



GOVERNMENT OF ODISHA
DEPARTMENT OF SOCIAL SECURITY & EMPOWERMENT OF PERSONS WITH DISABILITIES

No. 5015 /SSEPD Dated 06.05.2025

REQUEST FOR PROPOSAL

Proposals are hereby invited from interested Central Govt./ State Govt. Agencies/ Organizations having previous experience and credible past record for Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department. The prospective agencies are to submit the proposal in the prescribed format to reach the Department on or before 26.05.2025 up to 5:30 PM through **Speed Post/Registered Post/Courier**. The detail terms and conditions of the RFP are available in the Department website www.ssepd.gov.in. The Department reserves the right to accept or reject any or all proposals without incurring any obligation to inform the affected applicant(s) of the ground.

-Sd-
Director, SSEPD

RED BUILDING, LOKASEVA BHAVAN, BHUBANESWAR-751001
Ph No. 0674-2390116, Fax. 0674-2390117
Email.ssepdodisha@gmail.com

Request for Proposal (RFP)

(Exclusive to Central/State Government Nodal IT/ITes Agencies)

For

Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department

Request for Proposal (RFP) for Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department

Social Security & Empowerment of Persons with Disabilities (SSEPD) Department invites sealed Request for Proposal (RFP) from interested Central Govt./ State Govt. Agencies/Organizations for “**Request for Proposal (RFP) for Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department**”. The EoI Document containing the details of criteria, submission requirement, objective, scope of work etc. can be downloaded from the website <https://ssepd.odisha.gov.in/>.

Further details, if any, may be obtained from Commissioner -cum -secretary, Social Security & Empowerment of Persons with Disabilities (SSEPD) Department, Bhubaneswar-751003 during working hours. **Last date for submission of EoI is**

..... **May 2025 up to 5pm**. Sealed envelope marked to commissioner -cum -secretary, Social Security & Empowerment of Persons with Disabilities (SSEPD) Department, Bhubaneswar- 751025, containing EoI with all relevant documents may be submitted mentioning “**Comprehensive IT Solutions**” on the top of the envelope.

Calendar of Events

S. No.	Events	Date & Time
1.	EoI Publishing Date	7th May 2025

2.	Document Download Start Date	7th May 2025
3.	Document Download End Date	25th May 2025
4.	Last Date of Submission	26th May 2025
5.	EOI Opening Date (Technical)	29th May 2025
6.	Publication of Technical Bid Qualifiers	31st May 2025
7.	EOI Opening Date (Financial)	3rd June 2025
8.	Tentative Date of Offer Letter	6th June 2025

Encl.: Eoi Document.

Sd/-

**Commissioner -cum -secretary SSEPD,
Bhubaneswar-751025**

Request for Proposal (RFP) for Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department

Sl. No.	Particulars	Details
1	Name of the Client	SSEPD, Bhubaneswar-751025
2	Date of Issue of EOI	
3	Pre-Bid Meeting	
4	Pre-Bid Clarification Date	

5	Last Date of Submission	
6	EOI Opening Date (Technical)	Will be intimated to the bidders through Email.
7	Publication of Technical Bid Qualifiers	Will be displayed in the University Website/ Notice Board
8	EOI Opening Date (Financial)	Will be intimated to the Technically qualified bidders separately through Email.
9	Tentative Date of Offer Letter	
10	Expected date of commencement of assignment	Within one Month of Selection of Agency
11	Bid document Fee (Non-Refundable)	Rs. 5000/- (Rupees Five Thousand) only in shape of DD favouring “Director, SSEPD, Odisha” drawn in any scheduled commercial bank payable at Bhubaneswar.
12	Earnest Money Deposit (EMD)* *Refundable subject to satisfactory performance & compliance to laid down conditions.	Rs. 10,00,000/- (Rupees Ten Lakh only) in shape of DD favouring “Director, SSEPD, Odisha” and drawn in any scheduled commercial bank payable at Bhubaneswar.
13	Security Deposit	Successful bidder will have submit the 10% of supply order value in the form of Demand Draft / Irrevocable Bank Guarantee within 15 days of the receipt of Work Order
14	Postal Address for submission of Proposal and mode of Submission	Commissioner -cum - secretary,

		<p>SSEPD, Odisha - 751025.</p> <p>Proposals to be submitted only through Speed Post/ Registered Post/ Courier.</p> <p>Bid submitted through any other mode and late bid will be rejected.</p>
15	Website to download bid document.	https://ssepd.odisha.gov.in/

About SSEPD:

The Department of Social Security and Empowerment of Persons with Disabilities has an elaborate field formation with the District Social Security Officer (DSSO) to assist the Collector in each District and a Sub-divisional Social Security Officer (SSSO) in every sub-division. Besides this, there are Block Social Security Officer (BSSO) at the Block level who assist the Block Administration in implementing the social security programmes. The Department has a statutory body known as State Commissioner for Persons Disability (SCPD). State institute for Disability Rehabilitation (SIDR) a state level nodal agency is currently functioning at Bhubaneswar. 8 District Disability Rehabilitation Center (DDRC) are functioning in 8 district head quarter to undertake disability rehabilitation activities. Old age homes are running to facilitate the older persons.

Scope of Work:

The Department of Social Security and Empowerment of Persons with Disabilities (SSEPD), Odisha, plays a vital role in providing welfare services and financial assistance to vulnerable groups. This technical proposal outlines the strategic importance of digital transformation in enhancing efficiency, transparency, and accessibility of services.

IT initiative will address current challenges by providing a unified, efficient, and transparent platform for all stakeholders.

Proposed Solutions:

- **1. Inventory Management System**

For the Department of Social Security and Empowerment of Persons with

Disabilities (SSEPD), procurement and inventory management systems must

be highly tailored to ensure the efficient allocation and management of resources, compliance with regulations, and direct support for persons with disabilities. Here's a detailed breakdown of the essential procurement and inventory management features that such a department would benefit from:

Procurement Features:

1. Supplier Management:

- **Vendor Database:** A centralized list of approved vendors, including those providing disability-related products and services.
- **Supplier Evaluation:** Tools to assess vendor performance, reliability, quality of service, and past experiences with disability-related procurements.
- **Vendor Compliance:** Tracking of supplier compliance with government regulations and specific disability-related standards, such as accessibility or assistive technology requirements.

2. Request for Quotation (RFQ) and Tender Management:

- **Automated RFQ/Tender Creation:** Create and issue RFQs or tenders for specific goods and services needed to support persons with disabilities (e.g., wheelchairs, assistive devices).
- **Electronic Bidding:** Allow vendors to submit bids online, making the process faster, more transparent, and auditable.
- **Bid Evaluation and Scoring:** Ability to evaluate bids based on predefined criteria such as price, quality, delivery timelines, and vendor experience.

3. Purchase Orders (PO) and Approval Workflows:

- **Automated PO Generation:** Once a supplier is selected, POs can be automatically generated to streamline the procurement process.
- **Approval Routing:** Multi-level approval workflows for purchase orders based on the organization's budget, needs, and compliance with regulations.
- **Purchase Order Tracking:** Monitor and track the status of orders to ensure timely delivery of items.

4. Contract Management:

- **Contract Creation and Management:** Tools to draft, negotiate, and manage contracts for ongoing supply of goods and services for people with disabilities.

- **Renewals and Expirations Alerts:** Automated reminders for contract renewals or upcoming expirations, ensuring continuity of service without disruptions.
- **Terms & Conditions Monitoring:** Ensure all contracts meet specific legal and disability-related requirements, such as compliance with accessibility standards.

5. Budget Control and Financial Monitoring:

- **Purchase Budgeting:** Set budgets for procurement activities, ensuring spending aligns with available funding and does not exceed limits.
- **Cost Tracking:** Track costs associated with the procurement process, comparing actual expenditures to the allocated budget.
- **Invoice Management:** Streamline invoice approvals, payments, and matching them to purchase orders and receipts.

6. Reporting and Analytics:

- **Procurement Reports:** Generate reports on procurement history, supplier performance, cost-efficiency, and compliance.
- **Spending Analysis:** Analyze spending patterns for better budget allocation and identify opportunities for cost savings in disability-specific items or services.
- **Audit Trails:** Maintain transparent, traceable records of all procurement transactions for audit purposes, ensuring accountability and regulatory compliance.

Inventory Management Features:

1. Asset Tracking and Management:

- **Inventory Catalog:** Maintain an up-to-date inventory list of all assets, including assistive devices, wheelchairs, hearing aids, and mobility aids.
- **Unique Identifiers:** Assign unique barcodes or RFID tags to each asset to facilitate easy tracking and retrieval.
- **Asset Lifecycle Management:** Track the full lifecycle of assets, from procurement to usage, maintenance, and disposal.

2. Real-Time Inventory Tracking:

- **Centralized Inventory System:** A centralized database to monitor the current stock levels of items in real time, including storage locations and quantities.

- **Inventory Updates:** Automatic updates to inventory levels when items are issued or restocked, helping avoid overstocking or shortages.
- **Low Stock Alerts:** Automated alerts to notify managers when items are nearing depletion, prompting timely replenishment orders.

3. Stock Replenishment and Procurement Automation:

- **Reorder Thresholds:** Set minimum stock thresholds for critical supplies, such as disability aids, ensuring timely restocking.
- **Automatic Reordering:** The system can automatically trigger reorders

based on inventory levels, ensuring critical supplies are always available.

- **Supplier Integration:** Direct integration with approved suppliers for quick reordering and delivery of necessary items.

4. Inventory Audits and Stocktaking:

- **Scheduled Audits:** Set regular, automated schedules for conducting physical inventory audits, reducing manual errors and ensuring accuracy.
- **Audit Reporting:** Reports on discrepancies between physical stock and system records to identify potential issues such as theft or misplacement.
- **Real-Time Auditing:** Use barcode/RFID scanning technology to streamline audits and reduce the time and effort required for physical stock verification.

5. Warehouse and Location Management:

- **Multiple Storage Locations:** Track inventory across various storage facilities or warehouses, helping ensure accurate tracking and distribution of items.
- **Item Allocation:** Allocate stock to specific departments or regional offices that are responsible for delivering services to people with disabilities.
- **Shelf Life Tracking:** For perishable goods or those with limited shelf life, track expiration dates to ensure proper usage before they expire.

6. Distribution and Asset Allocation:

- **Asset Distribution:** Distribute assets such as mobility aids and medical equipment to individuals or local offices, ensuring the right resources reach the right people.

- **Recipient Tracking:** Track which individual or department received specific assets or supplies to ensure proper allocation and prevent loss.
- **Return and Maintenance Management:** Enable tracking of returned assets or items for repair/maintenance and subsequent redistribution.

7. Compliance and Regulatory Management:

- **Accessibility and Standards Compliance:** Ensure all products and assets meet the required disability-specific standards and regulations, such as those set by the government or disability advocacy groups.
- **Audit Compliance:** Keep detailed records and reports for compliance with both internal and external audits, particularly regarding disability-related procurement and inventory control.

8. Integration with Other Systems:

- **ERP and Financial System Integration:** Seamless integration with

financial or Enterprise Resource Planning (ERP) systems to maintain consistency between procurement, inventory, and accounting records.

Data Sharing with Government Agencies: Ability to integrate with local or national government databases for regulatory reporting and tracking, ensuring that all public sector standards are met.

• **2. Establishment of dedicated social media and Grievance Management Team**

The primary aim of establishing a social media wing at the Social Security & Empowerment of Persons with Disabilities Department (SSEPD), Government of Odisha, is to leverage digital platforms to promote inclusivity, raise awareness, and facilitate direct engagement with stakeholders. The initiative seeks to enhance communication, improve service delivery, and empower persons with disabilities (PwDs) and vulnerable sections of society.

Specific Objectives:

1. Promoting Awareness

- Disseminate information about schemes, programs, and services for persons with disabilities and other vulnerable groups.
- Raise awareness about disability rights, accessibility, and social security measures.

2. Encouraging Public Participation

- Foster community involvement in welfare initiatives and create a platform for sharing success stories.
- Mobilize support for campaigns aimed at empowerment and inclusion.

3. Facilitating Accessibility

- Provide an easily accessible digital platform for beneficiaries to seek information and updates.
- Promote the use of assistive technologies and inclusive practices.

4. Grievance Redressal

- Act as a responsive channel for addressing grievances of persons with disabilities and vulnerable groups.
- Ensure timely resolution of issues through efficient coordination with relevant departments.

5. Transparency and Accountability

- Share updates about departmental activities, project progress, and financial utilization to ensure transparency.
- Build public trust by openly communicating challenges and achievements.

6. Emergency Communication

- Disseminate critical information during emergencies, such as natural disasters or public health crises, ensuring the safety and well-being of vulnerable populations.

7. Empowering Beneficiaries

- Provide resources, guidance, and motivational content to empower beneficiaries to become self-reliant.
- Promote vocational training and employment opportunities through social media campaigns.

8. Real-Time Engagement

- Enable two-way communication with stakeholders for feedback, suggestions, and real-time interaction.
- Use social media analytics to understand audience needs and adapt strategies accordingly.

9. Advocacy for Inclusion

- Advocate for the inclusion of persons with disabilities in mainstream society and policy-making processes.

- Highlight success stories and initiatives that promote accessibility and empowerment.

10. Capacity Building

- Train departmental staff and stakeholders in leveraging social media for effective outreach and service delivery.

By establishing this social media wing, the SSEPD aims to foster a more inclusive, responsive, and digitally empowered approach to social welfare and empowerment.

To monitor and execute these activities efficiently, the following Social Media Consultants have been proposed:

SL. NO	CATEGORY	QTY
1	Sr. IT Consultant (Project Manager)	1
2	Social Media Consultant (Posting & Grievance)	1
3	Social Media Consultant (UI/UX Designer (Video & Photo Edit) & Photographer))	1
4	Social Media Consultant (Content Writer English)	1
5	Social Media Consultant (Content Writer Odia)	1

1. SCOPE OF WORK

The agency shall perform, inter-alia, in consultation with the client, the following tasks (but not limited to):

1. Social Media:

The agency will be responsible for handling, managing and maintaining the existing official social media handles of the SSEPD, government of Odisha, as mandated by the client. If required, initiation & creation of new social media handles will be taken up.

The agency may be assigned more social media handles as & when necessary to be maintained. It will be targeted to increase the count of verified account followers by 5% every 6 months; anything otherwise may have to be explained satisfactorily. Efforts will be made to maximize the outreach with content of quality and for sustainable & organic growth in followership for each of the assigned social media handle. Growth in

followership should have wide mix of demography.

2. Post Frequency:

The agency shall have to maintain regularity in daily post frequency on each of the assigned social media handle. When required amount of content is not generated as per the bottom line of deliverables i.e. post count, it is expected of the agency to diligently source & post new/authentic information. In case of events, announcements, assembly sessions, visits, meetings, etc., frequency of posting will be increased (in consultation with the client), and the agency will respond to the incremental requirement.

Posts on a topic should not be duplicated on all social media platforms. Each post must be customized to suit the users & relevance of the platform. The final count of daily posts may vary for each of the assigned social media handles.

3. Management:

The selected agency will have a wide spectrum of assignments comprised only illustratively in Content creation and curation, posting and other extensive outreach efforts to spread information about state government's schemes, initiatives, policies and achievements. It will include, but will not be limited to:

- Daily content creation and posting for each of the assigned social media handle. The content guidelines will be shared with the agency. However, agency must be well equipped to create useful content seminally highlighting the accomplishment of Govt.
- Hiccup free coordination with client identified sources for inputs, content generation

and authentication.

- All posts to be in accordance with the vision/objective of Govt, and aligned with the schemes under implementation and planning.
- Repackaging of content (videos, animations, photographs, gifs, text & other formats) to drive user-engagement.
- Giving periodic new look & feel to social media handles in form of artwork, creative, themes, etc. (basing upon the approval of respective offices/departments).
- Creation of new social media accounts (as directed by the CLIENT) and their maintenance.
- Tapping the relevant search audience to bring them on social media to gain followership and engagement.
- Staying topical, up-to-date and relevant with ongoing initiatives of respective offices.
- Neutralization of negative stories and propagating positive narratives of the

government of Odisha.

- Facts checks on social media posts and negating false information.
- The primary language of social media content to be Odia & English content to be as per the directions of client on required occasions.

4. Content Creation:

There has to be utmost diligence in content creation. Creativity without intriguing decency at any cost should be the cornerstone of the draft and the process will not be limited to and broadly categorized in to the following:

- Developing social media creative (images, videos, animations, gifs, etc.)
- Writing copies for social media posts (in Odia and English). Designing artwork (for posts, banners, targeted campaigns, ETC.
- Creative content generation entails recreation, conversion of packaging the available content and repackaging (videos and photographs) into suitable formats whenever necessary. This may be of various forms such as videos, images, graphics, smart art, animations, story content board, etc. The agency must be well versed with tools of designing, scheduling, performance tracking, utilizing trends & best practices for wider reach, utilizing keywords, user engagement tactics, etc. for greater visibility and reach.

5. Content Calendar:

- Basic and referral inputs to be obtained by the Agency from different depts. about govt, schemes, so that they will have some rudimentary preparedness.
- Pre-defined weekly content calendar for each of the social media platform to be shared with the client (or respective offices, as directed), a week in advance for approval
- The same cycle to be followed for approval of the content calendar throughout the year.
- Additional posts on live activities/events/announcements to be worked on, over & above the pre-defined content calendar
- The content needs to be textual, visual, audio-video based, Interactive and engaging
- Above is to be done without any interference with intellectual property rights.

6. Online Reputation Management & Social Listening:

Online reputation management of the Department and other assigned handles, in the digital and social media space will be incumbent upon the selected agency. The agency will use effective tools for social and real-time

listening and monitoring. This will include, but will not be limited to:

- Comprehensive social media monitoring of the assigned handles/brands, through an approved in-house software and the findings to be reported to the client. The monitoring tool must have been a paid version for the entire period of contract.
- Trend monitoring: To spot and flag emerging trends.
- Brand monitoring: To monitor conversations on the brand and provide insights on incoming queries, reach, and campaign.
- Moderation of all social media platforms to address spam, unauthorized ads, inappropriate content, etc.
- Filtering of comments, providing responses to official social media profiles (upon approval), and creation of relevant tagging & linkages.
- Grievance and feedback received from public to be analyzed, filtered and shared with the client fortnightly.

7. Innovative Campaigns:

- The agency is required to conceptualize periodic innovative campaigns, to propagate the vision/efforts/ initiatives/achievement of the SSEPD, Government of Odisha.

8. Crisis Communication:

- In the event of unforeseen occurrences, which may have potential of creating negative perception about the government, the agency will have to take proactive steps to assist in diffusing the negative communications through social media communications, as deemed fit.

The agency will have to work towards sustaining and increasing the subscribers base and engagement with the website of the SSEPD, Government of Odisha by creating new content, artwork, designing consumer engagement quiz, opinion polls, etc. It also includes working with various state departments to design and execute innovative consumer engagement activities.

9. Grievance Management:

- **Grievance Redressal Platform:** Establish a centralized system for receiving, tracking, and resolving grievances related to the welfare of persons with disabilities (PwDs) and vulnerable groups.
- **Accessibility for All:** Design grievance mechanisms that are inclusive and accessible to individuals with varying disabilities, ensuring ease of use.
- **Social Media Integration:** Leverage platforms like Facebook, Twitter, and

WhatsApp to enable real-time grievance submission, updates, and resolution tracking.

- **Helpline Support:** Integrate the grievance wing with existing helplines to assist beneficiaries who prefer phone-based support.
- **Transparency in Resolution:** Maintain transparency by providing clear updates on the status of grievances and publishing periodic reports on resolutions.
- **Multi-Lingual Support:** Offer grievance redressal services in multiple languages to cater to the diverse population of Odisha.
- **Timely Resolution:** Set clear timelines for resolving complaints to enhance accountability and improve public trust.
- **Coordination with Departments:** Facilitate inter-departmental collaboration to resolve grievances that require inputs from multiple agencies.
- **Emergency Assistance:** Address urgent grievances during crises like natural disasters, ensuring timely support for PwDs and vulnerable populations.
- **Data-Driven Insights:** Analyze grievance trends to identify recurring issues and recommend policy changes or system improvements.
- **Awareness Campaigns:** Educate beneficiaries about the grievance redressal system through social media, outreach programs, and workshops.
- **Feedback Mechanism:** Introduce a feedback loop where beneficiaries can rate the grievance-handling process, ensuring continuous improvement.
- **Capacity Building:** Train staff to handle grievances empathetically, efficiently, and with cultural sensitivity.
- **Legal and Policy Support:** Provide guidance and support for grievances related to legal rights, entitlements, and accessibility compliance.
- **Integration with Existing Services:** Link the grievance management wing with SSEPD's other welfare initiatives to streamline support and services.

This focused scope ensures that the grievance management wing addresses the unique needs of beneficiaries while promoting inclusivity, transparency, and efficiency.

Note: The Scope of the consultant is not limited to the above defined scope.

SSEPD may add, modify or remove any assignment as & when required.

2. SPECIFIC DELIVERABLES

In the outlined broad scope of work the deliverables have been as far as practicable measured and benchmarked with the corresponding bottom-line.

Sl.	Social media	Frequency
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No		
1	Social media content creation for each of the assigned handle, posting, scheduling and maximizing outreach efforts,	Daily
2	Comprehensive social media monitoring about the assigned handles/brands through an approved software and reporting the findings to the SSEPD Department, Govt. of Odisha	24x7 to be reported Daily
3	Short format videos like reels, etc., suited for social media engagement, for each of the assigned social media handle.	10 per month
4	Blogs, (in consultation with respective office) for each of the assigned social media handle.	5 per month

REPORTING		
5	Buzz trend monitoring: total number of mentions around relevant keywords along with insights on any spikes/plunge in the data and monitoring of daily perception, competition analysis, positive, and neutral & negative stories. To identify and analyze key topics of conversations happening around the government of Odisha, its functioning and political leadership.	24x7 to be reported daily
6	To identify and report influencing powers/personalities on social media, advocates of the government of Odisha, quality of content being generated and its impact.	24x7 to be reported weekly
7	Social media performance report, detailing the reach, engagement, user demographic details and analytics for each of the assigned handle and special Consolidated work done by the social media agency to achieve the mandate of the monthly tender, all initiatives, analytics report, impact created and achievements.	Monthly

3. RESOURCE ELIGIBILITY AND EXPERIENCE

Sl. No.	Profile	Eligible & Experience
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1	Senior IT Consultant (Project Manager)	<ul style="list-style-type: none"> • Post graduate / Master in journalism or mass communication. • 8 years of work experience leading the Communications in any State/Central Government or PSU organizations with some work experiences in Odisha.
2	Social Media Consultant (Content Writers- English/Odia (content development, drafting specialized articles & translation from Odia to English) and vice-versa.)	<ul style="list-style-type: none"> • Post graduate in Odia/ English language with PG Diploma in Journalism/Mass Communications. • 5 years of content writing/editorial experience for a media firm or government client, excellent writing and editing skills in English/Odia. • Having working experience in social & digital media management, with knowledge of copywriting, digital performance analytics, content research & reporting
3	Social Media Consultant (UI/UX Designer)	<ul style="list-style-type: none"> • B. Tech / BE /B.SC (CS) / M.SC (CS) / MCA • Having 5 years of working experience in Photoshop/ Illustrator/ Corel draw X5/ FlashCs4/ Basic html/ Adobe Premiere Pro/ Final Cut Pro/ After Effects

*The resume of all proposed resources needs to be attached in the technical bid.

Note: The team must be available, capable and equipped to respond 24x7, keeping in mind the mandate & objective of Public Relations and communications outreach. The agency is expected to perform tasks as listed in the 'scope of work'. In addition to the above scope of work, the agency will also be responsible for any additional work assigned under the Dept.

Note: The client will demand additional manpower, if need be, on the same terms and conditions at the selected cost.

• **3. Cloud based mobile application for attendance**

Objective:

The Mobile Attendance Tracking System will provide a secure and efficient way for employees of

the Department, and the teaching, non- teaching and students in the GIA institutions to record their attendance using facial recognition technology within a defined geofenced area. The system will ensure location-based verification to prevent proxy attendance and will include real-time monitoring features for admins. This solution aims to improve transparency, reduce manual attendance errors, and provide reliable reporting for organizations with multiple field employees.

Features

1. User Roles and Permissions

Admin Role: Manage users, assign geofenced locations, generate reports, and monitor attendance records.

Employee Role: Mark attendance by verifying their identity through facial recognition.

Manager Role: View attendance reports for assigned employees.

2. User Authentication

Secure login using OTP, email/password, or biometric authentication.

Role-based access control for data security.

3. Geofencing Integration

Geofenced boundaries set by admins for specific office locations, sites, or zones.

Employees can mark attendance only within their assigned geofenced area.

Real-time validation to ensure accurate location tracking.

4. Facial Recognition System

AI-based facial recognition for accurate identity verification.

Liveness detection to prevent spoofing with static images.

Alerts for mismatched or unauthorized faces.

5. Attendance Marking Process

Employee launches the app within the geofenced area.

The app prompts for facial recognition verification.

Upon successful match, attendance is marked with a timestamp and GPS location.

6. Photo Verification for Compliance

Captured attendance photos are securely stored for future audits.

Admins can view and compare uploaded photos to identify discrepancies.

7. Alert System

Instant alerts for attendance attempts made outside the designated area.

Alerts for unsuccessful facial recognition matches.

8. Attendance Dashboard

Real-time attendance tracking for admins with location maps.

Comprehensive reports by date, employee, or location.

Visual statistics for easier monitoring and decision-making.

11. Admin Control Panel

- Manage employee profiles, assign geofenced locations, and monitor attendance records.
- Export reports in CSV, Excel, or PDF formats.

13. Notifications and Reminders

Automated reminders for employees to mark attendance.

Alerts for pending or missing attendance records.

14. Integration Capabilities

API support for integrating with payroll, HRMS, or third-party systems.

15. Mobile App Support

This will be available for both **Android** and **iOS** platforms.

User-friendly UI/UX for seamless navigation.

16. Reporting and Analytics

Daily, weekly, and monthly attendance reports.

Customizable filters for personalized data insights.

4. Mobile App for Beneficiaries Verification for Enhanced pension Schemes

Scope

The **Beneficiaries Verification Mobile App** aims to facilitate efficient verification of Old age pension beneficiaries by enabling field officers to capture real-time photos and compare them with stored records. The app will also provide admin functionalities to manage field officers, assign them to specific locations, and oversee the verification process. This system will ensure transparency, reduce fraudulent claims, and streamline the verification workflow.

Features

1. User Roles and Permissions

Admin Role:

Manage beneficiaries' data.

Assign field officers to specific locations.

Monitor verification status and access comparison data.

Generate detailed reports for audits and records.

Field Officer Role:

Access assigned beneficiary lists.

Capture real-time photos for identity verification.

Submit verified data with photo comparisons.

2. User Authentication

Secure login with OTP or email/password.

Role-based access to ensure data security.

3. Beneficiary Management

Admin can add, update, or remove beneficiaries.

Admin can set the timeline for block level officers to upload the data in a specified timeline.

Search and filter options for managing large datasets.

4. Field Officer Assignment

Admin assigns field officers to specific locations.

Dynamic reassignment capability for better resource management.

And the system will capture the assignment list for future references.

5. Photo Verification Process

Field officers access assigned beneficiaries via the mobile app.

Real-time photo capture for identity verification.

System automatically compares the captured photo with the stored photo for accurate identification.

Alerts for mismatches or discrepancies.

6. Photo Comparison Storage

Captured and matched images are securely stored for future references.

Encrypted storage to ensure data privacy and integrity.

7. Geofencing for Location-based Verification

Field officers can only verify beneficiaries within their assigned geofenced locations.

Ensures authenticity of the verification process.

8. Alert System

Notifications for incomplete or pending verifications.

Alerts for discrepancies in photo matching.

9. Admin Dashboard

Real-time monitoring of ongoing verifications.

Visual indicators for successful, pending, or mismatched verifications.

Report generation for audit and compliance purposes.

11. Reporting and Analytics

Comprehensive reports with filters for dates, locations.

Exportable data in CSV, Excel, or PDF formats for easy record-keeping.

12. Data Security and Compliance

Encrypted data storage and secure transmission.

Compliance with data protection standards to ensure privacy.

13. Notifications and Reminders

Automatic reminders for field officers to complete pending verifications.

Notifications for admins on mismatched or unresolved cases.

14. Integration Capabilities

API support for integration with government pension databases and other systems.

15. Mobile App Support

Compatible with **Android** and **iOS** devices.

Optimized for low-bandwidth usage in remote locations.

- Terms & Conditions:

- The firm should be State/ Central Govt. owned/ Public Sector Organisation/ agency.
- The firm should have office in Odisha.
- The firm should have prior experience of executing similar projects/ assignments in the State or at National level.
- The purchaser reserves the right to revise the terms and conditions as & when needed and also can reject any or all the bids.
- EoI to be submitted as per two Bid system.

1. Envelop-1: Sealed envelope containing Technical Bid, Bid Processing Fee and all documents superscribed as “**TECHNICAL BID**” on the frontside top of the envelop.
2. Envelop-2 to 6: Sealed envelope containing Financial indicating details of price, taxes and levies etc. and superscribed as “**FINANCIAL BID for _____**” on the frontside top of the envelop.

General Terms & Conditions:

In case, after Pre-bid meeting (wherever applicable) any modification(s)/ addition(s)/ deletion(s) or any alternation in the requirement(s)/ specification(s) etc. is required, the same will be published on the website <https://ssep.d.odisha.gov.in/> within the

next 7 days. Therefore, all the bidders are advised to visit our website before filling/submitting their bids. No separate advertisement/information will be published in this regard in the Newspapers or any other location or any other mode of communication will be adopted.

The successful bidder will submit the Performance Security @5% (as per O.M. 8952/F-FIN-COD-MISC-0007-2019 of Govt. of Odisha, dt. 18-03-2021) of supply order in the form of Demand Draft / Bank Guarantee in the name of “**Director, SSEPD, Odisha**” within 15 days of the receipt of Work Order. The validity of Demand Draft / Performance Security should be 90 days beyond the warranty period and it will be retained during the entire period of Warrantee as Security Deposit and will be returned after the satisfactory completion of the Warrantee period without interest within three months after expiry of warrantee period.

EMD of the bidder(s) and Performance Security of successful bidder may be forfeited, if the bidder withdraws or amends or derogates from the tender in any respect or files any suit with the intention of obstructing the tender.

This tender will remain valid upto 180 days from the issue of tender notification.

In case the item(s) are fabricated/ finished in the campus, the Contractor/Agency shall ensure the protection of their items at site from fire, floodwater, moisture etc. or any kind of damage at their own cost.

If at any stage it is found that bidder has supplied inferior quality or different specification than as specified in the supply order, and provide bad services in development and Implementation phase, payment shall be withheld till the supplier replaced the defective /inferior machine/equipment/instrument. In case the bidder fails to fulfill all the obligations as laid down in this tender document, then payment shall be held up and performance security may be forfeited.

The supplier will provide three years on-site warranty on H/W product, and under warrantee period all the damages shall be repaired/replaced by the supplier at their own cost and risk. If equipment/ instruments have any manufacturing defects, the same will be preferably replaced with a new one, or repaired up to client satisfactions. No sub-standard material will be accepted.

The rates quoted by the bidder shall be complete for supply, installation, commissioning and placing of the finished items as per the specification(s) and shall be inclusive of all applicable tax, duties loading, unloading, packing, transportation and installation etc and

nothing extra/additional shall be payable on these rates.

The supplier will provide three years AMC on software development work and will resolve the issue while occur in application.

In any case, if tenders are not opened due to any reason, the EMD shall be returned to all bidders.

Conditional Tender will not be accepted.

Tender without, Bid Processing Fees, EMD/Bid Security Declaration will be summarily rejected.

The Institute can ask any clarifications & documents at any stage of the procurement depending upon the circumstances to ascertain quality of material used in manufacturing of items.

All the documents attached with the technical bid should be properly tagged,

numbered, signed and stamped by the competent authority.

EMD shall be forfeited in the following cases: -

If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.

If the bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity, fails to supply, install and commission the equipment/instruments.

If the Bidder fails to furnish the required Performance Security

If the Bidder fails to sign the agreement within 15 days of issue of Work Order/ Offer Letter.

Fails to respond to queries by SSEPD, Odisha.

The Dept. reserves all rights to accept or reject any or all tenders in part or full without assigning any reason thereof. Dispute if any, shall be put before the Commissioner -cum -secretary, SSEPD, Odisha who shall be the sole arbitrator and decision taken by the arbitrator shall be binding on both parties.

Insurance and Medical:

- i. It shall be the responsibility of the agency to insure their staff and equipment against any exigency that may occur while carrying out the project activities. Agency will also take insurance cover for third party liability, which might occur due to damages caused to their manpower, equipment /instruments etc. SSEPD shall not be responsible for any such damages.
- ii. Medical facilities (as per law) for professional including insurance of the professional related to the project will be provided by the Agency.

Applicable Law and Jurisdiction:

This contract, including all matters connected with this contract, shall be governed by the Indian laws, both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Civil Courts of Khordha and the High Court of Odisha at Cuttack, if required.

Venue & Deadline for submission of proposal

Application form completed in all respects as specified in the EOI, must be submitted to Commissioner -cum -secretary, SSEPD, Odisha, on or before

..... , 5pm.

Validity of Offer:

The offer for EoI as per this document shall be valid for a period of 6 months (180 days) initially which may be extended further if required by SSEPD.

Eligibility Criteria:

The bidders are expected to examine all instructions, forms, eligibility criteria and other details in the EoI document carefully. Failure to furnish complete information as mentioned in the EoI document or submission of a proposal not substantially responsive to the EoI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

Essential Eligibility Criteria:

A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

Pre-Qualification Evaluation Criteria			
Sl. No	. Criteria	Description of the Criteria	Documents to be Submitted
1	Legal Entity	As specified under GFR 2017, the bidder must be a Public Sector Undertaking setup by the Centre or State	1. Valid copy of certificate of Incorporation and registration certificates. 2. Copy of GST

		<p>Govt. to carryout I.T. related activities or any Central/State Govt. Organization/PSU which may be notified by the MeitY / MoE / or any other Ministry in the field of IT for such purpose. Relevant supporting documents may be furnished.</p> <p>Note: - Consortium of any kind shall not be acceptable for this project. Any deviation would lead to disqualification or termination of the same</p>	<p>registration.</p> <p>3. Copies of relevant Certificates of registration</p> <p>4. Income Tax/PAN Number from the respective Government Department.</p> <p>5. Documents of local bidder to be submitted as per formats attached along with Work Order + Project completion/Completion certificate /Partial completion Certificate (Mile stone completion Certificate)</p>
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2	Turnover	<p>The Govt. Organization/ PSU should have average annual financial turnover of Rs.200 crores in IT/ICT/ITES related activities during last three consecutive balance sheet (i.e. FY 2021-22, 22-23 & 23-24 duly audited by competent authority. Relevant supporting documents i.e., CA Certificate must be furnished.</p>	<ul style="list-style-type: none"> Audited Balance Sheets CA Certificate
3	Net Worth	<p>The net worth of the Govt. Organization/ PSU must be positive in last three financial years ending at 31st March 2024</p>	<ul style="list-style-type: none"> Certificate from CA
4	Technical Capability	<p>The Govt.</p>	<ul style="list-style-type: none"> Copy of the Work Order

		<p>Organization/ PSU must have successfully completed at least one turnkey Based project in which Software development & H/W infrastructure Implementation work as a component with value not less than the amount ₹8,00,00,000/-</p> <p>(Eight Crores Only) for Central Govt</p> <p>/State Govt. in India only during last Seven years preceding from tender release date.</p>	<p>&</p> <p>Completion Certificates</p>
5	Bidder Quality Certification	<p>Then Govt. Organization/ PSU must have valid ISO9001, ISO20001 & ISO 27001, CMMI Level 3 or above Certificate as on date of submission of this RFP.</p>	<ul style="list-style-type: none"> • Copies of the valid certificates.
6	Blacklisting	<p>The Govt. Organization/ PSU should not be under a declaration of Ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.</p>	<ul style="list-style-type: none"> • Self-declaration Annexure

7	OEM Authorization	<p>The Govt. Organization/ PSU must attach Manufactures Authorization certificate specific to this tender & Back-to- back support letter from OEMs for providing Comprehensive on-site site support and services covered under this RFP.</p> <p>OR</p> <p>The Authorized Partner of OEM in India in case the OEM has no registered office in India.</p>	<p>OEM Manufacturing Authorization Form Annexure with Compliance Document</p>
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8	Local Presence	The bidder should have an office in Odisha. However, if the presence is not there in the state, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	Relevant Documents supporting office addresses/ Undertaking.
9	RFP fee	The bidder must have made a payment of ₹5000 (Five thousand Only) towards RFP Bid Processing Fee.	The RFP document fee must be in favor of “Director, SSEPD, Odisha”
10	EMD	The bidder must have submitted the EMD of ₹10 Lakh in the shape of Bank Guarantee/Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favor of “Director, SSEPD, Odisha” . The EMD should be valid for a minimum period of 150 days from the last date of submission of the Bid.	

Selection of Applicant:

1. The applicant will be selected based on verification and testimonials submitted and field visit to assess the ability of applicant to deliver the required services.
2. Short listed applicants will be invited for a detailed presentation before the University level scrutiny committee.
3. The selected applicant shall be invited for finalization of

Selection Process:

1. Technical Bid Evaluation
2. Financial Bid Evaluation and selection of Bidder
3. Bidder selection shall be done taking into account 80% of percentile score of Technical Bid and 20% of percentile score of Financial Bid.
4. Bidder Scoring maximum in Technical Bid and lowest in the Financial Bid (taking into consideration of Financial Bid for all campuses together) shall be given 100 percentile and other Bidders will be evaluated accordingly.

Technical Evaluation Criteria

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 80% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which do not secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for their financial bid opening.

Sl. No.	Technical Eligibility		Max Marks
1	Average Annual Turnover in last 3 financial years		10
	More than Rs 300 Cr.	10	
	More than Rs 200 Cr & Less than Rs 250 Cr.	5	
	Less than Rs 200 Cr.	0	
2	The Bidder must be a Profit-making Company in last 3 Years	5	5
3	The bidder must have successfully completed at least one turnkey Based project in which Software development & H/W infrastructure Implementation		20

	work as a component with value not less than the amount ₹ 8,00,00,000/- (Eight Crores Only) in Central Govt/ State Govt.in India in education domain only during last Seven years preceding from tender release date.		
	3 Projects worth Rs 8 Cr each or 1 Wi-Fi Project worth Rs 30 Cr	20	
	2 Projects worth Rs 8 Cr	10	
4	The bidder must have below certificates:		15
	ISO 9001	3	
	ISO 20001	3	
	ISO 27001	3	
	CMMi Level 3 or above	6	
5	The bidder should have at least 80 Telecom/IT Engineer on its Payroll with at least 40 Resources with OEM Certified ITIL/CCNA/JNCA/CCNP/MCSE and 10 Resources with PMP Certification	10	10
6	<p>Presentation on the proposed solution capturing the major features:</p> <p>a. Demo of application / Concept</p> <p>b. Understanding of the Project</p> <p>c. Detailed Work-plan and Methodology</p> <p>d. Proposed Project Deployment and Monitoring</p> <p>Operation & Maintenance Support Plan based on their previously executed projects.</p>		40
TOTAL			100

**FORMATS FOR
SUBMISSION
FORMAT– 1**

APPLICANT’S REQUEST FOR PROPOSAL

To,

**The Commissioner -cum -
secretary, SSEPD Department,
Govt of Odisha**

Sub: Submission of Request for Proposal for “Implementation of Comprehensive IT Solutions for the Social Security & Empowerment of Persons with Disabilities (SSEPD) Department”

Sir,

In response to the Invitation for Expressions of Interest (RFP) published on

_____for the above purpose, we would like to express interest to the above proposed task. As instructed, we are submitting the following documents in sealed envelopes for needful:

- a. Applicant's Request for Proposal as perFormat-1.
- b. Application as per Format-2 with relevant documents
- c. Financial Quotation: Format-3.
- d. Power of Attorney in favour of Authorized Signatory with long and short signatures of Authorized person [in case of Agencies/Organizations]

Sincerely Yours,

Encl.: As above.

Date:

Signature of the applicant

[Full name of applicant]

FORMAT– 2

APPLICANT’S PROFILE

Sl. No	Particulars	Information furnished by the applicant
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1.0	Name and address of the applicant (IN BLOCK LETTERS):	
2.0	Address for communication (telephone/mobile number):	
3.0	<p>Have already delivered such services to any individuals/agencies/organization?</p> <p>No. of years of Experience in this aspect; Provide nature of services provided and details of customers;</p>	
5.0	Technical support personnel available to handle this project;	
6.0	<p>Previous Performance;</p> <p>Customer Reviews Awards</p> <p>Certifications</p>	
7.0	Annual turnover of last 3 years and shall submit relevant financial audit documents attested by chartered accountant.	

I hereby declare that the information furnished in the application is true to the best of my knowledge and belief.

Encl.: As stated above

Signature of the applicant

Full name of the applicant

Stamp & Date

FORMAT– 3

TECHNICAL BID

Sl.	Particulars	Information furnished by the applicant
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No		
1.	Name of the Bidder with complete postal address	
2.	Details of Bid Processing Fee	DD No.....Date..... Rupees..... Bank.....
3.	Details of Earnest Money Deposit	DD No.....Date..... Rupees..... Bank.....
5.	Full Address of the Registered Office Tel. No.Fax..... Email.....
6.	Full Address of the Operating / Branch Office at Bhubaneswar Tel. No.Fax..... Email.....
7.	Name and Tel. No. of Authorized Officer/ Person to liaise with Field Office(s).
8.	PAN / GIR No. (Attach self-attested copy)
9.	GST No. (Attach self-attested copy)

10.	Financial Year	Amounts (in Crores)
	2021-22	
	2022-23	
	2023-24	

11.	Net worth			Amounts (in Crores)		
	2021-22					
	2022-23					
	2023-24					
12.	Sl. No.	Details of Contract	Name of the Client, Address, Tel No. & Fax No.		Amount of Contract (Rs. In Crores)	Duration of contract
13.	GST return for last 3 years (2021-22, 2022-23, 2023-24)					
	SN	Returns	GST No.		Year	
	1.				2021-22	
	2.				2022-23	
	3.				2023-24	
14.	Certification					
	ISO 9001					
	ISO 20001					
	ISO 27001					
	CMMi Level 3 or above					

FINANCIAL QUOTATION

1. Procurement & Inventory Management System

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
a)	Web and Mobile based Application Development					
	[Study, Design, Development, Testing, Implementation, Training]	Development & Implementation of Procurement & Inventory Management System	Lump-sum		1	
		Centralised Dashboard	Lump-sum		1	
b)	Security Audit	Third Party Security Audit	Yearly		1	
c)	SSL Certification	Third Party Certification	Yearly		1	
d)	Annual Maintenance	Application Support	Year		3	
e)	Hand Holding Support (1 no.)	Hand Holding	Man - Month		36	
Sub Total						
Tax (18%)						
Grand Total						

2. Cloud based mobile application for attendance on SAAS Model for 3 years

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
a)	Web and Mobile based Application Development					
	[Study, Design, Development, Testing, Implementation, Training]	Cloud based mobile application for attendance system for all students and teachers	Per user		1	
d)	Hand Holding Support (2 no.)	Hand Holding	Man - Month		24	
Sub Total						
Tax (18%)						
Grand Total						

3. GIS based mobile application for verification of all beneficiaries on SAAS Model

Sl#	Category	Module/Item	Unit	Rate	Qty	Cost
a)	Web and Mobile based Application Development					
	[Study, Design, Development, Testing, Implementation, Training]	GIS based mobile application for verification of all beneficiaries at the time of disbursal	Per picture of the beneficiary uploaded		1	
d)	Hand Holding Support	Hand Holding	Man	-	1	

	(2 no.)		Month			
Sub Total						
Tax (18%)						
Grand Total						

4. Social Media Management Consultant

SL. NO	CATEGORY	QTY	Per Cost	Unit (Month)	Cost
1	Sr. IT Consultant (Project Manager)	1		36	
2	Social Media Consultant (Posting & Grievance)	1		36	
3	Social Media Consultant (UI/UX Designer (Video & Photo Edit) & Photographer))	1		36	
4	Social Media Consultant (Content Writer English)	1		36	
5	Social Media Consultant (Content Writer Odia)	1		36	

Sub Total						
Tax @ 18%						
Total						

Additional Cost (Rs.):

Sl. No.	Content Creation	Rate per Unit (INR)			
1	Audio Visuals Editing	For Below 60 Sec.	Above 01 & Below 3 Minute Video	Above 03 & Below 05 Minute Video	Above 05 Minute Video

a)	Category	Module/Item	Unit	Rate	Qty	Cost
	[Study, Design, Development, Testing, Implementation, Training]	Implementation of Grievance Management Tool	Lump-sum		1	
Sub Total						
Tax @ 18%						
Total						

Payment Terms

<u>Sl. No</u>	<u>Component</u>	<u>Payment Milestone</u>
1	<u>Software development & Implementation of Procurement & Inventory Management System</u>	<u>1) 30 % of implementation cost for submission of SRS Documents</u> <u>2) 40 % of implementation cost for compilation of development phase</u> <u>3) 20 % of implementation cost for compilation of UAT phase</u> <u>4) 10 % of implementation cost for</u>

		<u>compilation of G-Live phase</u>
2	<u>SSL & Security AUDIT</u>	<u>100% payment on submission of SSL & Audit certificate</u>
3	<u>Annual Maintenance</u>	<u>100 % Payment on Quarterly basis on submission of quarterly report</u>
4	<u>Hand Holding Support</u>	<u>100 % Payment on Quarterly basis on submission of quarterly report and attendance</u>

<u>Sl. No</u>	<u>Component</u>	<u>Payment Milestone</u>
1	<u>GIS based mobile application for verification of all beneficiaries at the time of disbursal on SAAS mode</u>	<u>100 % payment on no. of user used. On monthly basis</u>
2	<u>Hand Holding Support</u>	<u>100 % Payment on Quarterly basis on submission of quarterly report and attendance</u>

Sl. No	Component	Payment Milestone
1	Cloud based mobile application for attendance system for all students and teachers on SAAS mode	<u>100 % payment on no. of user used. On monthly basis</u>
2	Hand Holding Support	<u>100 % Payment on Quarterly basis on submission of quarterly report and attendance</u>

Sl. No	Component	Payment Milestone
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1	Social Media Consultant	100 % Payment on Quarterly basis on submission of quarterly report and attendance
2	Grievance Management Software for monitoring	<u>1) 30 % of implementation cost for submission of SRS Documents</u> <u>2) 40 % of implementation cost for compilation of development phase</u> <u>3) 20 % of implementation cost for compilation of UAT phase</u> <u>4) 10 % of implementation cost for compilation of G-Live phase</u>
3	Audio & Video editing	<u>As per actual no of video and audio posted or edited</u>

