit and integration testing
- › Functional testing
- › Performance and load testing
- › Security testing
- › Regression testing
- › User Acceptance Testing (UAT)

7.6 THIRD-PARTY SECURITY AUDIT

The proposed platform shall support third-party security audit and compliance validation as per applicable Government standards.

7.6.1 Audit Coverage:

- › Security assessment
- › Vulnerability assessment
- › Compliance audit
- › Application hardening review
- › API security validation
- › Infrastructure security review

7.7 DEPLOYMENT & GO-LIVE STRATEGY

The proposed deployment strategy shall focus on smooth production rollout, operational continuity, and controlled transition to the live environment.

7.7.1 Deployment Activities:

- › Production deployment
- › Server and environment configuration
- › Data migration activities
- › Pre-production validation
- › Go-live execution
- › Stabilization support

7.8 TRAINING & CAPACITY BUILDING

Training and capacity-building programs shall be conducted for administrators, institutional staff, operational users, and monitoring authorities to ensure smooth adoption.

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7.8.1 Training Activities:

- › User training programs
- › Admin training sessions
- › Hands-on workshops
- › Operational demonstrations
- › Training manuals and user guides
- › Knowledge transfer sessions

7.9 OPERATION & MAINTENANCE SUPPORT

Post-deployment operation and maintenance support shall be provided to ensure application stability, issue resolution, and continuous operational monitoring following defined SLA mechanisms.

7.9.1 Support Coverage:

- › SLA-based support
- › Technical monitoring
- › Incident management
- › Bug fixing and issue resolution
- › Security patch updates
- › Minor enhancements and improvements
- › Performance monitoring

7.9.2 Application Availability

The selected agency shall ensure minimum application availability of 99.5% uptime on a monthly basis excluding scheduled maintenance approved by CMGI.

Scheduled maintenance shall be communicated at least forty-eight (48) hours in advance and shall preferably be undertaken during non-business hours.

Downtime arising out of approved maintenance, force majeure events, Government infrastructure failures, network outages or circumstances beyond the reasonable control of the selected agency shall not be considered for uptime calculation.

7.9.3 Exit Management Plan

An organized exit management process shall be followed at the completion or transition phase of the project to ensure seamless knowledge transfer and operational continuity.

7.9.4 Exit Management Activities:

- › Source code handover
- › Documentation handover
- › Knowledge transfer
- › Configuration and deployment handover
- › Transition support
- › Technical closure activities

8 GOVERNANCE & MANAGEMENT

8.1 PROJECT GOVERNANCE STRUCTURE

A structured project governance framework shall be established to ensure effective project management, timely execution, operational coordination, and decision-making throughout the implementation lifecycle.

Governance Components:

- › Steering Committee
- › Project Management Unit (PMU)
- › Technical Implementation Team
- › Functional Coordination Team
- › Quality Assurance & Monitoring Team

8.1.1 Key Governance Features:

- › Defined reporting hierarchy
- › Periodic review meetings
- › Project progress monitoring
- › Escalation matrix and issue resolution
- › Coordination between stakeholders
- › Decision-making and approval mechanisms

8.2 RISK MANAGEMENT FRAMEWORK

A comprehensive risk management framework shall be adopted to identify, monitor, mitigate, and manage potential project risks during implementation and operational phases.

8.2.1 Risk Management Activities:

- › Risk identification and assessment
- › Mitigation planning
- › Dependency analysis
- › Escalation strategy
- › Periodic risk review
- › Risk monitoring and reporting

8.2.2 Major Risk Categories:

- › Technical risks
- › Infrastructure risks
- › Operational risks
- › Integration risks
- › Security risks
- › Timeline and dependency risks

8.3 ASSUMPTIONS & DEPENDENCIES

The proposed project execution plan is based on certain operational, technical, and infrastructure assumptions necessary for smooth implementation and deployment.

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8.3.1 Infrastructure Assumptions:

- › Availability of server infrastructure or cloud environment
- › Network and internet connectivity across institutions
- › Access to deployment and hosting environment
- › Availability of required hardware and system access

8.3.2 Operational Assumptions:

- › Availability of stakeholders for requirement discussions
- › Timely approvals and feedback mechanisms
- › User participation during UAT and training
- › Availability of operational data for migration and testing

8.3.3 Third-Party Dependencies:

- › SMS gateway services
- › WhatsApp API services
- › Email communication services
- › Future Government system integrations

9 EXPECTED PROJECT TIMELINE

9.1 PROJECT DURATION

Development Period: **6 Months**

Operation & Maintenance: **36 Months from Go-Live**

Activity	Timeline
Contract Signing	T
SRS Submission	T + 4 Weeks
SRS Approval	T + 5 Weeks
Beta Version Delivery	T + 16 Weeks
UAT	T + 18 Weeks
Security Audit	T + 20 Weeks
Go Live	T + 24 Weeks
Stabilization Support	T + 28 Weeks
O&M Support	T + 36 Months

9.2 DELIVERABLES

- Software Requirement Specification (SRS)
- Beta Version
- Final Version with Source Code
- User Manuals

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- Installation Manuals
- Disaster Recovery Configuration
- CERT-In Security Audit Certificate
- End User Training
- Database Schema Documentation
- API Documentation
- Deployment & Configuration Documents
- Test Cases and Test Reports
- UAT Sign-Off Documents
- Knowledge Transfer Documents

10 ADDITIONAL REQUIREMENTS

Besides the requirements specifically mentioned in this RFP, the selected agency shall implement minor reports, workflows, configurations, integrations and enhancements reasonably required for successful implementation of the project, provided such requirements fall within the approved scope of work and objectives of the project.

Any requirement resulting in substantial change in scope, effort, functionality, architecture or timelines may be treated as a Change Request (CR) and shall be handled separately with prior approval of CMGI.

11 CONFIDENTIALITY

The selected agency shall maintain strict confidentiality of all information, documents, records, data, software components, source code, reports, communications and materials provided by CMGI and the concerned Department/Organization or generated during the course of execution of the project.

The selected agency shall not disclose, publish, reproduce, transmit or make available any such information to any third party without prior written approval of CMGI.

The selected agency shall ensure that its employees, consultants, representatives and personnel engaged in the project are bound by appropriate confidentiality obligations.

All project-related information shall be used solely for the purpose of execution of the project and shall remain the exclusive property of CMGI and the concerned Department/Organization.

The confidentiality obligations of the selected agency shall survive the completion, expiry or termination of the contract.

11.1 NON-DISCLOSURE AGREEMENT (NDA)

CMGI may require the selected agency, its employees, consultants, subcontractors, representatives and any other personnel engaged in execution of the project to execute appropriate Non-Disclosure Agreements (NDA) prior to commencement of project activities.

The selected agency shall ensure that all personnel associated with the project maintain strict confidentiality of all information, documents, data, source code, reports, records, credentials, communications and other materials received from or generated for CMGI and the concerned Department/Organization during the course of the project.

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The obligations under the Non-Disclosure Agreement shall survive completion, expiry, termination or closure of the contract.

11.2 CONFIDENTIALITY OF BID PROCESS

Information relating to the examination, evaluation and comparison of proposals shall not be disclosed to bidders or any other persons not officially concerned with the process until the award of contract is notified.

Any attempt by a bidder to obtain confidential information or influence the evaluation process may result in disqualification.

12 BID SUBMISSION PROCESS

12.1 SUBMISSION OF PROPOSAL

The bidder shall submit its proposal in accordance with the requirements specified in this RFP.

The proposal shall be submitted in sealed envelopes as prescribed in the tender document and shall contain all information, documents, declarations and formats required for evaluation.

The bidder shall ensure that the proposal is complete in all respects and is submitted before the specified deadline in the following address.

Executive Director, A-2, 1st Floor, Toshali Bhawan, Satya Nagar, Bhubaneswar – 751007.

Late submissions shall not be accepted and shall be liable for rejection.

12.2 STRUCTURE OF PROPOSAL

The proposal shall consist of the following:

Envelope–1 : Main Envelope

The main envelope shall contain:

a. Technical Proposal Envelope

b. Financial Proposal Envelope

The name of the project, tender reference number and bidder details shall be clearly superscribed on all envelopes.

12.3 TECHNICAL PROPOSAL

The Technical Proposal shall contain all information required to establish the bidder's eligibility, experience, technical capability and understanding of the project.

The Technical Proposal shall normally include:

a. Bid Submission Form

b. Bidder Information

c. Eligibility Documents

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- d. Technical Proposal
- e. Project Experience Details
- f. Financial Capacity Documents
- g. Technical Compliance Matrix
- h. Methodology & Work Plan
- i. Solution Architecture
- j. Project Implementation Plan
- k. Required Declarations and Undertakings
- l. Any other information specified in the RFP

No financial information shall be included in the Technical Proposal.

Inclusion of financial information in the Technical Proposal may result in rejection of the bid.

12.4 FINANCIAL PROPOSAL

The Financial Proposal shall be submitted separately in the prescribed format.

The Financial Proposal shall contain only commercial information and shall not contain any technical information.

The bidder shall quote prices strictly in accordance with the prescribed financial bid format.

Conditional financial proposals shall not be accepted.

12.5 PROPOSAL SIGNING AUTHORITY

The proposal shall be signed by a person duly authorized to commit the bidder to the obligations of the proposal.

The bidder shall submit documentary evidence of the authority of the signatory wherever applicable.

All pages of the proposal shall be initialed and signed by the authorized signatory.

12.6 PROPOSAL COMPLETENESS

The bidder shall ensure that all required documents, schedules, declarations and annexures are included in the proposal.

Incomplete proposals may be rejected without further correspondence.

CMGI reserves the right to seek clarifications regarding submitted documents where considered necessary.

12.7 PROPOSAL MODIFICATION

The bidder may modify or replace its proposal prior to the deadline for submission.

Any modification shall be submitted in writing and shall be duly signed by the authorized representative of the bidder.

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No modification shall be permitted after the submission deadline.

12.8 PROPOSAL WITHDRAWAL

A bidder may withdraw its proposal prior to the deadline for submission by providing written notice to CMGI.

Once withdrawn, the proposal shall not be considered for evaluation.

No withdrawal shall be permitted after the deadline for submission except with the written approval of CMGI.

12.9 COST OF PROPOSAL

The bidder shall bear all costs associated with preparation and submission of the proposal.

CMGI shall not be responsible for any expenses incurred by the bidder irrespective of the outcome of the tender process.

12.10 BID OPENING PROCEDURE

Technical Proposals shall be opened on the date and time specified in the Bid Schedule.

Financial Proposals of only technically qualified bidders shall be opened subsequently.

The opening of Financial Proposals shall be communicated separately to the qualified bidders.

The decision of CMGI regarding responsiveness and qualification of bids shall be final and binding.

13 BIDDER ELIGIBILITY CRITERIA

The bidder shall satisfy the eligibility criteria specified in the RFP and shall submit documentary evidence in support thereof.

The objective of the eligibility evaluation is to ensure that the bidder possesses the legal status, financial strength, technical capability and relevant experience necessary for successful implementation of the project.

Only bidders satisfying the eligibility requirements shall be considered for Technical Evaluation.

The detailed eligibility criteria applicable to a specific project shall be specified in the project-specific section of the RFP.

The eligibility criteria may include:

- a. Legal Status Requirements
- b. Registration Requirements
- c. Financial Capacity Requirements
- d. Turnover Requirements
- e. Technical Experience Requirements

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

f. Similar Project Experience

g. Government Project Experience

h. Quality Certifications

i. Non-Blacklisting Requirements

j. Statutory Compliance Requirements

CMGI reserves the right to verify any information submitted by the bidder and may seek additional documents or clarifications during the evaluation process.

14 EVALUATION METHODOLOGY

14.1 GENERAL

The evaluation of proposals shall be carried out through a transparent and objective process to identify the bidder best suited for successful execution of the project.

The evaluation shall be undertaken by a committee constituted by CMGI and shall be based on the information, documents, technical proposals, presentations and financial proposals submitted by the bidders.

The evaluation process shall be conducted in accordance with the methodology specified in this RFP.

The decision of CMGI regarding evaluation and selection shall be final and binding on all bidders.

The proposals received in response to this RFP shall be evaluated in the following stages:

Stage – I

Evaluation of Eligibility Criteria (General Bid)

Stage – II

Technical Evaluation and Technical Presentation

Stage – III

Financial Evaluation

Only those bidders who qualify in a particular stage shall be considered for the subsequent stage of evaluation.

14.2 PRE-QUALIFICATION CRITERIA (GENERAL BID)

The General Bid submitted by the bidder shall be evaluated based on the following Pre-Qualification Criteria. Compliance against all Mandatory Criteria shall be compulsory and must satisfy all minimum eligibility requirements. Failure to satisfy any Mandatory Criteria & minimum eligibility requirements shall result in rejection of the proposal and such bidder shall not be considered for further evaluation.

Sl. No.	Eligibility Criteria	Minimum Eligibility Requirement	Supporting Documents	Marks
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Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

1	The bidder shall be a Company, LLP, Partnership Firm or Proprietorship Firm legally registered in India and in operation for at least Five (05) years as on the date of submission of bid.	Minimum 5 years of existence	Registration Certificate / Certificate of Incorporation	Mandatory
2	The bidder shall submit EMD / Bid Security of an amount of Rs. 6,00,000/- in the form of DD or Bank Guarantee drawn in favour of Executive Director, CMGI, Bhubaneswar from a Nationalized Bank having minimum validity of 3 months	Mandatory	DD / BG / Online Payment Proof	Mandatory
3	The bidder shall not have been blacklisted/debarred by any Central Government, State Government, PSU or Autonomous Body.	Mandatory	Self Declaration	Mandatory
4	The bidder shall possess valid ISO 9001 Certification.	Valid Certification	ISO Certificate	Mandatory
5	The bidder shall possess valid ISO 27001 Certification.	Valid Certification	ISO Certificate	Mandatory
6	The bidder shall have experience in Design, Development, Implementation and Maintenance of Software Applications, Portals, MIS, ERP, e-Governance Solutions or Digital Platforms during the last five years.	Minimum 3 completed projects	Work Orders / Completion Certificates / Client Certificates	Mandatory
7	The bidder's average annual turnover during the last three financial years shall be as specified in the RFP.	Minimum ₹5 Crore Average Annual Turnover	CA Certificate / Audited Financial Statements	Mandatory
8	The bidder shall have adequate technical manpower on its payroll for execution of the project.	Minimum 10 Technical Resources	Employee Declaration / HR Certificate	Mandatory
9				

Note:

- Compliance against all Mandatory Criteria is compulsory.
- The bidder must satisfy all minimum eligibility requirements prescribed above.
- The marks awarded under the Pre-Qualification Criteria for Project Experience, Annual Turnover and Technical Manpower shall be carried forward and considered against the corresponding parameters in the Technical Evaluation. The marks obtained under these criteria shall form part of the overall Technical Evaluation Score and shall be used for computation of the Final Technical Score.
- Approximate value of this work will be 1.2 - 1.4 Crores (inclusive of all applicable taxes).
- CMGI reserves the right to verify any information submitted by the bidder at any stage of the evaluation process.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

14.3 TECHNICAL EVALUATION

The Technical Proposal submitted by the bidder shall be evaluated by the Technical Evaluation Committee constituted by CMGI.

The objective of the Technical Evaluation is to assess the bidder's organizational capability, technical expertise, project experience, implementation capability and availability of skilled resources for successful execution of the project.

The Technical Evaluation shall carry a maximum of 80 Marks.

Sl. No.	Technical Evaluation Criteria	Marks
1	Technical Manpower with Relevant Experience	15
2	Experience in Design, Development, Implementation and Maintenance of Software Applications, Portals, MIS, ERP, e-Governance Solutions or Digital Platforms during the last five years.	20
3	Mobile Application Development Experience	10
4	Technology Certifications & Technical Competency	10
5	Average annual turnover during the last three financial year	20
6	Security, Compliance & Quality Certifications Experience	5
	Total	80

14.3.1 Technical Personnel with Relevant Experience (Maximum 15 Marks)

Criteria	Marks
5 or fewer technical personnel with more than 5 years of experience	5
6 – 10 technical personnel with more than 5 years of experience	10
More than 10 technical personnel with more than 5 years of experience	15

14.3.2 Experience in Similar Software Development & Implementation Projects (Max. 20 Marks)

Criteria	Marks
3 similar projects completed	10
5 similar projects completed	15
More than 7 similar projects completed	20

14.3.3 Mobile Application Development Experience (Max. 10 Marks)

Criteria	Marks
Experience in 1–2 Mobile Applications	5
Experience in 3–5 Mobile Applications	7
Experience in more than 5 Mobile Applications	10

14.3.4 Technology Certifications & Technical Competency (Max. 10 Marks)

Criteria	Marks
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Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

Minimum two certified professionals in relevant technologies	6
More than four certified professionals in relevant technologies	10

Relevant certifications may include Application Development Frameworks, Cloud Platforms, Security Technologies, Database Technologies, Mobile Development Platforms and other technologies relevant to the project.

14.3.5 Average annual turnover during the last three financial year (Max. 15 Marks)

Criteria	Marks
More than 5 Cr to 10 Cr	5
More than 10 Cr to 15 Cr	10
More than 15 Cr to 20 Cr	15
More than 20 Cr	20

14.3.6 Security, Compliance & Quality Certifications Experience (Max. 10 Marks)

Criteria	Marks
Possession of ISO 9001 or equivalent certification	2.5
Possession of ISO 9001 and ISO 27001 certifications	5

14.3.7 Proposed Project Team & Resource Deployment Approach (Max. 20 Marks)

The Evaluation Committee shall assess the bidder's proposed project team, organizational structure, resource deployment strategy, implementation capability and ability to execute the project within the prescribed timelines.

Criteria	Marks
Adequate Project Team and Implementation Approach	Up to 3
Strong Resource Deployment and Project Governance Framework	Up to 5

14.3.8 Note

All bidders qualifying the Pre-Qualification Criteria shall be invited for Technical Presentation.

14.4 TECHNICAL PRESENTATION

The bidders qualifying in the Pre-Qualification and Technical Evaluation stages shall be invited to make a Technical Presentation before the Evaluation Committee.

The Technical Presentation shall carry a maximum of **20 Marks**.

Sl. No.	Technical Presentation Criteria	Marks
1	Understanding of Project Requirements	5
2	Proposed Solution Architecture and Technology Framework	5
3	Methodology for Execution and Project Delivery	3
4	Security, Integration and Scalability Approach	3
5	Innovation, Analytics, AI and Value Addition	2
6	Demonstration, Question & Answer Session and Overall Presentation	2

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

Sl. No.	Technical Presentation Criteria	Marks
	Total	20

14.5 FINAL TECHNICAL SCORE

The Final Technical Score shall be computed as follows:

Component	Maximum Marks
Technical Evaluation	80
Technical Presentation	20
Total Technical Score (TS)	100

Formula:

TS = Technical Evaluation Score + Technical Presentation Score

The maximum Technical Score shall be 100 Marks.

The Technical Score obtained by the bidder shall be used for Financial Evaluation under the QCBS methodology prescribed in this RFP.

14.6 FINANCIAL EVALUATION

The Financial Proposals of only those bidders who qualify in the Technical Evaluation stage shall be opened.

The Financial Score (FS) shall be calculated using the following formula:

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

Where:

FS = Financial Score of the Bidder

F_{min} = Lowest Evaluated Financial Bid

F_b = Financial Bid of the Bidder under Evaluation

The bidder quoting the lowest evaluated financial bid shall receive a Financial Score of 100.

14.7 QUALITY AND COST BASED SELECTION (QCBS)

The final selection shall be carried out through the Quality and Cost Based Selection (QCBS) methodology.

Component	Weightage
Technical Score (TS)	65%
Financial Score (FS)	35%

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

Component	Weightage

Composite Score Formula

$$CS = (TS \times 0.65) + (FS \times 0.35)$$

Where:

CS = Composite Score

TS = Final Technical Score

FS = Financial Score

The bidder securing the highest Composite Score shall be ranked first and shall be considered for award of the contract.

14.8 AWARD RECOMMENDATION

Based on the evaluation process, the Evaluation Committee shall recommend the successful bidder for approval by the competent authority.

The recommendation shall be based on the Pre-Qualification Evaluation, Technical Evaluation, Technical Presentation, Financial Evaluation and QCBS methodology prescribed in this RFP.

The recommendation of the Evaluation Committee shall not confer any right upon the bidder until issuance of a formal Letter of Intent (LoI) or Work Order.

14.9 NEGOTIATION

CMGI reserves the right to conduct negotiations with the highest ranked bidder regarding project timelines, deliverables, implementation methodology, support services, commercial terms, contract conditions or any other matter considered necessary for successful execution of the project.

The outcome of such negotiations, if any, shall form part of the final Agreement.

14.10 AWARD OF CONTRACT

The successful bidder shall be notified through issuance of a Letter of Intent (LoI), Work Order or any other communication as deemed appropriate by CMGI.

The selected bidder shall furnish Performance Bank Guarantee (PBG) of 10% of the work order/contract value, execute the Agreement and fulfil all pre-contract obligations within the period specified by CMGI. The Performance Bank Guarantee shall remain valid until completion of the Warranty Period and acceptance of all deliverables under the project.

Failure to comply with these requirements may result in cancellation of the award.

14.11 FAILURE OF SELECTED BIDDER

If the selected bidder fails to:

- Accept the Letter of Intent;
- Furnish the required Performance Bank Guarantee;

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

- c. Execute the Agreement within the stipulated period; or
- d. Fulfill any pre-award condition specified by CMGI,

CMGI reserves the right to cancel the award and may consider the next eligible bidder or take such action as deemed appropriate.

14.12 RIGHT TO REJECT

CMGI reserves the right to accept or reject any proposal, annul the procurement process, reject all proposals or discontinue the tender process at any stage without assigning any reason whatsoever.

CMGI also reserves the right to modify the scope of work, cancel the tender, re-issue the tender or invite fresh proposals in the interest of the project.

No bidder shall have any claim against CMGI arising out of such actions.

14.13 RESERVATION OF RIGHTS

CMGI reserves the right to:

- a. Verify any information furnished by the bidder;
- b. Seek clarifications or additional information;
- c. Conduct reference checks and due diligence;
- d. Modify the evaluation methodology through corrigendum, if required;
- e. Waive minor deviations that do not materially affect the proposal; and
- f. Take any action necessary for ensuring successful procurement and implementation of the project.

The decision of CMGI in all matters relating to evaluation, selection and award of contract shall be final and binding upon all bidders.

15 COMMERCIAL TERMS & PAYMENT CONDITIONS

15.1 COMMERCIAL PROPOSAL

The bidder shall submit the Financial Proposal in the format prescribed in Annexure-FIN-1 and Annexure-FIN-2 of this RFP.

The Financial Proposal shall cover all activities required for successful execution of the project including requirement study, system analysis, design, development, customization, integration, testing, security audit, deployment, training, documentation, knowledge transfer, warranty support and all other activities necessary for successful implementation of the project in accordance with the scope and terms specified in this RFP.

The quoted price shall be firm and final and shall remain valid throughout the validity period of the proposal.

No escalation in prices shall be permitted during the implementation period of the project.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

15.2 CONTRACT VALUE

The Contract Value shall comprise:

- a. Project Implementation Cost.
- b. Security Audit Cost through CERT-In Empanelled Agency.
- c. Mobile Application Development Cost (where applicable).
- d. Integration and Deployment Cost.
- e. Documentation, Training and Knowledge Transfer Cost.
- f. Warranty Support Cost.
- g. Annual Maintenance Cost (AMC) for the period specified in the RFP.

GST shall be payable as applicable under prevailing Government rules.

15.3 MILESTONE-BASED PAYMENT SCHEDULE

Payments shall be released based on successful completion and acceptance of deliverables by CMGI and the concerned Department/Organization.

Sl. No.	Milestone	Deliverable	Payment (%)
1	Requirement Study & SRS Approval	Approved SRS / FRS Documents	10%
2	UI/UX Design & Prototype Approval	Approved Wireframes and Prototype	10%
3	Completion of Core Functional Modules	Demonstrable Beta Version	20%
4	Completion of All Modules & Integrations	UAT Version Submission	20%
5	User Acceptance Testing (UAT) Completion	UAT Sign-Off Certificate	15%
6	Security Audit Completion	CERT-In Audit Compliance Report	10%
7	Production Go-Live	Go-Live Certificate	10%
8	Training, Documentation & Knowledge Transfer	Completion Certificate	5%
	Total		100%

Payments shall be released only after certification and acceptance of the corresponding deliverables by CMGI.

15.4 ANNUAL MAINTENANCE COST (AMC)

The bidder shall separately quote the Annual Maintenance Cost (AMC) in Annexure-FIN-2. The AMC shall include application maintenance, database maintenance, security updates, performance monitoring, bug fixes, technical support, minor enhancements and knowledge transfer support. The AMC shall not exceed ten percent (10%) of the Project Implementation Cost per annum and shall remain valid for three (03) years after completion of the Warranty Period.

The AMC shall include:

- a. Application Maintenance.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

- b. Database Maintenance.
- c. Security Updates and Patch Management.
- d. Performance Monitoring.
- e. Bug Fixes and Issue Resolution.
- f. Technical Support Services.
- g. Minor Enhancements.
- h. Knowledge Transfer Support.

15.5 AMC PAYMENT SCHEDULE

AMC payments shall be released annually upon satisfactory performance and compliance with Service Level Agreements (SLA).

Year	Payment (%)
Year-1	33.33%
Year-2	33.33%
Year-3	33.34%
Total	100%

15.6 PERFORMANCE BANK GUARANTEE (PBG)

The successful bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to ten percent (10%) of the Contract Value from a Nationalised Bank in favour of The Executive Director, CMGI.

The Performance Bank Guarantee shall remain valid until completion of the Warranty Period and acceptance of all deliverables under the project.

Failure to furnish the Performance Bank Guarantee within the stipulated period may result in cancellation of the award.

The Performance Bank Guarantee may be released after successful completion of the Warranty Period, settlement of all pending obligations and certification by CMGI.

15.7 LIQUIDATED DAMAGES

In the event of delay in completion of any milestone attributable to the selected agency, Liquidated Damages (LD) may be imposed at the rate of 0.5% of the Contract Value per week of delay, subject to a maximum of 10% of the Contract Value.

The decision of CMGI regarding determination of delay and applicability of Liquidated Damages shall be final and binding.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

15.8 FORCE MAJEURE

Neither party shall be liable for failure or delay in performance of its obligations if such failure or delay is caused by events beyond its reasonable control including natural disasters, floods, earthquakes, war, epidemic, pandemic, acts of Government, civil disturbances, strikes, network failures or other force majeure events.

The affected party shall promptly notify the other party regarding occurrence and expected duration of such event.

15.9 TAXES AND DUTIES

The bidder shall clearly indicate applicable taxes in the Financial Proposal.

GST shall be paid separately as applicable under Government rules.

Any change in statutory tax structure after submission of bids shall be dealt with in accordance with prevailing Government regulations.

15.10 INTELLECTUAL PROPERTY RIGHTS

All source code, database structures, APIs, software components, workflows, configurations, reports, documentation, training materials and other deliverables developed under the project shall become the exclusive property of CMGI and the concerned Department/Organization.

The selected agency shall have no ownership rights over the project deliverables upon completion of the project.

15.11 DATA OWNERSHIP

All data collected, generated, processed, stored or maintained under the project shall remain the exclusive property of CMGI and the concerned Department/Organization. The selected agency shall not use, copy, disclose, retain or transfer any project data except for execution of the project and with prior written approval of CMGI. Upon completion, expiry or termination of the contract, all project data shall be handed over to CMGI in the prescribed format without any additional financial implication.

15.12 SOURCE CODE HANDOVER

The selected agency shall maintain the complete source code repository throughout the project period and shall provide periodic backups to CMGI.

Prior to project closure, the agency shall hand over the complete source code, database schema, API documentation, deployment manuals, configuration documents and all related technical artifacts to CMGI.

The selected agency shall maintain all source code in a version-controlled repository and shall provide repository access and periodic backups to CMGI throughout the project implementation, warranty and AMC period. CMGI shall have unrestricted access to all project source code and related technical artefacts at all times.

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

15.13 EXIT MANAGEMENT

Upon completion, expiry or termination of the contract, the selected agency shall provide all necessary assistance for orderly transition of the system to CMGI or any agency nominated by CMGI.

The selected agency shall hand over source code, databases, configurations, documentation, deployment scripts, APIs and all related project artefacts without any additional financial implication.

The selected agency shall provide transition support for a period of ninety (90) days from the date of exit, if required by CMGI.

15.14 SECURITY AUDIT COMPLIANCE

The selected agency shall coordinate and facilitate Security Audit through a CERT-In Empanelled Agency.

All observations, vulnerabilities and recommendations identified during the Security Audit shall be rectified by the selected agency without any additional financial implication to CMGI before Go-Live of the system.

The application shall be deployed in production only after successful closure of all critical and high-risk observations identified during the audit.

The selected agency shall rectify all Critical, High and Medium Risk vulnerabilities identified during Security Audit prior to Go-Live and obtain compliance certification from the Security Auditor.

15.15 WARRANTY PERIOD

The selected agency shall provide comprehensive warranty support for a period of Twelve (12) Months from the date of Go-Live.

During the warranty period, all defects, bugs, performance issues and operational problems shall be rectified without any additional cost to CMGI.

The warranty period shall be distinct from the AMC period and shall not be counted towards AMC duration.

15.16 TERMINATION

CMGI may terminate the Agreement, wholly or partly, by written notice in the event of:

- a. Material breach of contractual obligations;
- b. Persistent failure to meet Service Level Agreements;
- c. Insolvency, bankruptcy or liquidation of the selected agency;
- d. Submission of false information or misrepresentation;
- e. Failure to perform obligations under the Agreement.

Upon termination, the selected agency shall hand over all project deliverables, source code, databases, documents and related artefacts developed up to the date of termination.

Governing Law and Jurisdiction

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

The Agreement shall be governed by and construed in accordance with the laws of India.

Any dispute arising out of or relating to this RFP, Agreement or project execution shall be subject to the exclusive jurisdiction of the courts located at Bhubaneswar, Odisha.

17. INSTRUCTION TO THE BIDDERS.

17.1. GENERAL

- a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the project to meet the requirements based on their past experience.
- b. All information supplied by Bidders may be treated as binding on the Bidders, on successful award of the assignment by the CMGI.
- c. There shall be no commitment of any kind, contractual or otherwise unless and until a formal written contract has been executed by or on behalf of the CMGI. Any notification of preferred bidder status by the CMGI shall not give rise to any enforceable rights by the Bidder. The CMGI reserves the right to cancel the tender at any stage without assigning any reason thereof.
- d. This Tender Paper supersedes and replaces any previous public documentation & communications on the same subject, and Bidders shall place no reliance on such communications.

17.2. COMPLIANT PROPOSALS / COMPLETENESS OF TENDER PAPER

- a. Submission of the bid shall be deemed to have been made after careful study and examination of the Tender Document with full understanding of its scope, terms, conditions, and implications.
- b. Failure to comply with the requirements of this section or any clause of this Tender Document may render the bid non-responsive and liable for rejection. The bidders shall ensure the following:
 - a. All documents, forms, certificates, and supporting materials as specified in this Tender Document are duly enclosed and submitted along with the bid.
 - b. The bid is submitted strictly in the formats prescribed in this Tender Document and responses are provided against each requirement in the same sequence and order as specified herein.
 - c. The bidder complies with all instructions, terms, conditions, eligibility criteria, technical specifications, and other requirements stipulated in this Tender Document.
 - d. Any overwriting, corrections, or alterations in the bid document shall be duly authenticated by the authorized signatory of the bidder.
 - e. Incomplete, conditional, unsigned, or improperly submitted bids are liable to be rejected at the sole discretion of CMGI.
 - f. The bidder shall bear all costs associated with the preparation and submission of the proposal, and CMGI shall not be responsible or liable for such costs, regardless of the outcome of the tender process.

17.3. RIGHT TO TERMINATE THE PROCESS

- a. CMGI reserves the right to terminate, cancel, or modify the Tender Process at any stage without assigning any reason whatsoever. CMGI shall not be liable for any costs, expenses, or damages incurred by the bidders in connection with the preparation or submission of

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

their bids. CMGI makes no commitment, express or implied, that this Tender Process will result in the award of a contract or any business transaction with any bidder.

- b. Submission of a bid in response to this Tender Document does not constitute an offer or commitment on the part of CMGI. Participation in the tender process by the bidder shall not create any contractual obligation between CMGI and the bidder unless a formal agreement is executed.
- c. CMGI reserves the right to amend, modify, add, delete, or supplement any part of this Tender Document on or before **29.07.2026, 5.00 PM**. Any such corrigendum, clarification, or amendment shall be uploaded on the official CMGI tender website and shall form an integral part of this Tender Document. Bidders are advised to regularly visit the website for updates and corrigendum, if any.

16 ANNEXURE-FIN-1

16.1 FINANCIAL BID FORMAT

16.1.1 PROJECT IMPLEMENTATION COST

(To be submitted on the Bidder's Letterhead in a Separate Sealed Envelope)

Sl. No.	Component Description	Amount (INR) (Exclusive of GST)
1	Requirement Study, Business Process Analysis, Design, Development, Customization, Implementation, Integration, Testing, Security Hardening, Security Audit Support through CERT-In Empanelled Agency, Vulnerability Assessment & Penetration Testing (VAPT) Compliance, Deployment, Go-Live Support, Training, Documentation, Knowledge Transfer, Dashboard & Analytics, Mobile Application Development (where applicable), API Integrations, Data Migration, Warranty Support and all other activities required for successful implementation of the project as per the Scope of Work, Technical Specifications, Deliverables, Terms & Conditions prescribed in this RFP.	₹ _____

Total Project Cost (Exclusive of GST)

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

₹ _____

GST @ Applicable Rate

₹ _____

Total Project Cost (Inclusive of GST)

₹ _____

Amount in Words

Declaration

The above quoted amount includes all costs associated with requirement study, design, development, testing, deployment, training, documentation, security compliance, CERT-In Security Audit support, project management, travel, manpower and all other obligations necessary for successful completion of the project in accordance with the requirements of this RFP.

Authorized Signatory

Name : _____

Designation : _____

Date : _____

Seal & Signature

17 ANNEXURE-FIN-2

17.1 ANNUAL MAINTENANCE COST (AMC) FORMAT

(To be submitted on the Bidder's Letterhead in a Separate Sealed Envelope)

17.1.1 Annual Maintenance Charges (AMC)

Sl. No.	Description	AMC Cost Per Year (INR) Exclusive of GST
1	Comprehensive Annual Maintenance Services including Application Maintenance, Database Maintenance, Security Patch Updates, Bug Fixes, Performance Optimization, Technical Support, Incident Management, Minor Enhancements, Knowledge Transfer Support and SLA-based Support Services as specified in the RFP	₹ _____

17.1.1.1 AMC Cost Summary

Year	Amount (INR) Exclusive of GST
AMC Year – 1	₹ _____
AMC Year – 2	₹ _____
AMC Year – 3	₹ _____
Total AMC Cost (3 Years)	₹ _____

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

17.1.1.2 Percentage of Project Cost

The bidder shall quote Annual Maintenance Charges (AMC) not exceeding 10% of the Project Implementation Cost per annum.

Particulars	Percentage
AMC Year-1	_____ %
AMC Year-2	_____ %
AMC Year-3	_____ %

17.1.2 GST

Particulars	Amount
Total AMC Cost (Exclusive of GST)	₹ _____
GST @ Applicable Rate	₹ _____
Total AMC Cost (Inclusive of GST)	₹ _____

17.1.3 Declaration

We hereby certify that the above AMC charges include all costs towards application maintenance, database administration support, security updates, bug fixes, performance monitoring, SLA compliance, technical support, minor enhancements and all other services required under the Annual Maintenance Contract provisions of this RFP.

Authorized Signatory

Name: _____

Designation: _____

Date: _____

Seal & Signature

Centre for Modernizing Government Initiative (CMGI)

(A Society under General Administration & Public Grievance Department, Government of Odisha)

ANNEXURE : PERFORMANCE BANK GUARANTEE FORMAT

To

*The Executive Director,
CMGI, A2, 1st Floor, Toshali Bhawan,
Satya Nagar, Bhubaneswar, Odisha, India, Pin : 751007*

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated <<insert date>> to provide services for <<name of the assignment>> to XXX, CMGI (hereinafter called “the beneficiary”)

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

And whereas we, <<name of the bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the 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 Rs.<<insert value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs .<<insert value>> (Rupees <<insert value in words>> only) 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 contract to be performed there under or of any of the contract 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 contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs<<insert value>> (rupees <<insert value in words>> only).
- II. This bank guarantee shall be valid up to<<insert expiry 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 expiry date>>) failing which our liability under the guarantee will automatically cease.

Name & Designation of the Officer

Seal & Signature of the authorized officer

Date

Name & address of the bank & address of the Bank Seal, Name & address of the bank & address of the branch

