

Annexture-II

Request for Proposal (RFP) for Selection of Agencies for Comprehensive Monitoring Services of IT Infrastructure Deployed Under e-Governance Projects by Odisha Computer Application Centre (OCAC) (Reference No. – OCAC-SEGP-SPD-0078-2025-25108)

SL#	Clause No.	Existing Clause	Revised Clause
1.	Clause 3.1 (e) Pre-Qualification	Field Level Presence: The Bidder should have an established field-level presence in a minimum of 250 Blocks across the State of Odisha through its own offices, implementation associates, authorized local partners, or affiliated operational units, to ensure adequate coverage for monitoring activities.	Field Level Presence: The Bidder should have an established field-level presence in a minimum of 200 Blocks across the State of Odisha through its own offices, implementation associates, authorized local partners, or affiliated operational units, to ensure adequate coverage for monitoring activities.
2.	Clause 3.3 (2) Technical Evaluation Criteria – Geographical Spread of Physical Monitoring Activities	The Bidder must have implemented physical monitoring activities in more than 250 Blocks under one or more Government / Public Sector projects (IT / ICT Infrastructure / Project Monitoring). Supporting Documents: Work Orders / Agreement / Client Certificate.	The Bidder must have implemented physical monitoring activities in more than 200 Blocks under one or more Government / Public Sector projects (IT / ICT Infrastructure / Project Monitoring). Supporting Documents: Work Orders / Agreement / Client Certificate
3.	Clause 3.1 (a) Pre-Qualification – Legal Entity	Legal Entity: Company in operation for last ten (10) years as on date of bid submission date. Completion certificate as documentary proof of 10 years in operation.	Legal Entity: Company in operation for last five (5) years as on date of bid submission date. Completion certificate as documentary proof of 5 years in operation.
4.	Section 5.2 Manpower Deployment	To ensure efficient implementation, coordination, and real-time responsiveness during the monitoring and verification process, the selected	To ensure efficient implementation, coordination, and real-time responsiveness during the monitoring and verification process, the selected agency shall

		<p>agency shall deploy manpower at three levels with defined responsibilities:</p> <ul style="list-style-type: none"> I. Central-Level Manpower ... II. District-Level Manpower ... III. Block-Level Manpower ... 	<p>deploy manpower at three levels with defined responsibilities:</p> <ul style="list-style-type: none"> I. Central-Level Manpower ... II. District-Level Manpower ... III. Block-Level Manpower ... <p>Minimum Qualification & Experience (Indicative Minimum) – Key Positions:</p> <ul style="list-style-type: none"> • Central Level <ul style="list-style-type: none"> ○ Project Manager / PMU Lead: Graduate (Engineering/IT/Management) with minimum 10 years relevant experience in Government/large-scale IT/ICT projects; PMP/PRINCE2 preferred. ○ Technical Lead: B.Tech/MCA with minimum 7 years relevant experience. ○ MIS/Data Analyst: Graduate with minimum 3 years experience in MIS/reporting, dashboards, data quality controls. • District Level <ul style="list-style-type: none"> ○ District Supervisor/Coordinator: Graduate with minimum 3 years experience in field operations/monitoring/project
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			<p>coordination; experience in Government projects preferred.</p> <ul style="list-style-type: none"> • Block Level <ul style="list-style-type: none"> ○ Field Monitor/Engineer: Diploma/Graduate with minimum 2 years experience in field inspection/IT/Hardware asset verification/Hardware surveys; must be proficient in mobile-app-based reporting with geo-tagging/time-stamping. <p><i>Note:</i> Equivalent qualifications/certifications may be considered, subject to OCAC's approval during deployment verification.</p>
5.	Clause 3.1(k) – Consortium / Sub-contracting / Sub-letting	<p>Consortium: The Bidder should participate as a single entity, no consortium or group companies will be allowed.</p>	<p>Consortium / Sub-contracting / Sub-letting: The Bidder shall participate as a single legal entity. Consortium bidding, sub-contracting, and sub-letting of the scope of work, in whole or in part, are not permitted.</p>
6.	Section 5.1 Pre-Monitoring Assessment	<p>Before commencing field-level monitoring, the selected agency shall undertake a detailed assessment to understand the project context, contractual deliverables, and monitoring expectations. The agency shall:</p> <p>a) Study of Contractual Documents: Review the contracts signed between OCAC and the respective System Integrators (SIs) to</p>	<p>Before commencing field-level monitoring, the selected agency shall undertake a detailed assessment to understand the project context, contractual deliverables, and monitoring expectations. The validated baseline inventory data and relevant documentation (including contracts/SLAs of existing System Integrators, as applicable) shall be provided within 30 days</p>

		<p>understand project-specific deliverables, timelines, and roles.</p> <p>b) Analyze existing communication mechanisms among OCAC, departments, and implementation partners. The agency shall accordingly develop frameworks and procedures for streamlined monitoring, escalation, and reporting.</p> <p>c) Examine relevant project documentation including RFPs, Agreements, and SLAs to ensure alignment of the monitoring framework with defined deliverables and performance standards.</p>	<p>of signing of the MoU with the selected agency. The agency shall:</p> <p>a) Study of Contractual Documents: Review the contracts signed between OCAC and the respective System Integrators (SIs) to understand project-specific deliverables, timelines, and roles.</p> <p>b) Analyze existing communication mechanisms among OCAC, departments, and implementation partners. The agency shall accordingly develop frameworks and procedures for streamlined monitoring, escalation, and reporting.</p> <p>c) Examine relevant project documentation including RFPs, Agreements, and SLAs to ensure alignment of the monitoring framework with defined deliverables and performance standards.</p>
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