



Request for Proposal (RFP) for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika

REF No.: 2843 Dt.29.11.2019



Odisha State Handloom Weavers Co-operative Societies Ltd

Boyan Bhawan, PJJ Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001

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Fact Sheet

This **Fact Sheet** comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section 4.3.1	<p>A pre-Bid meeting will be held on 07.12.2019 at 12:30 PM at Boyanika At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001. Tel –0674–2395387/2390741/2391178 Fax – 0674–2530553</p> <p>Contact Person General Manager (Admin) Email : boyanikabbsr@yahoo.in All the queries should be received on or before 04.12.2019 by 5 PM, through email only to boyanikabbsr@yahoo.in at the above mentioned address.</p>
Section 4.4.2	<p>RFP can be Downloaded from www.sadhacodisha.org. The bidders are required to submit the document Fee of ₹5,600/- (i.e ₹5,000+12%GST) in shape of Demand Draft in favour of <u>Odisha State Handloom WCS Ltd</u> and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid).</p>
Section 4.4.3	<p>The bidder is required to submit Earnest Money Deposit amounting to ₹50,000/- in shape of Bank Draft / Bank Guarantee in favour of Odisha State Handloom WCS Ltd , Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP.</p>
Section 4.4.4	<p>Bidders must submit a soft copy of the Prequalification & Technical Proposal in a non-editable CD along with original copy. However, One original copy of the Commercial Proposal (only hard copy) is to be submitted.</p>
Section 4.5.2	<p>The Proposal should be filled in by the Bidder in English language only.</p>
Section 4.5.3	<p>The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.</p>

Clause Reference	Topic
Section 4.5.4	<p>The proposal submission address is: General Manager, Boyanika At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001. Phone - 0674-2395387, Fax - 0674-2530553 E-mail: boyanikabbsr@yahoo.in <i>Proposals must be submitted on or before 23.12..2019 by 2:00 PM</i></p>
Section 5	<p>Least Cost Selection (LCS) i.e. L1 method shall be used to select the software firm for this tender. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope. Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring 70% or above shall be opened. Consortium not allowed.</p>
Section 4.6.2	<p>Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.</p>
Section 8	<p>This project includes deliverables relating to Software Development, Operation and Maintenance, Social Media Management, Digital Marketing, Training and Support Services. Source Code of the Software Application, Reports and other technical documents relating to each of above activities are important deliverables of this project.</p>
Section 8.2	<p>Total project period is 3 years and 4 months (3 years after Go-live). Software firm must complete development of the application within 16 weeks from receiving the work order. Post implementation application support, operation & maintenance etc. must be provided for a period of 36 months after Go-Live. The service provider must handover all deliverables to the Boyanika within stipulated time.</p>

1 Request for Proposal

Sealed proposals are invited from eligible, reputed, qualified software application developers and implementers for Design, develop, host, maintain the e-Commerce Portal and provide digital marketing services to Boyanika as detailed out in the Terms of Reference of this Request for Proposal (RFP) Document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2 Structure of the RFP

This RFP document for "RFP for Selection of Software firm for Design, develop, host, maintain the e-Commerce Portal and provide digital marketing services to Boyanika" comprises of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the system integrator
 - iii) Commercial bid and other formats
- b) Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional and Technical Requirements
 - iv) Project Schedule
 - v) Service levels for the implementation partner
 - vi) Timeline of Project implementation

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Software developer & Implementation partner of Boyanika for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

3 Background Information

3.1 Basic Information

Boyanika invites responses (“Tenders”) to this Request for Proposals (“RFP”) from Software Development firms (“Bidders”) for Design, develop, host, maintain the e-Commerce Portal and provide digital marketing services as described in this RFP, “Terms of Reference”.

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

Boyanika will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

3.2 Project Background

3.2.1 About the Organisation

The distinctive hand-woven textiles of Odisha (Orissa) in unusual patterns and vibrant colors have supported a thriving cottage industry employing thousands. Odisha (Orissa) is famous for its silk ikat weaves created by an intricate process called the "bandha" in which warp and weft threads are tie-dyed to produce the pattern on the loom while weaving. Typical design motifs include rows of birds and animals, fish, seashells, rudraksh beads and temple spires.

Sambalpur, Berhampur, Mayurbhanj and Nuapatna produce a striking range in tassar silk with a brilliance, glaze and texture that is unmatched. The rare silk fabric produced at Nuapatna in Cuttack district embellished with verses from the Gitagovinda is used to dress the idols at the Jagannath Temple. The masters are well versed with the century's old art of silk worm cultivation and create silk ties, stoles, furnishings and dress materials apart from saris.

The primary mission of the department is:

- To promote sustainable fashion by promoting handloom products and fabrics
- To promote the image of Odisha abroad.
- To give high priority to the upliftment of the community of artisans and weavers
- Ensuring beneficial outcome to all the stakeholders.

Information technology has emerged as the biggest influence in recent times with specific areas of lifestyle penetration and benefit. In order to harness the potential of IT in handloom sector, Boyanika proposes to develop a n e-commerce website to create awareness, generate traction and promote these authentic products in the global market.

3.2.2 Project Profile

This RFP has been published to seek the participation of interested bidders who can provide end to end solution in designing, developing, hosting, monitoring and digital marketing of the e-commerce platform to Boyanika , which includes the following objectives:

- Design, Development, Hosting and Maintenance of e-commerce portal
- Design, Development and Maintenance of e-commerce mobile app.
- Integration of payment gateway with facility to accept informational payments
- Digital Marketing of the e-commerce portal for reasonable results within desired timeframe- using SEO, SMO, affiliate marketing and other digital channels
- Suggestion for Boyanika to efficiently market the e-commerce website through existing advertising channels
- Setting up processes for:
 - E-commerce order management process
 - International best practices in inventory management and optimizing costs
 - Customer support within Boyanika
- Training to Boyanika employees on managing e-commerce business

4 Instructions to the Bidders

4.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by Boyanika 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 Boyanika . Any notification of preferred bidder status by Boyanika shall not give rise to any enforceable rights by the Bidder. Boyanika may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Boyanika.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals/ Completeness of Response

- a) 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 full understanding of its implications.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant 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.

4.3 Pre-Bid Meeting & Clarifications

4.3.1 Pre-bid Conference

- a) Boyanika shall hold a pre-bid meeting with the prospective bidders on **07.12.2019 at 12:30 PM** at Odisha State Handloom WCS Ltd, Bhubaneswar.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email boyanikabbsr@yahoo.in on or before **04.12.2019 by 5:00 PM**.
- c) The queries should necessarily be submitted in the following forma (Soft copy in .doc or .xls file to be attached)t:

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

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

4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the Boyanika will endeavour to provide timely response to all queries. However, Boyanika neither makes representation or warranty as to the completeness

or accuracy of any response made in good faith, nor does Boyanika undertake to answer all the queries that have been posed by the bidders.

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

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

- a) Boyanika may terminate the RFP process at any time and without assigning any reason. Boyanika 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 Boyanika . The bidder's participation in this process may result Boyanika selecting the bidder to engage towards execution of the contract.

4.4.2 RFP Document Fees

RFP document can be downloaded from www.sadhacodisha.org. The bidders are required to submit the document Fee of **₹5,600/-** in shape of Bank Draft in favour of Odisha State Handloom WCS Ltd and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of **₹50,000/-**, in the shape of Bank Draft **OR** Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha State Handloom WCS Ltd , payable at Bhubaneswar, and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) EMD of all unsuccessful bidders would be refunded by Boyanika within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

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

4.4.4 Submission of Proposals

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
 - i) Response to Pre-Qualification Criterion : (1 Original in hard copy+ 1 CD) in first envelope
 - ii) Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope
 - iii) Commercial Proposal - (1 Original in hard copy) in third envelope
- b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscripting "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively.
- 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) The three envelopes containing Pre-qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked as "Response to RFP for Selection of Software firm for Design, develop, host, maintain the e-Commerce Portal and provide digital marketing services to Boyanika" - RFP Ref No - 2843 Dt.29.11.2019 with the wordings "DO NOT OPEN BEFORE 23.12.2019".

- e) The outer envelope thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- f) 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.
- g) 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 initialled by the person (or persons) who sign(s) the proposals.
- h) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.
- i) In case of any discrepancy observed by Boyanika in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- j) Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by Boyanika in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

4.5 Preparation and Submission of Proposal

4.5.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by Boyanika to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

Boyanika will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.5.2 Language

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

4.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to Boyanika at the address specified below:

Addressed To	General Manager, Boyanika At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001. Odisha, India
Telephone	0674-2395387
Fax Nos	0674-2530553
Email id	boyanikabbsr@yahoo.in
Last Date & Time of Submission	23.12.2019 by 2:00 PM

4.5.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) Boyanika shall not be responsible for any postal delay or non-receipt/ non delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by Boyanika within the prescribed timeline.
- d) Boyanika reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.6 Evaluation Process

- a) Boyanika will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by Boyanika shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.6.1 Tender Opening

The Proposals submitted up to **23.12.2019 by 2:00 PM** will be opened on **23.12.2019 at 4:00 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry 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.

4.6.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be Three (3) Years from the date of agreement.

4.6.3 Deviations

The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP.

The Proposal evaluation committee would evaluate and classify them as "material deviation" or "non-material deviation". In case of material deviation, the committee may decide to "monetize" the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

The Bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

Boyanika have the right to accept or reject any deviation(s) furnished by the bidder. The decision of Boyanika in such case is final.

4.6.4 Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
- i) are not submitted as specified in the RFP document
 - ii) received without the Letter of Authorization (Power of Attorney)
 - iii) are found with suppression of details
 - iv) with incomplete information, subjective, conditional offers and partial offers submitted
 - v) submitted without the documents requested in the checklist
 - vi) with lesser validity period

- b) All responsive Bids will be considered for further processing as below :

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

5 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with Least Cost Selection (LCS i.e. L1) system i.e. the bidder who have quoted lowest total quote (i.e. Lowest quote in Grand Total column in Commercial bid) will be awarded the work.. All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

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

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme

presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

5.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

<i>Sl#</i>	<i>Basic Requirement</i>	<i>Specific Qualification Criteria</i>	<i>Document/ Information to be Submitted</i>
a)	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 2 (Two) years as of March 31, 2019	Certificate of Incorporation
b)	Legal Entity	Also the company should be registered with the GST & Income Tax	GST Registration & PAN
c)	Sales Turnover in System Integration	Average Annual Turnover generated from services relating to IT/ITES during the last two financial years ending on 31.03.2019 (as per the last published Balance sheets), should be at least ₹50 Lakh This clause is exempted for Start-up firms. However, the firms need to submit necessary documentary proof.	Copy of the Audited Balance sheet and Profit & Loss account; Statutory Auditor's Certificate Start-up Certification from Govt. of Odisha/Govt. of India
d)	Net Worth	The bidder should have been profitable for all these three financial years and must have positive net worth. This clause is exempted for Start-up firms. However, the firms need to submit necessary documentary proof.	Statutory Auditor's Certificate Startup Certification from Govt. of Odisha/Govt. of India

<i>Sl#</i>	<i>Basic Requirement</i>	<i>Specific Qualification Criteria</i>	<i>Document/ Information to be Submitted</i>
e)	Technical Capability	<p>The bidder must have implemented / in process of implementation at least one e-Governance software project in India with minimum order value of Rs ₹10 Lakh or two projects with minimum order value of ₹8 Lakh each or three projects with minimum order value of ₹5 Lakh each in State / Central Government / Govt. PSU/Govt. Autonomous body in last Five financial years ending with 31-Mar-2018.</p> <p>This clause is exempted for Start-up firms. However, the firms need to submit necessary documentary proof.</p>	<p>Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client</p> <p>Startup Certification from Govt. of Odisha/Govt. of India</p>
f)	Resources	<p>The bidder must have at least 30 full time employees in its payroll as on date of submission of bid.</p> <p><u>For Start-ups</u> The Start-up should have at least 8 full time employees comprising with following category of resources</p> <ul style="list-style-type: none"> - One Digital Marketing Expert - MBA with Marketing Experience of minimum 3 years - Graphic Designer - One Content Writer - One Web Developer 	<p>Copy of the latest EPF deposit challan showing the number of subscribers</p> <p>Declaration of CEO/Director on category of resources and bank statement on transfer of salary for last 3 months</p>
g)	Consortium	Consortium bidding / sub-contracting is not allowed	

<i>Sl#</i>	<i>Basic Requirement</i>	<i>Specific Qualification Criteria</i>	<i>Document/ Information to be Submitted</i>
h)	Existence in Odisha	The bidder must have a centre operational in Odisha.	Trade License/ Leased Agreement etc./ Declaration
i)	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self Declaration
j)	EMD & Document Fee	The bidder must submit Tender document fee amounting to ₹5,600 in shape of DD and EMD amounting to ₹50,000/- in shape of DD or Bank Guarantee from a schedule bank This clause is exempted for Start-up firms. However, the firms need to submit necessary documentary proof.	Tender Fees Bank Draft only and EMD in shape of Bank Draft / Bank Guarantee

5.2 Technical Evaluation Criteria

The Proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, Boyanika, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

Financial & Resource Strength	40 Marks
Previous experience and expertise	30 Marks
Approach & Methodology	30 Marks
70 is the cut-off marks to open the financial bid	

5.2.1 Financial & Resource Strength

<i>Sl#</i>	<i>Criteria</i>	<i>Documentary Evidence</i>	<i>Marks</i>	<i>Max. Marks</i>
a)	Average Annual Turnover in last 2 years ending with March 2019 from IT/ICT and related services of last three years	Audited Balance Sheet and Statutory Auditor's Certificate	₹50 Lakh. 5 marks Beyond ₹50 Lakh. 1 mark for each ₹10 Lakh up to maximum 10 marks	10

<i>Sl#</i>	<i>Criteria</i>	<i>Documentary Evidence</i>	<i>Marks</i>	<i>Max. Marks</i>
			<u>For Start-ups</u> ₹5 Lakh. 5 marks Beyond ₹5 Lakh. 1 mark for each ₹1 Lakh up to maximum 10 marks	
b)	The firm/company should have IT professional with minimum qualification of B.E/MCA/MBA or higher	Letter from HR/Director	Minimum 30: 5 Marks Beyond 30 professionals, 1 mark for each 10 professionals maximum 10 marks <u>For Start-ups</u> Minimum 5: 5 Marks Beyond 5 professionals, 1 mark for each 1 professionals maximum 10 marks	10
c)	Quality Certification	Relevant copy of certificate highlighting validity	CMMI-3- 4 Marks ISO 9000 (any series) – 2 Marks ISO27001–2Marks ISO20000-2 Marks <u>For Start-ups</u> Govt. of India Certification – 4 Marks Govt. of Odisha Certification – 4 Marks ISO 9000 (any series) – 2 Marks	10

5.2.2 Previous experience and expertise

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
a)	The firm/ company should have implemented web based applications India during the last 5 years, each of the minimum value of the software design, development, implementation & operationalization support components of ₹10 Lakhs (For Start-ups this value would be ₹4 Lakh)	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate from the client	Each project 5 marks maximum 20 marks	20
b)	The firm should have experience of implementation of an e-Commerce application		One Project – 10 Mark	10
c)	The firm should have experience of implementation of Digital Marketing		One Project – 10 Mark	10

5.2.3 Approach & Methodology

Sl#	Criteria	Documentary Evidence	Max. Marks
a)	<i>Demonstration of understanding of the requirements of the RFP as per ToR through providing:</i> – Proposed Solution and its components – Technologies used, – Scale of implementation, – Learning on Issues – Challenges – Challenges likely to be encountered – Client references:	Technical Proposal & Presentation	15
b)	<i>Approach and Methodology to perform the work in this assignment</i>	Technical Document & Presentation	15

<i>Sl#</i>	<i>Criteria</i>	<i>Documentary Evidence</i>	<i>Max. Marks</i>
	<ul style="list-style-type: none"> – Understanding of the objectives of the assignment: The extent to which the Systems Implementer’s approach and work plan respond to the objectives indicated in the Statement / Scope of Work – Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference – Project work break down structure: timelines, resource assignment, dependencies and milestones 		

5.3 Financial bid Evaluation Criteria

- a) The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders’ representatives
- b) The bid with lowest Financial (L1) i.e. “lowest price quoted” in Grand total as mentioned in the Financial Bid/Commercial Table (as above) will be considered as the Successful bid i.e. Lowest Bid (L1 Bid)
- c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- e) Any conditional bid would be rejected.
- f) Though cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual. These two items will be considered as price discovery items.
- g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

6 Appointment of System Integrator or Service Provider

6.1 Award Criteria

Boyanika will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

6.2 Right to Accept Any Proposal & Reject Any / All Proposal(s)

Boyanika reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

6.3 Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease no. of resources supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, Boyanika will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the

stipulated period, Boyanika may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, Boyanika will notify each unsuccessful bidder and return their EMD.

6.5 Contract Finalization and Award

The Boyanika shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project, as per the guidance provided by CVC. On this basis the contract agreement would be finalized for award & signing.

6.6 Performance Guarantee

The Boyanika will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. However, Start-up firms required to furnish 25% of the required Performance Security (i.e. 25% of 10% of total cost of ownership excluding tax or say 2.5% of the total cost) as per Finance Department Memo no. 53681 Dated 19.04.2018.

The Performance Guarantee should be valid for a period of 3 years 7 months (42 months). The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Boyanika at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. Boyanika shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or Boyanika incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.7 Signing of Contract

After the Boyanika notifies the successful bidder that its proposal has been accepted, Boyanika shall issue purchase order and enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

6.8 Failure to Agree with the Terms and Conditions of the RFP

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

7 Terms of Reference

7.1 Background

Boyanika offers a very vivid experience to handloom lovers through its wide variety of products. The state is also an abode to many creative artists and craftsmen. With the intention of increasing awareness about all the beautiful craft and handloom art culture of state, Boyanika intends to take advantage of the growing sophistication of smartphones and other Global Technologies to attract customers so that it will help to make more revenue.

The selected bidder will be responsible for carrying out the following activities:

- Design, Development and Implementation of Boyanika Portal
- Social Media Management & Digital Marketing
- Development of E- commerce Platform and mobile App for Boyanika
- Content Creation & Management
- Integration of payment gateway

The objectives are as follows:

- To raise awareness about handicrafts and handloom of Odisha
- To increase foot falls and orders through online portals
- To disseminate information online about the efforts put in by highly skilled craftsmen in weaving and manufacturing handlooms and artefacts respectively
- To improve the overall reach and awareness about the manufacturing process and efforts put in by the skilled craftsmen to deliver phenomenal end products to the buyers keeping the immaculate craft intact and taking the cultural legacy forward.

7.2 Design, Development and Implementation of Boyanika Portal

The bidder would provide end to end managed services for design, development and maintenance of web portal. The Selected bidder shall take over the current Portal and redesign the same, by using state-of-the-art technology in consultation with various stake holders. The portal should have the following features.

Features	Description
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User Centric Design	The site is intended to be the main brand site for Boyanika and must involve a User Centric design paradigm that focuses on the products
Rich Media Content	All Photograph and Videos must cover the product objective and must be available with high resolution. The content should be fine-tuned to account for different device form- factors, network bandwidthetc.
General Information	<ul style="list-style-type: none">– Product guidelines– Product List– About the Brand

	<ul style="list-style-type: none"> – Odisha’s specific information on history and art culture – Links to important websites – Links to mobile apps and social media pages – FAQs – Festivals and events – Strong legal disclaimer
User Access and Registration	<ul style="list-style-type: none"> – Login to be supported via, Facebook, Twitter, Gmail – Registered user details submitted at time of registration will be stored in system – The site should only insist on user login where necessary.
Product related information and product catalogue	<ul style="list-style-type: none"> – Site should provide a guided search for visitors to search various categories of products available based on a variety of choices. – The search results should be overwrite-able for conditions where a specific result is required to be listed at the top of the result set. – The site should showcase the various festival and discount offerings. – Products history- summary and detailed, picture gallery, videos, brochures. – Additional information about how the product is made and what time it takes to make one product – Product journey videos and photos and blogs
Promotions	<ul style="list-style-type: none"> – Display promotions in form of text, pictures and videos, – Link to promotions on other websites. – Promotions based on handloom from different parts of Odisha. – The promotions should be personalized for every visitor based on visitor history, navigation & other behavior traits, campaign, & other profile attributes etc. – The system should provide the ability to test different promotion variations for different audiences to ascertain what works best for each promotion & audience.

Social features	<ul style="list-style-type: none"> – Integration to relevant social media platform – Visitors should be able to upload their images, add comments to relevant sections of the site as testimonials.
Tracking, Measurement, Reporting & Analysis	<ul style="list-style-type: none"> – Reports for management to check website traffic details such as unique visitors, return visitors, cohort analysis, country/origin, pages visited, bounce off reports, most viewed products, best sellers, content consumption patterns, device/OS reports, most searched products, campaign metrics, etc. – The reports must be updated real-time without any time lag – The system should enable easy to do ad-hoc analysis with the ability to create individual workspaces & dashboards for each analytics user – The system should support collaboration with easy sharing of reports – The system should be able to support analysis for different segments, comparison of segments, generate reports for different time periods, metric comparison for two time periods etc. – The system should have the ability to create virtual reports/dashboards – The system should have the ability to share audience segments real-time with other delivery platforms such as CMS, Optimization engines, Campaign Management systems etc. The system should have the ability to easily discover & create new audience segments at the click of a button – The system should provide detailed link analysis for a page to understand the most useful/accessed links on a given page; including real time analysis & updates. – The system should be able to use AI/ML to identify anomalies for any metric and report it.

Content Management System	<ul style="list-style-type: none"> – The proposed website will be comprised of both static and dynamic components and will be developed with various features and dynamic modules. – Creation and Maintenance of a comprehensive Content Management System as a single repository for storage of all types of Website content such as video and images along with controlling placement of content. – The CMS should be flexible and user friendly to allow extensive use by users of varying levels of technical knowledge. – The website should support multisite management which helps in sharing the content/users across multiple sites and managing content from a single point. – Ease of modification of presentation of the site without changing the content. – Ease to use administration facility with well-defined workflows for easier updating of content. – Should support optimized rendition of assets based on device form-factors, network speed etc. for optimal page load times – Automatic versioning of pages & capability to view the changes in the pages using GUI so as to know how the pages have changed over the time. – Support for check-in, check-out and locking of pages – Support for scheduled publishing and expiry dates – Roll-back a page and or content to a specific version – Automated metadata extraction & population from images and documents uploaded – Support for Annotation of pages & images and comments with audit trail – Project workspaces & dashboards
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- Responsive & Adaptive support including device previews
- Integrated Digital Asset Management system with support for Rich Media Content including Videos, Documents and support for different image formats including JPEG, GIF, PNG.
- Support for Content Architecture/Models (including basic structure of assets, campaigns, content etc.), Tag management & Custom Metadata Schema definitions.
- Workflow Processes including translation workflows and ad-hoc tasks
- Real-time Content & Page Insights, Content references and links
- Support for Machine Translation as well as Manual translation of content.
- Workflow dashboards & Reports
- Search (author search) implementation including support for Full Text & meta-data-based search; ability to save search criteria for ready access
- Launch capabilities to manage future website/release launches
- In-place content authoring with undo/redo capabilities
- Visual resizing, rotating, and cropping of images
- The ability for site administrators to edit or extend the structured authoring templates, without requiring coding or technical knowledge and provide a point-and-click interface for creating and managing structured authoring templates.
- Support for Content aggregation & syndication (such as RSS feeds)
- The system should have collaboration capabilities for authors to share comments, annotate pages & images and provide an audit trail of all items associated with a page/asset.
- The system should be able to handle omni channel requirements where a content and/or its variations are to be published to a site, app, social media, digital screens etc.

	<ul style="list-style-type: none"> – The system should provide a Desktop utility that allows for quick and easy bulk upload of assets, easy check- out/edit/check-in etc. – Sort capability for the authors to sort through a large number of assets – Different modes of viewing pages & assets such as List view, Card view etc. – The system should have diff report capabilities presented visually for easy comprehension – including Asset & Page version comparison – The system should have OOTB integration with Content Creation tools – System should provide auto-save capabilities for better authoring experience – Support menus driven by statically defined role-based access control. – Support dynamic menus driven by personalization and complex business rules
Effective ColorScheme	<ul style="list-style-type: none"> – The color combination of the website enhances the branding of the authority and attract specific types of users to navigate and spend time on the website. Hence the bidder shall use good color scheme.
Accessible to All Users	<ul style="list-style-type: none"> – The site should be responsive such that it can be accessed from various types devices and different form factors. The application shall also be friendly (conforming to WCAG 2.0)
Effective Navigation	<ul style="list-style-type: none"> – The website should allow the visitors to find what they are looking for without confusion or unnecessary clicks. However, the web site should have followed feature for better navigation and hold the visitors to go through much information <ul style="list-style-type: none"> • The navigation to be clutter-free • Good Internal Linking • Informative header and footer
Fast Load Times	<ul style="list-style-type: none"> – The home page & key section landing pages should load in 3 seconds or less and all other pages in 5 seconds or less
Good Error Handling	<ul style="list-style-type: none"> – The website should displaying specific error message to the visitors or to the users for better understanding of the functions of the website.

	<ul style="list-style-type: none"> - Auto-redirection of 301 errors when pages are removed or renamed - Ability to handle 404 errors
Usable Forms	<ul style="list-style-type: none"> - All the forms of the website shall be communicating and user-friendly to collect information from the target users - Ability to create mobile-friendly forms using an easy to use interface with drag/drop capabilities
Comprehensive Sitemap	<ul style="list-style-type: none"> - The website shall help both users and search engines navigate the site easily by mapping hierarchical list of pages (with links) organized by topic
Social Content Curation	<ul style="list-style-type: none"> - Provide the ability to search Social Media such as Instagram, YouTube, Facebook etc. for content useful to market Boyanika. - System should allow the user to download specific images into different folders (based on a custom content model) - System should provide the ability to put these assets through a moderation flow. - System should have the ability to screen images and text (using profanity filters etc.) to eliminate undesirable content from Social Media. - System should have the ability quickly add the curated content to various types of applications or page components for easy publication on the site. - Integration with the CMS for authoring ease of use - System should support delivering content to web sites, mobile apps, Digital screens & displays (say at Airports, events etc.) at the click of a button - System should support streaming capabilities so that certain types of social media content can be fetched and published automatically
Personalization & Optimization	<ul style="list-style-type: none"> - Support for Personalization based on audience segments - A/B Testing, MVT Testing & Experience targeting - Split URL testing - Ability to do Multi-page testing - Provide Conversion & test reports with confidence levels

	<ul style="list-style-type: none"> – OOTB integration with the CMS for optimized author experience and reuse of assets – Ability to share audiences with other platforms such as Analytics & CMS – OOTB integration with Analytics such as testing & Optimization reports can be accessed directly in the Analytics dashboards – Provide the ability to attach a specific goal or an Analytic metric to a test – Ability to test and/or personalize everything on a page – entire page, any text/image, menu items, portions of a page, any HTML element, etc. – using an easy to use Visual editor
<p>Technical Requirements</p>	<ul style="list-style-type: none"> – The system should support separate authoring & publishing system with each architectural layer capable of scaling separately. – The system should provide multiple deployment models and multiple hosting options – The Web Content Management (CMS) should use a Centralized Server Architecture (3-tier architecture with web & touch enabled user interface) The presentation logic should be decoupled from the business components logic – The platform must be built using Open Standards, such as Apache Foundation – The site should have the capability of Single Sign-on (for all the users) for any future integrations with enterprise LDAP/AD systems – The site should be compliant with Service oriented, RESTful Services, Open Architecture – An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs – CMS must have capability so that application code can be hot swapped at runtime with no need to restart the application – It should provide secure integration with various payment gateway for online payment transactions involved in processes such as online booking, etc.

	<ul style="list-style-type: none"> – User roles & groups – fine & course-grained ACL privileges – Support a proper Governance structure for managing multiple sites on the same structure – Support for Content Architecture/Models (including basic structure of assets, campaigns, content etc.), Tag management & Custom Metadata Schema definitions. – Templates & Components Design – Ability to easily extract a full copy of the site at any point in time (for backup or copy purposes) – Should come with an integrated Caching layer that multiple caching modes & controls (such as caching full page, pieces of content, parts of a page etc.) – The system should provide, OOTB, the ability to deliver content/pages in multiple formats (such as XML, JSON). – The system should provide Content-as-a-service capabilities with the ability to generate new services quickly
Search Functionalities and SEO	<ul style="list-style-type: none"> – Search engine and Sitemap functionalities on site to facilitate easy navigation and instant access to relevant information. – Developing own facility to offer state of the art search facility for site content. – Making design and architecture of the site friendly to search engines – Meta tagging and indexing all pages – Provide well defined search facility where all the information from many sources is presented together as single windows with filter and advanced search options.
Other Non-Functional Requirements	<ul style="list-style-type: none"> – The rapid application development tool for website must have the capability to help developers quickly and easily create multiple, highly customized industry standard applications from one code base to be able to render on desktop/kiosks/smart phone/tablets browsers, all without requiring additional code changes, redeployment of files, or publishing of

	<p>HTML.</p> <ul style="list-style-type: none"> – The tools must allow developer to apply different variants to generate multiple applications with varying presentation, business logic, data. – The platform must support development based on Agile principles and must have sufficient toolkits for code editors, and automation of build, test, packaging & deployment options. – The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently – The recommended platform should be well documented with technical & functional videos, API documentation, developer forums etc.
System Support	<ul style="list-style-type: none"> – Must support both 64-bit and 32-bit architecture on server side and must support most popular browsers such as Internet Explorer, Firefox, Safari and Opera and Google Chrome or any other prevalent in the market.
Compliance to Standard	<ul style="list-style-type: none"> – The Portal should be fully complied to GIGW Guideline of Govt. of India – The Portal should free from all vulnerabilities and free from any type of bugs – The user interface should be bi-lingual i.e. both English and Odia (Unicode based)

7.3 Design & Development of e-Commerce Platform with Mobile app.

7.3.1 High level Requirements

The high-level requirement of e-Commerce portal as follows

7.3.1.1 Visitor Features

- View Home Banners or Slide Show Gallery
- Browse Products
- View Product Details
- View FAQs
- Become a Member through Registration process
- View Static Pages

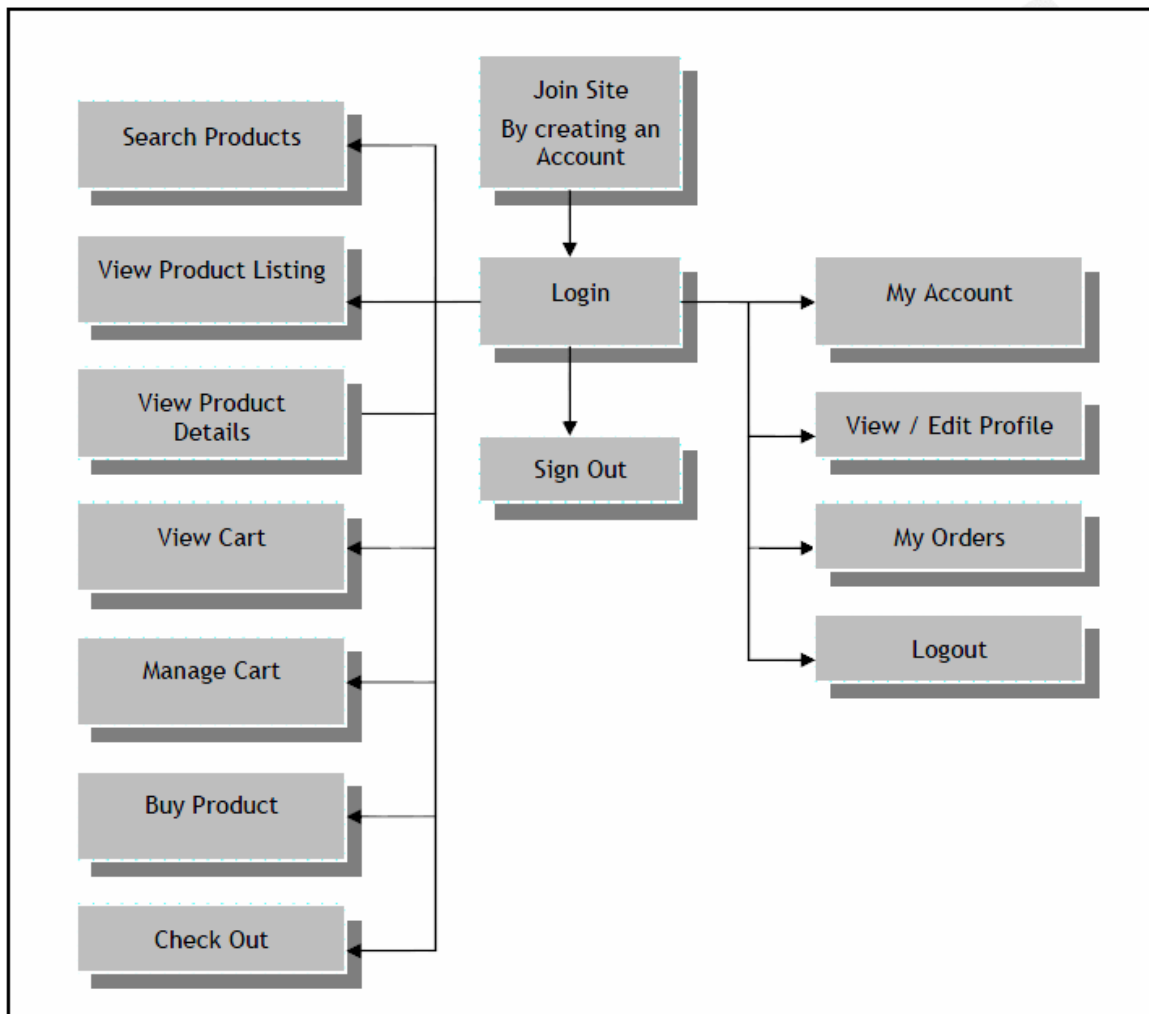
7.3.1.2 Registered Member Panel

- Login to site
- Manage Account
- My Profile
- My Orders
- Buy Product (Checkout)
- Logout

7.3.1.3 Admin Panel

- Login
- Dashboard
- Administrator User Management
- Site Member (Customer) Management
- Product Attribute Management
- Product Management
- Price Chart Management
- Banner Manager
- Order Manager
- Shipping Management

7.3.1.4 System Block Diagram



Basic Components of the E-Commerce Website

7.3.1.5 Join Site

Front-End

Home Page

Views Website Logo, Banners or Slideshow which are integrated with Home Page View list of Latest Products available with details like

- Product Title
- Image : View links for Login and Sign Up
- Clicking on any link, User will navigate that particular Page

Product Display

Displays products

Click on image will display information of product as well as choice of different sizes if available View the details of the products, with Image

on Product Detail page

View listing of all Related Products

- Product Name
- Product size
- Image : Clicking on Image, User will navigate to "Product Detail" Page

7.3.1.6 Product detail Page

- Views Product details as follow
 - Product Title
 - Product Image
 - Option to view
 - Measuring Videos
 - Features of the selected Product
 - View list of available Fabric with details like Color Name, and Product Image
 - Select one Fabric
 - Dimensions (Size)
 - User can specify their Product type and preferences like
 - "Product Type"
 - Saree
 - Dupatta
 - Dress Material
 - Fabric
 - Stole
 - Material type
 - Cotton
 - Silk
 - Eri Silk
 - Crafts Type
 - Sambapuri
 - Kotpad
 - Color
 - Green
 - Blue

"Price of Product" Button

User can determine the Price of the Product based on the given preference (Dimensions)

Link to view Price Charts

Option for "Add to Cart", User can add the Product to Cart with the specified Preference

7.3.1.7 View Price Charts

- Visitor can browse the Price Charts for the Product based on the Price Calculation
- Visitor can view Drop and Width wise Price of the Fabric
- As Size (Drop/Width) of Fabric increases Price of Fabric will also raise

7.3.1.8 Watch Measuring Videos

View Measuring Video(s) added by user in conjunction with all Products with details like

- Title
- Duration
- Description

Visitor can play the selected Video

7.3.1.9 View Cart

Displays products added to the shopping cart

- With a small product image, subtotal, shipping amount
- Link to „Update“ and „checkout“

Link to : “See entire shopping Cart“

- Can view its shopping cart (if purchased anything will show list of items that are being purchased with the quantity and the total price of those buying)
- Remove Product from the Cart
- Update Quantity and Recalculate Sub Total

7.3.1.10 User Login

This section allows User to enter the website by adding login details created during registration

- Enter authenticated Email Address and Password to login
- Forgot Password Link
 - Recover password through mail New User?
- Sign up link available

Registration: This section allows New Users to create new registration account on the Site Fill the registration form with all required fields

- Enter Profile details like name, email id, password
- Enter address details like Country, State and Zip Code
- Submit Form

After creating login, the Customer enters the account with authenticated username and password and can perform the following tasks:

7.3.1.11 My Account

- Personal Information
- Change Name, Login, E-mail Address, or Password

- Manage Address Information

My Orders

- View all Orders
- View order no/ order date/ amount/ quantity View Status (In Process, Shipped, Open, Rejected)

History/Receipts

- View Details of all the orders made
- View order id, status, date ordered
- Link to re-Order

Last Order

- Displays the last order made
- Link to reorder and reset quantity

View Order Tracking

- Enter Order Number

View Shopping Cart

Delete Account

Sign out

Checkout

- Proceed to Shipping Details
- View/ Edit Shipping Details
- Select Shipping Method
- Proceed to Billing Details
- View/ Edit Billing Details Review Order
- View Total Order Summary, with Shipping and Billing Details
- Proceed to Payment Details
- PayPal Payment Gateway Integration Order Confirmation
- Show confirmation of order with order details on the screen

FAQ

Displays a list of frequently asked Questions

Shipping Information

Details regarding Shipping information and collaboration with any partners which will be confirmed with client for more details

Static Pages

- Contact Us
- About Us
- Privacy Policy
- Disclaimer
- Terms & Conditions

7.3.1.12 Back-End

Admin panel is the back end of the application from where the admin can manage the whole site and its contents as well.

7.3.1.13 Login

Administrator may login into the admin panel with the authorized username and password to get access to this panel.

7.3.1.14 Site Map

View Summary of the whole Admin panel

7.3.1.15 Administrators Users Management

The administrator user section shows the list of admin users accessing the panel. The admin can search and sort the list. The admin can even edit and delete the existing record.

- View Admin
- Search / Sort Admin users
- Change the Status of admin user (Active / Inactive)
- Add / Edit / Delete Admin Users

7.3.1.16 Customer Management

- The Customer Management section shows the list of customers who have registered themselves on the site.
- View All Customers of the site Search / Sort Customers
- Change the Status of Customer (Active / Inactive)
- Add/ Edit / Delete Customers
- Send mail to the Customers

7.3.1.17 Product Type Management

The Product Type Management section allows Admin to manage all product types.

- View all Product Type
- Change the Status (Active / Inactive)
- Add / Edit / Delete Product Type

7.3.1.18 Product Attribute Management (Like Sizes and Colors)

- View All Product Attribute
- Change the status (Active / Inactive)
- Sort Product Attribute
- Add Attribute
- Enter Attribute Name
- Edit / Delete Product Attribute

7.3.1.19 Product Management

The Admin can view all the products that are being displayed on the site.

Admin has full rights to add/ edit the particular product once placed on the site. View all products

- Search / Sort Products
- Alphabetical Search
- Change the Status (Active / Inactive)
- Add Product
- Add General Information about the product like Name, Product Type, Attribute
 - Upload Image and Video
- Edit / Delete Product
- Product categories (Category management)

7.3.1.20 Price Chart Management

The Price Chart Management section allows Admin to manage all Price Chart available for Pleated / Venetian / Roller on the Site

- View all Price Charts
- Search and Sort Chart by Product Type Change the Status (Active / Inactive)
- Add new Chart
- Select Product Type
- Title
- Upload Chart File
- Edit / Delete Chart details

7.3.1.21 Country Management

- View All Countries
- Search / Sort Countries
- Change the Status (Active / Inactive)
- Add / Edit / Delete Countries
- Search / Sort States
- Change the Status (Active / Inactive)
- Add / Edit / Delete States

7.3.1.22 Tax Management

- View All Tax percentage with the countries
- Search / Sort Taxes
- Change the Status (Active / Inactive)
- Add / Edit / Delete Taxes

7.3.1.23 Shipping Management

- View all methods of Shipping with the amount
- Search / Sort Shipping Methods
- Change the Status (Active / Inactive)

- Add / Edit / Delete Shipping Methods

7.3.1.24 Order Management

- View all Order Detail
- View Order Information
- View Billing/ Shipping/ Payment
- View/ Change Order Status (In Process, Shipped, Open, Rejected)
- Search / Sort Orders
- Alphabetical Search
- Edit / Delete Orders
- Print Order Confirmation
- Print Invoice

7.3.1.25 FAQ Management

- View all FAQs
- Search / Sort FAQs
- Alphabetical Search
- Change the Status (Active / Inactive)
- Add/ Edit / Delete FAQs

7.3.1.26 Email Template

There will be different templates available for different occasion like Welcome Mail, Forgot Password

7.3.1.27 System Settings (General Site Settings)

- View / Edit all Setting of Website General Settings
- Name of Site Main Site
- Title URL
- Meta Tags Information Settings
- Site Copyright Text
- Site Control Panel Title
- Administrator Email ID

7.3.1.28 Static Pages Management

- View List of Static Pages FCK Editor provided
- SEO Management
- The SEO Management section helps the Site Administrator to manage the traffic & activity per- formed on Site by Users/ Buyers
- View all Meta tags & Keywords
- Search/ Sort Meta tags & keywords
- Change the Status (Active/ Inactive)

- Edit/ Delete Meta Tags
- View all login IPs
- Search/ Sort IP
- Change the Status (Active/ Inactive)
- Block IP

7.3.1.29 Log out

The Administrator can log out of the admin panel from the log out link given in the panel.

7.3.2 Design Goals

The application consists of following main sections:

7.3.2.1 Visitor Features

- View Home Banners or Slide Show Gallery
- Browse Products
- View Product Details
- View FAQs
- Become a Member through Registration process
- View Static Pages

7.3.2.2 Registered Member Panel

- Login to site
- Manage Account
 - My Profile
 - My Orders
- Buy Product (Checkout)
- Logout

7.3.2.3 Admin Panel

- Login Dashboard
- Administrator User Management
- Site Member (Customer) Management
- Product Type Management
- Product Attribute Management
- Product Management
- Price Chart Management
- Banner Manager
- Order Manager
- Shipping Management
- FAQ Management

- Email Templates
- Static Page content Management
- Tax Management
- Location Management (Country/State/City)
- System Settings
- Logout

7.3.3 Audit Trail Management

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 the 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.
- l) The system must keep audit trial of all the banking transactions including approvals made in the system.

7.3.4 Mobile app Development

The bidder has to develop mobile app in iOS and android platform with required functionalities to use e-Commerce platform for purchase of various items through mobile phone.

7.3.5 Deployment of on-site resource

The bidder has to deploy a dedicated resource at boyanika for entire project period for support and co-ordination with various stakeholders for successful implementation of project. The responsibility of the support resource will be take proper inputs time to time for updation of portal, collect various information for timely updation of information, upload catalogue on various items in e-Commerce portal, etc. and any other activity assigned by competent authority of Boyanika time to time.

7.4 Social Media Management & Digital Marketing

- a. Creation & Maintenance of Social Media Platforms for Boyanika: The firm shall create (as and when may be required) and maintain Social Media Platforms such as Facebook, Instagram, Twitter, and Youtube.
- b. New Look: Give all Social Media Platforms a new look periodically by putting up new creative features, theme lines, links etc.
- c. Updates: Regular informative and promotional updates in the form of relevant text, pictures, audio, unique & interactive content, interviews, news, quiz, etc.
- d. Creatives :
 - o Developing creative units like banners / posters/ video content on events, achievements, etc. for posting on social media handles, as and when may be required.
 - o Developing and producing creative images/videos for campaigns on thematic subjects to be posted on the Social Media handles.
- e. Publicity: Publicize all items/events as suggested by the Boyanika, using these social media platforms.
- f. Query Management: All queries received on all platforms which need not require inputs from Boyanika must be replied to within 24 hours and all queries which require a consultation with the Boyanika should be answered within Seven working days.
- g. Gate Keeping: Moderation of all platforms with a regular frequency of 2 times a day in order to deal with spam, unauthorized advertisements, inappropriate content etc.
- h. Media Tracking: Use a good industry standard monitoring tool for analysing comments / remarks about Boyanika and its products in various media like newspapers, magazines, blogs, social media platforms etc. both offline & online, national & international.
- i. Tagging: Create relevant tagging & linkages of content on all platforms.

- j. Digital Promotion :Providing amplification of Digital Marketing communication and messaging through planning and execution of a Digital Marketing activity across both Paid Media and Non-Paid media avenues on Digital and Mobile campaign

7.4.1 Search Engine Optimisation

SEARCH ENGINE OPTIMIZATION	
Off Page Activities	Outcome
1-Blog Submission	Generate more links & traffic to website
2-Article submission	Generate links & traffic to website
3-Pdf Submission	Generate links & traffic to website
4-Image submission	Generate links & traffic to website
5-Classified Ad Submission	Help people to know about your products & services
6-Blog Commenting	Generate more links for website
7-Forum Submission	Generate backlinks
9-Directory Submission	Help Google Crawler in identifying the nature/category of business to improve SERP
On-Page Activities	Outcome
1-Tags (H1, H2, H3) Implementation	Search Engine Compliant
2-Schema Code Implementation	Enhanced Search preview
3-Robots.txt file check	Search Engine Compliant
4-301 & 302 redirection	Search Engine Compliant
5-URL Structure Optimization	Search Engine Compliant
6-Alt Image Attributes	Search Engine Compliant
7-Meta Data Optimization	Search Engine Compliant
8-Crawl Error fixation	Search Engine Compliant

* Search Engine Optimization is an ongoing process and it takes for the posting to be approved by the site administrator of various reputed submission sites.

7.4.2 Sponsored Advertisement

Lead Generation- By creating online forums on different platforms to collect customers information in order to get bulk orders for Boyanika probably from handloom sellers and buyers across the globe.

The bidder must have a team for management of Social Media and Digital Marketing as per the required scope.

7.4.3 Social Media Security

The agency will provide alerts of various threats/dynamic risks as and when it appears on Social sites, which may be detected real-time by use of tool/software or any other technique and initiate appropriate actions to be protected from it. Below are some threats which are just illustrative but not exhaustive.

- Brand and executive impersonations
- Financial frauds, Profanity & Customer attacks
- Scams (Recruitment, Coupons, Lottery, Counterfeit, etc.)
- Piracy and trademark infringement
- Viruses
- Phishing and Social engineering
- Data leakage or posting inappropriate corporate data
- Targeted attacks
- Insider threat
- Social account hijacking

7.5 Content Creation and Management

The Selected Bidder would be responsible for creation of content to be published on Visit Odisha portal and social media platforms. The content is basically to be provided on the following three categories.

- Textual
- Photography
- Videography

7.5.1 Textual

The selected bidder is required to undertake the following activities.

- Creation and addition of new textual content on a regular basis, so as to refresh the content on the website
- Creating content for social media campaigns, advertisements and promotional activities
- Editing and updating existing textual content on Boyanika website
- Commissioning high quality articles on handloom products
- Content team should provide proper graphics in support to the provided content for social media
- Managing content received through UGC on demand and coordinating with Department to get UGC approved before uploading on the Web-portal.

7.5.2 Photography

The Selected Bidder's will be provided with a list of products that has to be needs to be photographed or Boyanika will be providing the photographs, as may be the case. Boyanika has its team of creative photographers and will be using them for any kind of photoshoot.

7.5.3 Videography

The Selected Bidder's will be provided with the list of products to be shot for a video shoot. Video shoot would be done by the Boyanika or if bidder does the videos the bills will be submitted as per actuals to Boyanika. Video shot of any product will have to intimated to Boyanika in advance with the cost for the video shoot. The bidder may proceed after the approval of Boyanika.

The videos must be shot in high-definition with best resolution and the video must be able to be reduced in size without sacrificing quality to be use in social media channels and other channels wherever& whenever required.

Deliverables:

Type	Subtype	Description
Videography	For website	Capsule Video Duration-1.5-2 Minutes Including Research, Consultation, Scripts thumbnail sketches, Professional Fees, Equipment Hiring, Travel and Accommodation, Dynamic Info GFX, video editing etc. 1920 x 1080 pixels
	Theme	Theme videos Duration-3 minutes Including Research, Consultation, Scripts Professional Fees, Equipment Hiring, Travel and Accommodation, Dynamic Info GFX, video editing etc. 1920 x 1080 pixels
	Video Dubbing and Editing	Video editing

Note:

- *Considering the nature of this project Boyanika, Odisha require all the raw copies of the videos to be submitted to Department. Based on the requirement the*

same may be edited for producing new videos by editing the same. Therefore, the bidder is required to submit per-day editing cost of the video so that if required at a later stage the same may be used for creation of additional videos.

- *Photos and Videos will be used for various Social Media (WhatsApp, Youtube, Facebook, Instagram, Youtube & Webportal display. All Raw Videos and Photos are to be shared with the client and may be used to create further videos by editing.*
- *Considering the nature of work the bidder is allowed to engage other agencies to execute the work related to videography and photography. In such cases the bidder is required to mention the name of the agencies in the format given under Annexure-2.*

7.5.4 Advisory services-

As part of the assignment the bidder would also be required to provide advisory services for successful execution and increase the awareness of "Boyanika" portal across various platforms. The scope of work to be covered as part of these advisory services shall include the followings.

7.5.4.1 Define User Experience and Online Strategy-

Defining the user experience and online strategy shall primarily cover the followings. However, the bidder is free to propose any other approach as part of their technical response.

- Stakeholder consultation at Management level to understand the online vision
- Conducting workshop at Management level to identify the additional list of themes, events, festivals
- Benchmarking with competitive handloom portals.
- Secondary research on handloom industry and online strategy ahead
- Creation of policy related to terms of usage, site policy, content management policy etc. in consultation with the management.

7.5.4.2 Define feature sets to be provided on user experience-

- Do user research for identifying user profiles to define the content strategy for the website
- Content strategy exercise to tailor content based on user analytics (location, need and context, language translators).
- Remove usability and navigation issues on the website.
- Create a consistent and delightful user experience with unique themes and layouts which flow in from the overall brand values of Boyanika.
- Recommend screen layouts and navigation to ensure delivery of

structured content with easy and intuitive navigation

7.6 Scope of Work

Following the above scenario present and proposed workflow the selected bidder shall Study, Design, Customize, Test, implement and maintain the e-Commerce Portal and provide digital marketing services to Boyanika The bidder will guide Boyanika as well to do any kind of Government process reengineering as applicable during the development and implementation of the solution.

The scope of work for the Selected Bidder during the period of contract/ engagement shall include:

- a) Preparation of Detailed Project Plan & High Level System Study as per existing practices
- b) Detailed System Study, Requirement Analysis, System Requirement Specification for the upgraded application and Suggestion for Process Re-engineering.
- c) Design, finalization and Customization/development of the solution
- d) Configuration, installation and hosting of the new application as decided by Boyanika
- e) Integration with existing 3rd party Applications and to meet future need as per new scope additions
- f) Software Solution Testing
- g) Deployment & Configuration
- h) User Acceptance Testing (UAT)
- i) Data migration from old system, if required
- j) Go-Live of Software Solution
- k) Training
- l) Post Implementation Support for Five (5) Years

7.6.1 Preparation of Detailed Project Plan & Study of Scope

The selected bidder shall conduct a high level system study for all modules, features & associated processes involved in the design of e-Commerce application in coordination with all stakeholders and develop a thorough understanding leading to design, development, testing and implementation of the new system for Boyanika with necessary process improvement/re-engineering. The selected bidder shall:

- a) Interact with concerned officials of Boyanika (key officials) to understand their process, requirements & expectation from new Boyanika Portal with e-Commerce Platform.
- b) Review the existing processes, systems & applications associated and additional key requirements/ features (if any); and suggest for necessary Process Re-engineering for all the required processes.
- c) Prepare consolidated list of modules & features comprising of features in application and additional key requirements/ features (if any)
- d) After completion of system study, selected bidder shall prepare and submit a Detailed Project Plan, including achievable milestones & timelines for all activities and features for an approval by Boyanika .

7.6.2 Detailed System Study

- a) The selected bidder shall be responsible for conducting detailed system study in coordination with all stakeholders (key officials of Bolyanika) for all requirements for development of portal, e-commerce application and social media management and features proposed to be developed in new system.
- b) For each module and feature, bidder needs to perform detailed system study & requirement analysis covering
 - Capturing details of all requirements & features specified in Functional Requirement Specifications stated in the RFP and additional key requirements/ features (if any).
 - Understand existing processes proposed to be covered in module & feature, find the gaps in the existing process and suggest re-engineering of existing process (if required).
 - Understand / assess data migration requirement and define strategy to prepare the legacy data for the use
 - Understand / assess data inputs and outputs requirements
 - Understand / assess their IT readiness & Training requirements
 - Collecting all input forms, registers and reports formats (if any).
- c) The functional and non-functional requirement specifications stated in the objective are the indicative in nature and the new system should have and to be considered as an integral part of the scope of work. The bidder should take it into account for effort estimation and financials. However, to achieve/ fulfil the overall project objective, the selected bidder shall be responsible to re-fine/ improvise the

detailed functional requirement specifications (FRS) for each module based on the detailed system study and requirement analysis performed by the bidder.

- d) The selected bidder shall be responsible for the preparation of System Requirement Specification (SRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/improved FRS. The SRS document should be prepared as Global standard.
- e) The selected bidder should demonstrate the FRS/SRS including screen templates, reporting requirements, process flow, and new features suggested for review and should incorporate all the suggestions / modifications made by officials of Boyanika
- f) The Selected Bidder shall obtain sign-off on SRS document from the competent authority of Boyanika. The bidder shall ensure that the SRS document is prepared considering all provisions of future scalability in terms of functional & technical requirement/ enhancement of the all the modules planned to be covered and there integration with 3rd party applications, legacy application and other modules developed in other phases.
- g) After getting sign-off on SRS document, the Selected Bidder shall start the application development/customization work.
- h) The selected bidder is required to update the SRS documents as and when any enhancement/ modifications are made into the module/ system till the duration of contract.

7.6.3 Development of Boyanika Portal with e-Commerce Platform

The Selected Bidder shall be responsible for Design, Development / Customization, Enhancement, Testing and Deployment of Boyanika Portal with e-Commerce Platform based on the approved System Requirement Specifications / Functional Requirement Specifications, Solution Architecture & Standards as specified in this RFP document.

7.6.4 Integration with 3rd Party Applications

- a) The selected bidder shall ensure that the new application meets all system integration requirements with other applications of Government of Odisha / India third-party applications as mentioned below:
 - Payment Gateway of Bank/Aggregator service
 - SMS Gateway
 - Secure Sockets Layer (SSL)
 - Email Gateway (if required)

7.6.5 Software Solution Testing

- a) The selected bidder shall conduct the independent testing (including Unit Testing, Functional Testing, Integration Testing, Security Testing, and Performance Testing etc.) along with VAPT with load testing before deployment of application.
- b) The bidder shall ensure that for each module & features developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards.
- c) If required, Boyanika may engage a third party agency to conduct vulnerability testing twice a year. If any vulnerability found during security audit, the selected bidder should resolve within the reasonable time without any cost during Post Implementation Support period.

7.6.6 Deployment & Configuration

- a) The selected bidder shall deploy the new application over the hardware infrastructure provided by the Boyanika.
- b) The selected bidder shall be responsible to coordinate with Boyanika & data centre official to host the application and comply with all the policies of data centre.
- c) The selected bidder, after deployment of application, shall request for sign-off by Boyanika.

7.6.7 User Acceptance Testing (UAT) & Go-Live

- a) After completion of the development/customization work for application, Boyanika will conduct the technical reviews of development work performed by the Selected Bidder as User Acceptance Testing (UAT).
- b) The selected bidder shall be responsible for:
 - Preparation and submission of Test Strategy, test cases and Test Results
 - Demonstration of module-wise functionalities/ features before the Boyanika in staging environment
 - Support user & its designated authority for conducting the testing and provide access of the systems as required by them.
 - Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested (if any) during the UAT without any additional cost.
- c) After incorporations of the suggestions made during UAT phase, the selected bidder has to host the Beta version of each module in production environment. After achieving following numbers of transactions, UAT and Go-live shall deem to be declared.

- Registration of 20 users in Portal
 - Processing of 20 products through e-Commerce portal
- d) After the Go-live, the web application will be rollout for Application Support, Operation and Maintenance as per the agreed SLA.
- e) The Selected bidder shall provide detailed final system documentation for reference to Boyanika . Bidder shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. Boyanika expects the following (not limited to) in the form of product documents. Key documents required are:-
- Detailed Design document detailing technical architecture (application, network, and security)
 - Data Architecture, interface architecture and integration architecture
 - Configuration Documentation: consisting of system setting and parameters for each function modules.
 - User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
 - Any other documentation required for usage and maintenance of implemented solution at each location like Technical Manual, Installation Guides etc.
 - System operational procedure manuals
 - The bidder shall provide minimum three hard copies and two soft copies on the above mentioned manuals.
 - The bidder shall submit the system documents including the Functional Specifications & Technical Specification.
 - The bidder shall prepare & submit the System Administration manual indicating the system settings for each module.
- f) The Selected bidder should carry out following activities in a regular interval relating to Security Audit and Third Party Audit
- Coordination with the Cert-in empanelled firm or any other firm appointed by Boyanika for security audit and obtain the safe-to-host certification.
 - Rectification in new portal for any issues/ bugs suggested by TPA/auditing firm without any additional cost
 - Removal of all vulnerabilities/security threats identified without any additional cost.

- Submit the report/testing documents including details of defects/bugs/errors found and corrective actions taken.
- For UAT, Boyanika may constitute a UAT committee.

7.6.8 Training

- a) The selected bidder shall ensure a proper hands-on training to the team of selected trainers & end-users designated by Boyanika on the software solution developed by bidder so as to make them well conversant with all the functionalities, features and processes built in the new application.
- b) Training shall be conducted at Centrally and/or region level
- c) The selected bidder in consultation with Boyanika will plan up a systematic training schedule.

7.7 Post Implementation Support

- a) Bidder has to deploy the team with adequate manpower having expertise in database and application management & support for operation and management of entire application to carry out the above activities.
- b) The bidder has to give details of methodology for Application Support, operation and management with team structure with proposed profiles in technical bid.
- c) It is to be noted that the bidder is required to share super user and administrative access rights / credentials with Boyanika and all the administrative tasks should be done in presence of competent officials of Boyanika.
- d) The bidder has to deploy required number of resources for application support, operation and maintenance to adhere the timeline and SLA.**

7.7.1 Software Maintenance

- a) Fixing of bugs & error as and when required in the developed application
- a) The defects will be covered which occurs due to development error(s)
- b) Minor changes to the business process will be addressed except new table, database, etc.
- c) Maintaining the updated version of source code
- d) Tuning of the system to improve performance
- e) Quality audit compliance (if required)

7.7.2 Application Support

- 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

7.7.3 System Support

- a) Provide integration and user support on all supported servers, data storage systems, etc.
- b) Management & monitoring of server infrastructure
- c) Installation and re-installation of the database
- d) Application Load balancing and Database Clustering
- e) Network configuration
- f) Perform Database, event & system log analysis
- g) Database log management
- h) Database & file back-up as per the policy of OSDC
- i) Patch update
- j) System Administration and Trouble Shooting
- k) Application & System Software Administration (including performance tuning)
- l) Application and database level performance tuning.
- m) Database Administration, optimization and Trouble Shooting
- n) Co-ordination with Network Administration Team

7.7.4 Software Enhancement Services

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this RFP. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document. In above mentioned scenarios the Boyanika may direct to take up such assignments. The bidder is supposed to prepare the detail effort estimation for development and implementation of such assignments and submit the proposal to Boyanika for approval. On approval, bidder shall deliver the services and raise the claim as per actual according to the Commercial Bid. 20 man

months are provisioned for such additional software enhancement services. The bidder can raise claims under this head as per actual consumption of service duly approved by Boyanika .

7.8 Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to Boyanika technical team at least one year before project closure. IT resource persons of Boyanika will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The System Integrator will ensure capacity building of the IT resource persons of Boyanika on maintenance of software and infrastructure. During last one year IT resource persons of Boyanika should work independently and bidder will be ensured the guidance.

7.9 Features of the Application

7.9.1 General Features

Following are the list of General Features which shall be the part of the newly developed Portal.

- a) SMS/Email alert/notification in different stages of processing of items
- b) Bi-lingual facility to support Odia (in future prospect) & English languages using web based Unicode complaint fonts (the license of web based Unicode font will be provided by bidder).
- c) System shall be web responsive and viewable from the Mobile compliant browsers.
- d) Facility of OTP (One Time Password) for features viz., Password Reset, 2 Factor Login, user authentication, etc.

7.9.2 User Interface

System shall provide User interface with the following features:

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

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

7.9.3 Security

- a) The system shall support the Digital Certificates and Aadhaar based e-Sign as per IT Act of India, 2000
- b) Support for SSL
- c) Authorization by the transaction type, User Name, User Role
- d) Facility of one user multiple roles and vice versa
- e) Automatic timeout for user (log out)
- f) Time restriction on transaction
- g) Password encryption while passing on wire
- h) Ability to define rules for password composition and password encryption
- i) Configurable password policies including Password expiry, Password complexity, Password history, reuse policy and Forced password change on first log on
- j) Ability to configure the number of permissible log-in attempts
- k) Data updation/deletion/creation only through application layer
- l) Shall not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on HTTP or HTTPs
- m) support role based access control, user based privileges
- n) Password management mechanism for passwords having expiry and likewise for time bound password management rules
- o) Management of resource allocated to per user session.
- p) standalone / integration with Operating system security
- q) The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time)
- r) The bidder must implement latest version of Web server, Database Server and applications such as PHP, JSP, ASP, JBoss etc.
- s) System shall follow Open Web Application Security Project (OWASP) guidelines and shall be based on ISO 270001 standards.

7.9.4 Technical Requirements

- a) The system shall accommodate 1,00,000 active users with 10% concurrent session.
- b) The system shall be scalable to accommodate new users and data volume.
- c) The system shall be web based with multi-tiered architecture.
- d) The system shall be Unicode based and bi-lingual (both English and Odia)
- e) The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Safari, Google Chrome, Microsoft Edge etc. and Operating Systems like Windows, Mac OS & Linux.
- f) The system shall support the Digital Certificates as per IT Act of India, 2000
- g) The system should be mobile ready.

7.9.5 Adherence to Standards

The selected bidder shall ensure that the system complies with defined industry standards (their latest versions as on date) as applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, installation and testing. The suggested architecture must be scalable and flexible for modular expansion. The system shall allow ease 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. The solution architecture should thus have provision to cater to the evolving requirements of the Boyanika.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

7.9.5.1 Application Design and Development

- a) **Compliance with industry standards:** Solution shall be compliant with industry standards (their latest stable versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- b) **Platform Flexibility:** Open Standards and Interoperability (Usage of standard APIs) shall be considered Web-centric, multi-tier architecture shall be used.
- c) **Compliance to SOA and EAI:** Application shall be based on Service Oriented Architecture (SOA) and Enterprise Application Integration (EAI). All modules of the application shall expose key functionality through Software APIs in form of SOAP

& WS-* or JavaScript Object Notation (JSON). so that they can be consumed by other applications.

- d) **User Interface:** The application's UI should be based on HTML5 standard and should be

<i>Sl#</i>	<i>Component</i>	<i>Standards</i>
a)	Information Access/ Transfer protocols	SOAP, HTTP/HTTPS
b)	Interoperability	Web Services, Open Standard
c)	Portal Development	W3C Specifications
d)	Photograph	JPEG / PNG / GIF (minimum resolution 640 X 480 Pixels)
e)	Documents (Scanned)	PDF / TIFF (Resolution of 200 X 200 dpi ; b/w)
f)	Document encryption	PKCS specification
g)	Information Security	ISO 27001 certified System
h)	Operational Integrity & Security Management	ISO 17799 certified System
i)	Operation	ISO 9001 Certified
j)	Application	Open Standard
k)	Service Management	ISO 20000 specifications or latest

- e) **Compatibility:** Application should compatible with all devices like Desktop, Smartphone and tablet etc. The application interface should be responsive.
- f) **Error Handling:** Ensure applications execute proper error handling (customized) so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.
- g) **Rich User experience:** The solution shall have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, treasury, departments and others can invoke this framework by passing the required parameters and specifying the desired output.

7.9.5.2 Technology Standards

- a) **Browser Compatibility:** The solution should support common web and mobile browsers like Google Chrome, Internet Explorer, Microsoft Edge, Firefox, Safari and Opera etc.

- b) **Bi-Lingual Support:** Application shall support at least Unicode 5.1/ 6.0 standard based Bi-lingual versions for user interface. It is expected to be in the Odia and English (India) languages.
- c) **Device Support:** Application shall be accessible on all popular devices (PC, mobile or tablets) and across all popular operating system platforms like Windows/ Apple for PCs and Android/ IOS for mobiles through browsers.
- d) **Scalability, Reliability and Flexibility:** The technology must be scalable with users' emerging requirements and must continue to be reliable as the information handling needs of the government increases. The architecture must be scalable and flexible for modular expansion. The SI should plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.
- e) **Interoperability:** The system should be interoperable and should comply with open standards for easy integration. The entire system/ subsystem should be interoperable, in order to support information flow and integration. Operating systems and storage technologies from several suppliers must interact well with each other.

7.9.5.3 Security Standards

- a) **Application Access:** Ensure applications processing data properly for authenticated users (through central authentication systems)
- b) **Security:** application shall support both HTTP and HTTPS (SSL certificate shall be provided by Boyanika).

7.9.6 Other Technological Requirement

- a) The bidder is free to quote any systems software like database, application server, any third party etc. as per the requirement of their proposed solution.
- b) However, bidder is also free to implement Free and open-source software (FOSS). If bidder is adopting and implementing any proprietary software, adequate license must be procured in the name of Boyanika and cost towards same will be borne by the bidder (as mentioned in price bid format).

7.9.7 Security Audit

It is to be noted that the following is to be carried out for the web application

- a) The bidder has to make security audit of entire application and provide Safe to Host Certification from any third party cert-in empanelled firm.
- b) Web Application Audit & Vulnerability management of the web enabled applications has to be strictly done as per the guidelines issued for Third party Audit empanelled agency by Cert-in.
- c) Web-enabled Application is to be audited as per latest OWASP (Open Web Application Security Project) latest standards, SANS top 20, ISO27001 and other industry standard security compliances.
- d) The pre-requisite for the software to be accepted is that it should have ZERO Severity Level defects and should be audited and certified by the Security Audit Organisation empanelled under Cert-in.
- e) Bidder should carryout security audit before Go-live of application and after Go-live at least once a year. However, if there is any modification in application, the bidder has to conduct security audit of add-on/change portion. Hence, bidders are requested to quote the cost of security audit accordingly.

7.10 Time Line & Tentative Deliverables

7.10.1 Web Portal for Boyanika

T: Date of issuance of Purchase Order or signing of contract whichever is earlier

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
a)	Mobilization of Team and System Study	<ul style="list-style-type: none"> – Final Project Schedule with breakdown structure – Detailed Team Structure with team members – Point of Contact – SRS Document with screen prototypes and Prototype walk through 	Bidder	T+1 Weeks
b)	Approval of SRS	<ul style="list-style-type: none"> – Approval letter 	Boyanika	T+2 Weeks
c)	Software Development, Testing, Deployment, Configuration	<ul style="list-style-type: none"> – Source Code – System Design Document – Test Plans & Test Cases – Operation manual – Configuration Manual – Administration Manual – Security Policy document 	Bidder	T+6 Weeks

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
		<ul style="list-style-type: none"> – FAQs – User Manual – Trouble Shooting Guide/ Handbook for helpdesk – Hosting of Application in staging environment – Load Testing report – Performance tuning parameters for fine tuning application on server 		
d)	User Acceptance Test	<ul style="list-style-type: none"> – Conduct of UAT 	Bidder & Boyanika	T+7 Week
e)	Training	<ul style="list-style-type: none"> – Training to Stakeholders 	Bidder & Boyanika	T+8 Week
f)	Security Audit	<ul style="list-style-type: none"> – Auditor’s vulnerability report – Fixing of vulnerabilities found during security audit – Safe to Host to be issued by auditor 	Bidder	T+9 Week
g)	Go-Live	<ul style="list-style-type: none"> – Movement of application from Staging to Production environment 	Bidder	T+10 Weeks
h)	Post Implementation Support (operation & management)	<ul style="list-style-type: none"> – Updated system design documents, specifications for every change request, if any – Latest source code, application deployment files, configuration files for entire solution (to be submitted for 1st quarter and subsequently after each security audit/any change in application/on change request) – Updated user manuals, administration manuals, training manuals etc. in every change request – Security Audit report and safe to host certificate issued by 	Bidder & Boyanika	3 Years from Go-Live

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
		Cert-in empanelled firm every year.		

7.10.2 Design and Development e-Commerce Platform

T: Date of issuance of Purchase Order or signing of contract whichever is earlier

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
i)	System Study	<ul style="list-style-type: none"> – Detailed Team Structure with team members – Point of Contact – SRS Document with screen prototypes and Prototype walk through 	Bidder	T+2 Weeks
j)	Approval of SRS	<ul style="list-style-type: none"> – Approval letter 	Boyanika	T+3 Weeks
k)	Software Development, Testing, Deployment, Configuration	<ul style="list-style-type: none"> – Source Code – System Design Document – Test Plans & Test Cases – Operation manual – Configuration Manual – Administration Manual – Security Policy document – FAQs – Trouble Shooting Guide/ Handbook for helpdesk – Hosting of Application in staging environment – Load Testing report – Performance tuning parameters for fine tuning application on server 	Bidder	T+ 9 Weeks
l)	User Acceptance Test	<ul style="list-style-type: none"> – Preparation Test Cases by Boyanika with help of bidder – Conduct of UAT 	Bidder & Boyanika	T+10 Weeks
m)	Training	<ul style="list-style-type: none"> – Training to Stakeholders 	Bidder & Boyanika	T+11 Weeks
n)	Security Audit	<ul style="list-style-type: none"> – Auditor's vulnerability report 	Bidder	T+13 Weeks

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
		<ul style="list-style-type: none"> – Fixing of vulnerabilities found during security audit – Safe to Host to be issued by auditor 		
o)	Go-Live	<ul style="list-style-type: none"> – Movement of application from Staging to Production environment 	Bidder	T+14 Weeks
p)	Post Implementation Support (operation & management)	<ul style="list-style-type: none"> – All the activities as defined in the Section 1 (Terms of Reference) of this RFP – Quarterly status report on number of application registered/institution registered/application processed/login activity done – Satisfactory performance report from User – Monthly log of service calls received from Sanjog Helpline and problem resolution reports – Quarterly Performance Monitoring Reports for the system – Updated system design documents, specifications for every change request, if any – Latest source code, application deployment files, configuration files for entire solution (to be submitted for 1st quarter and subsequently after each security audit/any change in application/on change request) – Updated user manuals, administration manuals, training manuals etc. in every change request – Security Audit report and safe to host certificate issued by 	Bidder & Boyanika	3 Years from Go-Live

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
		Cert-in empanelled firm every year.		

7.10.3 Social Media Management & Digital Marketing

T: Date of issuance of Purchase Order or signing of contract whichever is earlier

<i>Sl#</i>	<i>Project Component</i>	<i>Tentative Deliverables</i>	<i>Responsibility</i>	<i>Time line</i>
a)	Strategy Document	<ul style="list-style-type: none"> – Detailed Strategy Document – Point of Contact – Reporting Format – Creation of Social Media account 	Bidder	T+2 Weeks
b)	Approval	<ul style="list-style-type: none"> – Approval of social media strategy document – Reporting format 	Boyanika	T+3 Weeks
c)	Management	<ul style="list-style-type: none"> – Management of Social Media as per the strategy – Monthly progress/activity report 	Bidder	Every month

7.11 Payment Terms

7.11.1 Web Portal for Boyanika

- a) 30% of cost of Application will be paid after approval of SRS
- b) 40% of cost of Application will be paid after UAT of portal
- c) 30% will be paid after successfully running of application for a period of Three (3) month from the date of UAT of portal
- d) Cost of Post Implementation Support (operation and management) will be paid after completion of each year.
- e) 100% cost of the security audit will be released after submission of auditors report and Safe-to-Host Certificate of respective audit.
- f) 100% of the onsite resources will be paid on quarterly basis.
- g) Taxes will be paid extra as per the rate prevalent at the time of billing
- h) Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

7.11.2 E-Commerce Platform

- a) 30% of cost of Application will be paid after approval of SRS
- b) 40% of cost of Application will be paid after Go-live of portal
- c) 30% will be paid after successfully running of application for a period of Three (3) month from the date of UAT of portal
- d) Cost of Post Implementation Support (operation and management) will be paid after completion of each year.
- e) 100% cost of the security audit will be released after submission of auditors report and Safe-to-Host Certificate of respective audit.
- f) Taxes will be paid extra as per the rate prevalent at the time of billing

7.11.3 Social Media Management & Digital Marketing

- a) 100% cost of the social media will be paid after completion each quarter on submission of activity report.
- b) 100% of the onsite resources will be paid on quarterly basis.
- c) Taxes will be paid extra as per the rate prevalent at the time of billing
- d) Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

7.12 Others

- a) The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly.
- b) Time is the essence of the Project and hence the bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall pool additional resources to ensure that work is completed within defined time frame with no additional cost to Boyanika.
- c) The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time time).
- d) Boyanika reserves right to engage Third Party Auditor(TPA) to carry out functional audit or Security Audit of entire or any part of the system. In such case, the bidder should comply to the observation/remarks of TPA without any extra cost.

7.13 Project Documentation

The bidder shall create / update and maintain all project documents that would be submitted to Boyanika after UAT. Any subsequent approved changes to the requirements / design shall be incorporated into the documents and submitted to Boyanika . Project documents include but are not limited to the following:

- a) Latest version of Source Code
- b) SRS documents (for all the new requirements/modification in existing process, bidder shall conduct a detailed system study and update the SRS documents).
- c) High Level Design (HLD) documents (including but not limited to)
 - i) Application architecture documents
 - ii) ER diagrams and other data modelling documents
 - iii) Logical and physical database design
 - iv) Data dictionary and data definitions
 - v) Application component design including component deployment views, control flows, etc.
- d) Low Level Design (LLD) documents (including but not limited to)
 - i) Application flows and logic including pseudo code
 - ii) GUI design (screen design, navigation, etc)
- e) Test Plans and Reports
- f) Requirements Traceability Matrix
- g) Issue Logs
- h) User Manual
- i) Application Installation & Configuration Manual
- j) Bidder shall submit a list of deliverables that they would submit based on the methodology they propose. All project documents are to be kept up-to-date (updated every six months) during the course of the project.
- k) Report of Security Audit & Safe-to-Host Certificate
- l) Any other documents defined in Section 7.14 (Timeline & Deliverables)
- m) All the above documentation should be done as per IEEE/ISO/CMM Standard

7.14 Contents of Technical Bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plan with resources etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

7.15 Performance Requirements – Service Levels (SLAs)

7.15.1 Project Implementation (Boyanika Portal)

<i>Sl#</i>	<i>Project Component</i>	<i>Time line</i>	<i>Penalty</i>
q)	Mobilization of Team and System Study	T+1 Weeks	– Beyond 1 weeks, 0.5% of the application development cost per week for 2 weeks. After that 1% of the application development cost per week
r)	Approval of SRS	T+2 Weeks	– NA
s)	Software Development, Testing, Deployment, Configuration	T+6 Weeks	– Delay beyond 6 weeks from the date of approval of SRS will attract 1% of penalty on the application development cost per week
t)	User Acceptance Test	T+7 Week	– Beyond 1 week, 0.5% of the application development cost per week
u)	Training	T+8 Week	– Beyond 1 week, 0.5% of the application development cost per week
v)	Security Audit	T+9 Week	Vulnerabilities should be resolved within 7days from its reporting by Security auditor. Beyond 7 days, penalty@ 0.5% of application development cost will be imposed per day.

Note : application development cost means cost for development of Boyanika Portal Platform

7.15.2 E-Commerce Platform (Boyanika Portal)

<i>Sl#</i>	<i>Project Component</i>	<i>Time line</i>	<i>Penalty</i>
w)	Mobilization of Team and System Study	T+2 Weeks	– Beyond 1 weeks, 0.5% of the application development cost per week for 2 weeks. After that 1% of the application development cost per week
x)	Approval of SRS	T+3 Weeks	– NA
y)	Software Development, Testing, Deployment, Configuration	T+ 9 Weeks	– Delay beyond 9 weeks from the date of approval of SRS will attract 1% of penalty on the application development cost per week
z)	User Acceptance Test	T+10 Weeks	– Beyond 1 week, 0.5% of the application development cost per week
aa)	Training	T4+11 Weeks	– Beyond 1 week, 0.5% of the application development cost per week
bb)	Security Audit	T+13 Weeks	Vulnerabilities should be resolved within 7days from its reporting by Security auditor. Beyond 7 days, penalty@ 0.5% of application development cost will be imposed per day.

Note : application development cost means cost for development of e-Commerce Platform

- a. In case there is a delay of 200% with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc).
- b. Penalty will not be applicable if the delay is not attributable to the bidder.
- c. Maximum penalty capping is 10% of the respective item.

7.15.3 Operation and Maintenance Phase

<i>Sl#</i>	<i>Major Area</i>	<i>Parameter</i>	<i>Requirements</i>	<i>Penalty</i>
a)	Availability of application	Application covering all the features	98% availability round the clock and Computation will be done on monthly basis.	Up to 90-97.99% - 1% of operation and management cost for each our Less than 90%- 2% of operation and

<i>Sl#</i>	<i>Major Area</i>	<i>Parameter</i>	<i>Requirements</i>	<i>Penalty</i>
			Note: Fault at application level only.	management cost for each 2 hours
b)	Resolution Time (Critical Severity) Critical bugs / issues – Bugs / issues on web portal /application affecting most of the intended users	Showstoppers involving major functional failure in the application such as unable to login, system completely down, unable to save due to error etc.	Should be resolved within two hours	Beyond 2 hour, penalty of 2% of operation and management cost for each hours
c)	Resolution Time (Moderate Severity) Bugs in Back Office or Portal which is in one particular functionality of module and does not stop complete flow and effects not more than 100 users	Users face moderate functional restrictions in the application irrespective of the cause.	Should be resolved within 6 hours	Beyond 6 hour, penalty of 0.1% of operation and management cost for each two hours
d)	Resolution Time Low Severity (Only for Bug fixing)	Time taken by the Bidder to fix the problem	Within 12 hours of reporting	Beyond 12 hrs to 24 hrs @0.01% of operation and management cost Beyond 24 hrs 0.1% of operation and management cost

- a. In case there is a delay of 200% with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take

action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc).

- b. Penalty will not be applicable if the delay is not attributable to the bidder.
- c. Maximum penalty capping is 10% of the respective item.

7.15.1 Required target for Social Media Marketing & Campaign Management

<i>Description</i>	<i>Target requirement</i>	<i>Penalty</i>
Minimum Number of Facebook Posts (Including Sales Promotion & cultural days) per month	16	0.5% of monthly social media per each balance post
Minimum Number of Twitter Updates Per Month (official Announcement)	16	0.5% of monthly social media per each balance post
Minimum Number of Instagram Posts Per Month (Including Sales Promotion & cultural days)	16	0.5% of monthly social media per each balance post

(If the monthly post in Facebook is 10 against target of 16, then 6% of the monthly social media cost will be deducted.)

7.15.2 Reporting Procedures

The bidder's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each quarter. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.

7.15.3 Penalties

Maximum Penalty applicable for any quarter should not exceed 10% of the 'applicable fees' for the respective quarter. In case the calculated uncapped penalty is more than 20% for two consecutive quarters, the authority reserves right to increase the capping value (ceiling limit) of the penalty or take appropriate action against the bidder.

7.15.4 Service Level Change Controls

- a) General

- i) It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
 - ii) A process for negotiating changes to the Service Levels
 - iii) An issue management process for documenting and resolving particularly difficult issues.
- b) Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- c) Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.
- d) Service Level Change Process: The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.
- e) Version Control: All negotiated changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.

8 Formats for Submission of Proposal

8.1 Self-Declaration: Not Blacklisted

To (Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Self Declaration for not Blacklisted*

Sir

In response to the RFP No.: 2843 Dt.29.11.2019 for RFP titled "Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years", as an owner/ partner/ Director of (organisation name)_____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.2 Bidder's Authorisation Certificate

To

(Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – Bidder's Authorization Certificate

Sir,

With reference to the RFP No.: 2843 Dt.29.11.2019 Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature
(Authorised Signatory)

Verified Signature by
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

8.3 Acceptance of Terms & Conditions

To

(Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Acceptance of Terms & Conditions*

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document [No. 2843 Dt.29.11.2019] regarding "Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years.

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

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4 Technical Bid Cover Letter

To (Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Technical Bid Submission*

Sir,

We, the undersigned, offer to provide solution to Boyanika , for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years in response to the RFP No.: 2843 Dt.29.11.2019.

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 not 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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4.1 Project Citation Format

Relevant IT / e-Gov Project Experience	
<i>General Information</i>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
<i>Project Details</i>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<i>Other Details</i>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
<i>Other relevant Information</i>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

8.4.2 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.4.3 Proposed Work plan

Sl#	Activity ¹	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									
u)									
v)									
w)									
x)									
y)									
z)									

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.

8.4.4 Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

8.4.5 Curriculum Vitae (CV) of Key Personnel Proposed

<i>General Information</i>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
<i>Academic Qualifications</i>	
Degree	
Academic institution graduated from	
Year of graduation	
Specialization (if any)	
Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provides details regarding name of organizations worked for, designation, responsibilities, tenure).	
<i>Prior Professional Experience</i>	
Organizations worked for in the past	
Organization name	
Duration and dates of entry and exit	
Designation Location(s)	
Key responsibilities	
<i>Prior Project Experience</i>	
Project name	
Client	
Key project features in brief Location of the project	
Designation	
Role	
Responsibilities and activities	
Duration of the project	
Please provide only relevant projects.	
<i>Proficient in languages</i>	
Against each language listed indicate if speak/read/write	

8.4.6 Deployment of Personnel

Sl#	Name of the Staff	Staff input in Months (in the form of a bar chart) ²							Total staff man-months proposed
		1	2	3	4	5	6	n	Total
Total									

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.

 Full time input
  Part time input

8.5 Undertaking on Pricing of Items of Technical Response

To (Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Undertaking on Pricing of Items of Technical Response*

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against RFP No.: 2843 Dt.29.11.2019) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.6 Format for Bank Guarantee for Earnest Money Deposit

To

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP No.: 2843 Dt.29.11.2019

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. 2843 Dt.29.11.2019 for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years (hereinafter called "the Bid") to Boyanika

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)

Seal:

Date:

8.7 Financial Bid Letter

To (Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Financial Bid Submission*

Sir,

We, the undersigned, offer to provide the service for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years as per RFP No.: 2843 Dt.29.11.2019 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 RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any 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 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 <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

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 the clause 6.6 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to 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
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.7.1 Commercial Bid

(To be submitted on Company letterhead)

Rate to be quoted excluding of taxes.

<i>Sl#</i>	<i>Item description</i>	<i>Unit</i>	<i>Rate (₹)</i>	<i>Qty</i>	<i>Cost (₹)</i>
1)	Development & implementation of Boyanika Portal	One Time			
2)	Development & implementation of e-Commerce Platform with mobile app	One time			
3)	Operation and support of Boyanika Portal	Years		3	
4)	Operation and support of e-Commerce Platform with mobile app	Years		3	
5)	Security Audit	No.		4	
6)	Onsite Support Resource	Man-month		36	
7)	Social Media Management & Digital Marketing	Per Month		36	
8)	Software Enhancement Service	Man-month		20	
9)	System Software/Database License, if any (as per clause 8.7.1.2)				
	Grand Total				

- Rate should be quoted exclusive of taxes
- (L1 will be based on the lowest quote on Grand Total)

8.7.1.1 Cost discovery items

<i>Sl#</i>	<i>Item description</i>	<i>Unit</i>	<i>Rate (₹)</i>
1)	Production capsule Video	One minute	
2)	Production of Theme video	Two minute	

8.7.1.2 System Software/Database License

Service provider will quote as per their proposed solution (if required).

<i>Sl#</i>	<i>Item description</i>	<i>Unit</i>	<i>Rate (₹)</i>	<i>Qty</i>	<i>Cost (₹)</i>
1)	Application Server				

<i>Sl#</i>	<i>Item description</i>	<i>Unit</i>	<i>Rate (₹)</i>	<i>Qty</i>	<i>Cost (₹)</i>
2)	Database Server				
3)	Unicode Odia				
4)	Other Tools				
	Sub Total				

8.8 Performance Security

To

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP No.: 2843 Dt.29.11.2019

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years (hereinafter called "the beneficiary")

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

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

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

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

We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<<insert date>>

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the

beneficiary i.e Boyanika. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank)

Seal:

Date:

8.9 Statement of Deviation

To

(Company letter head)

The General Manager, Boyanika
At- Boyan Bhawan, PJN Marg, Kharvela Nagar,
Unit-III, Bhubaneswar-751001.
Phone - 0674-2395387, Fax - 0674-2530553

Sub: RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years – *Statement of Deviation*

Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A. On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Sl#	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
1)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description >	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

B. Any other areas



Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Odisha State Scholarship Portal

PROPOSED AGREEMENT



Odisha State Handloom Weavers Co-operative Societies Ltd

Boyana Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001

T: 0674-2395387/2390741/2391178 | F: 0674-2530553

9. Proposed Agreement

AGREEMENT FOR FOR DEVELOPMENT & IMPLEMENTATION OF E-COMMERCE PORTAL & DIGITAL MARKETING FOR BOYANIKA WITH SUPPORT FOR THREE (3) YEARS

This agreement is made on ___/___/_____ between Odisha State Handloom WCS Ltd , its office at Boyanika, At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar-751001., Odisha. (hereinafter called **“Purchaser” or “Boyanika ”**) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, administrator, executive & representative of the one part,

And

M/s _____, a company registered under the Provisions of Act,1956_____ is having its registered office at _____ India (hereinafter called **“Solution Provider”**) which expression shall unless repugnant to the context thereof include his successors, heirs, assigns, administrator, executive and representatives of the other part.

WHEREAS Boyanika had invited Request for Proposal (RFP) RFP for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years vide RFP reference no. _____. Based on the tender evaluation, M/s _____ has been selected as **“Solution Provider”**.

And in "pursuance of above facts the parties have agreed to enter into this agreement.

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) RFP floated by Boyanika Reference No 2843 Dt.29.11.2019 Technical bid and Commercial furnished by Solution Provider with respect to RFP
 - b) The General Conditions of Contract
 - c) The Special Conditions of Contract
 - i) Following Appendix to GC and SC:
 - ii) Appendix-A: Scope of Work (as per Section 8 – Terms of Reference)
 - iii) Appendix-B: Deliverables (also described in Section – 8)
 - iv) Appendix-C: Cost of Service
 - d) The mutual rights and obligations of the Purchaser and the Solution Provider shall carry out the Services in accordance with the provisions of the Contract;

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year above written.

On behalf of Purchaser

On behalf of Solution Provider

Signature:
Name:
Designation:

Signature:
Name:
Designation:

Witness -1
Name & Address:

Witness -1
Name & Address:

Witness -2
Name & Address:

Witness -2
Name & Address:

1. GENERAL CONDITIONS OF CONTRACT

1.1. Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- 1.1.1. "Applicable Law" means the laws and any other instruments having the force of law in India.
- 1.1.2. "Bidder" means the entity bidding for the services under the Contract.
- 1.1.3. "Solution Provider" means M/s _____ whose proposal to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement and may provide or provides the Services to the Purchaser under this Contract.
- 1.1.4. "Contract" means the Agreement entered into between the Purchaser and the Solution Provider, together with the contract documents referred to therein, including General Conditions (GC), the Special Conditions (SC), all the attachments, appendices, annexure, and all documents incorporated by reference therein.
- 1.1.5. "Deliverables" means the services agreed to be delivered by Solution Provider in pursuance of the agreement as defined more elaborately in the RFP;
- 1.1.6. "Effective Date" means the date on which this Contract comes into force i.e. Date of issuance of Purchase Order (referred as PO).
- 1.1.7. "Day" means a Govt. of Odisha working day.
- 1.1.8. "GC" mean these General Conditions of Contract.
- 1.1.9. "Government" means the Government of Odisha
- 1.1.10. "In writing" means communicated in written form with proof of receipt.
- 1.1.11. "Intellectual Property Rights" means any patents, copyrights, trademarks, trade names, industrial design, trade secret, permit, service marks, brands, proprietary information, knowledge, technology, licenses, databases, software, know-how, or other form of intellectual property rights, title, benefits or interest, whether arising before or after execution of the Contract.
- 1.1.12. "Member" means any of the entities that make up the joint venture/consortium/association, and "Members" means all these entities.
- 1.1.13. "Man-Month" means one resource working for 1 month (Calendar working days as per Govt. of Odisha).

- 1.1.14. "Party" means the Purchaser or the Solution Provider, as the case may be, and "Parties" means both of them.
- 1.1.15. "Personnel" means persons hired or appointed by the Solution Provider and assigned to the performance of the Services or any part thereof
- 1.1.16. "Purchaser" means Odisha State Handloom WCS Ltd an entity purchasing the services under this Contract.
- 1.1.17. "Resident" means normal resident of Odisha
- 1.1.18. "RFP" means Request for Proposal invited for Selection of Software firm for Development & Implementation of e-Commerce Portal & Digital Marketing for Boyanika with Support for three (3) Years vide tender reference no. 2843 Dt.29.11.2019.
- 1.1.19. "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented.
- 1.1.20. "Services" means the work to be performed by the Solution Provider pursuant to this Contract, as described in Appendix-A hereto.
- 1.1.21. The "Selected Agency" means Agency which is selected through the tender process i.e. Solution Provider.
- 1.1.22. The "SI" means Solution Provider engaged for development of software application

1.2. Interpretation

In this Agreement, unless otherwise specified:

- 1.2.1. References to Clauses, Sub-Clauses, Paragraphs, Schedules and Annexures are to clauses, sub-clauses, paragraphs, schedules and annexures to this Agreement;
- 1.2.2. Use of any gender includes the other genders;
- 1.2.3. A reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified or re-enacted;
- 1.2.4. Any reference to a 'day' (including within the phrase 'business day') shall mean a period of 24 hours running from midnight to midnight;
- 1.2.5. References to a 'business day' shall be construed as a reference to Govt. of Odisha Working Day
- 1.2.6. References to times are to Indian Standard Time;

- 1.2.7. A reference to any other document referred to in this Agreement is a reference to that other document as amended, varied, novated or supplemented at any time; and
- 1.2.8. All headings and titles are inserted for convenience only. They are to be ignored in the interpretation of this Agreement.

1.3. Ambiguities within Agreement

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

- 1.3.1. as between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- 1.3.2. as between the provisions of this Agreement and the Schedules / Annexures, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules/Annexures; and
- 1.3.3. as between any value written in numerals and that in words, the value in words shall prevail.

1.4. Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India.

1.5. Legal Jurisdiction

Any dispute arising out of this agreement shall be subject to the exclusive jurisdiction of courts in Bhubaneswar, Odisha.

1.6. Language

This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.7. Notices

- 1.7.1. Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.

- 1.7.2. A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.
- 1.7.3. Authorized Representatives: Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Solution Provider may be taken or executed by the officials specified in the SC.
- 1.7.4. Taxes and Duties: All taxes would be paid on actuals as per applicable laws.

1.8. Fraud and Corruption

1.8.1. Definition

It is the Purchaser's policy to require that the Purchaser as well as Solution Provider observe the highest standard of ethics during the selection and execution of the Contract. The Purchaser also requires that the Solution Provider does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In pursuance of this policy, the Purchaser: Defines, for the purpose of this provision, the terms set forth below as follows:

- a) "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract with the Purchaser; and includes collusive practice among bidders, prior to or after proposal submission, designed to establish bid prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
- c) "collusive practices" means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels;
- d) "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;
- e) "unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to;

1.8.2. Measures to be taken by the Purchaser

- a) The Purchaser may terminate the contract if it is proven that at any time the representatives or employees of the Solution Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the execution of the contract,

without the Solution Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;

- b) The Purchaser may also sanction against the Solution Provider, including declaring the Solution Provider ineligible stated period of time (as decided by purchaser), to be awarded a contract if it at any time it is proven that that the Solution Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract.

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1. Term of Contract

The term under this Contract will be for a period of 65 months which shall start from effective date of Contract.

2.2. Extension of Contract

- 2.2.1. If required by the Purchaser, an extension of the term can be granted to the Solution Provider. The final decision will be taken by the Purchaser.
- 2.2.2. The Purchaser shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Solution Provider, at least 1 month before the expiration of the term hereof, whether it will grant the Solution Provider an extension of the term. The decision to grant or refuse the extension shall be at the Purchaser's discretion.
- 2.2.3. Where the Purchaser is of the view that no further extension of the term be granted to the Solution Provider, the Purchaser shall notify the Solution Provider of its decision at least 1 (One) month prior to the expiry of the Term. Upon receipt of such notice, the Solution Provider shall continue to perform all its obligations hereunder, until such reasonable time beyond the term of the Contract with the Purchaser.

2.3. Termination of Contract

- 2.3.1. Normal termination of the contract would happen at the end of the tenure.
- 2.3.2. Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of breach happening due to reasons solely and entirely attributable to Bidder, provided prior thirty days written notice to rectify the same is given by the Boyanika and failure by Bidder to rectify in the notice period.

2.3.3. Termination by Solution Provider - The Solution Provider may terminate this Contract, by not less than Ninety (90) days' written notice to the Boyanika , such notice to be given after the occurrence of any of the following events –

- a) If the Purchaser fails to pay any money due to the Solution Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7.10 hereof within forty-five (45) days after receiving written notice from the SI that such payment is overdue.
- b) If the Purchaser fails to comply with any final decision reached as a result of arbitration pursuant to Clause 7.10 hereof
- c) If the Purchaser is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Solution Provider may have subsequently approved in writing) following the receipt by the Purchaser of the Solution Provider's notice specifying such breach.
- d) Boyanika failure to give acceptance of deliverables in mutually agreed time schedules

2.4. Effects of Termination

2.4.1. In the event of a pre-mature termination of this agreement by Boyanika , the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables till the last effective date of termination.

2.4.2. Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder shall agree to extend full cooperation in supporting the transition process.

2.5. Binding Clause

All decisions taken by the Purchaser regarding the processing of the Contract shall be final and binding on all parties concerned.

2.6. Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may be made by written communication between the Parties and after Prior Mutual consent by both the parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

2.7. Force Majeure

- 2.7.1. Any delay in or failure of the performance shall not constitute default hereunder or give rise to any claims for damage, if any, to the extent such delays or failure of performance is caused by occurrences such as acts of god or an enemy, expropriation or confiscation of facilities by Government authorities, acts of war, rebellion, sabotage or fires, floods, explosions, terrorist activities, military operations, riots, epidemics, civil commotions, strikes etc. The Solution Provider shall keep records of the circumstances referred to above and bring these to the notice of Government of Odisha in writing immediately on such occurrences. The amount of time, if any, lost on any of these counts shall not be counted for the Contract period. The decision of the Purchaser arrived at after consultation with the Solution Provider, shall be final and binding. Such a determined period of time will be extended by the Purchaser to enable the Solution Provider to complete the job within such extended period of time. If a Solution Provider is prevented or delayed from performing any of its obligations under the Contract with Purchaser by Force Majeure, then the Solution Provider shall notify the Purchaser the circumstances constituting the Force Majeure and the obligations of which is thereby delayed or prevented, within five (5) working days from the occurrence of the events.
- 2.7.2. In the event the Force Majeure substantially prevents, hinders or delays a Solution Provider's performance of Services for a period in excess of five (5) working days from the occurrence of any such event, the Solution Provider may declare that an emergency exists. Post the emergency is declared to be over, the Purchaser will communicate to the Solution Provider to resume normal services within a period of seven (7) days. In the event that the Solution Provider is not able to resume services within the next seven days, the Purchaser may terminate the Contract and/or obtain substitute performance from an alternate Solution Provider.
- 2.7.3. Solution Provider will advise, in the event of his having to resort to this Clause, in writing, duly certified by the statutory authorities, the beginning and end of the causes of the delay, within fifteen (15) days of the occurrence and cessation of such Force Majeure.

2.8. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative

measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

Measures to be Taken

- 2.8.1. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- 2.8.2. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- 2.8.3. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.8.4. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Solution Provider, upon instructions by the Purchaser, shall either:
 - a) Demobilize or
 - b) Continue with the Services to the extent possible, in which case the Solution Provider shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.
- 2.8.5. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8 (Settlement of dispute).

3. OBLIGATIONS OF THE SOLUTION PROVIDER

3.1. Scope of Work and Deliverables

This will be in conformity with the Terms of Reference (TOR) specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or measurable criteria. In case of any conflict between RFP and Proposal submitted by the Bidder in relation to Scope of Work or Deliverables, the Proposal submitted by Bidder (including clarifications, if any) shall prevail and apply.

3.2. Norms Governing Service Delivery

- 3.2.1. Provide necessary performance guarantees on signing of the agreement;
- 3.2.2. Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- 3.2.3. Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune to the requirements;
- 3.2.4. Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;
- 3.2.5. The cost of travel & accommodation during visit to various places of Odisha for various works like system study, training etc. should be borne by the bidder.

3.3. Standard of Performance

The Solution Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Solution Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.

3.4. Conflicts of Interest

The Solution Provider will be barred from participating in any Bid Process (downstream activities) falling within the Scope of Work / assisted by the Solution Provider or its personnel, till the duration of their Contract with the Purchaser in the department in

which the Solution Provider is providing its services under this Contract. The Solution Provider would not be barred from executing existing projects for which it is already selected within the department, however it would be barred from any future projects / Bid Process (downstream activities) falling within the Scope of Work / assisted by the Solution Provider or its personnel, till the duration of their Contract with the Purchaser. The Solution Provider, if selected for any consultancy work, shall not be allowed to work in any downstream activity like application development, maintenance, support, hardware/software supply etc. in the same project. Similarly, the Solution Provider selected as the consultant shall not be allowed to work as Solution Provider and vice-versa in the same project.

3.5. General Confidentiality

Except with the prior written consent of the Purchaser or its client department/organisation, the Solution Provider and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Solution Provider and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

3.6. Intellectual Property Rights (IPR)

The source code of entire applications along with necessary documentations developed under this RFP/Contract should be shared with Boyanika after Go-live of the application.

3.7. Assignment

The Solution Provider shall not assign, in whole or in part, their obligations under this Contract without the permission of Purchaser.

3.8. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

3.9. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suits, if any arising out of the contract/agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

3.10. Audit

- 3.10.1. The software and documents prepared for this project are subject to audit. The bidder should help Boyanika during preparation of compliances of audit without any additional cost.
- 3.10.2. Software including source code, licenses (if any) and all technical documents/manuals shall be in favour of the Boyanika and shall be submitted to the Boyanika before final payment or on demand.
- 3.10.3. All records pertaining to this work shall be made available to the Boyanika and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

3.11. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

3.12. Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

4. SETTLEMENT OF DISPUTES

- 4.1. The Purchaser and the Solution Provider shall make every effort to resolve amicably by direct informal negotiation on any disagreement or dispute arising between them under or in connection with the Contract.
- 4.2. If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Solution Provider have been unable to resolve amicably a Contract dispute, the dispute should be referred to the Managing Director, Boyanika for resolution.
- 4.3. If, after thirty (30) days from the commencement of such reference, Managing Director, Boyanika have been unable to resolve amicably a Contract dispute between the Purchaser and the Solution Provider, either party may require that the dispute be referred to the Secretary to Govt., Textiles and Handloom Department, Govt. of Odisha.

- 4.4. Any dispute or difference whatsoever arising between the parties (Purchaser and Solution Provider) to the Contract out of or relating to the construction, meaning, scope, operation or effect of the Contract or the validity of the breach thereof, which cannot be resolved through the process specified above, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. In the event the parties cannot agree to sole arbitrator, such arbitrator shall be appointed in accordance with the Indian Arbitration and Conciliation Act, 1996.
- 4.5. The arbitration proceedings shall be held at Odisha and the language of the arbitration shall be English

5. ADHERENCE TO SAFETY PROCEDURES, RULES & REGULATIONS

- 5.1. The Solution Provider shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of non-compliance or violation of laws including Information Technology Act, 2000 (and amendments thereof).
- 5.2. Statutory Audit
- a) The deliverables prepared for this project are subject to audit (by CAG or other entities). The bidder should help Boyanika during preparation of compliances of audit without any additional cost.
 - b) All technical documents/deliverables shall be in favour of the Boyanika and shall be submitted to the Boyanika before final payment or on demand.
 - c) All records pertaining to this work shall be made available to the Boyanika and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

6. LIMITATION OF LIABILITY

Except in cases of gross negligence or wilful misconduct: -

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

7. INDEMNITY

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

8. CHANGE REQUEST MANAGEMENT

Any requirement beyond the scope mentioned in the RFP will be treated as Change Request and the process to address the change request is as follows:

- 8.1. Identification and documentation of change request requirement– The details of scope of change will be analysed and documented
- 8.2. Effort Estimate – Boyanika will ask the successful bidder to submit the effort estimate in terms of man month rate using Function Point Analysis.
- 8.3. Approval or disapproval of the change request – Technical Committee constituted by Boyanika will approve or disapprove the change requested including the additional payments, after analysis and discussion with the bidder on the impact of the change on schedule.
- 8.4. Implementation of the change Request– The change will be implemented in accordance to the agreed cost, effort, and schedule. The vendor shall consolidate all approved CRs and raise invoice to Boyanika accordingly.
- 8.5. The costing of change request shall be finalised as per cost mentioned in financial bid format- Software Enhancement Service.

9. ACTION AND COMPENSATION IN CASE OF DEFAULT

9.1. Conditions for default:

- a) The deliverables at any stage of the project as developed/ implemented by the Solution Provider do not take care of all or part thereof of the Scope of Work as agreed and defined under the Contract with the Purchaser.
- b) The deliverables at any stage of the project as developed/ implemented by the Solution Provider fails to achieve the desired result or do not meet the intended quality and objective as required by the Purchaser.
- c) The documentation is not complete and exhaustive.
- d) There is a change in resource before the completion of a pre-defined period.

9.2. The Purchaser may impose penalties on the Solution Provider providing the Services as per the Service Levels defined under this Contract.

10. SERVICE LEVEL AND PENALTY

As per Terms of Reference

11. PAYMENT TERM

- 11.1. The total fees payable to the bidder including a milestone based payment as specified in the Terms of Reference (TOR) would be specified. Such payments shall be inclusive of all taxes / levies and other out of pocket expenses. Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.
- 11.2. Payments for additional services in case of change in scope will also be specified.
- 11.3. In case of a bona fide dispute regarding any invoice, Boyanika shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

12. MISCELLANEOUS PROVISIONS

- 12.1. Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- 12.2. The Solution Provider shall notify the Purchaser of any material change in their status, in particular, where such change would impact performance of obligations under this Contract.
- 12.3. The Solution Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages for any infringement of any copyrights while providing its services under the Project.

- 12.4. The Solution Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any wilful action or gross negligence by or on behalf of the Solution Provider.
- 12.5. The Solution Provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Solution Provider, in respect of wages, salaries, remuneration, compensation or the like.
- 12.6. All claims regarding indemnity shall survive the termination or expiry of the Contract.
- 12.7. All materials provided to the Purchaser by Solution Provider are subject public disclosure laws such as RTI etc. except in respect of exclusions set out in such laws.
- 12.8. The Solution Provider shall not make or permit to be made a public announcement or media release about any aspect of the Contract without a written consent from the Purchaser
- 12.9. The Solution Provider shall not assign/outsource/sub-contract the project to any other agency, in whole or in part, to perform its obligation under this agreement.

13. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

13.1. The addresses are

For the Purchaser	For the Solution Provider
Odisha State Handloom WCS Ltd(Boyanika) Boyanika, At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar- 751001.	

13.2. The Authorized Representatives are

For the Purchaser	For the Solution Provider
General Manager Odisha State Handloom WCS Ltd(Boyanika) Boyanika, At- Boyan Bhawan, PJN Marg, Kharvela Nagar, Unit-III, Bhubaneswar- 751001.	

13.3. Contract Schedule

The Solution Provider	M/s
The effective date of the Contract	
The date for the commencement of services	
Contract period	65 months from the effective date of contract

13.4. Cost of Services

The cost of service as per Commercial Bid of the successful bidder is described at **Appendix-C – Cost of Services**

13.5. Bank Account Details

All payment under this contract shall be made by Electronic Transfer to the account of the Solution Provider with (Bank & Account No.):

Bank	
Branch	
IFS Code	
Account Number	

Payment will be made by the purchaser to the Solution Provider as per the contract value agreed in the contract as follows:

13.6. APPLICABILITY OF TENDER TERMS AND CONDITIONS

All terms & conditions stated in this Agreement would override the terms & conditions mentioned in the RFP (Enquiry No: 2843 Dt.29.11.2019) and Technical & Commercial bid submitted by bidder. However, all other terms & conditions except those mentioned in this agreement would be applicable as per RFP.

_____ Binding signature of Purchaser _____ Binding signature of Solution Provider

Signed By: _____ Signed By: _____

In the presence of (Witnesses)

(1).....(1).....
 (2)..... (2).....

As per Terms of Reference (TOR)

Resource Deployment Plan submitted by Bidder as per the requirement specified in the Terms of Reference (TOR)

As per the Commercial Bid of the successful bidder