BRAHMAPUR MUNICIPAL CORPORATION

RFP No: 3970   Date: 18.02.26

REQUEST FOR PROPOSAL (RFP)

Selection of System Integrator for

"Know My Brahmapur"

(Public Information System & Integrated Citizen Services Platform)

Issued by:

Brahmapur Municipal Corporation (BeMC)

Brahmapur, Odisha-760002
Contact – 0680-2250290 / mcbemc08@gmail.com

BRAHMAPUR MUNICIPAL CORPORATION, Brahmapur

Bid Identification No. 3970   **Dtd. 18.02.26**

REQUEST FOR PROPOSAL

Brahmapur Municipal Corporation invites sealed proposals in conformity with the RFP documents under **Two Bid System** *(Part-I: Technical Bid & Part-II: Commercial Bid)* from **eligible and reputed System Integrators** for the following work:

Sl. No.	Name of Work	Contract Period	Bid Cost	EMD
1	Design, Development, Implementation and Maintenance of **Know My Brahmapur** (Public Information System & Integrated Citizen Services Platform) for Brahmapur Municipal Corporation	Implementation + 3 Years O&M	₹ 7,080/-	₹ 20,000/-

Bid Schedule

Sl. No.	Particulars	Date & Time
1	Availability / Download of RFP Document	18/02/2026 11:00 HRS
2	Last Date & Time for Submission of Bids	27/02/2026 17:00 HRS
3	Opening of Technical Bids	02/03/2026 11:00 HRS
4	Technical Presentation & Opening of Commercial Bids	To be intimated to qualified bidder.

The detailed RFP document containing eligibility criteria, scope of work, evaluation methodology (QCBS), payment milestones, SLA and other terms & conditions can be downloaded from the **official website of Brahmapur Municipal Corporation**. https://www.berhampur.gov.in/

The Authority reserves the right to **accept or reject any or all bids** without assigning any reason thereof.

Sd/
Commissioner
Brahmapur Municipal Corporation

1

Memo No.: 3971 **Date:** 18.02.26

       Copy submitted to the Collector, Ganjam, Chatrapur for kind information and with a request to display the Notice on the Office Notice Board for wide circulation.

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Sd/
Commissioner
Brahmapur Municipal Corporation

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Memo No.: 3972 **Date:** 18.02.26

       Copy forwarded to the Steno to Mayor / P.A. to Municipal Commissioner / Concerned Officials for information and necessary action.

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Sd/
Commissioner
Brahmapur Municipal Corporation

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Memo No.: 3973 **Date:** 18.02.26

Copy to Office Notice Board / Spare copies to concerned files for record and reference.

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Sd/
Commissioner
Brahmapur Municipal Corporation

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1. Fact Sheet

This Fact Sheet provides a snapshot of key details for this RFP.

1	Project Title	Selection of System Integrator for Design, Development, Implementation and Maintenance of **Know My Brahmapur** (Public Information System & Integrated Citizen Services Platform) for Brahmapur Municipal Corporation (BeMC)
2	Purchaser	Brahmapur Municipal Corporation (BeMC)
3	Contact Person, Address and Email	Municipal Commissioner / Authorized Officer Brahmapur Municipal Corporation Brahmapur, Ganjam, Odisha – 760001
4	Bid Cost	INR 7,080 (Rupees Seven Thousand Eighty Only) in the form of Demand Draft issued by any Scheduled Bank in favour of Commissioner, Brahmapur Municipal Corporation, payable at Brahmapur. (Non Refundable)
5	Earnest Money Deposit (EMD)	INR 20,000 (Rupees Twenty Thousand Only) in the form of Demand Draft issued by any Scheduled Bank in favour of Commissioner, Brahmapur Municipal Corporation, payable at Brahmapur.
6	Selection Method	QCBS (Quality and Cost Based Selection)
7	QCBS Weightage	Technical: 70% | Commercial: 30%
8	Technical Evaluation Components	A. Technical Proposal : 60% B. Technical Presentation & Demonstration: 40%
9	Last date of seeking clarification (Clarification can be sought on the official mail id mcbemc08@gmail.com)	22/02/2026 by 17:00 Hrs.

10	Last date & time for receipt of proposals	27/02/2026 17:00 HRS
11	Opening of General & Technical bids	02/03/2026 11:00 HRS
13	Technical Presentation & Demonstration	To be intimated to the qualified bidders
14	Opening of Commercial Bids	To be intimated to the qualified bidders
15	Bid Validity Period	120days from the date of opening of Technical Bids
16	Implementation Duration (Indicative)	Up to 1 months from date of Work Order
17	Warranty & O&M (Indicative)	Warranty: 12 months from Go-Live | O&M: 2 years post warranty

2. Invitation for Proposals

Sealed proposals are invited from eligible, reputed and qualified firms for the assignment described in this RFP. This invitation is open to all bidders meeting the minimum eligibility criteria as specified in this document.

3. Background Information

Brahmapur Municipal Corporation (BeMC) intends to establish a city-wide Public Information System and Integrated citizen services Platform to provide citizens with unified access to official information, municipal services guidance, grievance registration and tracking, and geo-enabled city assets across multiple channels such as Portal, Kiosks, and WhatsApp.

4. Instructions to Bidders

4.1 General

Bidders shall be deemed to have examined all instructions, forms, terms, requirements, and other information in this RFP. All information supplied by bidders may be treated as contractually binding on successful award. No commitment of any kind shall exist unless and until a formal written contract has been executed by BeMC.

4.2 Compliant Proposals / Completeness of Response

Bidders must include all documentation specified in this RFP, follow the prescribed format, and comply with all requirements. The Proposal must be accompanied by an authorization in the name of the

signatory (Power of Attorney / Board Resolution). Failure to comply may render the Proposal non-responsive.

4.3 Right to Accept / Reject and Right to Terminate the Process

BeMC reserves the right to amend, modify, or cancel this RFP and to reject any or all proposals without assigning any reason, at any time prior to award of contract, without thereby incurring any liability.

5. Earnest Money Deposit (EMD)

Bidders shall submit EMD as specified in the Fact Sheet along with their proposals. The bid/proposal submitted without EMD shall be summarily rejected, unless exempted under applicable Government/MSME norms.

EMD may be forfeited if:

- A bidder withdraws the proposal during the bid validity period.
- The successful bidder fails to sign the agreement within stipulated timelines.
- The successful bidder fails to furnish Performance Bank Guarantee within stipulated timelines.
- Any suppression of facts or furnishing of fraudulent statements is detected.

6. Submission and Opening of Proposals

Bidders shall submit their responses in two separate sealed envelopes as per the following structure:

- Cover-1: Pre-Qualification & Technical Proposal
- Cover-2: Commercial Proposal

Prices shall not be indicated in the Pre-Qualification response or Technical Proposal and shall only be provided in the Commercial Proposal. The opening of bids shall be carried out on the scheduled dates indicated in the Fact Sheet.

7. Evaluation Process Overview (QCBS 70:30)

The selection shall be carried out using QCBS methodology with weightages: Technical 70% and Commercial 30%.

The evaluation will be conducted in the following stages:

- Stage 1: Pre-Qualification Evaluation (Eligibility)
- Stage 2: Technical Evaluation (A: 60%, B: 40%)
- Stage 3: Commercial Evaluation (only for technically qualified bidders)
- Stage 4: QCBS Composite Score and Ranking

8. Eligibility / Pre-Qualification Criteria

Only those bidders who meet all Pre-Qualification Criteria and submit documentary evidence shall be considered for Technical Evaluation.

Sl. No.	Basic Requirement	Specific Eligibility Requirement	Documents to be Submitted
1	Legal Entity Status	Company incorporated under Companies Act, 1956/2013, or LLP under LLP Act, 2008, or Partnership Firm under applicable Indian laws. In continuous operation for at least 3 financial years as on 31st March 2025.	Certificate of Incorporation/Registration; PAN; GST Registration
2	Financial Soundness	Positive net worth during the last 3 financial years ending 31st March 2025. + Minimum 30 Lakhs average revenue last 3 financial year	CA Certificate indicating Net Worth; + balance sheet
3	Relevant Project Experience	Successfully completed/implemented: (i) Two similar projects each >= INR 20 Lakhs, OR (ii) Three similar projects each >= INR 10 Lakhs for Govt/PSU/ULB/Smart City in India during last 5 years. Similar projects include citizen portal/e-governance/grievance/CMS/GIS platforms.	Work Orders; Go-Live/Completion/Phase Completion Certificates
4	Technical Manpower Strength	Minimum 10 technical professionals (payroll/long-term contract) as on bid submission date.	HR Certificate; Resource list with roles & qualifications
5	Bid Cost	Submission Bid Cost	INR 7,080 (Rupees Seven Thousand Eighty Only) in the form of Demand Draft issued by any Scheduled Bank in favour of Commissioner, Brahmapur Municipal Corporation, payable at Brahmapur. (Non Refundable)
6	Earnest Money Deposit (EMD)	Submission Earnest Money Deposit (EMD)	INR 20,000 (Rupees Twenty Thousand

			Only) in the form of Demand Draft issued by any Scheduled Bank in favour of Commissioner, Brahmapur Municipal Corporation, payable at Brahmapur.
7	Non-Blacklisting	Not blacklisted or declared ineligible by any Govt/PSU/ULB/Statutory authority in India as on bid submission date.	Self-declaration on bidder letterhead
8	Conflict of Interest	Disclosure of any potential conflict of interest.	Self-declaration
9	Bid Authorization	Proposal to be signed by authorized signatory; submission of Power of Attorney/Board Resolution.	Power of Attorney / Board Resolution

9. Technical Evaluation & Scoring Framework (A/B)

Technical Evaluation shall be conducted across three components, totaling 100 marks. Bidders must score at least 70 marks to qualify for Commercial Bid opening.

Component	Description	Weightage
A	Technical Proposal (Documentation)	60%
B	Technical Presentation & Demonstration	40%

Normalization of Technical Scores:

- *Tn = (Technical Marks Secured by the Bidder × 70) / Highest Technical Score obtained by any Bidder*

10. Detailed Technical Scoring Matrix (Evaluator Sheet)

The Technical Committee shall award marks using the following evaluator sheet. Documentary evidence and demonstration shall be considered as applicable.

10A. Component A - Technical Proposal (60 Marks)

Sl. No.	Evaluation Criteria	Marks	Evaluation & Scoring Methodology	Evidence / Documents Required
A1	Relevant Project Experience in Similar Government / ULB Projects	20	Minimum Eligibility: i) Two (2) similar projects each with value ≥ INR 20Lakhs OR ii) Three (3) similar projects each with value ≥ INR 10 Lakhs - 10 marks for meeting minimum eligibility criteria - +5 marks for each additional similar project valued at 10 Lakhs each, subject to a maximum of 20marks - +10 marks for each additional similar project valued at 20 Lakhs each, subject to a maximum of 20marks Projects must be executed for Govt / PSU / ULB / Smart City entities in India during the last 5 years. Similar Projects include: Citizen portals, e-Governance systems, service delivery platforms, grievance redressal systems, dashboards, CMS, GIS-based platforms.	- Completion Certificates / Go-Live Certificates / UAT Completion Proof - Letter of Award (LoA) / Work Order - Client details and project scope summary
A2	Years of Experience of the Bidder	10	- 5 marks for minimum 3 years of relevant experience - 10 marks for above 5 years of experiences - Maximum marks capped at 10	- Certificate of Incorporation - Company profile / CA certificate
A3	Average Annual Turnover	15	Minimum Eligibility: Average annual turnover of INR 30Lakhs Turnover Evaluation (Average of last 3 financial years): - ≥ INR 30 Lakhs and < INR 40 Lakhs → 10 Marks - ≥ INR 40 Lakhs → 20 Marks Financial Years Considered: - FY 2022–23 - FY 2023–24 - FY 2024–25	- Audited Balance Sheets

Sl. No.				
A4	Technical Manpower Strength	10	Above 10 <= 15 persons - 5 Marks Above 15 persons - 10 marks	HR Certificate; Resource list with roles & qualifications
A5	Presence in Odisha	5	- Registered office / branch office / operational presence in Odisha	- GST registration / Office address

10B. Component B - Technical Presentation & Demonstration (40 Marks)

Sl. No.	Evaluation Criteria	Max Marks	Evidence / Notes
B1	Live / functional demonstration covering key modules and end-to-end flows, Solution architecture, Implementation approach & project plan, O&M approach, helpdesk model,SLA monitoring & reporting	40 (Presentation will be made on the day of technical bid opening at BeMC conference Hall)	Working demo; navigation; role-based views

Note: Bidders must score at least 60% overall to qualify for Commercial Bid opening.

11. Commercial & Technical Bid Evaluation

1. Technical Qualification

The minimum qualifying Technical Score shall be 60%. Only those bidders securing 60% or more marks in the Technical Evaluation shall be considered technically qualified. Commercial bids of only technically qualified bidders shall be opened. Commercial bids of non-qualified bidders shall not be opened and shall be treated as non-responsive.

2. Quality-cum-Cost Based Selection (QCBS)

The selection shall be carried out using the Quality-cum-Cost Based Selection (QCBS) method with the following weightage:

• Technical Evaluation – 70%

• Commercial Evaluation – 30%

• Total – 100%

3. Technical Evaluation Score (Tn)

The Normalized Technical Score (Tn) shall be calculated as:

Tn = (Technical Marks Secured by the Bidder × 70) / Highest Technical Score obtained by any Bidder

4. Commercial Evaluation Score (Fn)

The Normalized Commercial Score (Fn) shall be calculated as:

Fn = (Lowest Price Quoted by any Bidder × 30) / Price Quoted by the Bidder

12. QCBS Final Scoring Formula

Final composite score shall be calculated using QCBS methodology with weightages: Technical 70% and Commercial 30%.

Bn(Final Mark) = Tn + Fn

13. Award of Contract, Negotiations and Notifications

BeMC will award the contract to the successful bidder whose proposal is determined to be substantially responsive and is adjudicated as the most responsive bidder based on QCBS evaluation. The selected bidder shall sign a Master Service Agreement (MSA) and/or Work Order with BeMC prior to commencement of work.

BeMC reserves the right to negotiate with the selected bidder in the best interest of the project and as per applicable procurement rules.

14. Performance Bank Guarantee (PBG)

The selected bidder shall submit a Performance Bank Guarantee (PBG) within 15 days from the date of issuance of Letter of Award (LoA). The PBG shall be 10% of the Total development cost and shall remain valid for the entire contract period including warranty and O&M, plus a 90-day claim period.

BeMC reserves the right to invoke PBG in case of breach of contract, persistent SLA failures, or non-performance.

15. Payment Milestones

Payments shall be linked to deliverables and acceptance by BeMC as per the milestones below:

Sl. No.	Milestone	Payment (% of Implementation Cost)
1	UAT completion	50%
2	Go-Live	50%

O&M payments shall be released periodically (annual/quarterly) as per contract and shall be subject to SLA compliance. BeMC may withhold or adjust payments against penalties.

16. Service Level Agreements (SLA) & Penalties

SLA framework covers uptime, incident response and resolution, and service quality during warranty and O&M. Penalties shall be deducted from payable invoices subject to caps.

Component	Minimum Uptime (Monthly)	Measurement
Citizen Portal	99.5%	Monitoring logs / uptime reports
Admin & Grievance Modules	99.5%	Monitoring logs / uptime reports
WhatsApp Bot & APIs	99.0%	Bot/API logs; monitoring
Kiosk Backend Services	99.0%	Central monitoring

Incident severity definitions and timelines:

Severity	Description	Response Time	Resolution Time
Critical	Portal/API down; citizen services unavailable	30 minutes	4 hours
High	Major feature failure affecting significant users	2 hours	8 hours
Medium	Partial degradation; workaround available	6 hours	24 hours
Low	Minor UI issue; cosmetic; low impact	24 hours	72 hours

Penalty rules (indicative, to be finalized in contract):

Category	Penalty	Cap
Uptime shortfall	1% of monthly O&M charges for every 0.5% drop below SLA uptime (rounded up)	Max 10% of monthly O&M charges
Incident resolution breach - Critical	0.5% of monthly O&M per incident	Within quarterly penalty cap
Incident resolution breach - High	0.25% of monthly O&M per incident	Within quarterly penalty cap
Incident resolution breach - Medium	0.10% of monthly O&M per incident	Within quarterly penalty cap
Incident resolution breach - Low	0.05% of monthly O&M per incident	Within quarterly penalty cap

Overall penalty cap: Total penalties in a quarter shall be capped at 30% of the quarterly O&M value.

Chronic breach: Repeated SLA breaches for three consecutive months may be treated as material breach and may lead to contract termination and/or invocation of PBG, after due process.

17. Scope of Work

Abbreviations & Definitions

- BeMC: Brahmapur Municipal Corporation
- ULB: Urban Local Body
- SoW: Scope of Work
- CMS: Content Management System
- GIS: Geographic Information System
- WABA: WhatsApp Business Account
- API: Application Programming Interface
- SLA: Service Level Agreement
- UAT: User Acceptance Testing
- VAPT: Vulnerability Assessment and Penetration Testing
- RPO: Recovery Point Objective
- RTO: Recovery Time Objective
- RBAC: Role-Based Access Control
- DR: Disaster Recovery
- PII: Personally Identifiable Information

Unless otherwise specified, the term "Selected Bidder" refers to the System Integrator / Implementation Agency appointed by BeMC to deliver the solution.

1. Introduction

This Scope of Work (SoW) defines the functional and technical requirements for establishing a city-wide Public Information System and Integrated e-Seva platform for Brahmapur Municipal Corporation (BeMC). The solution shall provide a unified, citizen-centric interface to municipal information, services, grievances, and geo-enabled city assets through multiple channels including an Online Portal, public kiosks, and a WhatsApp-based conversational interface.

1.1 Overview of Proposed Solution

- Citizen Portal: Unified public information, service catalogue, links to e-Seva portals, grievances, maps, bookings (where applicable).
- Citizen Kiosks: Self-service/assisted service access at BeMC locations and other high footfall points.
- GIS & Maps: Asset Mapping and interactive indoor and navigational outdoor maps.
- WhatsApp Chatbot: Conversational access to information, grievance logging/tracking and supported booking journeys.
- AI Conversation Engine: Central intelligence layer powering consistent responses and guided flows across channels.
- Admin Panels & Dashboards: Role-based controls for content, assets, grievances, and executive analytics.

2. Objectives of the Project

2.1 Primary Objectives

1. The Selected Bidder shall implement a unified digital gateway for citizens across Portal, Kiosk.
2. The Selected Bidder shall standardize and publish accurate service information including procedures, fees, timelines and required documents.
3. The Selected Bidder shall implement a workflow-driven grievance system with ward/department routing, SLA monitoring and citizen tracking.

4. The Selected Bidder shall deliver a geo-tagged asset registry and interactive maps to visualize BeMC assets and facilities.
5. The Selected Bidder shall provide dashboards and MIS to enable data-driven decision making and accountability.

2.2 Citizen-Centric Service Delivery Goals

- Anytime-anywhere access to official information and service guidance.
- Reduction of physical visits by enabling self-service, assisted-service and deep linking to online services.
- Simple step-by-step journeys for citizens via conversational flows and easy UI/UX.
- Inclusive access through multilingual support and accessibility features.

2.3 Transparency, Accountability & Ease of Access

- Public availability of service rules, timelines and responsible authorities.
- Digital trails for grievances and administrative actions, enabling audits and reviews.
- Ward- and department-level dashboards for performance monitoring.

2.4 Expected Outcomes & Benefits

- Improved citizen satisfaction through faster access to information and clearer processes.
- Improved grievance turnaround and accountability across wards and departments.
- Enhanced visibility of BeMC assets and facilities for citizens and planners.
- Operational efficiency and better reporting through digital workflows.

3. Project Scope – High Level

3.1 Project Components at a Glance

- Citizen Channels: Kiosks, Online Portal, WhatsApp Chatbot.
- Core Modules: Public Information, Service Catalogue, Grievance Management, Asset & GIS, Booking (where applicable), CMS, Admin Panels, Dashboards.
- Integration Layer: citizen services/e-Seva, Payment gateways, SMS/Email gateways, WhatsApp Business API, GIS platforms.
- Operations: Hosting, security, monitoring, backups, DR, training and O&M support.

3.2 In-Scope Functions and Services

- Publishing of department, officer and ward-level information, service procedures, forms, notices and publications.
- Multi-channel grievance registration, routing, tracking, escalation and analytics.
- GIS-based asset inventory, interactive city maps, and indoor navigation maps for select buildings.
- Role-based admin panels, maker-checker controls, dashboards and MIS reporting.
- AI-enabled conversational assistance across Portal, Kiosk and WhatsApp.

3.3 Out-of-Scope Items / Exclusions (Indicative)

- Civil/electrical works beyond explicitly mentioned kiosk installation requirements.
- Recurring third-party subscription charges (WhatsApp, SMS, payment, GIS) unless explicitly included in the bid.
- Permanent manpower for kiosk operations beyond training and handholding, unless specified.
- Supply, installation, operation, and ongoing maintenance of kiosk hardware.

3.4 Stakeholders and User Groups

- Citizens and general public (self-service through portal, kiosk, WhatsApp).
- BeMC HQ officials (executive dashboard, governance, approvals).
- Department admins and staff (content, grievances, assets, reports).
- Ward-level admins and field staff (ward grievances, local assets).
- Kiosk operators/facilitation staff (assisted journeys).
- IT/security administrators (monitoring, access control, integrations).

4. Citizen Channels

4.1 Multi-Service Citizen Kiosk System at BeMC

The Selected Bidder shall supply, configure and maintain a multi-service kiosk solution (software only) to provide assisted and self-service citizen access.

4.1.1 Kiosk Types, Locations and Deployment Plan

- The Selected Bidder shall support indoor standalone kiosks, wall-mounted/countertop units, and assisted-service operator stations as decided by BeMC.
- The Selected Bidder shall prepare a kiosk deployment plan identifying locations (BeMC HQ, ward offices, citizen facilitation centres, markets/high-footfall points) with phased rollout (Pilot → Phase I → Citywide).
- The Selected Bidder shall specify site readiness requirements (power, LAN/Internet, CCTV coverage where possible, signage, physical security).

4.1.2 Kiosk Hardware Features assumptions (Out Of Scope)

- The Kiosk shall include a touch display, industrial-grade compute unit, and secure enclosure suitable for public use.
- The Kiosk shall support thermal printing for acknowledgements and information slips.
- The Kiosk shall support optional peripherals such as Bluetooth, wifi,, MPOS, speakers/headphone jack, subject to BeMC approval.
- The Selected Bidder shall propose UPS/surge protection and connectivity options (LAN/Wi-Fi/4G) suitable for each location.

4.1.3 Kiosk Software Features & UI/UX

- The Kiosk UI shall be touch-optimized with large buttons, minimal text, and multilingual support (Odia/English; Hindi if required).
- The Kiosk shall provide access to service catalogue information, departments/officers directory, notices, and downloadable forms.
- The Kiosk shall support grievance registration and grievance status lookup with printed acknowledgement.
- The Kiosk shall provide map access for city assets and indoor navigation for the building (where implemented).
- The Kiosk shall allow guided access to external e-Seva portals via whitelisted links (where applicable).
- The Kiosk shallow allow complete booking process to be completed along with M-POS and link based payments.
- The Kiosk shall auto-reset to the home screen after inactivity and shall clear session data to protect privacy.

4.1.4 Kiosk Security & Usage Monitoring

- The Selected Bidder shall implement OS and application lockdown to prevent access to system settings and unauthorized browsing.
- The Kiosk shall use URL/application whitelisting and shall enforce secure session termination and cache clearing.
- The Selected Bidder shall provide central monitoring of kiosk health (online/offline, app status, printer status where supported) and alerting.

- The system shall maintain audit logs of kiosk events (startup/shutdown, errors, configuration changes) without storing sensitive citizen data locally.

4.2 Online Citizen Portal

The Selected Bidder shall design, develop and deploy a responsive Online Citizen Portal that serves as the primary gateway for public information, service catalogue, e-Seva / citizen services access, grievances, maps and bookings (where applicable).

4.2.1 Unified Public Information Portal

- The Portal shall present a unified information architecture covering About BeMC, Departments, Services, Grievances, Maps & Assets, Notices/Orders, Downloads and Contacts.
- The Portal shall provide department profiles, officer directory, ward pages, and organisational directory.
- The Portal shall provide searchable and filterable office orders, circulars, public notices, publications and downloadable documents.
- The Selected Bidder shall implement a CMS-backed publishing workflow with maker-checker controls where required by BeMC.

4.2.2 e-Seva Service Access & Deep Links

- The Portal shall provide a single consolidated view of all online services available through BeMC and external State/National portals.
- The Selected Bidder shall configure deep links to service application and payment pages wherever feasible and permitted by the external portals.
- The Portal shall display pre-link guidance cards (documents, fees, steps, timelines) before redirecting citizens to external portals.

4.2.3 Citizen Login, Profile & Service History (if applicable)

- The Selected Bidder shall support optional citizen login using mobile/email with OTP.
- The Portal shall provide a citizen profile dashboard showing service/grievance/booking history where integrations permit.
- The Selected Bidder shall implement consent and privacy mechanisms for storing citizen profiles and history.

4.2.4 Multilingual Support (e.g. Odia, English, Hindi)

- The Portal shall support Odia and English at minimum; Hindi and additional languages shall be supported if required by BeMC.
- The Selected Bidder shall ensure CMS supports language-wise content entry, translation workflow, and fallback behaviour.
- The Portal shall allow users to switch languages at any time and shall remember preference per session (and across sessions where permitted).

4.2.5 Accessibility & Mobile Responsiveness

- The Portal shall be mobile responsive across major browsers and devices (desktop, tablet, smartphone).
- The Selected Bidder shall implement accessibility features aligned with WCAG 2.x principles as feasible (contrast, keyboard navigation, readable fonts, alt text).
- The Portal shall be optimized for low-to-moderate bandwidth networks with performance-focused design (caching, compressed images, minimal heavy scripts).

4.3 WhatsApp Chatbot & Conversational Interface

The Selected Bidder shall implement a WhatsApp-based conversational interface integrated with the AI Conversation Engine to enable citizens to access information, book provides e-seva/citizen services, register grievances and initiate supported bookings/requests.

4.3.1 WhatsApp Business Integration

- The Selected Bidder shall assist BeMC in onboarding/configuring WhatsApp Business Account (WABA) and required approvals as applicable.
- The Selected Bidder shall integrate with WhatsApp Business API/Cloud API (or authorized BSP) using secure webhooks and authentication.
- The Selected Bidder shall configure session messaging and approved template messaging for notifications as per WhatsApp policies.

4.3.2 Supported Use Cases (Information, Bookings, Grievances)

- The WhatsApp bot shall provide service information, documents required, fees, timelines, and links to apply online.
- The WhatsApp bot shall register grievances with category/location capture and share ticket ID acknowledgement.
- The WhatsApp bot shall provide grievance status tracking and closure feedback capture.
- The WhatsApp bot shall support booking enquiries and booking request initiation for selected assets (where applicable).

4.3.3 Conversational Flows & Menu Design

- The bot shall provide a simple main menu with numbered options and support free-text queries through AI intent detection.
- The bot shall support hierarchical menus for services and grievances with clear descriptions and user-friendly prompts.
- The bot shall provide fallback prompts, error recovery, and 'Main Menu' options to avoid dead-ends.
- The Selected Bidder shall implement session context handling and timeout behaviour as per WhatsApp constraints.

4.3.4 Opt-in/Opt-out and Consent Management

- The Selected Bidder shall implement opt-in capture for proactive notifications and store consent with timestamp and source.
- The bot shall support opt-out commands (e.g., STOP/UNSUBSCRIBE) and shall immediately enforce preference changes.
- The Selected Bidder shall ensure compliance with WhatsApp Business Policy and applicable Government/telecom regulations.

4.4 AI Conversation Engine

The Selected Bidder shall implement a centralized AI Conversation Engine to power consistent, context-aware conversational assistance across Portal, Kiosk, and WhatsApp channels. The AI Engine shall be grounded in BeMC-approved knowledge and shall follow safeguards and escalation rules.

4.4.1 Role of AI in Information Delivery

- The AI Engine shall support intent recognition and entity extraction for citizen queries in supported languages.
- The AI Engine shall answer using BeMC-approved knowledge base content and shall not invent statutory rules, fees, or timelines.
- The AI Engine shall provide step-by-step guidance and concise summaries suitable for citizens.

- The Selected Bidder shall provide tooling to continuously improve coverage using analytics on unanswered/low-confidence queries.

4.4.2 AI-assisted e-Seva Bookings & Requests

- The AI Engine shall guide citizens to the correct service/booking journey based on user intent and context.
- The AI Engine shall collect structured inputs (date, location, facility, contact) for booking request initiation where applicable.
- The AI Engine shall generate reference IDs for initiated requests and shall communicate next steps clearly.
- The AI Engine shall provide deep links or handoff to external portals when end-to-end booking is not integrated.

4.4.3 AI-assisted Grievance Logging & Status Tracking

- The AI Engine shall recognize complaint intents and guide the citizen through grievance registration with category, location, description and optional media.
- The AI Engine shall call grievance APIs to create tickets and return acknowledgement with SLA expectations (where defined).
- The AI Engine shall retrieve and present grievance status updates using ticket ID or mapped mobile number.
- The AI Engine shall capture citizen feedback after closure and store it for analytics.

4.4.4 Integration with Portal, Kiosk and WhatsApp

- The AI Engine shall expose channel-agnostic APIs and shall use channel adapters for Portal chat widget, Kiosk conversational UI, and WhatsApp messaging.
- The Selected Bidder shall ensure consistent answers and flows across channels by using a common knowledge base and business rule layer.
- The AI Engine shall integrate with core backend services (service catalogue, assets, grievances, bookings, notifications) through secure APIs.

4.4.5 Safeguards, Escalation to Human Agents

- The Selected Bidder shall implement confidence thresholds and safe fallback behaviour for ambiguous queries.
- The AI Engine shall provide escalation paths to human support (helpline, email, ward contacts) and/or create escalation tickets where defined by BeMC.
- The Selected Bidder shall implement content governance with maker-checker approvals for AI knowledge updates.
- The Selected Bidder shall ensure the AI Engine does not request sensitive secrets (passwords/OTPs) and shall protect PII per privacy policy.

5. Information & Service Content

The Selected Bidder shall implement an Information & Service Content module that acts as the authoritative, searchable and multilingual repository of BeMC service information, officer/department directory, publications and ward-level information.

5.1 Department & Officer Information Repository

5.1.1 Department Profiles

- The Selected Bidder shall configure department profiles capturing mandate, functions, services handled, schemes/programmes, and citizen-facing FAQs.
- The Portal shall present department pages in citizen-friendly language and shall link to relevant services and documents.

5.1.2 Officer Directory with Roles & Jurisdictions

- The Selected Bidder shall implement an officer directory with designation, department, jurisdiction (ward/zone), and responsibility description.
- The system shall support jurisdiction mapping for grievance routing and citizen contact discovery.

5.1.3 Contact Details, Office Timings and Locations

- The directory shall maintain official contact numbers/emails, office timings, and office locations with map links where available.
- The Selected Bidder shall provide workflows for periodic verification and update of contact information.

5.2 Service Catalogue & Procedures

5.2.1 Comprehensive List of BeMC Citizen Services

- The Selected Bidder shall create and maintain a comprehensive service inventory with unique Service IDs and categorization by department and life-event.
- The Portal shall provide a searchable service catalogue with filters by category, department and keyword.

5.2.2 Eligibility, Documents Required, Fees, Timelines

- Each service entry shall specify eligibility criteria, document checklist, fee structure, and processing timelines (SLA/turnaround).
- The Selected Bidder shall implement configuration for variable fees where applicable and shall ensure the published fees are BeMC-approved.

5.2.3 Step-by-step Procedure (Online & Offline)

- Each service shall include step-wise online procedure and/or offline procedure including office/counter details and process milestones.
- The Selected Bidder shall include citizen-friendly guidance notes, FAQs and downloadable instructions.

5.2.4 Downloadable Forms & Templates

- The Portal shall provide downloadable forms and templates in standard formats (PDF; fillable where feasible) and multiple languages where required.
- The Selected Bidder shall implement version control and archival for superseded forms.

5.3 Links to Existing Online Service Portals

5.3.1 Integration with State/National e-Seva / citizen services Portals

- The Selected Bidder shall maintain a register of external portals relevant to BeMC services and shall keep link information up to date via CMS.

5.3.2 Deep Links for Service Applications and Payments

- The Portal shall provide service-wise deep links wherever feasible and shall clearly indicate when users are redirected to external systems.
- The system shall support link health checks and admin alerts for broken links (desirable).

5.3.3 Single View of All Digital Touchpoints

- The Portal shall provide a single-window page listing all BeMC digital touchpoints including portal sections, WhatsApp number/QR, and external portals.

5.4 Office Orders, Notifications & Publications

5.4.1 Office Orders and Circular Management

- The Selected Bidder shall implement structured upload and publication of office orders/circulars with metadata (date, department, reference number, tags).

5.4.2 Public Notices & Announcements

- The Portal shall provide time-bound notices with start/end visibility, homepage highlights and archival.

5.4.3 Downloadable Documents (Policies, Acts, Bye-laws)

- The Selected Bidder shall maintain a policy and regulation library with versioning and supersession information.

5.4.4 Search, Filter and Archive Features

- The Portal shall provide unified search and filter across orders, notices and publications with date-range filtering and keyword search.

5.5 Organisational Directory & Ward-Level Information

5.5.1 Organogram Views

- The Selected Bidder shall provide organogram views and interactive directory linking officers, departments and services.

5.5.2 Ward Profiles & Elected Representatives

- The Portal shall provide ward profile pages with ward boundary/map, elected representative details (as per policy), and ward contacts.

5.5.3 Ward-level Contact Points & Service Facilities

- Ward pages shall list ward office contacts, local service facilities and links to maps/bookings/grievance shortcuts.

6. Grievance Management

The Selected Bidder shall implement a unified public grievance redressal system that supports multi-channel grievance capture (Portal, Kiosk, WhatsApp), automated routing to the appropriate ward/department stakeholders, SLA monitoring, escalation, and citizen status tracking.

6.1 Unified Grievance Registration (Multi-Channel)

- The system shall allow citizens to register grievances via Portal, Kiosk and WhatsApp chatbot.

- The system shall generate a unique grievance ticket ID and provide acknowledgement via on-screen, print (kiosk), SMS/Email/WhatsApp as configured.
- The system shall capture location details (ward, address, landmark, geo-pin) and category/subcategory.
- The system shall support optional photo/video attachments subject to policy and storage constraints.

6.2 Grievance Categorisation & Master Data

- The Selected Bidder shall configure grievance categories/subcategories aligned with BeMC departments and ward operations.
- The admin console shall allow BeMC to add/modify categories, set priority/severity rules and define SLA durations per category.

6.3 Routing, Assignment, Escalation and SLA Management

- The system shall auto-route grievances based on ward, category and predefined mapping to stakeholders.
- The system shall support assignment and reassignment to officers/field staff with task notes and due dates.
- The system shall support SLA timers, overdue identification, and automatic escalation based on an escalation matrix.
- The system shall support bulk operations for assignment and status updates where permitted.

6.4 Citizen Tracking, Communication and Feedback

- The citizen shall be able to track grievance status using ticket ID or registered mobile number.
- The system shall provide status updates via Portal and WhatsApp, and optionally SMS/Email based on consent and configuration.
- The system shall support closure confirmation and citizen feedback/rating capture.

6.5 Grievance Analytics & Reports

- The system shall provide ward-wise, department-wise and category-wise dashboards showing received/resolved/pending counts and SLA compliance.
- The system shall provide trend analysis and heatmap visualisation (GIS-based) for grievance hotspots (where location data is available).
- The system shall support export of grievance data and reports (CSV/Excel/PDF) for review and statutory needs.

7. Asset & GIS Management

The Selected Bidder shall implement an Asset & GIS Management module including a geo-tagged asset registry, interactive city maps, indoor navigation maps for key buildings, and asset booking/allotment workflows (where applicable).

7.1 Geo-Tagged Asset Registry

7.1.1 Asset Categories (Hoardings, Mandaps, Conventions, SHGs, Community Centres, Town Halls, Markets, Crematoriums, etc.)

- The Selected Bidder shall configure the asset registry to support BeMC asset categories including advertising assets (hoardings), event venues (mandaps, town halls), community facilities, SHG facilities, markets, crematoriums, and other assets identified by BeMC.
- The system shall support configurable categories and subcategories through admin interfaces (no code changes).
- Each asset shall be mapped to ward/zone and owning department for reporting and routing purposes.

7.1.2 Asset Attributes (Capacity, Usage, Ownership, Contact, Photos)

- The system shall capture asset identity, geo-location (lat/long), address/landmark, ward/zone, ownership/control details, operational status, timings, capacity/amenities (as applicable), and contact/nodal officer information.
- The system shall support upload of photos and optional documents with metadata and versioning.
- The Selected Bidder shall provide configuration to extend non-critical attributes and to enforce field validations.

7.1.3 Maker-Checker for Asset Creation and Update

- The Selected Bidder shall implement maker-checker workflow for asset creation and updates with Pending Approval status, approval/rejection remarks, and notifications.
- The system shall maintain version history and audit trails for asset records, including before/after values for key attributes.

7.2 Interactive City Map

7.2.1 Bird's Eye View of Brahmapur City

- The map shall provide a city-level view with ward boundaries (where GIS data is available) and major asset markers.
- The map shall support zoom/pan and ward selection with summary information.

7.2.2 Layer-wise View of Different Asset Categories

- The map shall support toggleable layers by asset category/subcategory and shall provide legends and marker styling.
- The map shall reflect asset status (active/maintenance/closed) via visual cues.

7.2.3 Search, Filter and Proximity Features

- The map shall support search by asset name, category, ward and locality.
- The map shall provide filters and proximity search (near me / within radius) based on geo-coordinates.
- Selecting a marker shall show asset detail cards with contact details and actions (view details, booking, grievance) as applicable.

7.2.4 Integration with Google Maps / GIS Platform

- The Selected Bidder shall integrate base maps using Google Maps or an equivalent GIS platform as directed by BeMC, ensuring licensing compliance.
- The system shall support geocoding/reverse geocoding for location capture and display.
- The map shall provide direction links to external map applications for navigation.

7.3 Indoor Navigation Maps for Key Public Buildings

7.3.1 Indoor Maps of BeMC Offices

- The Selected Bidder shall digitize floor plans for BeMC head office and other designated offices and shall mark key rooms, counters and amenities.
- The indoor maps shall integrate with officer/department directory for 'Locate on Map' functionality.

7.3.2 Indoor Maps of Key Public Buildings (e.g. Town Halls, Service Centres)

- The Selected Bidder shall implement indoor maps for selected town halls, service centres and high-footfall public buildings as identified by BeMC.

7.3.3 Floor-wise and Room-wise Navigation

- The indoor maps shall support floor selection, room search, highlight destination areas, and provide basic route guidance from entry/reference points.

7.3.4 Kiosk-based "You Are Here" Location & Route Guidance

- For kiosks installed within mapped buildings, the system shall show kiosk location as "You Are Here" and provide route guidance to selected destinations.

7.4 Asset Booking & Allotment (where applicable)

7.4.1 Viewing Availability of Assets (Mandaps, Halls, etc.)

- The system shall provide availability calendars for bookable assets with slot-based options (if required) and blocked/maintenance periods.
- The system shall allow search and filtering of venues by date, location, capacity and asset type.

7.4.2 Online/Assisted Booking Requests

- The Portal shall allow citizens to create booking requests with applicant details, event details and selected slots; the system shall generate booking reference IDs.
- The system shall support assisted bookings by kiosk operators/ward staff with audit trails.
- The system shall support approval workflow (if required) with notifications at each stage.

7.4.3 Payment Linkage (if in scope)

- Where online payment is in scope, the Selected Bidder shall integrate payment gateway and shall support fee calculation, receipt generation and payment status updates.
- The system shall support offline payment recording by authorized roles with audit logging, as per BeMC policy.

8. Administration & Dashboards

The Selected Bidder shall implement role-based admin panels, CMS, Asset/GIS consoles, Grievance console, and Executive dashboards as described below.

8.1 Role-based Admin Panels

8.1.1 Super Admin (BeMC HQ)

- The Super Admin panel shall provide global configuration, master data, integrations configuration, role/permission management, and audit views.
- The Selected Bidder shall ensure strong authentication and full auditing for Super Admin actions.

8.1.2 Department Admins

- Department Admins shall manage department content, service catalogue entries, department grievances and department-owned assets based on permissions.

8.1.3 Ward-Level Admins

- Ward Admins shall manage ward-level grievances, local notices (if permitted), and ward-level asset verification tasks.

8.1.4 Kiosk & Operator Management

- The system shall maintain kiosk inventory, operator accounts, kiosk-to-location mapping, and kiosk health monitoring dashboards.
- The Selected Bidder shall provide remote configuration push and controlled kiosk disable/lock mechanisms.

8.2 Content Management System (CMS)

8.2.1 Page and Menu Management

- The CMS shall support dynamic pages, menu configuration, banners/alerts, scheduling, versioning and approval workflows.

8.2.2 Multilingual Content Editing

- The CMS shall support per-language content fields, translation workflow tracking, and fallback behaviours.

8.2.3 Media Library (Documents, Images, Videos)

- The CMS shall provide a media library with tagging, search, versioning and access controls.

8.3 Asset & GIS Admin Console

8.3.1 Asset Creation/Update Workflow (Maker-Checker)

- The console shall provide maker/checker queues, map-based coordinate editing, and before/after comparisons for approvals.

8.3.2 GIS Layer Management

- The console shall support layer configuration, symbology/legend control, and role-based visibility for internal-only layers.

8.3.3 Data Import/Export

- The Selected Bidder shall provide bulk import/export tools for assets and GIS data with validations and audit logs.

8.4 Grievance Admin Console

8.4.1 Assignment & Reassignment of Grievances

- The console shall provide worklists, filters, assignment actions, status updates and escalation actions.

8.4.2 Bulk Actions & Escalations

- The console shall support bulk assignment/status updates and SLA-based escalations with notifications.

8.4.3 Reports & Downloads

- The console shall provide standard reports and exports by category/ward/department/time period.

8.5 Executive Dashboard

8.5.1 City-level Service Health Overview

- The dashboard shall present KPI tiles and trends for service usage, content performance and system health.

8.5.2 Grievance Status and SLA Compliance

- The dashboard shall show received/resolved/pending, SLA compliance, overdue cases, and drill-down to wards/departments.

8.5.3 Asset Utilisation and Booking Statistics

- The dashboard shall show bookings, utilization rates, and operational status for bookable assets.

8.5.4 Citizen Engagement Metrics (Kiosk Usage, Portal Hits, Bot Conversations)

- The dashboard shall show channel-wise engagement metrics including kiosk sessions, portal visits, and chatbot conversation stats.

9. Integration Scope

The Selected Bidder shall implement an integration layer to interface with external systems and gateways as required by BeMC.

9.1 Integration with Existing citizen services / e-Seva Platforms

- The Selected Bidder shall perform integration assessment, document APIs/interfaces, and implement deep links and/or status enquiry APIs where available.
- The Selected Bidder shall implement error handling and fallback messaging for external system downtime.

9.2 Integration with Payment Gateways (if applicable)

- The Selected Bidder shall integrate approved gateways for payments related to bookings/fees where in scope; shall support transaction logging and reconciliation reports.

9.3 Integration with SMS & Email Gateways

- The Selected Bidder shall integrate approved SMS/email gateways for OTPs, acknowledgements, alerts and status updates, using template management and compliance with DLT norms.

9.4 Integration with WhatsApp Business API

- The Selected Bidder shall implement WhatsApp integration as per Section 4.3 with secure message routing, templates and logs.

9.5 Integration with GIS / Mapping Services

- The Selected Bidder shall integrate base map providers and GIS services for map rendering, spatial queries, and routing links.

10. Non-Functional Requirements

10.1 Performance & Scalability

- The system shall meet response time targets agreed with BeMC and shall support scaling for increased concurrent users across channels.
- The Selected Bidder shall conduct load/stress/endurance testing and tune the system prior to go-live.

10.2 Availability, Uptime and DR Requirements

- The system shall be designed for high availability with redundancy and failover, and shall meet uptime targets (e.g., 99.5% or higher) as per SLA.
- The Selected Bidder shall implement backups, restore drills, and DR plan meeting agreed RPO/RTO.

10.3 Security, Data Privacy & Compliance

- The Selected Bidder shall follow secure coding practices, implement RBAC, encrypt data in transit, and protect sensitive data at rest where applicable.
- The Selected Bidder shall comply with applicable Indian IT/security guidelines, CERT-In advisories, and BeMC/State policies.
- The Selected Bidder shall conduct VAPT and remediate vulnerabilities prior to go-live and periodically during O&M.

10.4 Audit Trails & Logging

- The system shall log administrative actions, grievance/asset/booking workflow events, and security events with tamper-resistant retention policies.
- The Selected Bidder shall provide audit reports and controlled access to logs.

10.5 Accessibility (WCAG), Usability & Responsive Design

- The Portal and kiosk UI shall follow usability principles and accessibility guidelines (WCAG 2.x reference) as feasible.
- The Selected Bidder shall ensure responsive design across devices and major browsers.

10.6 Localization & Multilingual Support

- The system shall support Odia and English at minimum and shall allow BeMC to manage translations in CMS.
- The AI and chatbot shall support multilingual interaction to the extent feasible and configured.

11. Technical Architecture

11.1 Proposed Solution Architecture

- The Selected Bidder shall propose a layered architecture: Channels → Application services → Integration layer → Data/Analytics → Infrastructure/Security.
- The solution shall be API-first and modular to support future expansion.

11.2 Application Architecture (Frontend, Backend, Middleware)

- The Selected Bidder shall implement separate frontends for Portal, Admin, Kiosk and conversational channels, consuming common backend APIs.
- The backend shall include services for CMS, services catalogue, grievances, assets/GIS, bookings, notifications, users/RBAC and analytics.
- The Selected Bidder shall implement API gateway, integration adapters and asynchronous job processing where required.

11.3 Database & Data Model Overview

- The Selected Bidder shall implement robust data stores for transactional data (grievances, bookings), master data, content, GIS/spatial data, and audit logs.
- The Selected Bidder shall define data models with integrity constraints and support archival/retention policies.

11.4 GIS/Map Architecture

- The Selected Bidder shall implement a GIS layer using GIS server/data store to serve ward boundaries and asset layers and support spatial queries.
- The frontends shall consume map tiles and overlays and provide interactive map widgets.

11.5 AI Engine Architecture & Model Orchestration

- The Selected Bidder shall implement an AI service layer with NLU, knowledge retrieval, rules/flows, safety filters and channel adapters.
- The Selected Bidder shall implement monitoring and controlled updates to prompts/knowledge content under BeMC governance.

11.6 Infrastructure & Hosting (Cloud/On-prem as decided)

- The Selected Bidder shall deploy on BeMC-approved cloud/on-prem/hybrid infrastructure with separate environments (Dev/Test/UAT/Prod).
- The Selected Bidder shall implement monitoring, alerting, backup, DR and security controls aligned with Government hosting norms.

12. Implementation Approach & Timeline

12.1 Phased Implementation (Pilot → Rollout)

- The Selected Bidder shall follow a phased approach: Inception & Requirements → Design → Development & Integration → Pilot → Rollout → Stabilization.
- The Selected Bidder shall submit a detailed project plan with activities, dependencies, resources and sign-off points.

12.2 Milestones and Deliverables

- Inception Report and Project Plan
- Requirements Sign-off (FRD/TRD)
- Solution Design (HLD/LLD) and UI/UX prototypes
- Module deliveries (Portal, Kiosk, Chatbot/AI, Grievance, Asset/GIS, CMS, Dashboards)
- Pilot Go-Live and Pilot Closure Report
- City-wide Go-Live and Stabilization Report
- Transition to O&M and Handover Documentation

12.3 Data Collection, Verification and Migration Plan

- The Selected Bidder shall prepare a data collection and migration plan for service catalogue, content, officers, wards and asset/GIS datasets.
- The Selected Bidder shall execute data validation, test migration and controlled production migration with BeMC sign-off.

12.4 UAT, Security Audit & Go-Live Plan

- The Selected Bidder shall conduct SIT and support UAT with test cases, defect management and closure.
- The Selected Bidder shall support security audits/VAPT and remediate findings before go-live.
- The Selected Bidder shall execute go-live cutover and provide hypercare support for stabilization.

13. Training & Capacity Building

13.1 Training for BeMC Officials and Ward Staff

- The Selected Bidder shall conduct role-based training for HQ, departments and wards covering CMS, grievances, assets/GIS, dashboards and daily operations.

13.2 Training for Kiosk Operators

- The Selected Bidder shall train kiosk operators for assisted-service workflows, citizen interaction etiquette, privacy and basic troubleshooting.

13.3 Training Materials & Manuals

- The Selected Bidder shall provide user manuals, admin manuals, SOPs, quick reference guides and training decks (English + Odia where required).

13.4 Handholding Support Post Go-Live

- The Selected Bidder shall provide handholding support during stabilization and refresher sessions as requested by BeMC.

14. Operations & Maintenance (O&M)

14.1 Scope of O&M Services

- The Selected Bidder shall provide monitoring, incident management, bug fixing, performance tuning, security patching and support for configurations during the O&M period.

14.2 Helpdesk & Support Structure (L1/L2/L3)

- The Selected Bidder shall operate a helpdesk with ticketing and escalation and provide L1/L2/L3 support structures with defined response/resolution times.

14.3 Preventive & Corrective Maintenance

- The Selected Bidder shall perform preventive health checks and corrective actions with RCA for critical incidents.

14.4 Change Requests & Enhancements

- The Selected Bidder shall follow change management; minor changes may be handled within O&M scope and major changes via change requests as per contract.

15. Service Level Agreements (SLAs)

15.1 SLA Metrics (Uptime, Response Time, Resolution Time)

- Uptime SLA for citizen portal, chatbot services, APIs and critical admin modules.
- Incident response and resolution SLAs by severity (Critical/High/Medium/Low).
- Performance SLAs for key transactions (grievance submission, asset search, booking requests).

15.2 SLA Measurement & Reporting

- The Selected Bidder shall measure SLAs using monitoring tools and shall submit periodic SLA reports with evidence and root causes for breaches.

15.3 Penalties for SLA Non-Compliance

- Penalties for breaches shall be as defined in the RFP/contract; the Selected Bidder shall cooperate in RCA and corrective actions.

16. Documentation

16.1 System Design Documents

- The Selected Bidder shall deliver HLD and LLD documents including architecture, data models, workflows, and security design.

16.2 User Manuals & Admin Manuals

- The Selected Bidder shall provide detailed manuals for citizens (where applicable), kiosk operators and admin roles.

16.3 API & Integration Documentation

- The Selected Bidder shall provide API specs, integration guides, and configuration details for all external interfaces.

16.4 GIS Data & Asset Registers

- The Selected Bidder shall provide GIS data dictionary, asset register exports and snapshots at key milestones and on handover.

17. Governance & Reporting

17.1 Project Governance Structure

- The Selected Bidder shall participate in the governance structure defined by BeMC (Steering Committee/PMU/working groups) and nominate a Project Manager.

17.2 Review Meetings & Reporting Formats

- The Selected Bidder shall attend review meetings and shall submit weekly/monthly progress reports and O&M reports as agreed.

17.3 Risk Management & Issue Escalation

- The Selected Bidder shall maintain risk register and issue log and follow escalation matrix for critical issues.

18. Assumptions, Dependencies & Exclusions

18.1 Assumptions

- BeMC shall nominate nodal officers and provide timely approvals and inputs.
- External system owners shall provide necessary API access/credentials and sandbox environments in time.

18.2 Dependencies on BeMC and Third Parties

- Dependencies include availability of state citizen services APIs, payment gateway onboarding, SMS/Email sender IDs, WhatsApp approvals, and GIS licensing.

18.3 Exclusions

- Any extensive features or services not explicitly stated in finalised SoW and the final contract shall be treated as out-of-scope and managed via change request.

18. Annexures (Forms & Templates)

Annexure 1: Covering Letter (Technical Bid)

[On Bidder's Letterhead]

Date: **//**2026

To,
 The Municipal Commissioner / Authorized Officer
 Brahmapur Municipal Corporation (BeMC)
 Brahmapur, Ganjam, Odisha – 760001

Subject: **Submission of Proposal (Cover-1: Pre-Qualification & Technical Proposal)** for *Selection of System Integrator for **Know My Brahmapur** (Public Information System & Integrated Citizen Services Platform) – BeMC*

Sir/Madam,
 We, **[Bidder Legal Name]**, having our registered office at **[Address]**, submit our proposal for the above RFP. We have examined and understood the RFP document and hereby confirm that:

1. We meet all eligibility / pre-qualification requirements and have enclosed supporting documents.
2. We accept the QCBS evaluation approach (Technical 70% and Commercial 30%) and the Technical components (A/B).
3. We confirm that our proposal is complete and compliant, and we have not indicated any prices in Cover-1.
4. We agree that BeMC may accept/reject any proposal and/or cancel the process as per RFP.
5. We confirm the proposal validity of **120days** from the date of opening of technical bids (or as per Fact Sheet).
6. We confirm that consortium/sub-contracting is **not applicable / not proposed**, as per RFP.

We hereby authorize **[Authorized Signatory Name, Designation]** to sign the proposal and bind the organization.

Thank you.

Yours faithfully,
 For [Bidder Legal Name]
 (Signature)
 Name: _____
 Designation: _____
 Seal: _____

Annexure 2: Bidder Organization Details

A. Organization Identity

- Bidder Legal Name:
- Type (Company/LLP/Partnership):
- CIN/LLPIN/Registration No.:
- Date of Incorporation/Registration:
- Registered Address:
- Corporate Office Address (if any):
- PAN:
- GSTIN (Primary):
- Website:

B. Odisha Presence (as per RFP)

- Odisha Office Address:
- Odisha GSTIN (if applicable):
- Proof Attached (lease/utility/trade license): Yes/No
- If not present: Undertaking to establish within 1 month of Work Order: Yes/No

C. Contact Details

- Authorized Signatory: Name, Designation, Mobile, Email
- Project Contact Person: Name, Designation, Mobile, Email
- Bid Submission Contact: Name, Mobile, Email

D. Financial Summary (Last 3 FY ending 31 Mar 2025)

- Net Worth (FY-1, FY-2, FY-3):
- Audited statements attached: Yes/No
- CA Certificate attached: Yes/No

E. Technical Manpower

- Total technical professionals on payroll/long-term contract: ___ (Min 10)
- HR Certificate attached: Yes/No
- Resource list attached: Yes/No

Annexure 3: Acceptance of Terms and Conditions

[On Bidder's Letterhead]

Date: **/**/2026

To,
Municipal Commissioner / Authorized Officer, BeMC

Subject: **Acceptance of RFP Terms and Conditions – Declaration**

We, **[Bidder Legal Name]**, hereby declare that:

1. We have read, understood, and agree to comply with all terms, conditions, instructions, evaluation methodology (QCBS 70:30), milestones, SLA & penalty framework, and other requirements mentioned in the RFP.
2. We confirm that our proposal is unconditional and valid for the period specified in the RFP Fact Sheet.
3. We confirm that no deviations/exceptions are taken **unless explicitly listed** in the Deviation Sheet (if permitted by BeMC).
4. We understand that incomplete/non-compliant submissions may be rejected.

For **[Bidder Legal Name]**
(Signature, Name, Designation, Seal)

Annexure 4: Non-Blacklisting Declaration

[On Bidder's Letterhead]

Date: **//**2026

To,
 Municipal Commissioner / Authorized Officer, BeMC

Subject: **Non-Blacklisting / Non-Debarment Declaration**

We, **[Bidder Legal Name]**, declare that we have not been blacklisted/debarred/declared ineligible by any Government / PSU / ULB / Statutory Authority in India as on the proposal submission date, and no such proceedings are pending that may impact our eligibility.

For **[Bidder Legal Name]**
 (Signature, Name, Designation, Seal)

Option A — Board Resolution (recommended for Companies)

[On Company Letterhead]
 Certified True Copy of Resolution passed at the meeting of Board of Directors of **[Company Name]** held on **[Date]** at **[Place]**.

> "RESOLVED THAT Mr./Ms. **[Name]**, **[Designation]**, be and is hereby authorized to sign, submit, modify, withdraw and execute all documents, declarations, undertakings and communications in connection with the RFP for *Selection of System Integrator for **Know My Brahmapur** (Public Information System & Integrated Citizen Services Platform) – BeMC*, and to represent the company before BeMC and its committees."

> "RESOLVED FURTHER THAT the said authorized person is empowered to bind the company in all matters pertaining to this bid."

For **[Company Name]**
 (Director/Company Secretary)
 Name: _____ DIN/Membership No.: _____
 Seal

Option B — Power of Attorney (POA)

(Use standard POA format on stamp paper as per applicable law; attach notarized/registered as required.)

6.1 Functional Architecture

- Module-wise architecture (Portal, Admin, Kiosk, WhatsApp, AI Engine)
- Citizen journeys (info/service guidance, grievance, asset map, booking where applicable)
- Role-based flows (HQ/Dept/Ward/Kiosk operator)

6.2 Technical Architecture

- High-level architecture diagram (channels → services → data → integrations)
- Backend services list (CMS, grievance, assets/GIS, booking, notifications, RBAC, analytics)
- API approach (API-first, versioning, throttling, audit logs)

6.3 Network Architecture

- Proposed network layout (DMZ/WAF/LB/App/DB)
- Connectivity assumptions for kiosks/wards
- VPN/secure access (if applicable)

6.4 Deployment / Hosting Architecture

- Environments: Dev/Test/UAT/Prod
- CI/CD pipeline approach
- Monitoring/alerting/backups/DR (RPO/RTO approach)

6.5 Security Architecture

- RBAC, MFA (if proposed), audit trails
- Data encryption (in transit/at rest), secrets management
- VAPT plan and remediation approach

6.6 Scalability & Interoperability

- Scaling approach (horizontal/vertical, caching, queues)
- Integration approach: e-Seva portals/deep links, SMS/Email, WhatsApp API, GIS maps
- Standards & compliance assumptions (CERT-In advisories, OWASP etc.)

Annexure 7: Financial Bid Covering Letter

To,
 Municipal Commissioner / Authorized Officer, BeMC

Subject: **Submission of Commercial Proposal (Cover-2)** for *Know My Brahmapur (Public Information System & Integrated Citizen Services Platform) – BeMC*

Sir/Madam,
 We submit our Commercial Proposal for the above RFP in a separate sealed envelope as required. We confirm that the prices quoted are valid for the required period and are inclusive/exclusive of applicable taxes as specified in the Financial Proposal format.

For **[Bidder Legal Name]**
 (Signature, Name, Designation, Seal)

Annexure 8: Financial Proposal (Break-up) - Template

Sl. No.	Item	Unit	Qty	Unit price	Amount (INR)
1	Implementation (Design, Development, Integration, Testing, Go-Live, Training)	Lump-sum	1		
2	Security Audit / VAPT (per one year)	Year	1		
3	SSL Certificates (per one year)	Year	1		
4	Cloud Hosting (per year)	Year	1		
5	O&M Support for one year (after one year of implementation)	Year	1		

For **[Bidder Legal Name]**

 (Signature, Name, Designation, Seal)