

*Request for Proposal for*

**AMC (Annual Maintenance Contract)**

**of**

**IRCS –ERP System of Odisha State Branch**

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## **Notice Inviting Tender**

**No.1671**

**Date: 30.12.2025**

Potential bidders i.e. Software Development Agencies, Bhubaneswar, having experience in IT Solutions are invited to bid using sealed tenders in a two bid system (Technical bid & Commercial bid) for Annual Maintenance Contact for Technical support for IRCS-ERP Odisha State Branch. Bids must be submitted in a sealed envelope to the IRCS, Odisha through Registered Post or Speed Post or by hand on or before 05.30 PM on 06.01.2026 during working hours. No bid will be accepted after the above mentioned date and time. IRCS, ODISHA will not be responsible for any postal delay. Bids received late or without EMD will be rejected automatically. The details of the tender are made available on the website [www.odisharedcross.org](http://www.odisharedcross.org).

Sd/-  
**Honorary Secretary**

## **1.Introduction & Background**

### **1.1. Executive Summary**

The following RFP(Request for Proposal) document comprises functional and technical requirements, bidding process and execution time line. The information in this document is not to be used except for the evaluation of technical and commercial proposal.

### **1.2. Organisation Overview**

The Indian Red Cross Society, Odisha State Branch has been rendering humanitarian services to the people of Odisha since 1936. The IRCS was established in 1920 through an Act of the Parliament, the bill passed on 17th March 1920 and became Act XV of 1920 with the consent of the Governor General on 20th March 1920. The Odisha State Branch was established on 1st April 1936. All its humanitarian activities are based on the four core areas i.e. Disaster Response, Disaster Preparedness, Health Care in the community and Promotion of Humanitarian Values & Fundamental Principles.

### **1.3.System Overview**

IRCS has developed the collaborative suite to automate the entire office work flow within the state branch. The system provides effective work flow engine to automate flow within various units of Indian Red Cross Society, Odisha State Branch Office. The system is named as IRCS-ERP and has following activities:-

- Intuitive process management platform
- Single Sign On - enable to access multiple applications using a single application
- Responsible UX - enable to access the application in multiple devices,
- mobile devices without any effect on resolution and layout.
- Domain based site validation, enable to access the site.
- Auto backup of data on a regular basis help for disaster and recovery management.
- Secured database and encoded information in database.

The system is cloud hosted and developed using PHP code igniter and My SQL database. The platform is customized for IRCS-Odisha State Branch.

### **1.4. Project Scope-High Level**

- Provide Annual Maintenance – mainly bug fixing & minor enhancement limited to UI/UX.
- Cloud hosting support – Cloud will be provided by IRCS-Odisha State Branch
- Application & DB backup
- User handholding Support
- All these activities will be done at IRCS office, Bhubaneswar through a dedicated technical resource

## 2. Bidding Process

### 2.1.General Outline

The bidding process will be carried out as follows:-

1	Issue of RFP	30-12-2025	
2	Submission of Bids	06-01-2026 05.30 PM	
3	Technical Bid Opening & Evaluation	06-01-2026 05.45 PM	
4	Presentation by Selected Vendor(s)	08-01-2026 01.00 PM	
5	Opening of Financial Bids	08-01-2026 04.00 PM	

### 2.2.Bid Qualification Criteria

Sl No.	Parameter		
1	<b>Consortium</b>	No Consortium allowed	
2	<b>Legal</b>	Bidder should be 1.A company incorporated in India under the Companies Act, 1956 and subsequent amendments 2. Registered with the in income Tax /GST Authorities 3. Should have been operating for the past Two years.	1.Copy of Certificate of Incorporation / Copy of Registration Certificates 2.Copy of GST Certificate 3.Copy of PAN
3	<b>Blacklisting</b>	Bidders should not have been blacklisted by Govt. of India/Central PSU/State Govt. in the last 2 years preceding the date of submission of the bid.	Self-declaration to this effect by company's authorized signatory.
4	<b>EMD</b>	All bids must be accompanied with Bank draft of Rs.5,000 ( Five thousands) in favor of Honorary Secretary, IRCS OSB Payable at Bhubaneswar. Vendor with NSIC registration/ MSME are exempted from the EMD.	

### 2.3. Instruction of Submission of Bids

This tender is proposed to have a two-bid system.

Technical Bid in first envelope.

Commercial Bid in 2<sup>nd</sup> envelope.

- a. The tenderer must place all their bids in separate envelopes, with the complete address of the bidder, super-scribed with separate BID titles as follows.

Technical bid for AMC of IRCS-ERP system, Commercial bid for IRCS-ERP system

All two envelopes should be sealed separately and put together in a separate envelope, which shall be sealed and superscripted with “TENDER FOR AMC OF IRCS-ERP”.

- b. Technical Bid of only those tenderers shall be opened who qualify the Pre-Qualification stage. Technical bid will contain technical proposal and methodologies of execution.

- c. Technical Bid should contain detailed Technical proposal with Solution details, Solution architecture, Platform/technology details, Work plan.
- d. One Presentation by the bidders to be held at the office of IRCS OSB regarding the technology used, Functionality and work flow of the system & details of understanding the project i.e. IRCS-ERP.
- e. Presentation by the bidders will play a vital evaluation criteria for this tender.
- f. Commercial Bid of only those tenderers shall be opened who score the qualifying marks  
in technical bid and evaluation on the bidders Presentation on the project.
- g. Prices should not be indicated in the technical bid or pre-qualification bid and should be quoted only in the commercial bid.
- h. Tenders need to be sent through registered post or courier or can be dropped at project office. Tenders made by fax or email or those received late shall not be entertained.
- i. Tenders should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and  
rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with the forwarding letter on the agency's letter head.
- j. Bidders are not allowed to submit multiple bids or propose joint bids to participate in the tender. In case found otherwise, their bid is liable to be rejected.
- k. The IRCS, OSB management reserves the right to award the work/cancel the tender without assigning any reason if any.
- l. The amendment shall be notified in writing on IRCS website.

## **2.4.Evaluation of Bids**

The Proposal Evaluation Committee, constituted by IRCS, ODISHA, will evaluate the responses of the bidders and all supporting documents/documentary evidences. Inability to submit requisite supporting documents/documentary evidence may lead to rejection.

- a) The decision of the Proposal Evaluation Committee in the evaluation of proposals shall be final.
- b) No correspondence outside the process of evaluation will be entertained by the Committee.
- c) The Proposal evaluation Committee may ask for meetings with the bidders to seek clarification or conformations on their proposal.
- d) The Proposal evaluation Committee reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.
- e) Subsequently, the bids will be examined for fulfillment of eligibility criteria as given in bid. Bids which do not fulfill the eligibility criteria will not be considered for further evaluation.

- f) Bids which fulfill the eligibility criteria will be examined for fulfillment of technical specifications by a ‘Technical Evaluation Committee (TEC).
- g) A technical presentation will be called for by the TEC during the process of evaluation. Bidders must be prepared for the same.
- h) The representatives of the firms which fulfill technical specifications will be invited for opening of commercial bids.
- i) After the opening of commercial bids, the bids would be evaluated in full for final scores.
- j) The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS) procedure. There will be 80 % weight age for Technical Evaluation and 20 % for Commercial Evaluation

## **2.5.Evaluation Criteria**

The steps for evaluation are as follows:

### **Stage 1:Pre-Qualification**

- IRCS, ODISHA shall validate the Set 1 “Tender document fee & Earnest Money Deposit (EMD)” and all documents required as per pre-bid criteria.
- In case the Bidder does not meet any one of the conditions, the bid will be disqualified.
- Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through Email.
- The EMD and the Unopened Technical & Commercial Bids will be returned to the respective disqualified Bidders after the submission of Bank Guarantee by the successful Bidder.

### **Stage 2: Technical Evaluation**

Set 2 “Technical bid” will be evaluated only for the bidders who qualified in Stage 1.

- IRCS, ODISHA will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at IRCS, ODISHA discretion.
- The bidders’ technical solutions proposed in the bid document will be evaluated as per the requirements specified in the tender and technical evaluation framework as mentioned below Each Technical Bid will be assigned a technical score out of a maximum of 100 marks.
- Only the bidders who get a technical score of 60% or more (prior to normalization) will qualify for commercial evaluation stage. Failing to secure minimum score shall lead to the technical rejection of the Bid and Bidder.
- Bidder should also score at least 50% of the same of the section as listed in technical evaluation table of Technical Evaluation Framework.
- The Final Normalized technical score of the Bidder shall be calculated as follows: The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical & Commercial bids submitted by the bidder. The



evaluation process would rank the bidders based on their composite score computed as weighted average of the Technical and Commercial scores in the manner prescribed below.

- There will be a weight age of 80% for Technical Bid and 20% for Commercial Bid.
- The evaluation process would comprise two stages - Technical and Commercial evaluation.
- Technical evaluation of the bidders will be done based on the criteria and points system as specified below.

The Final Normalized technical score of the Bidders shall be calculated as follows:

**Normalized Technical Score of a Bidder = {Technical Score of that Bidder/Score of the Bidder with the highest technical score}\* 100 (adjusted to 2 decimals)**

Sl. No	Bidders	Tech score	Calculation	Normalized Tech Score
1				
2				
3				

#### ***Technical Evaluation Framework***

The Bidder's technical solution proposed in the Technical Evaluation bid document will be evaluated as per the evaluation criteria mentioned in the following in table.

Sl#	Evaluation Criteria	Total Marks	Minimum Qualification Marks	Detail
1	Technical Presentation			

### **Stage 3: Commercial Bid Evaluation**

The commercial bids of only technically successful bidders will be opened. IRCS, ODISHA is not bound to select the bidder on lowest cost basis.

The evaluation will be carried out if Commercial bids are complete and computationally correct. Lowest Commercial bid (denoted by symbol “F (m)”) will be allotted a Commercial

score of 100 marks. The Commercial score will be denoted by the symbol “S(r)”. The Commercial score of other bidders will be computed by measuring the respective Commercial bids against the lowest proposal.

These Commercial scores will be computed as:  $S(r) = 100 * (F (m) / F)$  where F is the Commercial bid of the bidder whose Commercial score is being calculated. The Commercial score shall be out of a maximum of 100 marks.

**Normalized Commercial Score of a Bidder = {Commercial Score of the lowest Bidder/commercial Score of that Bidder}\* 100(adjusted to 2 decimals)**

Sl#	Bidders	Price Quote	Calculation	Normalized Comm. Score
1				
2				
3				

## Stage 4: Computing the final Score

The composite score is a weighted average of the Technical and Commercial Scores. The weight age of the Technical vis-à-vis the Commercial score is (0.80) of the Technical Score and (0.20) of the Commercial score. The composite score (S) will be derived using following formula:

$$S = (S(t) * 0.80) + (S(r) * 0.20)$$

Thus the composite score shall be out of a maximum of 100 marks.

Sl#	Bidders	Technical score	Financial Score	Final Score formula	Final Score
1					
2					
3					

## 2.6.Offer Validity Period

The bidder for the project shall remain open for acceptance for a period of three months from the date of submission of the price bid.

## 2.7.Payment Terms

The payment will be made on the terms and conditions accepted during Price Negotiations with selected vendor.

## 3. Scope of Work & ERP System Overview

The ERP system is a centralized, web-based platform that integrates key organizational functions. It enables secure, role-based access, workflow automation, and real-time reporting. The system supports scalability, configurability, and paperless operations. Data integrity and audit compliance are ensured.

### Support & Maintenance

Support services ensure uninterrupted ERP operations through issue resolution, bug fixing, and minor enhancements. The scope includes system monitoring, backups, patch management, and user support. Service continuity and system reliability are maintained through defined support mechanisms.

- Onsite Resource to be deployed at IRCS-OSB for Coordination with respective head and work as single point contact for the ERP support
- Analysis all issues, Defect prioritization –P1, P2, P3, Defect Fixing, Testing, Training, Change analysis, Minor change development, Monitor cloud –usage
- Offsite Resource requirement for Cloud hosting support – Cloud will be provided by IRCS-Odisha Patch installation DB & Web server, DB backup

## **Project Management Unit (PMU)**

A single person PMU will be set up at IRCS, Odisha level.

**The listed ERP modules** are already developed and fall under the scope of support and maintenance

1. Workflow Management Module (e-Office)
2. Account Management Module
3. Inventory & Warehouse Management Module
4. Order & Procurement Management Module
5. Human Resource Management System (HRMS)

## **Hosting& Support (H/W & Networking Activities)**

The scope of the work includes assistance configure of H/W, OS, Desktop, Server or Networking equipment. However, the networking & wiring procurement and installation will be done by IRCS, ODISHA.

## **Scope-Exclusions**

Anything not exclusively defined in the inclusion section.

## **4. Expected Work Schedule**

Starting from 1st of January -2026 for 12 months

## **5. Contact Information**

For any further clarifications/enquiries, you may please contact:

<b>Your Point of Contact for this document</b>	
Name	
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