

## **CORRIGENDUM-I**

**RFP ENQUIRY NO.: OCAC - SEGP - SPD - 0035 - 2020 - 21006 Dtd.29/01/2021**

**SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT & MANAGEMENT OF WEB BASED APPLICATION FOR ONLINE HOSTEL MANAGEMENT SYSTEM AND SUPPLY OF HARDWARE**

**Important:** The Corrigendum is to be read along with Response Sheet published with this corrigendum and the Original RFP document published on the website <http://www.ocac.in> & [www.odisha.gov.in](http://www.odisha.gov.in) vide RFP Enquiry number: OCAC - SEGP - SPD - 0035 - 2020 - 21006 Dtd.29/01/2021

SI #	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarifications/Addendum / Modifications (The Clause may be read as)
1	5.1 Prequalification Criteria, page no 18	The Bidder must have average turnover of not less than INR 35 crore per annum for preceding 3 years (2017-18, 2018-19, 2019-20) from IT/ICT and related services	We request OCAC to please reduce the Average annual turnover from INR 35 to INR 20 Cores So that bidders with lesser turnover having experince on the project can bid for this RFP.	Clause No-5.1 Prequalification Criteria, page no 18 may be read as follows.  The Bidder must have average turnover of not less than INR 20 crore per annum for preceding 3 years (2017-18, 2018-19, 2019-20) from IT/ICT and related services
2	5.1 Prequalification Criteria, page no 18	The Bidder must have a valid CMMi Level 3 or above (SVC & DEV), ISO 27001 and ISO 9001 certifications as on date of submission of this RFP	request to revised the clause as listed below. " The Bidder must have a valid CMMi Level 3 or above , ISO 27001 and ISO 9001 certifications as on date of submission of this RFP. "	Clause no 5.1- Prequalification Criteria , Point No-4 may be read as follows.  The Bidder must have a valid CMMi Level 3 or above, ISO 27001 and ISO 9001 certifications as on date of submission of this RFP
3	5.1 Prequalification Criteria, page no 18	The Bidder should have their registered office in Odisha. ( Documents like Lease Agreement, Trade License etc. to be furnished as proof)	We request OCAC to please only ask for lease agreement/Telephone phone bill or work order copies for the local presence not trade license. & The Bidder must have software development experience in Odisha from last 10 years ( Work order copy is requird )	No Change . As per RFP

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4	5.1 Prequalification Criteria, page no 18	The Bidder should have minimum three (3) years' experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr. The Bidder should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.	We request OCAC to kindly amend this clause as below. " The Bidder should have minimum <b>five (5) years'</b> experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr. <b>or Two projects not less than INR 1.0 Cr each or 3 Projects not less than INR :75 Lacs each "</b> <b>This is the standard format of OCAC RFP , so please amend this clause.</b> <b>The Bidder should have experience of providing application support for more than 1 years as on bid submission date.</b> <b>Or</b> <b>The Bidder should have experience of providing application support for more than 1 years as on bid submission date where the application order value must be more than 75 Lacs</b>	Clause No-5.1 Prequalification Criteria, page no 18 may be read as follows.  The Bidder should have minimum three (3) years' experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr or two projects having value not less than 1.5 Cr or three projects having value not less than 1Cr.  The Bidder should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 1 crores.
5	5.1 Prequalification Criteria, page no 19	The bidder must furnish the required Earnest Money Deposit (EMD) and tender Fee as specified in this bid document	We request OCAC to kindly provide NSIC exemption for the EMD submission. Bidder's are regisitred in NSIC as MSME firms are exempted to pay the EMD amount as per Governmet mandate.	No Change . As per RFP
6	5.2.1 Financial & Resource Strength, page 21	Average Annual Turnover in last 3 years from IT/ICT and related services	Please amend this clause as lsited below. = ₹25 Cr: 5 marks ≥ ₹25 Cr and < ₹30 Cr: 7 Marks ≥ ₹30 Cr and above: 10 marks Also please accept provisional balance sheet of FY 2019-20	5.2.1 Financial & Resource Strength, page 21 may be read as follows.  = ₹20 Cr: 7 marks > ₹20 Cr and < ₹40 Cr: 8 Marks ≥ ₹40 Cr and above: 10 marks
7	5.2.1 Financial & Resource Strength, page 21	Quality Certification-CMMI (DEV & SVC) - 3 or above	Kindly only ask for CMMI Level 3 or higher	Clause no-5.2.1-Financial & Resource Strength , Point No-d may be read as follows.  CMMI Level 3 or above - 6 Marks Additional 1 mark each for ISO 9001 & ISO 20000 and additional 2 marks for ISO 27001

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8	5.2.2 Previous experience and expertise, page 22	projects (minimum 1nos.) valuing not less than INR 2.0 Cr. each where the end client is a corporation or government departments/undertakings where the scope should include software services such as design, development, operations & maintenance along with other IT - ITES services within last 5 years preceding	Kindly please amend the clause as listed below projects (minimum 1nos.) valuing not less than <b>INR 1.0 Cr. each</b> where the end client is a corporation or government departments/undertakings where the scope should include software services such as design, development, operations & maintenance along with other IT - ITES services within last 5 years preceding	No Change . As per RFP
9	5.2.2 Previous experience and expertise, page 22	Application support experience for minimum one year where the Application order value is more than 2 Cr.	Kindly Please Amend the clause as listed below Application support experience for minimum one year where the Application order value is more than 1 Cr	No Change . As per RFP
10	8.6 Original Equipment Manufacturer (OEM) Authorization Form, page no 50	8.6 Original Equipment Manufacturer (OEM) Authorization Form	We request OCAC to please remove the OEM form from the RFP documents , as a bidder we can assure OCAC to provide all type of support for the Hardware and also if something goes down then Bidder can take the responsibility for the same.	No Change . As per RFP
11	5.1 Pre-Qualification Criteria Point No. 3 Page no. 19	The bidder must have average turnover of not less than 35 crores per annum for preceding 3 years (2017-18, 2019-19, 2019-20) from IT/ICT and related services.	We kindly request that to reduce the average turnover to 10 crores per annum in the prequalification criteria. We feel that the project value is of 2.5 crores and considering that the minimum turnover of participating agency should be at least 4 times of the total work value which is close to 10 crores.	No Change . As per RFP
12	5.2.1 Financial & Resource Strength Point No. (a) Page no. -21	Average Annual Turnover in last 3 years from IT/ ICT and related services = INR 35 Cr.: 5 marks >= INR 35 Cr. and < INR 40 Cr.: 7 marks >= INR 40 Cr and above: 10 marks	We kindly request to reduce the breakup for turnover requirement as: - = INR 10 Cr.: 5 marks >= INR 10 Cr. and < INR 20 Cr.: 7 marks >= INR 20 Cr and above: 10 marks	No Change . As per RFP
13	Page 35 point (ii)	Calling for clarifications/additional information from the applicant applying for hostel	Does it mean the system should have calling feature inbuilt?	As per RFP

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14	Page 21 (5.2.1) Financial & Resource Strength Point (c) Presence of bidder in Odisha	Marks-Only Operation Centre: 1 Marks Development Centre: 4 Marks Both Operation Center & Development Center	Please clarify on marks for Both Operation Center & Development Center:	Clause no-5.2.1-Financial & Resource Strength, Point No-C may be read as follows.  Only Operation Centre: 1 Marks Development Centre: 4 Marks Both Operation Centre & Development Centre: 5 Marks
15	Page 39. 7.3.5 Deliverable & Payment Term	Deliverable & Payment Term	Please clarify on the payment terms for Hardware Infrastructure listed in Table-B of page no 55	Clause No 7.3.5-Deliverable and Payment terms, has been Modified
16	Section 3.2, Page number 8	WCD is looking for an online (web-enabled) integrated rules-based system for centralized online hostel management system to provide working women accommodation tailored for evolving policy having transparent online allotment procedure, online payment management, grievance management and comprehensive reporting to fulfil requirements of WCD departments, District Administration and Hostel Administration, etc.	There is reference of various actors involved in the proposed system, for the description we could figure out following user roles in the system, please verify.  1) Working woman (Inmate or applicant) 2) Members from WCD department 3) Members from District department and 4) Hostel administration staff  Please let us know if there are any more actors in the system, and also share user journey for each user roles (as in what they can see and what the can do).	As per RFP

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17	Section 3.2, Page number 8	WCD is looking for an online (web-enabled) integrated rules-based system for centralized online hostel management system to provide working women accommodation tailored for evolving policy having transparent online allotment procedure, online payment management, grievance management and comprehensive reporting to fulfil requirements of WCD departments, District Administration and Hostel Administration, etc.	<p>Can you please share hierarchy of the mentioned levels (i.e. WCD department, District Administration and hostel administration), we want to understand the following points</p> <ol style="list-style-type: none"> <li>1) Who is reporting to whom?</li> <li>2) Who is adding and updating users at each level?</li> <li>3) How many users (rough idea) will there be at mentioned level?</li> <li>4) Nature of relationship and association between the levels (like child-parent, one to many, many-to many etc.)?</li> </ol>	As per RFP
18	Section 4.4.5, Page number 13	The bidder should give details of the Solution Proposed, understanding of the project, Infrastructure details, technology architecture, project plan, resource plan, application support, operation management plan with team structure, helpdesk operation plans, OEM authorization etc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope	Please elaborate the expectation from operation management plan and infrastructure details.	As per RFP
19	Section 4.4.5, Page number 14	The bidder has to furnish un-priced bill of material of all the hardware, licensed software, network equipments (if any) to be provided for the entire solution in the technical bid.	Our understanding is that we need to provide BOQ and but not to provide any quote against those BoQ. Please confirm	The bidder has to furnish un-priced bill of material of all the hardware, licensed software, network equipment (if any) to be provided for the entire solution in the technical bid.
20	Section 5.2.3, Page number 24	Proof of Concept and implementation timeline on the proposed systems	Please specify the scope of POC and also mention the indicative date on which this POC is to be presented?	As per RFP
21	Section 7.1, Page number 28	Facilitate for hosting of server, operating system, licenses, etc of Web Portal as per requirement	<p>Is hosting server, operating system and other licenses expected from vendor as part of this RFP? Or will this cost be borne by OCAC?</p> <p>Also, Will the running and licensing cost of 3rd party services like SMS, Mail, and Google APIs for geotagging photos will be borne by OCAC?</p>	OCAC will provide server for the hosting and SMS gateway

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22	Section 7.2, Page number 28	Impart training to the end users and develop training materials	Please specify the following regarding training: 1) Number of users to be trained? 2) Number of sessions needed for training?	As per RFP
23	Section 7.2, Page number 28	Conduct the Feasibility Study (As-is & To-be), and basis it, revise the SRS and FRS, for system enhancement.	As the term "revise the SRS and FRS" is used we assume that SRS and FRS is already created and it needs to be updated based on discussion with the department, please comment. Can you please share those documents at this stage?	As per RFP
24	Section 7.2, Page number 28	Conduct the Feasibility Study (As-is & To-be), and basis it, revise the SRS and FRS, for system enhancement.	We assume that this RFP is for from scratch development of the system, we fail to understand the significance of the term "system enhancement", please clarify.  In case if the RFP includes working on an existing system and enhancing it, please share the technical architecture, server details and user journey documents.	As per RFP
25	Section 7.2, Page number 28	Assess and improve Administration Manual along with Backup and Restore procedures.	We assume that this RFP is for from scratch development of the system, we fail to understand the significance of the mention point, please elaborate the expectation here.	As per RFP
26	Section 7.2, Page number 28	Provide IT operations support in conformity with the policies and guidelines of the State's IT infrastructure.	Please share the reference link/document for these guidelines.	As per RFP
27	Section 7.2, Page number 29	Facilitate Audit and assessments, as and when required.	Is any 3rd party audit/assessment needed?	As per RFP
28	Section 7.3, Page number 29	If any services, functions or responsibilities not specifically described in the RFP are an inherent, necessary or customary part of the services or are required for proper performance or provision of the services in accordance with the Broad Scope of Work or Indicative List of Required Features, they shall be deemed to be included within the scope of the work to be delivered for the charges, as if such services, functions or responsibilities were specifically described in the scope of work	This statement is in conflict with abiding to the fixed timeline and scope shared in the RFP, as this statement suggest that the SOW can not be limited at this point of time. Request you to reconsider this statement and kindly remove it.	As per RFP

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29	Section 7.3, Page number 29	The System should be driven by an integrated suite of software modules with customization capabilities that supports the basic internal business processes of WCD activities under scope of work and have a common database and Service Oriented Architecture wherever appropriate or required for integration with other systems	Is there any preference in terms of technology?	Bidder has to suggest the technologies for their proposed system
30	Section 7.3, Page number 29	The System should be driven by an integrated suite of software modules with customization capabilities that supports the basic internal business processes of WCD activities under scope of work and have a common database and Service Oriented Architecture wherever appropriate or required for integration with other systems	Please specify the system that the proposed system is expected to integrate with. Please share API documentation if possible.	Integration with Payment System & SMS Gateway
31	Section 7.3, Page number 29	Study, Requirement understanding and Analysis with respect to developing Web Based Application for Online Hostel Management System for WCD after undertaking the study of the existing systems:	Can you please share functional architecture/DFD of the existing system at this stage?	As per RFP
32	Section 7.3, Page number 29	Finalization of data migration and changeover strategy for smooth changeover from Vendor Hosting to SDC when required.	Please provide details on what is SDC here?	Finalization of data migration and changeover strategy for smooth changeover from Vendor Hosting to State Data Center when required.
33	Section 7.3, Page number 29	Finalization of data migration and changeover strategy for smooth changeover from Vendor Hosting to SDC when required.	Please specify the following regarding data migration 1) Size of data to be migrated? 2) Records to be migrated? 3) Source for data migration?	As per RFP
34	Section 7.3, Page number 30	The system shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to perform functions	Please share administration hierarchy and roles and rights of each level	As per RFP



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		pertaining to their respective Centre/Domain as per their assigned rights.		
35	Section 7.3, Page number 30	The front end / UI of the system should be manageable through a content management facility.	Please specify the extent of management expected on front end (Ex - Color scheme, logo, UI elements). Also help us understand the need of this requirement.	UI System only
36	Section 7.3, Page number 30	System should be robust, responsive and support at least 100 concurrent users per instance and scalable as per need	As concurrent users per instance is mentioned, is multiple deployments suggested here? We assume that proposed system will be centralized where each new hostel will be added to the same database, please confirm. In addition to it please specify total number of hostel envisioned to be on the platform.	The proposed system will be hosted in a centralized environment for multiple hostels. Total number of hostel envisioned is 5 as of now. Which will be increased as per the requirement.
37	Section 7.3, Page number 30	The public facing front-end should be Bilingual	Please specify the languages and will OCAC provide the translations?	The Bidder has to translate and verify from the OCAC or end client
38	Section 7.3, Page number 30	Bidder shall create the format/schemas of existing forms may be provided to the bidder on request.	Please specify the number of forms.	Bidder has to collect the information of the format/ schemes in SRS phase.
39	Section 7.3.1, Page number 31	Prototyping of the requirement for finalization and approval along with SRS.	Requirement analysis is allotted a timeline in the shared RFP, as prototype is also needed in this duration, can you please help us understand the consideration and calculation behind defining the timeline for analysis phase.	As per RFP
40	Section 7.3.1, Page number 31	Integration with payment gateway (to be provided by client or the actual cost will be reimbursed to the bidder)	We believe that transaction fee is not included in this, please clarify.	As per RFP
41	Section 7.3.1, Page number 32	Deployment and installation of Desktop, Printer, UPS, Barcode Printer & Scanner and FR Based Attendance System at each hostel as per specification	Please specify on how many location deployment and installation is required, with number of unit of each hardware at each location?	As per RFP
42	Section 7.3.1, Page number 32	Operation and Maintenance support	Is 24x7 support is expected or will support in working hours (9am to 5pm) will suffice?	Operation and Maintenance support to be provided from 9 am to 6 pm on govt. working days
43	Section 7.3.1, Page number 33	Report on agreed upon system performance measurements	Request you to specify the performance measurement parameters	As per RFP
44	Section 7.3.1, Page number 33	Phase 6: Helpdesk support	Can you please share the expected request ticket size	As per RFP



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45	Section 7.3.3, Page number 34	Proposed System should be accessible on all platforms and all major popular browsers (e.g. Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, etc).	Since browsers like opera (around 4 %) and Mozilla (around 2%) is very low (reference link - <a href="https://gs.statcounter.com/browser-market-share/all/india">https://gs.statcounter.com/browser-market-share/all/india</a> ) can you please remove them? We assume that only the latest version support is needed, please comment.	As per RFP
46	Annexure - 1, Page number 36	Annexure - 1	Given scope does not explain the user flows, features, functionalities and expectation in details, which is needed for better understanding the system and proposing an optimal solution. Please share user journey for each user role along with all features and functionalities that is to be included. Or will this information be shared in requirement analysis phase?	As per RFP
47	Annexure - 1, Page number 36	Application for Room Allotment	Please explain the process flow of what happens once a form is submitted and who all are the stakeholders involved in this process?	As per RFP
48	Annexure - 1, Page number 36	The system should have the facility to process exit formalities of hostel inmates	Please specify the process for exit formalities.	As per RFP
49	Annexure - 1, Page number 36	Verification/Approval	Please specify verification and approval process.	As per RFP
50	Annexure - 1, Page number 36	The Proposed application should have the facility for the inmates to apply for room for their guests with proper documents, and once verified by the authorities, they need to pay the fees to allocate the room.	Please specify the request verification process and how will the pricing be managed?	As per RFP
51	Annexure - 1, Page number 36	The proposed application should be able to integration with on-Premises Biometrics and able to generate all attendance related reports.	Please specify the biometric device used that is to be integrated.	As per RFP
52	Annexure - 1, Page number 36	Leave Management	Please specify how will the leave affect the payments? Who will be responsible for approving the leave request?	As per RFP
53	Annexure - 1, Page number 36	Information Management	Please suggest which user role will be responsible for managing and posting this information? Will this be managed at each hostel level or centrally for all hostels?	As per RFP
54	Annexure - 1, Page number 37	The Management, State and District admin can see the and address the	Please specify the grievance redressal mechanism, will responding to the grievance be sufficient by uploading	As per RFP

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		grievances as per the hierarchy.	some proof of action?	
55	Annexure - 1, Page number 37	This proposed application should take care of the mess management, and food inspection,	Please help us understand hierarchy of departments and user roles at hostel level.	As per RFP
56	Annexure - 1, Page number 38	This proposed application should track of the vendor that supply to the hostel for vendor management	Is the scope limited to vendor information management of will indent sharing and PO generation will also be a part of the system?	As per RFP
57	Annexure - 1, Page number 38	The proposed application should be able to record Meeting details along with the MoM and Review Reports etc.	Please specify the significance of these meeting, the stakeholders involved and who will enter the MOM in system?	As per RFP
58	Annexure - 1, Page number 38	The proposed application should have an admin module for user creation and management, grievance redressal, approvals, room allocation, attendance, assets etc	Please help us understand the admin hierarchy for different levels like at department, state, hostel.	As per RFP
59	Annexure - 1, Page number 38	The proposed application should have an AI based chatbot that engage users in conversations and answer citizens' frequently asked questions regarding application processes.	Please help us understand the following aspects 1) Will this chatbot be available on the website? 2) How many intents are to be served by this chat bot (an example of intent will be "help with admission form") 3) How much training data (in terms of GB) do you have for chat bot creation?	As per RFP
60	Section 7.3.4, Page number 38	Timeline	Please specify if the mentioned duration is working days (excluding Saturday, Sunday and National holidays) or calendar days?  Please help us understand the calculation done for generation of timelines, we request you to keep this open and the timeline should be decided post completion of requirement analysis phase.	Timeline is based on calendar
61	Section 7.3.7, Page number 40	The bidder has to quote for 20 man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement	We could not find the column/field to provide quote for 20 man-month rate. We assume we need to share monthly man-rate as per Financial Bid format. Please confirm.	<u>The Clause 7.3.7- Point- C Modified as</u>  The bidder has to quote for 1 man-month rate for the resources mentioned in clause no. 8.8.2 Point 1,4,5 & 6 this purpose , however payment will be made as per actual man month consumed after completion of work of respective enhancement

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62	Section 8.10, Page number 51	Hardware Specification	Can you please specify the number of units for each required hardware?	As per RFP
63	5.2..C Page No. 21	Presence of bidder in Odisha	As you have allowed to open office in Odisha within 30days, so we request you to remove this clause.	As per RFP
64	Ref 4.4 Key requirement of the Bid, Section 4.4 2 RFP Document Fee, Page No 11	The bidders are required to submit the document Fee of amount Rs. 11,200 (including GST of 12%) in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal	As per Govt. of India GFR 170(i) Amendment rule, MSME/NSIC Registered Companies are exempted from Tender Fee, EMD, Prior Experience.  <b>Requesting Kind Authoroties to consider the amendment and provide relaxation on the mentioned Point</b>	As per RFP
65	Ref 4.4 Key requirement of the Bid, 4.4.3 Earnest Money Deposit (EMD)	Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000 ( Rupees Five Lakh only) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP.	As per Govt. of India GFR 170(i) Amendment rule, MSME/NSIC Registered Companies are exempted from Tender Fee, EMD, Prior Experience.  <b>Requesting Kind Authoroties to consider the amendment and provide relaxation on the mentioned Point</b>	As per RFP
66	Ref 5.1 Pre Qualification Criteria, Point No 8., Page 19 of RFP	The Bidder should have minimum three (3) years experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr.	As per Govt. of India GFR 170(i) Amendment rule, MSME/NSIC Registered Companies are exempted from Tender Fee, EMD, Prior Experience.  <b>Requesting Kind Authoroties to consider the amendment and provide relaxation on the mentioned Point</b>	As per RFP
67	Ref 5.2.1 Financial & Resource Strength, section (c) Presence of Bidder in Odisha, Page No 21	Presence of bidder in Odisha	We CCS Computers Pvt. Ltd. are a Leading Service provider for IT/ITS service and is having our Presence along with the service Support through our service center and engineers in PAN India. To fullfill your requirement our Esteemed OEM have their Presence in Orissa.	As per RFP

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			Requesting Kind Authorities to consider and amendment the clause to " <b>Presence of bidder/OEM in Odisha</b> "	
68	Ref 7.3 Detailed Scope of Work, point No 10 , Page no 30	The selected bidder would be required to provide Maintenance, and Technical Support from the date of Go-Live, and Annual maintenance of system with onsite technical support as and when required.	Total number of manpower to be deployed onsite during Operation and maintenance period is not mentioned in RFP. Please provide number and qualification of manpower for the same.	The Bidder has to propose the no of manpower required for the operation and maintenance period
69	Ref 7.3 Detailed Scope of Work, point No 11 , Page no 30	Identify the training requirements and train the concerned WCD staff/officers for successful implementation and maintenance of the developed system.	Kindly Confirm the No of Training Days and people.	The Bidder has to propose the training calendar based on the application need
70	Ref 8.8.1 Commercial BID, Table B Point 6, Page no 55	8 Port Gigabit Switch	Kindly confirm the Number of location and job description required	As per RFP
71	Ref 8.8.1 Commercial BID, Table B Point 7, Page no 55	Cat 6 cable and other accessories supply and Installation	Kindly share the location diagram where CAT 6 cable need to be deployed. Also Kindly Provide requirment of CAT 6 cable in Meter.	Bidder has to do a physical survey on each location
72	Ref Annexure 1, Page No 38	AI CHATbOT: The proposed application should have an AI based chatbot that engage users in conversations and answer citizens' frequently asked questions regarding application processes	The Chatbot should be an inbuilt software by the OEM or can be a third party Integration also? Kindly clarify	The Chatbot can be an inbuilt software by the OEM or can be of a third party Integration

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73	Prequalification Criteria-	<p>The Bidder should have minimum three (3) years' experience in software services such as design, development, operations and maintenance, with at least one project not less than INR 2.0 Cr.</p> <p>The end users must be a corporations or government departments or PSUs or undertakings within minimum three years preceding 31 December 2020.</p> <p>The Bidder should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.</p>	<p>Request to department Kindly include <b>IT Software Product support and Private entity</b> in the existing clause. So amend this clause as:</p> <p>The Bidder should have minimum three (3) years' experience in <b>IT Software Products and Support/IT Software services such as design &amp; development Or operations and maintenance</b> with at least one project not less than INR 2.0 Cr.</p> <p>The end users must be a corporations or government departments or PSUs or undertakings <b>or Private Entity</b> within minimum three years preceding 31 December 2020.</p>	As per RFP

SI #	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarifications/Addendum / Modifications (The Clause may be read as)
74	Technical Evaluation Criteria	<p>No. of projects (minimum 1 nos.) valuing not less than INR 2.0 Cr. each where the end client is a corporations or government departments/ undertakings where the scope should include software services such as design, development, operations &amp; maintenance along with other IT - ITES services within last 5 years preceding 31 March 2020</p> <p>Project Experience as per Format 8.4.1 Copy of Work order/Agreement/completion certificate</p> <p>- 1 project: 10 marks – Every additional project: 5 marks for each</p>	<p>Request to department Kindly <b>include IT Software Products and Support and Private entity and ongoing projects in the existing clause.</b></p> <p>Kindly amend this clause as:</p> <p>No. of projects (minimum 1 nos.) valuing not less than INR 2.0 Cr. each where the end client is a corporations or government departments or undertakings <b>or Private entity</b> where the scope should include IT Software Products and Support/IT Software software services such as <b>design &amp; development or operations &amp; maintenance</b> along with other IT - ITES services within last 5 years preceding 31 March 2020</p> <p>Project Experience as per Format 8.4.1 Copy of Work order/Agreement/completion certificate/ <b>Ongoing Client certificate</b></p> <p>- 1 project: 10 marks – Every additional project: 5 marks for each</p>	As per RFP
75	General Query	General Query - Consortium	Request to Department Kindly allow Consortium in the tender sothat Multiple bidders can work jointly and quality of services can be assured	As per RFP
76			Reduction in the turnover to INR 30 Crores.	As per RFP

### 7.3.4 Time Line

<i>Sl#</i>	<i>Milestone</i>	<i>Time Period</i>
a)	Submission of SRS document for the complete application	T+7 Days
b)	Submission of Solution design document	T+7 Days
c)	Development of the solution	T+45 Days
d)	Delivery of Hardware at Respective Locations	T+45 days
e)	Submission of UAT and attendance report along with suggestions	T+50 Days
f)	Closure of UAT suggestions in application as mutually agreed by SI and Department	T+55 Days
g)	Installation of Hardware at Respective Locations	T+60 Days
h)	Go-Live of the application	T+60 Days

*T= Date of issuance of work order*

### 7.3.5 Deliverable & Payment Term

<i>Sl#</i>	<i>Milestone</i>	<i>Deliverable</i>	<i>Payment Term</i>
a)	Submission of Documents	As-Is To Be SRS Document Design Document	40% of the solution development cost (excluding O&M)
b)	Successful completion of UAT	UAT Sign Off Test Cases Document	40% of the solution development cost (excluding O&M)
c)	Go-Live of the Application	Go-Live declared by Department	20% of the solution development cost (excluding O&M)
d)	O&M Cost for Application	Application Availability Report  Troubleshooting report  Bug fixing report	To be paid quarterly in equal instalments
e)	Delivery of Hardware at Respective Location	Signed Material Receipt Document from the Respective Location	80% of Hardware Value
f)	Installation of Hardware at Respective Locations	Signed Installation copies from Respective Locations	15% Hardware Value
g)	O&M Cost for Hardware Supplied	Submission of Support Report	5 % Hardware value on QGR basis for 24 Months



### RFP Schedule

<b>Sl. No.</b>	<b>Items</b>	<b>Date &amp; Time</b>
1.	Last date and time for Submission of Bid	24/02/2021 by 2:00 PM
2.	Opening of Pre-Qualification Bids	24/02/2021 at 04:00 PM
3.	Opening of Technical Bids	To be notified later
4.	Technical Presentation	To be Notified later
5.	Opening of Commercial Bids	To be notified later