



## REQUEST FOR EXPRESSION OF INTEREST

No. 2257 /R&DM (DM) dated

### FOR SUPPLY AND COMMISSIONING OF INCIDENT PREPAREDNESS AND RESPONSE SOFTWARE AS PER NDMA GUIDELINES ON INCIDENT RESPONSE SYSTEM FOR REVENUE & DISASTER MANAGEMENT DEPARTMENT, GOVERNMENT OF ODISHA.

#### PART-I: EXPRESSION OF INTEREST (EOI)

#### 1. Introduction:

The Government of Odisha (hereinafter called "Borrower") through the Special Relief Commissioner, Revenue & Disaster Management Department intends to purchase the software **for incident preparedness and response software as per NDMA guidelines on Incident Response System for Revenue & Disaster Management, Government of Odisha & commissioning of the same**. This Expression of Interest (EOI) is therefore issued by the Special Relief Commissioner, Odisha.

#### 2. Details of the EoI:

| Sl. No | Subject                 | Particulars  |
|--------|-------------------------|--|
| 1      | Project title           | FOR SUPPLY AND COMMISSIONING OF INCIDENT PREPAREDNESS AND RESPONSE SOFTWARES AS PER NDMA GUIDELINES ON INCIDENT RESPONSE SYSTEM FOR REVENUE & DISASTER MANAGEMENT DEPARTMENT , GOVERNMENT OF ODISHA. |
| 2.     | Implementing Agency     | Special Relief Commissioner, Odisha<br>Rajiv Bhawan, Ground Floor, Bhubaneswar-751001  |
| 3      | Implementing Department | Revenue and DM Department ,<br>Government of Odisha, Bhubaneswar, India  |
| 4      | Contact Person          | Sri Mihir Chand Mallick<br>Additional Commissioner, Relief & Special Secretary to Govt.<br>Telephone:0674-2394320<br>Fax:0674-2534177  |
| 5      | Validity of proposal    | Technical and Financial proposals to be valid up to 6 months   |
| 6      | Website                 | <a href="http://inspavo.in/special_relief_commissioner/">http://inspavo.in/special_relief_commissioner/</a>  |

# **Terms of Reference for selection of a firm for supply and commissioning incident preparedness and response software as per NDMA guidelines on incident response system for Revenue & Disaster Management, Government of Odisha & commissioning of the same**

## **1. Background and Rationale:**

The Guidelines on the Incident Response System (IRS) are issued by the National Disaster Management Authority (NDMA) under Section 6 of the DM Act, 2005 for effective, efficient and comprehensive management of disasters in India. The vision is to minimize loss of life and property by strengthening and standardizing the disaster response mechanism in the country.

Though the state of Odisha has been successfully managing disasters in the past, there are still a number of shortcomings which need to be addressed. The response today has to be far more comprehensive, effective, swift and well planned based on a well conceived response mechanism.

The IRS provides a participatory, well structured, fail safe, multi disciplinary, multidepartment and systematic approach to guide administrative mechanisms at all levels of the government. It also provides scope for private sector, NGOs, CBOs, PRIs and communities to work seamlessly in the response activities. Like ICS in USA, the IRS can be implemented irrespective of size, location, type and complexity of the disaster in India. The IRS is applicable for management of all incidents, natural or man-made. Thus its methodology will be equally useful for handling incidents which are to be managed by the extant mechanism, such as Terrorism(Counter Insurgency), Law and Order Situations, Serial Bomb Blasts, Hijacking, Air Accidents, Chemical, Biological, Radiological and Nuclear(CBRN) Disasters, Mine disasters, Ports and Harbor Emergencies, Forest Fires, Oil Field Fires and Oil Spills.

## **2. Objective:**

The Firm will supply and commission the required software having all facility for Incidence Response System to coordinate between the State

Emergency operation Centre (SEOC) with all District Emergency Operation Centers (DEOC) of the state and other stake holder Departments for more comprehensive, effective, swift and well planned Disaster management.

The software should strengthen and enable the State and the Districts to plan for, respond to and recover from any disasters. It may be noted that the proposed product will be web based and will be accessed in EOCs, ICPs, and Control Rooms at various levels of administration.

### **3. Scope of Work**

- A. Incorporate and customize NDMA IRS (Incident Response System)
- B. Organize all stakeholder agencies in a hierarchical structure
- C. Pre-Incident Planning
- D. Comprehensive Resource Management
- E. Visualization of relevant information on GIS map (Mapping Platform can be Google, Bing, ESRI, OpenStreetMap etc.)
- F. CBRN Modeling
- G. Managing Incident by activating Plans, Monitor Progress, Reporting and Disseminate Information

### **4. Deliverables**

#### **A. Application**

- i. Software licensing and 2 years of AMC for SEOC and 30 district DEOCs for unlimited users. Various line departments/ESFs will also need access the application for during response.
- ii. Hosting of the application in Cloud (AWS or MS AZURE or similar) for 3 years.
- iii. Required Training for each 30 districts at a central location in Bhubaneswar

#### **B. Implementation Services for each District**

- i. Incorporate NDMA Incident Response System (command structure, command positions) in the system
- ii. Incorporate responsibilities for each functional position in the command structure
- iii. Incorporate hierarchical organization structure for Odisha SDMA/DDMA/BDMA s. (All districts & blocks)
- iv. Incorporate all users for SDMA, DDMA and BDMA.
- v. Incorporate census data for all blocks and districts for the State and geo-locate these on Mapping Platform. (Mapping platform can be Google, Bing, ESRI, OpenStreetMap etc.)

- vi. Incorporation of Personnel Data (Contact, Qualifications, Training) for each district/block
- vii. Collect and Incorporate Equipment, Critical Supplies, Critical facilities for each district and plot on Mapping platform. Data will be supplied by the department in electronic format
- viii. Incorporate all SOPs that are provided by the department.
- ix. Geocode all location based data on Mapping platform provided by the solution (Mapping platform can be Google, Bing, ESRI, OpenStreetMap etc.)
- x. Pre-Identify critical facilities for shelters, Points of Distribution etc.
- xi. It should seamlessly integrate with the EWDS being implemented separately.

***D. Support and Maintenance for next 4 year***

- i. Monitored email & telephone support
- ii. Remote assistance using Remote Desktop and a Virtual Private Network where available
- iii. Bug fixes and software updates
- iv. Data Import as and when necessary
- v. Planned or Emergency Onsite assistance
- vi. Monthly system health check

**5. Timeline**

All deliverables to be completed within 6 months of the signing of MoU/ contract or issue of Work Order, whichever is earlier.

**6. Stakeholders**

The project will involve following key stakeholders:

- Office of the Special Relief Commissioner
- Odisha State Disaster Management Authority
- District Disaster Management Authority (DDMA) of Districts of Odisha.
- Related Departments of Government
- State Emergency Operation Centre
- District Emergency Operation Centers
- PRIs
- NGOs
- Any other

**7. Conditions under which the EoI is issued**

- a) This EoI is not an offer and is issued with no commitment. The Department reserves the right to withdraw the EoI and change or

vary any part thereof at any stage. The Department also reserves the right to disqualify any bidder, should it be so necessary at any stage.

- b) The Department reserves the right to withdraw this EoI if it determines that such action is in the best interest of the Government of Odisha.
- c) Timing and sequence of events resulting from this EoI shall ultimately be determined by the Department.
- d) No oral conversations or agreements with any official, agent, or employee of the Department shall affect or modify any terms of this EoI and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of the Department shall be superseded by the definitive agreement that results from this EoI process. Oral communications by the Department to bidders shall not be considered as binding, nor shall any written materials provided by any person other than the Department.
- e) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against the Department or any of their respective officials, agents or employees arising out of, or relating to this EoI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- f) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- g) Each applicant shall submit only one Pre-qualification requirements proposal.

## **8. Rights to the content of the proposal**

For all the bids received before the last date and time of bid submission the proposals and accompanying documentation of the Pre-qualification proposal will become the property of the Department and will not be returned after opening of the pre-qualification proposals. The Department is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. The Department shall not

be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

**9. Acknowledgement of Understanding of terms.**

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EoI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

**10. Evaluation of the proposal.**

The Bidders' Proposals in the bid document will be evaluated as per the requirements specified in the EoI and adopting the qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

**11. Language of Proposals:**

The proposal and all correspondence and documents shall be written in English.

**12. Eligibility for Bidder:**

- A.** The bidder must be a registered company or private entity or government owned entity or Consortium\*. The bidders shall submit necessary documentary proof (certified photocopies) showing that they meet the specified eligibility criteria.
- B.** Government-owned entity shall be eligible only if they can establish that they are legally and financially autonomous and operate under commercial law.
- C.** A Bidder or parties constituting the Consortium shall have the nationality of India. A Bidder shall be deemed to have the nationality of India if the Consortium is a citizen or is constituted, or incorporated, and operates in conformity with the provisions of the laws of India. This criterion shall also apply to the determination of the nationality of proposed subcontractors or suppliers for any part of the Contract including related services.

**\*Constitution of Consortium:**

- a. The Lead Bidder of the Consortium has to be an Indian Company as described above. The consortium comprise of Max 3 companies (1 Lead Bidder and 2 members).
  - b. All the member firms of the Consortium shall jointly fulfill the Eligibility criteria as detailed at Table-I
  - c. The Lead Bidder of the Consortium can only submit the Bid on behalf of the Consortium. The Bid may be signed by all the member firms of the Consortium. Alternatively, the bid may be signed by the Lead-Bidder. In such a case, the Power of Attorney from each member firm authorizing the Lead-Bidder to sign & submit the bid on behalf of individual member firms must accompany the Bid. However, other members of Consortium may participate in techno-commercial discussions/ meetings along with the Leader.
  - d. Original ink signed MOU between the Consortium member firms duly signed by the Chief Executive/Directors of the consortium member firms must be accompanied with the Bid.
  - e. The role and Scope of work of each consortium member firm has to be annexed/ attached) in the Form of the Responsibility Matrix) with the MOU. MOU must also state that all member firms of the Consortium shall be jointly and severally responsible for discharging all obligations in case of award of Order/Contract.
  - f. The Bid Bond (Earnest Money Deposit) and Performance Guarantees can be submitted by any of the Consortium member firm on behalf of the Consortium.
  - g. All the correspondence will be done with the Lead Bidder and shall be binding on all the Member firms of the Consortium.
  - h. The payment shall be made only to the Lead Bidder (or ESCROW A/c of the Consortium if requested) towards fulfillment of Contract obligations
- D.** Considering the importance of the opportunity as well as that of the prospective end customer, it is very much desirable that the bidders have sufficient experience in the desired area.
- E.** A bidder that is under a declaration of ineligibility by the Central / State Governments, in accordance with provisions of any law, at the date of the deadline for bid submission or thereafter, shall be disqualified.
- F.** The date of Eligibility shall be Date of Publication of the EoI Notification.

- G.** In case if any of the Qualifying Criterion is not met, the Bid will be declared unresponsive and the same will not be evaluated further

**Table - I**

| <b>SI No</b> | <b>Eligibility Parameter</b>  | <b>Metrics (Qualifying)</b> |
|--------------|---|-----------------------------|
| 1.           | Presence (duration) of the Bidder as System Integrator in the field of IT   | 3 years                     |
| 2.           | Presence (duration) of the OEMs in India  | 3 years                     |
| 3.           | Average Turnover of the Bidder/Lead Partner for last 3 years  | 25 Crore Minimum            |
| 4.           | Bidder/all partners of consortium should have positive net worth (measure as paid-up capital plus free reserves)  | For each of last 3 years    |
| 5.           | Bidder should have minimum 50 professional employees  | 20 IT professional          |
| 6.           | The bidder must have established/managed at least one highly reliable infrastructure / WAN / E-Governance projects within last 5 years  | 1 projects in last 5 years  |
| 7.           | The bidder should have completed at least one project that included supply/installation/commissioning of web based software application, integration with third party for a government agency | 1 project                   |

### **13. Pre-Qualification Criteria for the Proposed Software Solution**

A list of pre-qualification criteria has been worked out to ensure that the **Software / Solution** offered by the bidders would really meet the functional requirements for implementation of this project. All documents related to the eligibility requirements and technical bid are listed in Annexure B.

#### **Mandatory requirements: -**

- i. The EOC Incident Response Software offered, must be 100% web based solution.
- ii. The software must have been deployed, implemented and used in at least during one real incident / disaster. Attach reference letter from the client(s).
- iii. The proposed software must have been implemented at minimum two (2) different government organizations of any country (district/county/province, region, state or national level). **Purchase orders/work orders from clients need to be attached.**
- iv. Software must have been deployed and implemented by minimum Two (2) State Disaster management departments/ authority in India. One of these two installations must be a full State wide deployment in State



Emergency Operation Center (SEOC) and all respective District Emergency Operation Center (DEOC) / Districts for a Disaster Management Department/State Disaster Management Authority (SDMA). Work orders should be attached for reference.

- v. The software, preferably, must have been evaluated / vetted by a competent authority in India (i.e. NDMA) for its effectiveness. Attach Reference Letter in this regard.

**NOTE:** *Software must be used in EOCs as Incident Preparedness and Response Application. General Surveillance Software and Computer Aided Dispatch (CAD) solutions shall not be counted as EOC Incident Planning and Response software.*

#### **14. Software Specifications**

| <b>Sl.No.</b> | <b>Functionality</b>   |
|---------------|--|
| i.            | Flexibility/Capability to create/edit/delete Command Structure that can be customized to build positions and units defined in NDMA IRS guidelines  |
| ii.           | Capability to add tasks to each position as per NDMA IRS guidelines which can be activated during response   |
| iii.          | Ability to pre-define SOPs so they can be activated immediately during Response. SOPs must include Notification, Tasks, and Resources  |
| iv.           | Ability to create/update/share & search Resource Inventory where each line department or ESF can store their equipment, team, supplies with quantity, location and contact information. Information must be viewable and searchable on GIS Map                                   |
| v.            | Ability to create/update/search qualifications, trainings etc. for each people. This will help to quickly identify qualified individuals who are trained in treating victims. Must be viewable and searchable on GIS Map   |
| vi.           | Ability to create/update/search various types of facilities that can be used in Incident as per IRS (Shelters, ICPs, Staging Area). Ability to facility upload floor plans and adding icons on floor plans for critical infrastructure. Must be viewable/accessible from GIS Map |
| vii.          | CBRN Modeling: Database of chemicals and checklists to respond, and protective gears and other equipment needs during those chemical events. System shall provide ability to show the area on GIS Map affected by the PLUME for these emergencies based on Wind Direction.       |
| viii.         | Capability of activating multiple Incidents and activating multiple IRS Command Structure in various Incident Facilities (ICPs, EOC) for a single incident.  |
| ix.           | Capability to track significant events and their status during any incident both textually and on GIS Map  |

|       |  |
|-------|--|
| X.    | All required IRS/ICS Forms to create Incident Action Plan (IAP) during an incident for each user defined shift/operational period. |
| Xi.   | Ability to incorporate census data for village, block, district levels and visualization of the same on the GIS map.               |
| xii.  | Availability of the critical components of the software on mobile devices (apps or browser)  |
| xiii. | Web Based Planning module for SDMPs and DDMPs  |

## 15. Proposal Submission:

**The Expression of Interest (EoI)** invited in “two-bid” system with technical and financial bids sealed separately as follows.

- a) **Technical bid :-** should contain the required supportive documents towards proof for satisfying the eligibility criteria of the bidder and a clause-by-clause compliance statement to all Sections of the EoI document. The technical bid should be submitted in the format prescribed in Annexure-A. The required documents detailed in Annexure - B should be enclosed with the technical bid.
- b) **Financial bid:-** containing the budget.

The consultant firm shall be selected using the Quality-Cost Based Selection/ Evaluation procedure.

## 16. General Terms and Conditions

- i. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of the department shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.
- ii. Only those who qualify the eligibility conditions need submit the proposal.
- iii. The bidder is expected to go through the enclosed Document to have clarity on Scope of work and Specifications. The bidders are to quote only fully compliant solution.
- iv. The exact strategy to address and win the business opportunity would be shared / discussed with the best rated qualified bidder in due course of time.
- v. The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation /Demonstration

/Arranging site visits (if required) on "No-Cost No-commitment" basis.

- vi. Any clarification issued by the department in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.
- vii. A clause-by-clause compliance statement to all Sections of the EoI document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to all the sections of the EoI document including the Technical Specifications, Commercial Conditions, Special Conditions and the Annexure shall not be considered for evaluation and shall be summarily rejected.
- viii. The bidder has to consider the following major Cost Factors while arriving at a commercial decision:
  - Direct Cost (requisite hosting, Application Software Licenses, Training, Data Collection etc.)
  - Fiscal Cost
  - Logistic-Cost
  - Taxes/ Duties
  - Services and Administrative Cost
  - Training and Documentation Cost
  - Contingencies
- ix. The bidder should enclose the documents mentioned in ANNEXURE B with their "Technical Bid".
- x. Please note that if any document/authorization letter/testimonies are found fabricated / fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.
- xi. All the required documents to establish the bidder's eligibility criteria should be enclosed with the original EoI (Technical-Bid) itself. The RFP will be evaluated on the basis of the documents enclosed with the original EoI only. The department will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However it reserves its right to get them validated/verified at its own.
- xii. Due to any breach of any condition by the bidder, the Bid Security (EMD) submitted by the bidder may be forfeited at any stage whenever it is noticed and the department will not pay any damage to the bidder or the concerned person. The bidder or/and

the person will also be debarred for further participation in future RFP/Tenders.

- xiii. All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security (EMD) to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD. **PSU bidders may be considered for exemption of Bid Cost and EMD on submission of appropriate documents stating that they are legally and financially autonomous and operate under commercial law of Central Government or State Government as Public sector Undertakings.**
- xiv. The successful bidder's bid security (EMD) will be discharged upon the bidder's acceptance of Department's Order in due course of time and furnishing the Requisite Performance Security/Guarantee.
- xv. The bid security of the unsuccessful bidder will be returned/discharged within 15 days of the opening of the Bids.
- xvi. The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. Bidders must ensure that all the documents are sealed and signed by authorized signatory.
- xvii. The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
- xviii. The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract (if signed).The performance security Bond will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
- xix. "DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule.
- xx. The "Technical Bid" and "Commercial Bid" shall be placed in the separate sealed envelopes super scribed with words "Technical Bid" and "Commercial-Bid" respectively mentioning RFP Reference clearly .

- xxi. Both "Technical Bid" and "Commercial bid" are to be placed in a 3rd sealed Cover duly properly addressed mentioning RFP Reference and Date of Opening.
- xxii. Sealed offer/RFP prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
- xxiii. The Technical Bids will be opened as per the schedule. The Bidder(s) or their authorized representatives may attend the Opening if they so desire. The Commercial Bids of only technically qualified Bidder(s) will be opened at a later date. The Bidder(s) who have been declared eligible after evaluation of the technical bids or their authorized representatives may attend the Opening.
- xxiv. The government shall not be responsible for any postal delay about non-receipt / non-delivery of the bid/documents. This EoI Document is absolutely not transferable.
- xxv. The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the government department to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI.
- xxvi. The department reserves the right to accept or reject any EoI/ Bid partially or fully or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason thereof and without incurring any liability to the respondents. The department also reserves the right to withdraw this RFP, should it be necessary at any stage.
- xxvii. No advance payment in any mode will be allowed in favour of the agency/consultancy firm for any work during the contract period.
- xxviii. Payment of the contract amount for consultancy work will be payable to the Firm/Agency only after submission of the deliverables stated at paragraph 4 and acceptance of the same by the High Level Committee constituted by the State Government for the purpose.

## **17. Evaluation Criteria**

- i. Prior to the detailed evaluation, the department will determine the substantial responsiveness of each bid to the EoI Document. For purpose of ascertaining the eligibility, a substantially responsive bid is one which confirms to all the terms and conditions of the EoI Document without deviations.

- ii. The department's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- iii. The department may waive any minor infirmity or non-conformity or irregularity in the bid / EoI which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder
- iv. The RFP responses submitted by the Bidders would be subjected to a well defined and transparent evaluation process.
- v. The Bidder(s) will be evaluated on QCBS (Quality cum Cost Basis Selection) System with 80% weightage for Technical Bid and 20% for Commercial Bid.
- vi. A maximum of 1000 marks will be allocated for the Technical Bid. The evaluation of functional and technical capabilities of the Bidders will be completed first as per the following process:
- vii. The technical proposals only will be subjected for evaluation at this stage. The Bidders scoring less than 600 marks (cut-off score) out of 1000 marks in the technical evaluation shall not be short-listed for next stage of Commercial Bid evaluation process.
- viii. In case, more than three participating Bidders qualify on technical criteria and reach or exceed the cut-off score of 600, then the department at its sole discretion may qualify maximum three (total) Bidders on the basis of the top three scores.
- ix. Only those Bidders who qualify as per the specified Pre-Qualification Criteria shall be considered for technical evaluation in which scores will be awarded based upon the evaluation of proposed software. The bidders scoring at least 600 points in the technical evaluation shall be considered for further financial evaluation. However, weightage will be carried forward from technical qualification stage to financial bid evaluation.
- x. The bids will be eventually evaluated on the basis of the vendor ratings which will be done on the basis of combined scoring of the Technical Bid (weighted) and Commercial bid.
- xi. The department may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the bids. However, the Bidders will be notified separately, if such normalization exercise as part of the technical evaluation is carried out.
- xii. The Bidders who are short-listed based upon technical criteria may be asked, if necessary, to make a presentation on their solution at Bhubaneswar, at their own cost.
- xiii. The Bidder getting the highest Vendor Rating (VR) shall be awarded the contract

Final Vendor Rating will be governed as per the following formula:

$$\mathbf{VR = TR + CR}$$

Where VR is overall Vendor Rating

TR is Technical Rating

CR is Commercial Rating

TECHNICAL RATING (TR) would be evaluated on the basis of the following formula:

$$\mathbf{TR = 80/100 \times TECHNICAL SCORE (TS) 100}$$

Where Technical Score (TS) would be calculated based on functionality and features of the proposed solution.

COMMERCIAL RATING (CR) would be evaluated on the basis of the following formula:

$$\mathbf{CR = 20/100 \times COMMERCIAL SCORE (CS)}$$

Commercial Rating is based on **Commercial Scoring (CS)** of a particular bidder which will be worked out as per the Formula given below:

$$\mathbf{CS = AQ/BQ \times 1000}$$

Where:

AQ is Actual Quote (Commercial Score) of a particular Bidder under consideration.

BQ is Best Quote (Commercial Score) of the Best Bidder

The technical Score will be arrived as follows.

| <b>Sl. No.</b> | <b>Description</b>   | <b>Break up marks</b> |
|----------------|--|-----------------------|
| <b>1</b>       | <b>Software Functionality</b>  | <b>500</b>            |
| 1.1            | Software Compliance as described in <b>Paragraph 14</b> . Must be 100% compliance with all features.   |                       |
| <b>2.</b>      | <b>Bidder's Experience</b><br>The bidder has the experience in delivering similar type of project that may include<br>a) supply, installation, commissioning and support of a statewide web based Incident Response/EOC decision support software for any State Disaster management Department/SDMA,<br>b) installation of SEOC setup, video walls etc | <b>200</b>            |
| 2.1            | <ul style="list-style-type: none"> <li>• Number of assignments: 1 ( 50 Marks)</li> <li>• Number of assignments: more than 1 and within 3 (100 Marks)</li> <li>• Number of assignments: more than 3 (200 Marks)</li> </ul> (Marks will be awarded based on work and assignments of similar nature enclosed along with the Technical proposal)           |                       |

|     |   |             |
|-----|---|-------------|
| 3   | <b>Bidder's Financial Strength</b>  | <b>200</b>  |
| 3.1 | <b>Annual Turnover of the company/bidder</b><br>a) Not less than 25 crores (50 Marks)<br>b) More than 25 crores and within 40 crore (100 Marks)<br>c) More than 40 crores (200 Marks)   |             |
| 4   | <b>Manpower Strength of the Bidder</b>  | <b>100</b>  |
| 4.1 | <b>Number of Professional manpower available</b><br>a) Not less than 50 which include 20 IT professional (50 Marks)<br>b) More than 50 and within 100 which include 21 to 50 IT professional (100 Marks). <b>Details of the manpower should be given in the Technical Bid</b> |             |
|     | <b>TOTAL</b>  | <b>1000</b> |

The EoIs will be evaluated by a Technical Committee to shortlist eligible and qualified Firm as per technical bid. The entire shortlisted Firm will be invited for technical presentation on such date and time as intimated over telephone or email. The shortlisted Technical & Financial bids are to be analyzed and evaluated by the Committee constituted under Rule 12(3) of the Delegation of Finance Power Rules to indentify the bids which are technically & financially qualified. If needed, the Evaluation Committee will negotiate with the shortlisted organizations to determine a reasonable budget for the study.

### **18. No Cost/No Commitment Software Demonstration**

The government will intimate the vendors a suitable date and time for the presentation after all responses are received and the slots are arranged for all. Bidders are supposed to show that their proposed solution is in compliance with each and every functionality mentioned in Section E. Please note that the Financial Bids will not be opened until the evaluations of the technical bids are completed.

#### **i. Technical Proposal Content**

Technical Proposal should be prepared considering the Terms of Reference, Detailed Approach & Methodology, Activity Schedule & Deliverables, Time period and any other information to highlight the capability of the bidder.

Technical proposal must include:



- a) Brief description of the bidder or consortium,
- b) Experience of the firm in the proposed activity.

In addition to the overall experience of the bidder, details of projects undertaken may be included. They may also provide approximate value of the assignment, name of the client, starting and completion dates, names of the associates (other than Government Departments/ PSUs/ Large Public Limited Organizations) may be specifically mentioned.

- c) Approach,
- d) Methodology,
- e) Work Plan and Schedule, and
- f) Team size

## **ii. Financial Proposal Content**

- Financial proposal (In Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire Scope of Services.
- The lump sum quote should be inclusive of all expenses which the consultancy firm may incur while executing the assignment including Travel, Boarding & Lodging as required.
- Format prescribed in Annexure C may be used for the purpose

## **19. EoI processing fees:**

A non-refundable processing fee for Rs.15000/- (Rupees fifteen Thousand only) in the form of a Demand Draft drawn in favour of "Special Relief Commissioner, Odisha" and payable at Bhubaneswar, Odisha has to be submitted along with the proposal. Bids received without or with inadequate processing fee shall be liable to get rejected.

## **20. EMD:**

- a) The technical bid must be accompanied with an EMD of Rs. 15,00,000/- (Rupees Fifteen lakh) only in shape of Bank Draft drawn in favour of The Special Relief Commissioner payable at Bhubaneswar. No interest will accrue on the Earnest Money.
- b) Bank guarantee from any public sector/ scheduled/ reputed private sector bank of Rs. 15,00,000 (Fifteen Lakhs only) towards earnest money deposit will also be accepted.
- c) PSU bidders may be considered for exemption of Bid Cost and EMD on submission of appropriate documents stating that they are legally and

financially autonomous and operate under commercial law of Central Government or State Government as Public sector Undertakings.

- d) Bids without prescribed earnest money will be rejected.
- e) The earnest money will be refunded in case the tender process is cancelled by the Special Relief Commissioner.
- f) The earnest money deposit of successful agency, if awarded with work, will be kept with the Special Relief Commissioner till the term of the agreement and will be refunded within 30 days from the termination of the contract agreement.
- g) The earnest money deposit of the un-successful agencies will be refunded immediately without interest after the execution of the contract agreement with the selected agency.
- h) The EMD will be forfeited if the Agency refuses to take up the work at the quoted price.

## **21. Performance Security**

**The successfully bidder who will be selected for awarding the project** shall give a performance warranty for a minimum period 5 years. 10% of the amount of the order (excluding taxes) shall be deposited in shape of Demand Draft or Bank Guarantee duly pledged in favour of Special Relief Commissioner, Odisha, Bhubaneswar and shall be returned after the performance warranty period is over. The said amount may be forfeited partially or fully for failure to fulfill the terms and conditions of agreement. The Bank Guarantee should be enforceable and payable at Bhubaneswar. No interest will be accrued on the Performance security amount.

## **22. Submission of Proposals**

- i. Proposals should be addressed to:  
**The Special Relief Commissioner,  
Revenue & Disaster Management Department,  
Ground Floor, Rajiv Bhawan, Bhubaneswar-751001**
- ii. The bidder should mention his/her complete postal address and telephone number, fax number, e-mail address etc. on the bottom left hand side of the envelope. The agency may submit any other details that he may like to furnish.

- iii. Bid received after the due date and time shall not be entertained.
- iv. Both the bids completed in all respects (Technical & Financial) should reach in the above address through registered post or speed post on or before 5.00 P.M. dated 24.05.2018. The date for opening of technical bid shall be intimated to the concerned agency by e-mail or fax. The date of opening of the financial bids shall be intimated to those firms later who shall qualify the technical bid.
- v. The Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar shall not be liable for any delay in receipt of the Bid by the agencies and no extension of time to the date of quotation opening shall be given for this reason.
- vi. The Agency/Bidder failing to submit all the specified documents shall be summarily rejected.

**23. Agreement with the Successful bidder**

The successful bidder will required to execute an agreement as per terms and condition of the of the EoI with the purchaser after selection as the successful bidder and acceptance of the Departments order for the project.

**24. NOTICE AND COMMUNICATION:**

- a) The Agency is required to state his/her correct full address in the document. All notices, communications to any agency by the Special Relief Commissioner, Odisha shall be deemed to have been sent or served if delivered or left at or posted to the agency and shall be deemed to have been so performed on the day on which they were so delivered or left.
- b) All notice and communications addressed by the Special Relief Commissioner, Odisha to the Agency, or by the Agency to the Special Relief Commissioner, Odisha concerning the work to be executed under the contract shall be in writing.

-Sd-

Joint Secretary (Special Relief),  
Revenue & Disaster Management Department

**Annexure A**

Please use the following Format for the technical Bid and provide necessary information to apply for evaluation:

**GENERAL PARTICULARS OF LEAD BIDDER**

|  |  |
|--|--|
| Name of the Firm   |  |
| Registered Address                                       |  |
| Phone No:  |  |
| Email id:  |  |
| Name of the Contact Person for this EoI                  |  |
| Phone no. of the Contact person for this EoI             |  |
| Email id of the Contact person for this RFP              |  |
| Branch offices if any                                    |  |
| Date of establishment of the Firm                        |  |
| Number of full time qualified staff                      |  |
| Number of other staff who are semi qualified/unqualified |  |
| Name of Full time partner firms/companies (Consortium)   |  |



## **Annexure B**

Bidders are asked to submit the following documents as part of their response:-

1. Company Profile
2. Proof of Purchase of the RFP document (Money Receipt or the Original RFP Document).
3. Earnest Money Deposit (EMD)/ Bid Security as per the requirement.
4. Power of Attorney to sign the bid.
5. Annual Report/ Balance Sheets (including Profit and Loss Account) for last three years to establish the Financial Eligibility of the bidder and the consortium members as described in Section C Table-I.
6. Details of Experience as envisaged along with copies of the orders and work completion certificates as described in Section C Table-I.
7. Any other necessary documents to fulfill eligibility criteria as described in Section C Table-I.
8. Memorandum and Articles of Association.
9. Company Registration Certificate.
10. Copies PAN Card, GST Registration
11. Self-Certification for No Black-listing as per the Eligibility.
12. OEM Authorization Letter/Support Letter.
13. Solution Document for the proposed software
14. Testimonies from customers for the proposed Incident Response/Decision Support System.
15. Reference letter (along with relevant contact information) towards proof for the proposed software was used to manage a real large scale incident for any government agency (city/county/district/state) in the world
16. Purchase/Work orders as proof that the proposed software has been installed by at least two state disaster management departments/authorities in India for managing incidents/disasters.
17. Copies of Work Orders must be enclosed showing the installation of the proposed software for a statewide deployment in SEOC and all respective districts (DEOCs) by a Disaster Management Department/SDMA in India.
18. Purchase/Work orders as proof that proposed software has been installed and for two different government agencies in India and abroad.
19. Copy of Reference Letter that the proposed software has been vetted/evaluated by competent authority in India (i.e. NDMA)

**Annexure- C**

**FINANCIAL BID**

EOI NOTICE NO.-.....

NAME OF THE BIDDER ..... (PRICE IN INDIAN RUPEES)

- |  |   |
|--|---|
| 1. Price including all the duties & levies | : |
| 2. Central GST                             | : |
| 3. State GST                               | : |
| 4. Other charges (To be specified)         | : |
| 5. Total price of the Project              | : |

**Signature & Seal of the Bidder.**