

Second Revised Request for Proposal (RFP)  
For  
Selection of Agency to Develop and Support  
Integrated Websites of four units/ Authorities  
associated with SCTE&VT, Odisha

RFP No. 251 Dated 07.02.2023



STATE COUNCIL FOR TECHNICAL EDUCATION AND  
VOCATIONAL TRAINING, ODISHA (SCTE&VT)

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Website: <https://sctevtodisha.nic.in/>

## **DISCLAIMER**

This RFP document is neither an agreement nor an offer by the State Council of Technical Education and Vocational Training (SCTE &VT) Odisha, (hereinafter referred to as “**SCTE&VT, Odisha**”) to the prospective Bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

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The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. **SCTE &VT, Odisha** accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

SCTE &VT Odisha reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the SCTE&VT website : <https://sctevtodisha.nic.in/>

### **ABBREVIATIONS**

<b>API</b>	Application Programming Interface
<b>CEO</b>	Chief Executive Officer
<b>CPC</b>	Central Placement Cell, Odisha
<b>CMMI</b>	Capability Maturity Model Integration
<b>CV</b>	Curriculum Vitae
<b>DE</b>	Directorate of Employment, Odisha
<b>DFD</b>	Data Flow Diagram
<b>DTET</b>	Directorate of Technical Education & Training, Odisha
<b>EMD</b>	Ernest Money Deposit
<b>FRS</b>	Functional Requirement Specification
<b>GST</b>	Goods & Services Tax
<b>GIGW</b>	Guidelines for Indian Government Website
<b>GOI</b>	Government of India
<b>HTML</b>	Hyper Text Markup Language
<b>ISO</b>	International Organization for Standardization
<b>MIS</b>	Management Information System
<b>OCAC</b>	Odisha Computer Application Centre
<b>OSDC</b>	Odisha State Data Centre
<b>PSU</b>	Public Sector Undertaking
<b>QCBS</b>	Quality Cost Based Selection
<b>RFP</b>	Request For Proposal
<b>SRS</b>	Software Requirement Specification
<b>SCTE&amp;VT</b>	State Council for Technical Education and Vocation Training, Odisha
<b>SI</b>	System Integrator
<b>SLA</b>	Service Level Agreement
<b>SMTP</b>	Simple Mail Transfer Protocol

<b>SOAP</b>	Simple Object Access Protocol
<b>SPOC</b>	Single Point of Contact
<b>SSO</b>	Single Sign On
<b>SSL</b>	Secure Sockets Layer
<b>UAT</b>	User Acceptance Test
<b>URD</b>	User Requirements Document
<b>XML</b>	Extensible Markup Language

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## 1. Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with a full understanding of its terms, conditions, and implications.

### 1.1. Critical information regarding the bidding

SN	Information	Details
1	Revised RFP Number and Date	RFP No. 251 Dt. 07.02.2023
2	RFP Document Fee (non- refundable)	<b>INR 5,900/-</b> Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&VT, Odisha, Bhubaneswar" payable at Bhubaneswar
3	EMD (refundable)	<b>INR 2,00,000/-</b> Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&VT, Odisha, Bhubaneswar" payable at Bhubaneswar.  EMD amounting above shall be exempted for the Startups with valid DIC Registration Certificate under MSME Department, Govt. of Odisha.
4	Availability of Bid Document on the website <a href="https://sctevtodisha.nic.in/">https://sctevtodisha.nic.in/</a> under the section "Tender"	Dt. 24.02.2023
5	Last date for receiving queries through e-mail: <a href="mailto:secretarysctevt@gmail.com">secretarysctevt@gmail.com</a>	Dt. 17.02.2023 by 5 PM <b>(Already Completed)</b>
6	Schedule for Pre-bid meeting	Dt. 20.02. 2023 at 4 PM (To be conducted physically at the conference hall of SCTE&VT, Odisha, Bhubaneswar) <b>(Already Completed)</b>
7	Issue of Addendum/ Corrigendum / Revised RFP (if required)	Dt.24.02.2023 <b>(Already Completed)</b>
8	Last date and time for submission of Bid	Dt. 17.03.2023 up to 3 P.M.(Through Speed Post only)
9	Opening of Technical Bid	Dt. 17.03.2023 at 4 P.M. at SCTE&VT Premises
10	Addressee and Address at which proposal inresponse to RFP notice is to be submitted:	Vice Chairman, SCTE&VT, Odisha, Near Raj Bhawan, Unit-8 Bhubaneswar-751012, Odisha

<b>SN</b>	<b>Information</b>	<b>Details</b>
11	Date & Time of Technical Presentation & Demonstration	Shall be intimated later
12	Opening of Commercial Bid	Shall be intimated later



## 2. Introduction

The Skill Development and Technical Education Department, Govt. of Odisha possesses a mandate for optimum expansion of capacity, improvement in the quality of Technical Education in the state and providing best-in-class infrastructure & facility for the students to pursue the technical education through ITIs, Polytechnics, Engineering Colleges, and employment of the youths in the emerging industrial scenario of the State.

Skill Development Programme through a sustainable technical and vocational educational eco-system has become one of the flagship Schemes of the Govt. of Odisha with an overarching mission to bring transformative human development through skilling of youth and making Skilled-in-Odisha a global household brand. In the process of availing accurate information for the stakeholders and increase its outreach for the common public, the department aims at revamping the existing websites of four of its crucial organizations.

- State Council for Technical Education & Vocational Training, Odisha (SCTE&VT)
- Directorate of Technical Education & Training, Odisha (DTET)
- Central Placement Cell (Under DTET, Odisha)(CPC)
- Directorate of Employment, Odisha (DE)

a) **State Council of Technical Education & Vocational Training (SCTE&VT)** is the nodal agency to ensure academic excellence through curriculum designing, conducting examinations, and certification of trainees & students of ITI and Diploma institutions.

URL: <https://sctevtodisha.nic.in/>

b) **The Directorate of Technical Education and Training, Odisha(DTET)** under the administrative control of the SD&TE Department, Government of Odisha of the State looks after education at Technical Institutes/Colleges, Degree, Diploma and ITI level. It also provides Vocational Education in order to prepare the Youth for self-employment. The Department also promotes professional courses in Government and Private Sector

URL: <https://dtetodisha.gov.in/>

c) **A Central Placement Cell (CPC) operational under DTET**, Odisha is constituted with a mandate for selection of skilled manpower required for the Industries/Organizations of the state as well as outside the State under one roof. CPC endeavors to mainly place students (Diploma, ITI, SDC, MES pass outs) of Government Institutes in reputed companies, registered job contractors, registered service providers, multinational companies, government jobs, NGO's, Corporate houses, central / state sector PSUs / private sector industries, MSME etc.

URL: <https://cpcdtet.nic.in/>

d) **Directorate of Employment (DE)** functions under the SD&TE Department and handles the activities of both Employment Exchanges and State Employment Mission. It is basically a regulatory body that ensures effectiveness of work, implementation of policy and procedures and takes appropriate action to bring about necessary improvements in the employment scenario. It functions as Project/Mission Director of State Employment Mission in the State.

URL: <https://empmissionodisha.gov.in/Exchange/>

In order to have a single source of truth across the four organizations, SCTE&VT, Odisha is mandated to invite proposals from reputed IT organizations to Simplify, Standardize and Sustainable information delivery system. This will enable all the stakeholders and beneficiaries of the Skill Development and Technical Education ecosystem to be provided with timely and single source of truth information.

The above-mentioned organizations play a pivotal role in development of education and building skills for the youth, polytechnic, and ITI students. CPC subsequently aids in their placement. Hence, information dissemination in the right way at the right time is of utmost importance. Although, all the directorates/organizations already have their websites, it is intended to redesign the websites dynamically so that the information dissemination process is streamlined and unhindered.

### **3. Information on the RFP**

#### **3.1. Purpose**

The SCTE&VT, Odisha being the Tender publishing authority seeks proposals from experienced and qualified organizations to develop and support an Integrated websites for the four Organizations along with integrating with the external services and applications.

The key purpose of the entire exercise is to ensure:

- Simplify the existing information delivery from the Department to the beneficiaries.
- Complete revamp of the existing website and data representation.
- Single source of truth and avoid duplicate entry of information.
- Realtime information populated on the websites for better impact and outreach.
- Improve interactivity with stakeholders and beneficiaries by catering the needs of variety of visitors including students, institutes, industries, or any other internal or external users.
- Demonstrating crucial information for public view in an effective and appropriate way
- Developing a unified framework to avail required information for the subsequent population of information in the proposed solution.

*It may be noted that the beneficiaries include school dropouts and ITI and polytechnic students.*

#### **3.2. Invitation to Bid**

State Council for Technical Education & Vocational Training, Odisha (SCTE&VT) invites Bids from reputed agencies (“Bidders”) “ To develop and support Integrated websites of four units/ Authorities associated with SCTE&VT, Odisha.” Bidders may view and study the RFP document containing the detailed terms & conditions from the website (<https://sctevtodisha.nic.in> ). The bids are to be submitted as per the procedure given in this document. The response to the RFP must be received no later than the time, date, and venue mentioned in the RFP. Bids that are received after the deadline WILL NOT be considered in this procurement process.

### **4. Instruction to Bidders**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions

about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisors with regard to this RFP.

- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on the successful award of the assignment by SCTE&VT on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the SCTE&VT. Any notification of preferred bidder status by SCTE&VT shall not give rise to any enforceable rights by the Bidder. SCTE&VT may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of SCTE&VT.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.
- f) Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - i. Include all documentation specified in this RFP.
  - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
  - iii. Comply with all requirements as set out within this RFP.

#### **4.1. Right to Terminate the Process**

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

#### **4.2. RFP Document & Processing Fees**

A non-refundable demand draft of ₹ 5900/- (Rupees Five Thousand Nine Hundred) in favour of Vice-Chairman, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the technical bid towards the cost of the Tender document. Besides, the EMD in Demand Draft format must be enclosed along with the Technical Bid document. Technical bid document not accompanying the requisite Tender document fee and EMD shall be considered as non-compliant, summarily rejected, and will not be considered for further evaluation.

### 4.3. Earnest Money Deposit

- a) A refundable demand draft of ₹ 2,00,000/- (**Rupees two lakhs only**) in favour of Vice-Chairman, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the technical bid towards the Earnest Money Deposit (EMD). Technical bid document not accompanying the requisite Tender document fee and Earnest Money Deposit (EMD) shall be considered as non-compliant, summarily rejected, and will not be considered for further evaluation.
- b) The bid shall be rejected if a bidder withdraws its bid during the period of bid validity. The bid shall also be rejected if a bidder submits any fake/ forged/ fraudulent/ manufactured documents along with the RFP or has been rejected on similar grounds in the previous bids of SCTE&VT.
- c) In the case of a successful bidder, the bid shall be rejected, if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/ Purchase Order and shall be liable for blacklisting.
- d) Modification of specifications and extension of the closing date of tender if required will be made by an Addendum. Copies of the Addenda will be updated on the website of SCTE&VT (<http://sctevtodisha.nic.in/en/> ) website under the section “Tender” and not to be published in the print media. This shall form a part of the tender. The bidder shall visit the website for updated information relating to the tender.
- e) The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the scope at the time of placing orders.
- f) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
- g) Submitted tender forms with overwritten or erased or illegible rates or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with the date and initial of the bidder after scoring out of the wrong entries.
- h) Request from the bidders in respect of additions, alterations, modifications, corrections, etc. of either terms or conditions or rates after the opening of the tender may not be considered.
- i) **Exemption of EMD for Start-Ups:** EMD amounting above shall be exempted for the Startups with valid DIC Registration Certificate under MSME Department, Govt. of Odisha.

#### 4.4. Submission of Proposal

- a) The bidders should submit their responses as per the format given in this RFP in the following manner.
  - i. *Response to Pre-Qualification & Technical Criteria - **First cover***
  - ii. *Commercial Proposal - **Second cover***
- b) The Response to the Pre-Qualification criterion, Technical Proposal, and Commercial Proposal (as mentioned in the previous paragraph) should be submitted physically at the given address.
- c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
- d) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- e) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- f) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- g) In case of any discrepancy observed by SCTE&VT in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of the authenticity of the scanned documents, SCTE&VT may ask the bidder, for submission of hardcopy of such documents to SCTE&VT.

#### 4.5. Adherence to the Annexures

The bidder must submit all documents as asked in the Annexures. Any deviation or non-submission in the prescribed template shall lead to the rejection of the bid.

#### 4.6. Contents of Technical Bid

The technical bid must contain the information as mentioned in **Clause No. 6.3** along with other details as mentioned in this RFP.

##### **Technical Bid: (Annexure 1 to Annexure 10)**

- a. General Information of bidder.
- b. Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by State Government/ Central Government/ Associated organizations/Reputed enterprises/PSU/Government Autonomous body Self-Declaration that the bidder hasn't been blacklisted by any Govt. /PSU agencies.
- c. Authorized signatory for the bid from the bidder.
- d. Acceptance of Terms & Conditions

- e. Team Composition
- f. Similar Past Training Experience and proofs.
- g. CV of each resource as per given format
- h. Technical bid cover letter
- i. Compliance Checklist

#### **4.7. Proposal Preparation Cost**

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

#### **4.8. Language**

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

#### **4.9. Venue & Deadline of Proposal submission**

The proposal, in its complete form in all respects as specified in the RFP, must be submitted in physical mode through speed post only at the SCTE&VT office on or before **17.03.2023 up to 3 P.M.(Through Speed Post only)**.

#### **4.10. Late Bids**

- a) The bidder needs to submit the bids in physical mode through speed post only, Late bids shall not be accepted.
- b) SCTE&VT shall not be responsible for non-submission/delay in submission of bids due to any reason whatsoever. It is the responsibility of the bidder to ensure the submission of the bid much prior to the deadline to avoid a last-minute rush.
- c) SCTE&VT reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

#### **4.11. Consortium or Joint Venture**

The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible.

#### **4.12. Evaluation Process**

- a) SCTE&VT will constitute a Proposal Evaluation Committee constituting of the IT team and SPOCs of each of the organization to evaluate the responses of the bidders.

- b) The Proposal Evaluation Committee constituted by SCTE&VT shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit required supporting documents/documentary evidence may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

#### **4.13. Tender Opening**

The Proposals submitted within the deadline shall be opened on **17.03.2023 at 4 P.M.** at SCTE&VT Premises in presence of the Proposal Evaluation Committee. The representatives of the bidders, who are to be present at the time of opening, shall submit their email request to [secretarysctevt@gmail.com](mailto:secretarysctevt@gmail.com) enclosing the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

#### **4.14. Tender Validity**

The offer submitted by the bidders should be valid for a minimum period of 180 days from the opening of the commercial bid. However, validity of the price bid of the selected bidder will be for the entire contract period including the extension period as mentioned in the RFP.

#### **4.15. Tender Evaluation**

- a) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive if Proposals:
  - i. are not submitted as specified in the RFP document.*
  - ii. received without the Letter of Authorization (Power of Attorney)*
  - iii. are found with suppression of details with incomplete information, subjective, conditional offers, and partial offers submitted.*
  - iv. submitted without the documents requested in the checklist.*
  - v. with a lesser validity period*
- b) SCTE&VT shall prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

#### **4.16. Clarifications & Amendment**

- a. At any time till 10 days before the deadline for submission of bids SCTE&VT, Bhubaneswar may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document

by amendment.

- b. All amendments made in the document would be published in the website <https://sctevtodisha.nic.in/> under the section “Tender”.
- c. Bidders are also advised to visit the aforementioned website on a regular basis for updates. SCTE&VT Bhubaneswar also reserves the right to amend the dates mentioned in cover page for the bid process.

## 5. Terms of Reference

### 5.1. Current Scenario

The Department aims to have a unified approach in terms of Data Representation in the websites in its four organizations. At present, all these organizations have distinct websites however current information delivery system is not adequate in terms of inclusivity, complexity, accessibility, and platform compatibility.

**A. A Comparative Key Menu Structure in all the four official websites are as follows:**

Menu	DTET	SCTE&VT	CPC	DE
About the organization	Yes	Yes	Yes	Yes
Institution list	Yes	No	No	No
Apprenticeship	Yes	No	No	No
MoU	Yes	No	Yes	No
Schemes	Yes	No	No	Yes
Student Corner (admission)	Yes	Yes	No	No
Student Corner (syllabus and exam)	No	Yes	No	No
Notifications	Yes	Yes	Yes	Yes
RTI	Yes	Yes	Yes	Yes
Contact	Yes	Yes	Yes	Yes
Online Help Desk	Yes	Yes	Yes	Yes
Registration	No	No	Yes	No
Success Story	No	No	Yes	Yes
Acts & Rules	No	No	No	Yes
Tenders	Yes	Yes	Yes	Yes
Social media Navigation Link	Yes	Yes	Yes	Yes

The bidder is expected to do the requirement gathering and understand the menu structure of the proposed websites.

**The key challenges of the current websites are:**

- a. The four line-organizations carry out distinct activities as per the mandate defined by Government. However, there are multiple instances wherein, these



organizations overlap their data requirement and there are multiple data entry and information sharing.

- b. In some cases, there are certain deviations in the information. These Organizations are currently facing multiple challenges for information exchange, showcasing their online presence, data ownership, information update, data duplicity and analytics.
- c. The overall data representation in these websites create data repetition and state of confusion for the visitors and hence they don't get to access the websites in a proper way to get the exact information.
- d. To overcome these challenges, an integrated website is proposed with proper data representation and information sharing with effective data analysis & statistics.

**The proposed Web Portals to be developed for the four respective Organizations associated with SCTE&VT shall be referred to as “Integrated Websites” herein after in this RFP document.**

## **5.2. Broad Scope of Work**

The SI needs to formulate & develop & support Integrated websites of four below mentioned Organizations associated with SCTE&VT, Odisha

- i. State Council for Technical Education & Vocational Training, Odisha*
- ii. Directorate of Technical Education & Training, Odisha*
- iii. Central Placement Cell (Under DTET, Odisha)*
- iv. Directorate of Employment, Odisha*

- a. The integrated websites are seen to emerge as a platform which will highlight the above organization's mandate and excite the imagination of various stakeholders to work with the respective organizations.
- b. The integrated websites shall allow uploading of data from the field level into a specific MIS module.
- c. The integrated websites shall enable the internal & external user to easily navigate to access required details with accuracy & convenience. Inclusivity, simplicity, and accessibility using technology features are integral to the system.
- d. The integrated websites will enable the organizations to emerge as a strong and vibrant institution which other institutions, agencies, or stakeholders for availing various services an access accurate and distinct data.
- e. The proposed integrated websites shall encourage convergence of ideas and the coming together of a lot of people to make a difference.
- f. The SI shall do a detailed assessment of the existing websites of the above four organizations and formulate a detailed roadmap of the redevelopment of websites. The proposed integrated websites should be equipped with all the features and functionalities as listed in subsequent sections.

**The key outline of the scope for the SI shall be but not limited to:**

1. Study, Design & Development of Integrated websites for four units/ Authorities (DTET, Odisha, CPC, Odisha, SCTE&VT, Odisha & Directorate of Employment, Odisha)
  - a. Stakeholder meeting, requirement gathering(provide as is and to be functional flows) and documentation for designing of integrated websites and subsequent approval from SCTE&VT
  - b. Formulation and creation of a single backend database for all the proposed integrated

websites considering the single source of truth for all information available in the websites.

- c. Ensure proper data replication wherever appropriate in the proposed integrated websites.
- d. Multi-level integration with other external applications, service platforms based on the requirement of data source as per list provide in [Appendix 1](#).
- e. Ensure proper representation of data based on the need on the respective websites.
- f. Creation of dashboard and generate MIS reports for the following components but not limited to:

- i. Student's Details*
- ii. Institute Details*
- iii. Faculty Details*
- iv. Enrollment details*
- v. Examination performance*
- vi. Placement*
- vii. MOUs*
- viii. Institute's ranking/ grading*
- ix. Training & Development*
- x. Feedback report of student/faculty*
- xi. Events & Programmes*

- g. The concerned stakeholders from the four organizations may be consented during requirement gathering phase for designing of the reports. Further, the categorization and prioritization of reports shall be finalized during the requirement gathering phase.
  - h. Easy Navigation of each proposed integrated websites from other portal to ensure proper synchronization.
  - i. It is intended to offer innovative and quick services and resolutions to the website visitors like students, faculties, and other stakeholders . Our beneficiaries frequently reach out to the organizations about services like asking a query, raising a complaint or share feedback on various platforms like social media, mobile application, e-mails etc. To effectively capture, analyze and respond to user interactions, it is required to have the Chatbot as a Service for the official websites.
  - j. The integrated websites should also be accessible to physically disabled and should be aligned to Web Content Accessibility Guidelines (WCAG) 3.0.
2. Content development assistance for the proposed integrated websites.
  3. UAT of the integrated websites and subsequent Go Live
  4. End user training for effective usage of the integrated websites
  5. Warranty support for the developed integrated websites for One year post Go Live
  6. Operation & Maintenance of the system for three years post warranty period.

### **5.3. Stakeholder's Responsibility**

Following is the list of key stakeholders involved in the project:

- DTET
- CPC
- DE
- SCTE&VT
- Selected Agency
- Any other external agency involved for integration or data exchange purpose

### **Key Roles & Responsibilities:**

- a) The associated organizations (DTET, CPC, DE and SCTE&VT) for whom the integrated websites have been envisaged shall designate a nodal person responsible for day to day coordination with the selected agency regarding the progress of the work for website development.
- b) The nodal person designated by the respective organizations shall be responsible for availing the data source & content finalization & hand over the required information to the selected agency for uploading in the proposed websites.
- c) The information prior to sharing with the selected agency by the respective organizations shall be pre-validated & approved.
- d) Apart from designating nodal officers by the respective organizations, a coordination committee shall also be constituted comprising members of respective organizations (DTET, CPC, DE, and SCTE&VT) which shall be responsible for taking periodic reviews, identify the gaps & extend support for necessary coordination & communication to both internal stakeholders & external agencies for availing information & cooperation.
- e) The selected agency as per the proposed engagement plan & reporting structure shall carry out day to communication & coordination with the respective nodal persons & shall furnish all information & status before the coordination committee whenever asked to do so.
- f) The selected agency though responsible for creating & uploading content shall not post any information or update any information without prior approval by the concerned authorities of the respective organizations.

### **5.4. Detailed Scope of Work**

The detailed scope of work for the selected agency is as follows:

#### **5.4.1. Requirement Gathering & Framework Design**

Following activities are to be carried out the selected agency as a part of requirement gathering phase:

- a) Detailed Requirement gathering based on the expectation of stakeholders belonging to the four identified organizations. The SI is expected to identify the source of each data type to be uploaded on the four websites.
- b) Study and analysis of existing /Similar website and include best practices in draft design.
- c) Prepare a prototype of the proposed website and user demonstration.
- d) Detailed High level and Low-level application designs.
- e) Preparation of Content Structure/ Information Architecture for the integrated websites.
- f) Approval of prototype (design interface) developed by SI.
- g) Coordination and collection of required content from the concerned stakeholder.
- h) Design should comply on all parameters with guidelines issued by the Government of India for websites and security guidelines issued by NIC, DIT, Gol and OCAC.

#### 5.4.2. Development of Integrated Websites

SI shall develop websites of the four respective organizations afresh. SI is required to adopt an iterative and incremental approach while developing the websites. SI is also required to develop and implement quality assurance processes and procedures to ensure that the system development and operations are performed to meet the quality standards that are relevant to each area in all project phases. SI should adhere the web development standards & guidelines as prescribed by Govt. of India.

##### 5.4.2.1. Components of Integrated Websites

A. **User Interface:** User interface should be interactive. Proposed integrated websites should support use of Modules/Widgets that can be placed onto pages that provide static, dynamic, or interactive content. Users should be able to re arrange widgets on a portal page with easy to use drag and drop feature.

- Web pages development
- Banner
- Content Management System
- User and Group Rights
- Layout & Navigation
- Social media integration
- Search
- Visitor analytics

The web pages to be developed for the proposed integrated websites shall include the current menu structure as well as new web pages as per the requirement such as

- Alumni
- Industry Partnerships
- Centre of Excellence
- Dashboard
- Institute details with trade/stream information
- Innovation
- Achievements
- Any other tabs as per the requirement

B. **Analytics:** The proposed analytics framework shall be a multi-level role-based access system. SI shall integrate login of the analytics framework with proposed authentication framework of the Integrated Websites . After login, the users should be able to generate reports and access dashboard with required information. User dashboard should be customizable to add or remove the analytics information the user would like to access such as:

- All information available on the dashboard of relevant login
- Information available on dashboard for public display
- Relevant summary reports
- Analytics against various attributes
- All this information must be available in reportable and shareable format.

C. **Data Visualization, Dashboard & MIS Report**

SI shall perform the Data visualization consisting of data representation activities.

Following activities are envisaged under this component:

- I. Dynamic charts and graphs related to the data including but not limited to key parameters mentioned below. These charts shall be prepared based on the inputs provided by the user.
- II. Standard reporting templates shall be provided by SCTE&VT. These shall be dynamic reports that would need to be generated periodically through the system. It should analyze the data and generate reports up to multiple levels under each of the major report.
- III. Facility to generate valuable and timely MIS Reports that facilitate better control of the stakeholders' affairs and enhance the efficiency of day-to-day operations.
- IV. The design of MIS is to implement procedures, processes, and routines that provide suitably detailed reports in an accurate, consistent, and timely manner.
- V. Following is the indicative list of the key reports that may be generated:
  - a. Registration/Enrollment status
  - b. Examination result
  - c. Placement status
  - d. Faculty Training status
  - e. Student feedback
  - f. Grievance redressal status
  - g. Faculty feedback
  - h. COE details
  - i. MOU Details
  - j. Schemes Undertaken
  - k. Industry Visit
  - l. Institute Visit

#### **D. Document & Media management**

- I. The proposed integrated websites should be able to receive feeds and videos from YouTube or any other social media.
- II. The integrated websites should be able to pick up feeds that are relevant for the organization where the concerned organization is mentioned or tagged should be populated on the integrated websites as well.
- III. SI shall make provision in the proposed websites for uploading multimedia files including images, videos, connecting to social media profiles of the organization like Facebook, Twitter, LinkedIn etc.

#### **E. Search**

- I. Ability to configure search module to facilitate multiple search-queries.
- II. Ability to configure search queries to enable content type, date, author, date range, etc. along with search filters & archived content.
- III. Customize search results.
- IV. Query suggestions.

## **F. Translation**

The System must enable easy access to translation content and user interface elements into English or other languages when or if required in accordance with the Official Languages Act.

### **5.4.3. Data Cleansing**

Data cleansing shall be a critical component of the framework. It shall be performed on the historical data of SCTE&VT and shall also be an ongoing activity throughout the assignment in order to maintain the data sanity of the data sources. Two major activities are envisaged under the data cleansing component are:

- a. **Data Deduplication:** SI shall perform Deduplication of data especially in the Composite Application Forms database. Also, SCTE&VT plans to integrate its portal with at least other government departments in the near future. The SI shall perform the deduplication of data on the information received from these departments.
- b. **Data Sanitization:** The SI shall perform tool-based identification of outliers and records with missing data in the database. The same shall be flagged to SCTE&VT for further action.

### **5.4.4. Testing**

The SI shall design the testing strategy including test cases and conduct testing of various components of the solution configured/ customized. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT). Test result reports should be shared with Client.

### **5.4.5. Integration**

The proposed integrated websites should be able to expose its services to third party systems/ applications with REST/SOAP services or APIs. Proposed integrated websites should be able to integrate seamlessly with any other application. It should extend its capability to easily integrate with other government websites.

- a) The SI shall enable integration with different applications (specified in this document).
- b) The system should support both push and pull of data from systems proposed to be integrated.
- c) The SI will have to co-ordinate with the designated nodal agencies for integration and SCTE&VT will facilitate this process.

### **5.4.6. Deployment & Configuration**

SI shall deploy the integrated websites in the OSDC environment. The SI shall be responsible for the end-to-end management of hosting and deployment of the application. The SI will be responsible for configuration, installation, and hosting of the application in High Availability mode at OSDC.

### **5.4.7. Content Development Assistance**

SI shall ensure timely creation of Content for the proposed integrated websites based on the requirement. SI shall upload the updated contents after due approval from the respective organizations in consultation with SCTE&VT. The content development activity shall be

performed by the SI during the entire engagement period (Development, Warranty & O&M Support Phase).

#### **5.4.8. Infrastructure Support**

- a) The integrated websites is proposed to be hosted in OSDC environment based on the suitability of access & approval.
- b) Post award of contract, the SI will be expected to detail IT Infrastructure sizing. Based on sizing by the SI, the necessary infrastructure shall be provided by OSDC.
- c) The SI shall carry out the installation, maintenance & support of integrated websites on the procured hardware for development, quality, and production environment.
- d) The SI will be required to develop the websites in their own test environment.

#### **5.4.9. Handholding Support**

- a) The SI shall also provide hand-holding support to respected end users of the 4 identified organizations during the project contract.
- b) The SI shall deploy team for timely handholding support to the respected users wherever required.

#### **5.4.10. Data migration from existing website**

There are a number of steps that must be completed prior to the migration to the System being undertaken:

- a) Content Management Strategy is made available.
- b) Content from the legacy website must be reviewed by the Successful Tenderer in the context of the Content Management Strategy and revised templates, including documents, web pages, links, templates.
- c) Consideration needs to be given to the following:
  - i. List the inventory of content – what content, what metadata, webpage hyperlinks, file types etc. Identify relationships between content and consider whether other business units or are impacted by a change to this content.
  - ii. List to include where / how it is kept and managed in the current setup.
  - iii. Identify if the content can be migrated in an automated process or if it requires manual processing for some reason.

The revised content will be subject to approval by SCTE&VT before migration and SI must provide a plan showing phasing of migration such as review, redesign, approval, and stages of migration. The SI shall be required to provide training prior to content owners migrating /creating new content in line with the above tasks.

#### **5.4.11. Change Request Management**

The change request may be categorized into two types i.e: Major & Minor. The Changes that impact the overall performance of the integrated websites in terms of functionalities & data representation shall be considered as Major changes.

Whereas the changes which shall not impact the overall performances and changes

pertaining to the appearance, restructuring without changing the overall objective shall be considered as minor changes.

The procedure for executing the change request is as follows:

- **Analysis:** SI will analyze the changes suggested and submit an effort estimation including a timeline to the respective organizations.
- **Approval:** Respective Organizations will ask the successful bidder to submit the effort estimate in terms of man-month rate using Function Point Analysis. However, the bidder has to implement at least 5 no. of Change Requests, during each project year, without any additional cost.
- Respective Organizations shall do the due diligence and provide approval on the effort and timeline suggested.
- **Incorporation:** After receiving the approval from respective organizations, SI will incorporate the changes in the application.
- On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
- The SI can raise claims under this head as per actual consumption of service duly approved by the respective organizations. .

Above categorization & procedure shall be considered as indicative, however Consideration of Change Request is subject to approval by the concerned authorities of respective organizations (DTET, CPC, DE, and SCTE&VT)

#### 5.4.12. SEO Management

It is crucial that any outsider especially students, Industries or any Educational Institute should effectively search the proposed integrated websites for the four respective Organizations above defined. The proposed web portals should be listed well on search engines. The proposed integrated websites should have automation for basic on-page optimization tasks such as title tags, URLs, alt tags on images, and a sound internal linking structure. the proposed integrated websites should have plugins to help manage search requirements. Practicing search engine optimization typically would definitely help the websites appearance on other platforms like social media and when any outside visitors share links to the proposed websites.

#### 5.4.13. Security Audit

- a) The SI needs to ensure that the solution is in compliance with the CERT-IN Security Policy and Guidelines. The SI shall ensure carrying out the security audit of the proposed websites done by CERT-IN empaneled auditor. The cost of audit & rectification of non-compliances shall be borne by the SI.
- b) The SI shall also coordinate with the CERT-In empaneled firm for security audit and obtain the clearance and carryout security audit before Go live of application and obtain the safe-to-host certification.
- c) SI shall be solely responsible to adhere the guidelines prescribed by OSDG while performing the periodic audit by Cert-IN empaneled agencies & certification as and when it is required.
- d) SI shall also perform STQC certification audit of the proposed websites after the successful Go live of the same by any STQC empaneled audit agency.
- e) The SI is expected to undertake continuity measures for smooth functioning of the



system, risk management plan for the continuity of services, data backup policy and

- f) The SI should create infrastructure for conformity assessment and certification of compliance to cyber security best practices, standards and guidelines (E.g., ISO 27001 ISMS certification, IS system audits, Penetration testing / Vulnerability assessment, application security testing, web security testing).
- g) SI should ensure proper coordination with OSDC for necessary compliances & involve in regular discussion with OSDC for any requirement pertaining to the deployment of the proposed websites

#### **5.4.14. SSL Certification**

The SI shall carry out SSL certification for the proposed integrated websites. SI shall coordinate with the concerned agency to get the SSL certificate for the proposed integrated websites after having consultation with SCTE&VT.

#### **5.4.15. Audit Trail**

To enhance the transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail. Key features include:

- a) Provision for automatically record an audit trail of events under the control of the system.
- b) The system shall allow the extent of audit trail tracking and recording to be user configurable, so that an administrator can select events for which information is automatically recorded.
- c) Record every action that takes place to an activity/event throughout its lifecycle.
- d) All changes to data shall be recorded in a separate table/database and shall be stamped with the identity of the user/program and timestamp of the creation/change.
- e) The system shall track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated.
- f) The system shall ensure that the audit data are stored in un-editable formats.
- g) Provision for audit trial report viewing/printing.
- h) Provision for filter/search specific activities in an audit trial database
- i) The system shall ensure that audit trail data is available for inspection on request.
- j) The system must keep audit trail of all the management operations made in the application itself.
- k) The system must keep audit trial of all backend database level changes such as insert/delete/update operation.

#### **5.4.16. Training**

- a) The SI is required to provide necessary training to the end users belonging to the respective organizations with a batch size of 30 people (approx.).
- b) It would be the SI's responsibility to consult with SCTE&VT & respective organizations for setting up the necessary infrastructure helpful in providing successful training. The training schedule and the training material for imparting training shall be developed by the SI in consultation with SCTE&VT & other associated organizations (DTET, CPC &

DE ).

- c) It is also proposed that the training contents / user manuals be made available to Users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.
- d) Video tutorials should be available for the end users to understand the usage of the system as and when required.

#### **5.4.17. UAT & Go Live**

After completion of the development work for proposed integrated websites, SCTE&VT along with the respective Organizations shall conduct the reviews of development work performed by the SI as UAT. The SI shall be responsible for:

- a) Preparation and submission of test strategy, test cases and test results
- b) Demonstration of module-wise functionalities/ features before the SCTE&VT & associated organizations in the staging environment provided by OSDC.
- c) Support SCTE&VT and its designated authority for conducting the testing and provide access of the systems as required by them.
- d) Rectification in the new portal for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested by SCTE&VT (if any) during the UAT without any additional cost.

#### **5.4.18. Warranty Support**

SI shall provide the warranty support for the proposed integrated websites for a period of one year after successful go live of the same. As part of the warranty services SI shall provide:

- Fixing of bugs or errors on the integrated websites
- Fixing the non-working links (broken links) on the integrated websites
- Fixing of warnings on the integrated websites

#### **5.4.19. Operation & Maintenance**

SI is responsible to provide the operation & maintenance support for the proposed integrated websites for a period of three years after successful completion of the warranty period. Application support and maintenance support will be provided for a period of three years after the warranty period subject to performance evaluation from the proposed integrated websites.

#### **I.Application Support:**

Implementation of the applications, maintenance of integrated websites, training, and program management would be handled by the SI for a period of 36 months (Three Years) after the warranty period. Application support includes, but not limited to, production monitoring, troubleshooting, and addressing the functionality, availability, and performance issues, implementing the system change requests, etc. The SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by the SD&TE team. Key activities to be performed by SI in the application support phase are as follows:

- a) Enhancement of MIS report as per the requirement.
- b) Database query report management on emergency
- c) Optimization of the already developed reports.
- d) Tuning of transactions
- e) User & access management

## **II. Software Maintenance**

- a) The SI shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation visits as required as per the service window defined in the document.
- b) The SI shall address all the errors/bugs/gaps in the functionality in the solution implemented by the SI (vis-à-vis the SRS signed off) at no additional cost during the support phase.
- c) Any changes/upgrades to the software performed during the support phase shall subject to comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- d) Tuning of products/ applications, databases, third party software's and any other components provided as part of the integrated websites including re-configuration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI.
- e) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the SCTE&VT.

### **5.4.20. Exit Plan**

- a) The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to State Council for Technical Education & Vocational Training, Govt. of Odisha technical team at least 6 months before project closure. IT resource persons of respective organizations (DTET, CPC, DE & SCTE&VT) will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase.
- b) All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of respective organizations on maintenance of integrated websites and infrastructure.
- c) If required, another service provider may be engaged for O&M for the said project after the tenure of the existing SI is over. The SI is expected to undertake proper knowledge transfer and handover the source codes.

## **5.5. Key Attributes of the Proposed Websites**

The proposed integrated websites shall have the following attributes. SI shall ensure adoption of the same and adhere the standards & guidelines prescribed.

### **5.5.1. Adherence**

- a) The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable.
- b) This will apply to all the aspects of the solution including but not limited to its design,

development, security, installation, and testing.

- c) The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software/applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments, etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes.
- d) The solution architecture should thus have provision to cater to the evolving requirements of the SCTE&VT and associated organizations.

#### **5.5.2. Authentication**

Single Sign-On (SSO) feature shall be provisioned in the integrated websites enabling the respective users of DTET, CPC, DE and SCTE&VT to navigate to the portals linked with the integrated websites subject to access of provision & privileges defined by the users of the respective organizations.

#### **5.5.3. Accessibility**

- a) The solution will provide consistent experience across all Digital Platforms. The solution should be optimized for integration with standard screen readers on the market. The solution must be easy and intuitive to learn (The degree to which the solution can be used without specific training).
- b) The integrated websites should also be accessible to physically disabled and should conform to the international accessibility standards, the World Wide Web Consortium (W3C), GIGW Govt. of India Guidelines for websites and the Web Content Accessibility Guidelines (WCAG) 3.0 Level AAA as issued from time to time.
- c) SI shall make necessary arrangements so as to make the proposed integrated websites physically disabled friendly.

#### **5.5.4. Single Source of Truth**

- a) As at present, there are multiple websites fetching data from multiple sources, hence the existence of data source is not unified.
- b) Earlier the website of the listed organizations mentioned in the above section existed in silos pose a challenge for accurate data representation.
- c) So it is utmost required to have a single source of truth, which is assumed to be a modern day practice of aggregating the data from multiple sources like DTET, CPC, DE & SCTE&VT to a single location.
- d) The selected SI has to ensure to adopt the strategy for a “Single Source of Truth”, so that data duplication doesn’t happen and there would be a single of source of data with proper definition of data owners.

#### **5.5.5. Website Performance**

- a) Performance is another key requirement for the system and SI shall review the performance of the deployed solution against certain key parameters defined in SLA described in this TOR and/or in the agreement between SCTE&VT in consultation with associated organizations (DTET, CPC & DE) & the selected SI.

- b) Such parameters include request- response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

#### 5.5.6. Mobile Compatibility

The new design adopted for the integrated websites must be responsive and have a multi-device-friendly approach (desktop, mobile, tablet).

#### 5.5.7. Version Control and Rollback

Proposed integrated websites shall support version control (check-in, check-out, number of versions) and it must be possible to restore previous versions of a content item.

### 5.6. Technology Standards

- a) **Architecture:** The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services.
- b) **Integration with Existing IT Applications:** SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
- c) **Web Services:** SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles.
- d) **Bilingual interface:** The system should provide bilingual interface/labels in languages of English and Odia.
- e) **Compatibility:** The system should run on all latest browsers.
- f) **Platform Independent:** The solution architecture should be platform, database independent. The solution is required to provide modularity (business function and process) that should support addition / removal of one more module as and when required.

### 5.7. Functional Requirement

The proposed integrated websites for the respective Organization shall be enable with the following features & functionalities:

SN	Functional Requirement Specifications
F1	The integrated websites should cater the user requirement and should accommodate all relevant information as prescribed by the respective organizations.
F2	The proposed integrated websites should be template driven , should be equipped for creating, managing, eliminating templates for various data sources or information representations.

<b>SN</b>	<b>Functional Requirement Specifications</b>
F3	It should include creating contents, editing, publishing across all modes including text, video etc. Images and contents should be adaptive and responsive to all formats, browsers, devices, operating systems, screen sizes, resolutions, etc.
F4	The navigation features must be simple and easy to use.
F5	The integrated websites must publish contents to multiple formats including PDF, HTML etc.
F6	The integrated websites should be on a role-based model, should create user and their roles and based on the accessibility rights, the roles should be defined in the system.
F7	The integrated websites should be enabled with "Dynamic Content Component" based feature which enables the end user to input and manage the content.
F8	Movement of approved contents and changes should be automatic/ as per planned and stipulated date and time.
F9	Rollbacks should be simple and easy. The workflow must support automation from within including mail/ SMS reminders on due items and actions pending at various levels including appropriate escalations.
F10	The integrated websites should support the on-demand creation of a "ready to print" copy of the content pages. All Outputs, reports, dashboard should be in printable format.
F11	The integrated websites should have Download and upload features. Display of content in selected order should be supported. Drag, drop, cut, and paste options should be easily supported.
F12	Archival of part or whole of the site should be supported with easy restoration capability. Usage statistics, high/low, peak traffic etc. should be supported.
F13	Before updation, integrated websites to take backup of previous data/version. It should be possible to restore pages and contents from backups or previous versions. Each such updation needs to record and audit trail maintained for any future reference
F14	Application must support contents including HTML, SMTP, XML, JavaScript's, DHTML, EXCEL, Word, audio, Movie, graphics, Icons, Psd., ppt, etc.
F15	Integrated Websites should be able to offer the following built-in facilities: Document Management, Event Calendar, Event Management, FAQ Management, Glossary, Feedback etc.
F16	The Integrated Websites should support the Content scheduling web management facilities.

SN	Functional Requirement Specifications
F17	The integrated websites should be able to provide the following performance features: Advanced Caching, Database Replication, Load Balancing, Page Caching etc.
F18	Integrated Websites should provide the following security features: Audit Trail, Captcha, Login History, Problem Notification and SSL Support.
F19	Integrated Websites should offer the following ease-of-use features: Spell Checker, Glossary and Preview Content before publishing, Font type and size should be uniform across all the pages.
F20	Admins to receive SMS/E-mail alerts immediately in case of any emergency or unauthorized access.
F21	Integrated Websites shall include a social media integration module that allows configurable publishing of content (pages, interactive data visualizations, images, videos) to a variety of social media (Facebook, Twitter, Google+, LinkedIn, Pinterest, Tumblr, etc).
F22	<p>Integrated Websites should create SEO-friendly URL's for each and every page. If pages are later moved or renamed, Websites should configure an HTTP 301 Permanent Redirect to notify search engines. Also, should have features for users to override such Automatic activities to customized settings.</p> <p>The proposed integrated websites should have built-in support for SEO like Meta tags, Canonical URLs, extension less URLs.</p>
F23	Integrated Websites should build the Sitemap.xml file automatically based the site map created in the Websites
F24	Proposed Integrated Websites should have a backend with editors previewing personalized pages, which can filter by more than one segment to see how a page will display to users in multiple segments.
F25	<p>Proposed Integrated Websites should have multiple site management to manage a collection of websites and microsities through a centralized interface.</p> <p>The Content authors should be able to easily contribute to multiple websites or utilize content from other websites. Also, Integrated Websites should be easily able to share and synchronize Users, roles, content, permissions, and templates between sites.</p>
F26	The Integrated Websites should have a detailed logging of all activities performed by the Backend user on the Websites and features in the Audit trail module to track changes and actions in the system. Also feature to register events such as when a page disappears because it was deleted or moved, when the content of a page is broken due to the widget having been updated, or when an image reference is broken. Also log changes in the configurations.

<b>SN</b>	<b>Functional Requirement Specifications</b>
F27	The proposed Integrated Websites should have Search Engine Optimization feature.
F28	The proposed system should be built on a robust technical Architecture ensuring, data security, compatibility, other standard provisions.
F29	The proposed Integrated Websites should be developed keeping in view the existing demography, positioning of logo, objective, vision, mission and other mandates. The original obligations of the respective website should remain unchanged.
F30	The proposed system should be equipped with Chatbot feature for effective and quick search & navigation by the stakeholders & beneficiaries.
F31	<b>Chatbot Type:</b> Chatbot should be capable to interact in text, audio & video.
F32	<b>Language Support:</b> Multiple language support (Mandatory: English, Odia )
F33	<b>User Interface :</b> Interactive Chat Interface with Auto Suggestion for queries.
F34	UI Widgets for conversational interface (carousels, buttons, Forms). Live Chat Integration of live chat platform wherever necessary.
F35	The Integrated Websites should be accessible to people with disabilities, Websites shall have the necessary provision.

### 5.8. Team Deployment

The SI should ensure the involvement of the best suited team for this project. The resources proposed by the SI should attend all meetings with the stakeholders as and when required by SCTE&VT & associated organizations . A team structure with engagement model and its corresponding execution methodology should be shared as part of the response of the RFP.

### 5.9. Timeline & Deliverables

Total project period is comprised of three parts

- Six Months Development Phase
- One Year Warranty Period after successful go live
- Three Years Operation & Maintenance and Handholding Support Phase.

Agency must complete development of the Websites within stipulated timeline after receiving the work order. The service provider must handover all deliverables to the SCTE&VT within timeline given. The project milestones & deliverables shall be considered to be complete once getting approved by the coordination committee comprised



SN	Project Milestone	Deliverables	Timeline
1	Requirement Gathering, Preparation & Design	i. Detailed Project Plan & URD Sign off. ii. HLD and LLD and SRS of the proposed Integrated Websites and sign off	T0 + 2 Month
2	Development & UAT of the proposed Integrated Websites	i. Test Result Review Report ii. UAT Signoff iii. Safe To Host Certificate	T0+ 5 Months
3	End User Training & Go Live of the Integrated Websites	i. User Manual of the proposed Websites in terms of Document & Videos ii. Training Plan iii. Training Signoff iv. Go Live Certificate	T1 = T0+ 6 Months
4	Warranty of the Integrated Websites	i. STQC Audit Certificate ii. System performance Report	T1 + One Year (After Project Go Live)
5	Operation & Maintenance & Handholding Support	i. Periodical System Performance Report consisting of Application uptime, database uptime etc. (Every Month) ii. Incident resolution report (Every month)	Three Years after Warranty Period

**Note:** T0 stands for the date of inception of project, T1 stands for the date of Project Go Live. The above-mentioned deliverables are not exhaustive and are indicative. The final deliverables shall be decided mutually upon on boarding of the SI.

## 6. Evaluation of Bids

### 6.1. Preliminary Scrutiny

Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified in **Clause 6.2** to merit further evaluation.

- a. Bids not conforming to such preliminary requirements will be prima facie rejected.
- b. In order to technically qualify, the bidder shall fulfill the following basic pre-qualification eligibility criteria.

## 6.2. Pre-Qualification Criteria

SN	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	<p>The bidder must be a company registered under the Indian Companies Act, 1956.</p> <p>The bidder must be registered under start up organization of Odisha in IT Services (Applicable for start-up organizations)</p>	<p>Copy of registration/ Incorporation Certificate.</p> <p>Valid Copy of DIC registration Certificate in IT Services under MSME Department, Govt. of Odisha (Applicable for start-up organizations)</p>
2	Consortium or Joint Venture	The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible.	<b>Annexure5:</b> Acceptance of Terms & Conditions
3	PAN & GST	The bidder should be registered with GST & should have a valid PAN and should regularly fill the IT return.	<p>a) GST Registration details</p> <p>b) Copy of PAN Card</p> <p>c) IT Return for any three financial years among</p> <ul style="list-style-type: none"> <li>- F.Y.2019-20 and</li> <li>- F.Y.2020-21</li> <li>- F.Y.2021-22</li> </ul> <p><b>Note:</b> Provisional certificate from CA for year F.Y.2021-22 will be accepted</p>
4	Average Annual Turnover	The Bidder should have an Average Annual Turnover of INR 10 Crore from IT/ ITeS / Software development in the last Three (3) Financial Years 2019-20, 2020-21& 2021-22	<p>Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 &amp;2021-22</p> <p><b>Note:</b> <i>Provisional Certificate from CA for year F.Y.2021-22 will be accepted</i></p>

SN	Basic Requirement	Specific Requirements	Documents Required
5	Project Experience	The bidder should have successfully designed, developed, and hosted at least 3 websites/ web portals for any Government organization/ Institute/ University in India having minimum workorder value of ₹ 10 Lakh in the last 5 years.	Single Work Order and Certificate of completion of the work for clients/ Client satisfaction certificates / CA Certificates showing payment done for ongoing projects
6	Project Experience	The bidder should have experience in successful implementation of at least one similar project using technology features having dashboard/ analytics component across the State / National level in the last five years (FY 2017-18, 2018-19, 2019-20 & 2020-21 & 2021-22)	Single Work Order and Certificate of completion of the work for clients/ Client satisfaction certificates indicating usage of Technology features for creating Dashboard/ analytic component / CA Certificates showing payment done for ongoing projects. Reference contact name & number of the official of organization and URL of the respective assignments.
7	Certifications	The bidder should have the following certifications: a) ISO 9001:2015 or above b) ISO 27001:2013 or above c) CMMI-Dev Level 3 or above	Valid copies of certificates
8	Number of Resource	The bidder should have minimum 20 number of technically qualified resources applicable to this project under the company's payroll.	a) Copy of EPF challan showing the number of members b) Declaration on company letterhead by HR along with the resource details
9	Existence in Odisha	The bidder should have a centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 30 days from award of the project.  For the Start-up organizations, the bidder should have a development/ operation centre	Trade License/ Leased Agreement etc. / Declaration  Valid Copy of DIC Registration Certificate in IT Services under MSME

SN	Basic Requirement	Specific Requirements	Documents Required
		in Odisha for at least one year in IT Services. (Applicable for Start-up Organization)	Department, Govt. of Odisha & Proof of Establishment (Applicable for start-up organizations)
10	Blacklisting	Bidder should not have been debarred/blacklisted till bidding or declaration regarding any pending suits filed by Central Govt. /State Govt. / Public Sector Undertaking / any other Local Body or body established under or in the control of the Central or state Government on the date of submission of their Bid	Undertaking to be submitted as per the prescribed format on company letterhead <b><u>(Annexure 2)</u></b> <b><u>(Annexure 3)</u></b>
11	EMD & RFP Document Fee	<p><b>EMD:</b> The bidder must furnish as a part of its proposal an EMD of <b>INR 2,00,000.00 (Rupees Two Lakh)</b>.</p> <p>EMD amounting above shall be exempted for the Start-up with valid DIC Registration Certificate under MSME Department, Govt. of Odisha (Applicable for Start-up Organization).</p> <p><b>RFP Document Fee:</b> The bidder must furnish as a part of its proposal an RFP Document Fee of <b>INR 5,900.00 (Rupees Five Thousand Nine Hundred Only)</b>. The RFP document Fee is non-refundable.</p>	<p><b>EMD:</b> INR 2,00,000/- in favour of "VC, SCTE&amp;VT, Odisha, Bhubaneswar " in form of Demand Draft payable at Bhubaneswar.</p> <p>Valid Copy of DIC Registration Certificate under MSME Department, Govt. of Odisha (Applicable for start-up organizations)</p> <p><b>RFP Document Fee:</b> INR 5,900/- Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&amp;VT, Odisha, Bhubaneswar" payable at Bhubaneswar</p>

### 6.3. Technical Bid Evaluation

- All the bids will be evaluated based on the Prequalification Criteria as per **Clause 6.2** of this RFP. The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.
- The bidder who does not qualify in the Prequalification Criteria as per **Clause 6.2**, the bid shall not be considered for technical bid evaluation.
- The Selection Committee comprising of members from four respective organizations

(DTET, CPC, DE, and SCTE&VT )would first thoroughly check the technical bid and supporting documents and allocate marks on various parameters based on the papers produced in the technical bid. Then eligible agencies will be shortlisted based on the technical eligibility criteria.

- d) The bidders will be advised to make a Technical Presentation (in power point) and prototype demonstration including Q&A to the Purchase Committee on their capabilities, experiences, etc., and showcase their similar work done for other clients based on the components depicted in the below sections. The Technical presentation & Demonstration shall be based on the categories defined in the Technical Scoring Section (Section 6.4 Point 6).
- e) The technical presentation & proof of concept for product demonstration shall be held at once or separately based on the discretion of the committee. Bidders shall be intimated accordingly.

#### 6.4. Technical Scoring

#	Criteria	Criteria Details	Documentary Evidence	Max. Marks
1	Turnover	Average Annual Turnover from IT/ITeS /Software Development a) > 10 and <=15 Crores = 3 Marks b) >15 Crores and <= 20 Crores =4 Marks c) > 20 Crores = 5 Marks	Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 & 2021-22 <b>Note:</b> Provisional certificate from CA for year F.Y.2021-22 will be accepted	5
2	Project Experience	Experience of successfully carrying out similar work of website/web portal development of value ₹ 10 Lakh in Government organization / institute/ university in India in the last five years (FY 2017-18, 2018-19, 2019-20 & 2020-21 & 2021-22) a) 3 projects = 10 Marks b) Additional 2 marks for each additional project of minimum workorder value ₹10 Lakh maximum up to 20 marks	Single Work Order with required experience and Certificate of completion of the work for clients/ Client satisfaction certificates/ CA Certificates showing payment done for ongoing projects.	20

#	Criteria	Criteria Details	Documentary Evidence	Max. Marks
3	Project Experience	Experience in successful implementation of at least one similar project using technology features having dashboard / analytics component across the State / National level in the last five years (FY 2017-18, 20 18-19, 2019-20 & 2020-21 & 2021-22) a)2 projects = 5 Marks b)Additional 1 mark for each additional project of similar nature in last five years maximum up to 10 Marks	Single Work Order with required experience and Certificate of completion of the work for clients/ Client satisfaction certificates/ CA Certificates showing payment done for ongoing projects along with URL of the said project.	10
4	Certifications	Certifications from a) Valid ISO 9001:2015 - 2 Marks b)ISO 27001:2013 or above - 2 Marks c)CMMI-Dev Level 3 – 3 Marks d)CMMI-Dev Level 5 – 6 Marks	Copy of Valid certificate	10
5	Number of Resources	Minimum number of technically qualified resources under the company's payroll >=20 and <50 resources – 2 mark >=50 and <100 resources – 3 marks Above 100 resources – 5 Marks	a. Copy of EPF challan showing the number of members b. Declaration on company letterhead by HR along with the resource details	5
6	<b>Technical Approach &amp; Proposed solution (Presentation &amp; Demonstration)</b>			<b>50</b>
A	Technical Presentation	Bidder shall give a detailed Technical Presentation & sample prototype demonstration in front of the evaluation committee at a given slot prescribed by SCTE&VT. <b>Technical Presentation:</b> Qualitative assessment based on	Evaluation on the basis of presentation to the evaluation/ purchase committee	30

#	Criteria	Criteria Details	Documentary Evidence	Max. Marks
		i. Bidder's understanding of the requirements including As Is and To be flow. ii. Conceptual, Design, Software solution architecture iii. Integration architecture and mechanism iv. Engagement Model & Plan v. Execution Methodology vi. Team Structure vii. Escalation Matrix viii. Review cadence ix. Project Risks & Mitigation Plan x. Dependencies xi. Work Plan xii. Value Proposition (why you) and similar engagements case study		
B	Demonstration	<b>Solution Demonstration:</b> Qualified bidders shall be invited for detailed demonstration of a sample prototype before evaluation/ purchase committee.	Evaluation on the basis of Detailed Demonstration to the evaluation / purchase committee	20
<b>Total</b>				<b>100</b>

### 6.5. Technical Score Evaluation

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

- a) The bidder with the highest technical bid (H1) will be awarded 100% score.
- b) Technical Scores for other than H1 bidders will be evaluated using the following formula:
- c) Technical Score of a Bidder =  $\{( \text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1} ) \times 100\} \%$  (Adjusted to two decimal places)

The commercial bid of only the technically qualified bidders will be opened for further processing.

#### **6.6. Evaluation of Financial Bid**

- a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. The bidder with the lowest financial bid (L1) will be awarded 100% score.
- c. Financial Scores for other than L1 bidders will be evaluated using the following formula:  
Financial Score of a Bidder =  $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\}$   
% (Adjusted to two decimal places)
- d. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- e. The bid price will include all taxes and levies and shall be in Indian Rupees.

#### **6.7. Error and rectification**

- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals,
- c) the subtotals shall prevail, and the total shall be corrected; and
- d) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above conditions.

#### **6.8. Combined Evaluation of Technical & Financial Bids**

- i. The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- ii. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- iii. In the event the bid composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- iv. Composite score of the Bidders for the bid shall be worked out as under:



Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

### 6.9. Award of Work

The finalization of the Proposals will be done by a committee constituted by the SCTE&VT for this purpose. The work will be awarded to the successful bidder, whose bid has been determined as the best technically and commercially lowest i.e., the work order / Lol will be issued to the Maximum Composite Final Scorer (S) with a request to submit the Performance Security. The selected/successful bidder shall sign an agreement with the department incorporating terms and conditions of design, development, implementation, maintenance & support of the proposed solution and payment, and penalties as mentioned in the RFP. The agreement shall be signed within 15 days of communication of selection from the department, failing which the EMD will be forfeited, and legal action will be initiated against the bidder.

## 7. General Terms & Conditions of Tender

### 7.1. Purchaser

State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha

### 7.2. Performance Bank Guarantee

- a) The selected bidder shall furnish a Performance Bank Guarantee (PBG) for 3% (three percent) of the contract price, as per Finance Department, Govt. of Odisha Memorandum No.290 dt.05.01.2022, maximum within 30 days of the date of issue of Work Order.
- b) The PBG must be from any Scheduled Bank in India. The Performance Bank Guarantee needs to be valid for 62 months (60 days beyond the entire contract period of 5 years) from the 7th date of the signing of the contract. SCTE&VT, Odisha reserves the right to cancel the work order if the selected bidder fails to furnish the required BG within the stipulated time.
- c) SCTE&VT shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or SCTE&VT incurs any damages due to the bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

### 7.3. Award Criteria

The selection will be based on QCBS Based method. Please refer to [Section 6.8](#) for details evaluation methodology.

#### **7.4. Price**

- a) The Bidder shall quote the price in clear terms. The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in [Annexure 12](#). The rates quoted should be exclusive of Goods Service Tax or any other taxes/CESS/duty imposed from time to time.
- b) Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- c) Bids shall remain valid for 180 days after the date of bid opening prescribed by the SCTE&VT. The SCTE&VT holds the right to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

#### **7.5. Submission of Bid**

##### **7.5.1. Number of Copies of Bid**

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum- Technical Bid and Price Bid. The hard copy of the Pre-Qualification-cum-Technical Bid shall be placed in sealed envelopes clearly marking as “A. Pre-Qualification-cum- Technical Bid and Price bid shall be placed in sealed envelopes clearly marking “B. Financial Bid”. Both bids will be placed in a sealed outer envelope super scribedas “RFP Ref. No. RFP Name\_\_\_\_\_” and “Do not open before <<Date & Time of Bid Opening>>”.

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax, or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all, and such bid shall be rejected.

##### **7.5.2. Address for bid submission**

The bid shall be submitted at the below address by speed post to the below mentioned address:

**To,  
The Vice-Chairman,  
State Council for Technical Education & Vocational Training, Odisha,  
Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha.**

The bids submitted by hand or through any other medium shall not be accepted.

#### **7.6. Deadline for Submission of Bids**

##### **7.6.1. Last date for Submission**

In the event of the specified date for the submission of Bids being declared a holiday for the SCTE&VT, the Bids will be received up to the appointed time on the next working day.

##### **7.6.2. Extension for the Last date for Submission**

The SCTE&VT may, at its own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the SCTE&VT and

Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended. The copy of the addenda shall be published on the official website of SCTE&VT under section tender and not to be published in the print media. This shall form a part of the tender document. The bidder shall visit the website for updated information relating to the tender. At any time till 10 days before the deadline for submission of bids, SCTE&VT may for any reason whether an own initiative or in response to the clarification requested by a prospective bidder, modify the bidding document by amendments.

### 7.6.3. Late Bids

Any bid received by the SCTE&VT after the deadline for submission of bids prescribed by the SCTE&VT will be summarily rejected and returned unopened to the Bidder. The SCTE&VT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

### 7.7. Terms of Payment

a) The payment shall be made on the following milestone:

SN	Project Milestone	Timeline	Payment Terms
1	After Successful Development, Testing, Integration, Deployment, UAT, Training, Security Audit & Go Live of Integrated website of 4 units/ Authorities associated with SCTE&VT as per scope of work <b>Component A</b>	T0 + 6 Months	90 % of the Component A
2	After STQC Audit & successful completion of One Year of Warranty Support <b>Component A</b>	One Year after Go Live	10 % of the Component A
3	Operation & Maintenance and Handholding Support <b>Component B</b>	Three Years after Warranty Period	50 % of the yearly O& M & Handholding support Cost (Component B) after the completion of each successful Six Months.

- b) The Agency shall send its invoices for payments along with requisite documents on basis of milestones established per financial quote accepted by SCTE&VT in the RFP process. The invoice shall be inclusive of all taxes.
- c) The payment will be subject to TDS as per Income Tax Rules/ GST (if applicable) and other statutory deductions as per applicable laws.
- d) Prices (inclusive of all taxes), to be charged by the Agency for the provision of services in terms of the contract shall not vary from the prices agreed upon in the financial proposal.
- e) SCTE&VT shall review the documents and forward the required payment in favor of the Agency within 15 (fifteen) days.
- f) All the Payments will be made in Indian Rupees only in the Bank Accounts of the

Agency.

- g) Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause set out in the RFP document/Contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the applicable laws.
- h) No interest/charges shall be paid on delayed payments.
- i) The empaneled agency shall not be paid any extra charges (or any out-of-pocket expense) against such items which are required for performing proper and efficient working.

## **7.8. Dispute Invoice**

- a) In case of a dispute on the Invoice amount, such matter shall be discussed with authority designated by the Nodal, SCTE&VT. In such cases, the Agency shall produce requisite supporting documents, communications, acknowledgment of the SCTE&VT, etc. to support the disputed Invoice amount; however, the decision of the Nodal, SCTE&VT in this matter shall be considered final.
- b) Any dispute or difference or claim arising out of or in relation to this Agreement will be settled by reaching a mutual understanding and amicable settlement between the parties.

## **7.9. Signing of Agreement**

SCTE&VT shall notify the successful bidder once the bidder gets selected. SCTE&VT shall enter into a contract within thirty (30) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative of SCTE&VT, incorporating all clauses and the proposal of the bidder with the successful bidders. The Draft Service Level Agreement (SLA) will be provided as a separate document at the time of the actual awarding of work.

## **8. Service Level Requirements and Penalty**

- a) The aim of this SLR is to provide a basis for close cooperation between SCTE&VT and the SI, for services to be provided to SCTE&VT, thereby ensuring that timely and efficient support services are available to SCTE&VT and its end-users.
- b) If the service provider is not executing the contract to the satisfaction in the Operation & Maintenance Phase, then the purchaser may send warning notices. After sending 2 warning notices the purchaser has full rights to terminate the agreement and forfeit their performance security deposited if the delays are purely related to service provider delays.

### **8.1. Penalty in case of delay for System Go live & Warranty Support**

#### **8.1.1. Key Performance Indicator (KPI)**

The Key Performance Indicators below define the terms of the Agency's responsibility in ensuring the timely delivery of the scope of work, quality of deliverables, and other aspects of scope of work as per the RFP and Service Level Agreement. The KPIs mentioned below are not exhaustive and any addition/ deletion to this list of KPIs shall be as per the direction of the SCTE&VT.

SN	Performance Criteria	Performance Parameter
1	Availability of the Website's uptime	System Availability of More than 99%
2	Number of incident tickets per month	100% resolution of all tickets raised

- a) For each two weeks of delay in project Go-Live, penalty of 0.5 % of the development cost (Component A) shall be applied.
- b) During the Warranty Period 0.5% of the payment towards the cost against warranty period (10% of Component A) shall be deducted for non-availability of the system(each time) or non-resolution of calls (At least 5 calls ) during the warranty period.
- c) Similarly for each two weeks of delay in submission of STQC audit certificate or quarterly performance report, penalty of 1 % of the development cost (Component A) shall be applied.
- d) **Penalty will not be applicable if the delay is not attributable to the bidder.** Maximum penalty capping is 10% of the development cost. In case of delay leading to penalty of more than 10% of development cost (Component A), SCTE&VT may terminate the contract.

**Note:**

- a) **Component A** stands for the cost quoted towards Development of Integrated Website and warranty
- b) **Component B** stands for the cost quoted by the bidder against the O& M Cost

## 8.2. Penalty during Operation Support & Maintenance Phase:

### 8.3. Penalty for System Availability

The website availability must be over 99%. This will be calculated on monthly basis. A monthly report with monitoring credentials should be shared with SCTE&VT. If the penalty for the three consecutive months will be more than 10 % of the half yearly invoice, then SCTE&VT may terminate the contract, and the decision of the committee constituted by SCTE&VT will be final.

SN	Service Level Description	
Penalty will be levied as per the following table: -		
1	% System Availability in a month	% of the Yearly Payment towards O&M.
	More than 99%	No penalty
	More than 98% & less than equal to 99%	0.50%
	More than 96% & less than equal to 98%	1%
	More than 94% & less than equal to 96%	2%
	For each additional drop of 1% in performance 94% or below, 2% of half yearly payment will be levied as an additional penalty.	

#### 8.4. Penalty for Incident resolution

SN	Service Level Description	
Penalty will be levied as per the following table: -		
	% Ticket resolution in a month	% of the Yearly Payment towards O&M.
1	100% resolution	No penalty
2	>95% and <100% resolution	0.5%
3	>90% and <= 95% resolution	1%
4	>85% and <=90% resolution	2%
For each additional drop of 1% in performance 85% or below, 2% of Half yearly payment will be levied as an additional penalty.		

**Note:** Tickets shall be raised on slow performance of the integrated websites, wherein the SI shall take corrective measures for smooth & faster performance of the integrated websites.

The bidder's representative will prepare and submit Service level performance reports in a mutually agreed format by the maximum seventh working day of the completion of each month.

**Consolidated reports of one year shall be considered for penalty calculation.** The reports will include "actual versus target" Service Level Performance, variance analysis, and a discussion of appropriate issues or significant events.

**Note:** Aforementioned Websites requires changes post-implementation, and the successful bidder has to carry out all the "Minor Changes" as and when the requirement arises. It should be noted that SCTE&VT will have the complete right to decide on the category of the changes.

## 9. Termination

### 9.1. Termination for Default

The SCTE&VT may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- I. The qualified Bidder fails to deliver any or all of the obligations within the timeperiod(s) specified in the contract or any extension thereof granted by the SCTE&VT.

- II. The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

### **9.2. Termination for Insolvency, Dissolution, etc.**

SCTE&VT may at any time terminate the Contract by giving written notice to the qualified bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of company.

### **9.3. Negotiation**

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. SCTE&VT, however, will have the discretion to choose to enter into any price negotiations.

### **9.4. Single RFP**

In case only one bid is found to be eligible on evaluation of the technical bid, SCTE&VT reserves the right to consider the bid.

### **9.5. Billing**

The Bidder shall specify the Branch/ Location from which they will raise the bill, and, in whose favour, payment will be released. The billing shall be done quarterly.

### **9.6. Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Purchaser shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern. All offers should be made in English and clearly type written. No handwritten proposals shall be accepted.

### **9.7. Force Majeure Condition**

If the execution of the contract is delayed beyond the period stipulated in the consultancy as a result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

### **9.8. Modifications & Withdrawal**

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of the Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

### **9.9. Right to Reject/Accept the Tender**

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase

order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the services. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action. Depending upon the Govt. of Odisha's final decision whether to conduct the training, the work order shall be issued in favour of the selected agency. Selection of agency through RFP merely does not make any binding on the SCTE&VT, Odisha to place the work order.



## 10. Annexure(s) - Bid Formats

### 10.1. Annexure 1: General Information of Bidder

*(To be submitted in Bidder's Company Letter Head)*

**RFP No. 251 Dated 07.02.2023**

SN	Field	Details
1	Name of the Agency	
2	Company registered office address: Telephone number: Fax number: e-mail:	
3	Correspondence/ contact address	
4	Details of the contact person (Name, designation, address, etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, submit documentary proof. Year and place of the establishment of the Company	
6	The former name of the company, if any.	
7	Is the company? <ul style="list-style-type: none"> <li>- a Government/ Public Sector Undertaking?</li> <li>- a proprietary firm?</li> <li>- a partnership firm (if yes, give partnership deed)?</li> <li>- a private limited company or a public limited company?</li> <li>- Limited Liability Partnership</li> <li>- One Person Company (OPC)</li> </ul>	
8	Is the company registered with GST? If yes, submit a valid GST registration certificate.	
9	Is the company registered for EPF & ESIC, if yes, submit a valid registration certificate?	

SN	Field	Details
10	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11	Number of years in the relevant field	
12	Is the company registered with any Government/ Department/ Public-sector undertaking? (If yes, give details)	
13	Is the company recognized as a Start-up? (If Yes, give details)	
14	How many years have your organization been in business under your present name?	
15	Number of offices/project locations in India	
16	Do you have a local representation/ office in Odisha? If so, please give the address and no. of years of operation of the local office	
17	Please give details of staff those will be involved in this project.	
18	List the major clients with whom your organization has been/ is currently associated.	
19	What is the total year of experience in handling Government projects?	
20	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
21	Submit receipt of the latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized Signatory

**Company Seal**

## 10.2. Annexure 2: Self Declaration for Non-Blacklisted

(To be submitted in Non-Judicial Stamp Paper of ₹100./-)

Date : \_\_\_\_\_ Ref/ RFP : \_\_\_\_\_ Date:

To,  
The Vice-Chairman  
State Council for Technical Education & Vocational Training, Odisha  
(SCTE&VT)Near Raj Bhawan,  
Unit-8, Bhubaneswar-751012, Odisha

Sir,

This is to confirm that we M/s \_\_\_\_\_ (give full address) have not been declared neither failed to perform on any Agreement, nor have been expelled from any Project or Agreement nor any Agreement terminated nor have been blacklisted , for breach by us (Agency) in any of the Govt. Department/ Agency/ Public Sector Unit/ Autonomous body or by any other client in India, in last five years before the last date of submission of this bid.

Further this is to confirm that there is no litigation pending against the above mentioned company/ organization in any court filed by any Govt. Department/ Agency/ Public Sector Unit/ Autonomous body before the last date of submission of this bid.

If the above information is found false after the placement of Work Order/ Agreement , SCTE&VT, Odisha will have full right to cancel the Contract and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by SCTE&VT which shall be deemed fit at that point of time.

If the above information is found false at any stage during the period of evaluation of the bid, the bids submitted by the above company/organization shall be rejected by SCTE&VT and shall not be considered for further evaluation.

Thanking you,

Signature

(Authorized

Signatory)

Date:

Place:

**Company Seal**

### 10.3. Annexure 3: Self Declaration

(To be submitted in Bidder's Company Letter Head)

Date: \_\_\_\_\_

Ref/RFP: \_\_\_\_\_

To  
The Vice Chairman  
SCTE&VT, Odisha,  
Near Raj Bhawan,  
Unit-8, Bhubaneswar-751012, Odisha

In response to the RFP No. \_\_\_\_\_, Dt: \_\_\_\_\_. Ms. /Mr. \_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices in any IT relates Services executed either indefinitely or for a particular period of time.

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

**Company Seal**

#### 10.4. Annexure 4: Authorization Letter for Signing of Bid

(To be submitted in Bidder's Company Letter Head)

Date:

To,  
The Vice-Chairman  
State Council for Technical Education & Vocational Training, Odisha  
(SCTE&VT)Near Raj Bhawan,  
Unit-8, Bhubaneswar-751012, Odisha

**Sub:** Request for Proposal \_\_\_\_\_, RFP No  
XXXXX": **Bidder's Authorization Certificate**

Sir,

With reference to the RFP No. 251 Dated 07.02.2023 , Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above-said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is \_\_\_\_\_ and Email-id is \_\_\_\_\_. For the purpose of validation, his/ her verified signatures areas under.

Thanking you,

Signature  
(Authorized Signatory)

Verified Signature by  
Director/CEO

Date:

Place:

**Company Seal**

## 10.5. Annexure 5: Acceptance of Terms & Conditions

*(To be submitted in Bidder's Company Letter Head)*

Date:

To,  
The Vice-Chairman  
State Council for Technical Education & Vocational Training, Odisha  
(SCTE&VT)Near Raj Bhawan,  
Unit-8, Bhubaneswar-751012, Odisha

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender No.\_\_\_\_, regarding RFP Name <\_\_\_\_\_>.

I declare that all the provisions of this Tender Document are acceptable to my firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also hereby declare that we have not participated with any consortium or joint venture. I also declare that we shall not sublet the said project to any third-party agency.

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

Name of the Bidder:

**Company Seal**

## 10.6. Annexure 6: Technical Bid Cover Letter

*(To be submitted in Bidder's Company Letter Head)*

Date:

To,  
The Vice-Chairman  
State Council for Technical Education & Vocational Training, Odisha  
(SCTE&VT)Near Raj Bhawan,  
Unit-8, Bhubaneswar-751012, Odisha

**Sub:** Request for Proposal (RFP) For Selection of Agency to Develop and Support Integrated Websites of four units/ Authorities associated with SCTE&VT, Odisha, RFP No. 251 Dated 07.02.2023: **Technical Bid Cover Letter**

Sir,

We, the undersigned, offer to provide a solution to Develop & Support an Integrated Website for four units/ Authorities associated with SCTE&VT, Odisha, RFP No 251 dated 07.02.2023. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid, and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our proposal is accepted, to initiate the implementation services related to the assignment no later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Thanking you,

Signature

(Authorized Signatory)Seal:

Date:

Place:

Name of the Bidder:

**Company Seal**

### 10.7. Annexure 7 A: Past Project Experience

SN	Name of Organization where the bidder has successfully designed, developed, and hosted websites/ web portals for any Government organization/ Institute/ University in India having minimum workorder value of ₹ 10 lakhs in the last 5 years  Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Year of Project	Project Start Date, End Date, Brief of Project	Work order value	Status (Complete/ In Progress)
1					
2					
3					

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**Company Seal**



**10.8. Annexure 7 B: Past Project Experience**

SN	Name of the organization where the bidder should have experience in successful implementation of similar project using features like projects having dashboard/ analytics component across the State / National level in the last five years (FY 2017-18, 2018-19, 2019-20 & 2020-21 & 2021-22)  Contact Person, Telephone No, Mobile No, e-Mail, Physical Address  URL of Respective assignments	Year of Project	Project Start Date, End Date, Brief of Project	Availability of Dashboard/ Analytic Component	Name of Technology used and its use cases	Status (Complete/ In Progress)
1						
2						
3						

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**Company Seal**

## 10.9. Annexure 8: Compliance Checklist

RFP No: \_\_\_\_\_, Date: \_\_\_\_\_

Please check whether following have been enclosed.

SN	Enclosure description	Enclosed (Y/N)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
1	Copy of Certificate of Incorporation of Company or Registration Firm		
2	Copy Goods Service Tax Registration Certificate, Copy of PAN allotted		
3	Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 &2021-22  <b>Note:</b> Provisional certificate from CA for year F.Y.2021-22 will be accepted		
4	a) ISO 9001:2015 or above b) ISO 27001:2013 or above c) CMMI-Dev Level 3 or above		
5	Copy of EPF details of the technical resources		
6	General Information (Annexure-1)		
7	Self-Declaration that the bidder hasn't been blacklisted / performance issues by any Govt./Private Body (Annexure-2&3)		
8	Acceptance of Terms & Conditions Contained in The Tender Document ( <a href="#">Annexure-5</a> )		
9	Representative Authorization Letter ( <a href="#">Annexure-4</a> )		
10	Project Experience ( <a href="#">Annexure- 7 A</a> and <a href="#">Annexure 7 B</a> )		

<b>SN</b>	<b>Enclosure description</b>	<b>Enclosed (Y/N)</b>	<b>Annexure/Attachment/ Page No./ Envelop No. of the enclosure</b>
11	Name, Signature with Date & Seal		
12	DIC Registration Certificate under MSME Department, Govt. of Odisha (Applicable for Start-up Organization)		
13	RFP Document Fee and EMD		

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**Company Seal**

## 10.10. Annexure 9: Commercial Bid Cover Letter

*(To be submitted in Bidder's Company Letter Head)*

Date:

To,

The Vice-Chairman

State Council for Technical Education & Vocational Training, Odisha

(SCTE&VT)Near Raj Bhawan,

Unit-8, Bhubaneswar-751012, Odisha

**Sub:** Request for Proposal (RFP) For Selection of Agency to Develop and Support Integrated Websites of four units/ Authorities associated with SCTE&VT, Odisha, RFP No. 251 Dated 07.02.2023: **Commercial Bid Letter**

Sir,

We, the undersigned, offer to “**Develop and Support Integrated Websites of four units/ Authorities associated with SCTE&VT**” : **RFP No. 251 Dated 07.02.2023** and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

### 1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFPdocuments. All the prices and other terms and conditions of this Bid are valid for a period of 3 years from the date of opening of the Bid. We hereby confirm that our prices include all applicable taxes and duties. We understand that the actual payment would be made as per the existing tax rates during the time of payment.

### 2) UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

### 3) TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

### 4) QUALIFYING DATA

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

### 5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the , please refer [Section 5](#). The prices are indicated in the Commercial Bid attached with our Tender

part of the Tender. In case there is a substantial difference between the component-wise price approved by SCTE&VT and the price quoted by the bidder, SCTE&VT will have the right to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

**6) PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in **Clause 7.2** of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Signature

(Authorized  
Signatory)Seal:

Date:

Place:

Name of the Bidder:

**Company Seal**

### 10.11. Annexure 10: Commercial Bid Format

(To be submitted in Bidder's Company Letter Head)

		A	B	C= A+B
S. No	Services	Cost Excl GST	GST	Final Cost = (Cost + GST)
1	Cost towards Development of Integrated Websites of four units/ Authorities associated with SCTE&VT, Odisha - <b>Component A</b>			
2	Operation and Maintenance and Handholding Support Cost of Integrated Websites of four units/ Authorities associated with SCTE&VT, Odisha for three years – <b>Component B</b>			
<b>Total Cost</b>				<b>Component A + Component B</b>
<b>Total in Words:</b>				

**Note:**

- a) The final cost placed in Column (c) quoted by the bidder shall be taken for financial bid evaluation.
- b) The GST shall be paid based on the actual on Govt's prevailing rates.

Signature

(Authorized Signatory )

Date:

Place:

Name of the Bidder:

**Company Seal**

### 10.12. Appendix 1(Indicative List of URLs for possible integration/navigation)

Sl. No	Name of the portal/website	URL
1	World Skill Centre(WSC website)	<a href="https://www.worldskillcenter.org/">https://www.worldskillcenter.org/</a>
2	Go Skill Portal	<a href="https://jobs.skillodisha.gov.in/">https://jobs.skillodisha.gov.in/</a>
3	Odisha Skill Development Authority	<a href="https://skillodisha.gov.in/">https://skillodisha.gov.in/</a>
4	Skill Development and Technical Education Department	<a href="https://etetodisha.gov.in/">https://etetodisha.gov.in/</a>
5	Skill India Mission	<a href="https://www.skillindia.gov.in/">https://www.skillindia.gov.in/</a>
6	Odisha One Portal	<a href="https://www.odishaone.gov.in">https://www.odishaone.gov.in</a>
7	Student Academic Management System (SAMS) Portal	<a href="https://www.samsodisha.gov.in/">https://www.samsodisha.gov.in/</a>
8	Official websites of Polytechnic and ITI institutes	<a href="#">Respective websites</a>
9	National Council for Vocational Training MIS (NCVT MIS)	<a href="https://ncvtmis.gov.in/">https://ncvtmis.gov.in/</a>
10	Directorate General of Training (DGT)	<a href="https://dgt.gov.in/">https://dgt.gov.in/</a>
11	National Board of Accreditation (NBA)	<a href="https://www.nbaind.org/">https://www.nbaind.org/</a>
12	All India Council for Technical Education (AICTE)	<a href="https://aicte-india.org/">https://aicte-india.org/</a>
13	Integrated Support Centre	Proposed
14	Affiliation Portal of SCTE&VT	<a href="http://sctevtodi-affl.in/">http://sctevtodi-affl.in/</a>
15	Ranking Portal of SCTE&VT	<a href="https://sctevtodisha.nic.in/en/">https://sctevtodisha.nic.in/en/</a>