Pre-bid Compliance Sheet in respect of Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar

(RFP Ref. No. OCAC-TE-16/2019/ENQ-21015)

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
1	Section 5.11 Helpdesk Support Page 34	SI shall setup a Centralized Helpdesk with 2 seats.	Apart from Help Desk Executives, Toll Free Number, and computers, do we need to also use any call centre software for call tracking, call forwarding, call recording, etc. or all the communications will be through telephone and emails only.	Yes the SI have to provide Ticketing software
2	Section 15.3 Project Team Structure: Page 65	The Project is a multi-discipline initiative which would require the SI to deploy resources having specialized skills, education and relevant experience for successfully implementing the project within time meeting the scope and quality.	As we understand, the implementation team member will work from Offshore location. Please confirm if they need to work from onsite.	Both onsite and offsite where and when required.
3	Section 5.1 Scope of Work: Page 32	The scope of work for the SI includes Requirements Study, Solution Design, Solution Development, Testing, Implementation and Maintenance of the solution	Is there any specific technologies decided to develop the application of SI can choose any platform for the development?	SI is open to opted but preferably open source and open standard. In case of open source it should be Enterprise version
4	Table 2: e-Governance Standards, Policies & Guidelines: Page 63	The broad scope of the project includes development and implementation of below major modules: A. Patients' Management System B. Purchase and Inventory Management System	Please let us know the user details. How may users will access the major modules mentioned in Scope of Work?	It's a citizen centric application, however more than 7 lakh registered members are there. Details will be provided at the time of System study.

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		C. Automation of Process of Reimbursement Claim of Medicine (RCM) and associated funds management D. Management Dashboard with Reporting		
5	Table 2: e-Governance Standards, Policies & Guidelines: Page 63	The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable. Open Standard (Open Source) Database with 24x7 Expertise Technical Support & SLA should be available upfront as multiyear bundled package Subscription which include all Database Features, Tools, Platform, Upgrades for monitoring DBA activities for future enhancements.	Open Source databases with Enterprise support costing is done on core based. Is there any decicion made on how many vCPUs will be required for the database server or it has to be done by SI?	Infrastructure sizing to be done by by SI
6	Section 2.4.3/Page 25 Table 3.1 Pre-Qualification Criteria, Point 10	The bidder is required to submit Earnest Money Deposit amounting to 7,00,000/- in shape of Bank Draft/ Bank Guarantee in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP.	Kindly allow EMD exemption for MSMEs as provisioned by the State	EMD exemption shall be allowed as per Odisha MSME Development Policy - 2016, Odisha Start-up Policy – 2016 and Odisha Finance Department Office Memorandum 27928 dated 16.10.2020
7	13.5.8 Content Authoring Page 51 of 97	The content authoring environment of the Portal will be the most important aspect of the underlying content management system.	Is there a database Server requirement for a Content management system ?	Not any specific server the same database server to be used.
8	3.1 Prequalification Criteria (General Bid);Sl# 6 Technical Capability &	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order	Kindly Include Agency/PSU Bank as it is mention in all respective criteria under 3.2.3 Project experience and expertise Sr#5	NO change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
	Page no.24	value of ₹ 1 Cr each or three projects with minimum order value of ₹ 60 lakhs each in State / Central Government/Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.		
9	3.1 Prequalification Criteria (General Bid);Sl# 7 Consortium & Page no.25	Consortium bidding/ sub-contracting is not allowed	We would request the honourable tender committee to kindly consider credentials of Associate / Subsidiary company for this RFP, provided further that such company is an Associate / Subsidiary Company of Bidder for at least last 5 years". An Associate / Subsidiary Company is a company as defined in the Companies Act, 2013."	NO change as per RFP
10	3.2.3 Project experience and expertise: 50 Sr#1 & Page no.27	The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.	Kindly Include Agency/PSU Bank and request to amend changes as: The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Agency/PSU Bank/Govt. Autonomous body in India minimum order value more than 50 lakhs.	NO change as per RFP
11	3.2.3 Project experience and expertise: 50 Sr#1 & Page no.27	Marks:3 marks for each project having project cost more than 2 cr. 2.5 marks for each project having project cost more than 1 cr.2 marks for each project having project cost more than 50 lakhs. Subject to maximum 20 marks	To Score 20 Marks Bidder has to share respective of 2 Cr each for 7 project. Kindly Amend and limit the PO reference of 2 Crore each for 4 project and accordingly Scoring can be distributed	NO change as per RFP
12	3.2.3 Project experience and expertise: 50 Sr#1 & Page no.27	The firm/ company should have developed and implemented inventory management system for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India	Kindly include Agency/PSU Bank and request to amend change as: The firm/ company should have developed and implemented inventory management system for any Department In State / Central Government/Govt. PSU/Agency/PSU Bank/Govt. Autonomous body in India	NO change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
13	3.2.2 Financial & Resource Strength: 20 Sr#3 & Page no.27	The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Kindly include Agency/PSU Bank and request to amend change as: The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Agency/PSU Bank/Govt. Autonomous body in India	NO change as per RFP
14	3.2.2 Financial & Resource Strength: 20 Sr#4 & Page no.27	The firm/ company should have developed and implemented a project having helpdesk or Hand holding resource deployment as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India	Kindly include Agency/PSU Bank and request to amend change as: The firm/ company should have developed and implemented a project having helpdesk or Hand holding resource deployment as a component for any Department in State / Central Government/Govt. PSU/Agency/PSU/Govt. Autonomous body in India	NO change as per RFP
15	3.2.2 Financial & Resource Strength: 20 Sr#6 & Page no.28	The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Kindly include Agency/PSU Bank and request to amend change as: The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. PSU/Agency/PSU Bank/Govt. Autonomous body in India.	NO change as per RFP
16	3.2.2 Financial & Resource Strength: 20 Sr#7 & Page no.28	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed 3 years implementation support.	Kindly include Agency/PSU Bank and request to amend change as: The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/ Agency/PSU Bank/Govt. Autonomous body in India and successfully completed 3 years implementation support.	NO change as per RFP
17	Table 2: e-Governance Standards, Policies & Guidelines Page no.63	The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable Open Standard (Open Source) Database	Kindly Clarify if bidder can use Microsoft SQL Server Database	As per RFP

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18	17 Intellectual Property Rights & Page no.72	The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC after Go-live of the application	Kindly Amend the tender condition as Source Code is the sole property of Party/Bidder and is an Intellectual Property. Bidder can share Project developed & customisation documentation only	NO change as per RFP
19	18 Payment Terms Sl# a) & Page no.73	– 20% payment on Prototype & SRS Approval – 20% payment on completion of development & hosting in the staging server – 20% payment in acceptance of UAT – 20% payment on Go-Live – Balance 20% will be paid after 1 year of successful Go-Live of the application	Kindly Amend the Payment term to: – 20% payment on Prototype & SRS Approval – 20% payment on completion of development & hosting in the staging server – 20% payment in acceptance of UAT – 20% payment on Go-Live – Balance 20% will be paid after 3 months of successful Go-Live of the application.	NO change as per RFP
20	4.6 Performance Guarantee & Page no.31	selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 6 months (42 months).	Kindly Amend the Performance Bank Guarantee to 3% as per Govt. notification amid COVID-19 induced economic slowdown.	Accepted
21	2.4.4 Submission of Proposals & Page 12 & 19	Bidders must submit a soft copy of the Pre-qualification & Technical Proposal in a non-editable CD along with original copy. However, one original copy of the Financial proposal (only hard copy) is to be submitted. The three envelopes containing Pre-Qualification Proposal, Technical Proposal and Financial proposal should be put in another single sealed envelope clearly marked as "Response to RFP for Selection of Software Firm for development and implementation of Integrated Inventory	We request the authority to easy hard-copy deliver time-lines as Courier services across the global are compromised on their TAT because on the on-going covid pandemic and lockdown challenges. In case of any delay we suggest postage date before submission date should be considered as compliance matrix of time-lines.	In case of postal delivery of tender document, the postage date should be at least 10 days before submission. The vendor has to send the postage receipt to OCAC through Email on the date of postage.

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		Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar.". RFP Ref No - OCAC-TH-16/2019/ENQ/20001 with the wordings "DO NOT OPEN BEFORE 03.06.2021, 04:00 PM".		
22	17 Intellectual Property Rights & Page no.72	Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The SI will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC after Go-live of the application. The IPR and Source code generated as a part of the project will be submitted to the Department /OCAC in 2 sets in DVDs after System Go-live.	We request authorities to reconsider IPR & Source Code clause. As majority vendors participating in this bid shall propose customized on COTS product (Not bespoke product development) approach to meet project time-lines. If vendor surround their IPR and Source Code of its COTS product, then they will legally go out of business. Hence we request the authority to relax this clause and provide exemption or limit IPR & Source Code clause to the customized code only on the COTS product and not entire IPR & Source Code of COTS product.	NO change as per RFP
23	21.1.1 Penalties & Page 76	In case there is a delay of 100 percent of the allotted timeline for the respective phases with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc). Penalty will not be applicable if the delay is not attributable to the bidder.	Although as the RFP guidelines penalty is capped to max 10% of the respective item but para just above this statement mentions increase of penalty percentage hence we request the authority to define max penalty percentage in case of extreme delay or non-satisfactory performance	NO change as per RFP

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		Maximum penalty capping is 10% of the respective item.		
24	22 Financial Bid, Point h & Page 78	Change request for future enhancement such as new modules/sub-modules, Mobile App, Integration with other applications. Blended Technical Resource 20 man month	Please confirm our assumption that these technical resource will be offshore resource and will be utilized post UAT till Go-Live	Yes , These resource cost can be used as change request as and when required and work as offshore resource.
25	11 Functional Requirement: page no. 41	The patient can apply for various certificate through online and application should have provision of certificate issuance upon approval.	Need understanding of what kind of certificate and approval process	Example: Pregnancy certificate, Sick leave certificate etc other details will be provided at the time of system study.
26	11.2.2 SOLUTION HIGHLIGHTS: page no. 44	Scalable and secure document repository	Do you need full proof document management system?	NO
27	11.3.1 MODULE FEATURES: page no. 45	treatment, costly investigations, payment of advances and payment of credit bills to outside/inside the State Hospitals	Need more clarity on this requirement	An amount needs to be submit to external hospital before starting of treatment as an advance and need to pay all credit bills before discharge. Other Details will be provided at the time of system study .
28	11.3.1 MODULE FEATURES: page no. 45	Provision for filling-in a form to submit a re-imbursement claim bill/bills by the concerned administrative officer along with the supporting documents within the system. The concerned administrative officer would collect the request for reimbursement forms from a collection point manually.	Need clarification on administrative officer; is this from hospital staff or from ESI? And if claim submission is through the system then why manual collection is required?	Administrative officer will be from ESI Yes, if claim submission is through the system then also manual collection is required of Medical treatment details and patient laboratory test reports
29	11.3.1 MODULE FEATURES: page no. 46	Provision for transferring the amount of claim directly into beneficiary/employee/IP or employer's bank account. The bank details and Insured Person (IP) card may be picked up from	Do you need complete integration of payment process through system? Please elaborate	Yes, We need to process payment through system to beneficiary/employee/IP or employer's bank account

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		the masters/profile management module of the system		
30	11.4.3 Workflow Management: page no. 47	Manage the approval, employment and appointment process	Need detailed business process flow	In System we will have different level of users with their level of approval. In system we will also have option to add new user by their appointment process to perform different activities. Other Details will be provided at the time of system study .
31	11.4.3 Workflow Management: page no. 47	Delegation of task to another user for a certain period, without sharing the password	Need detailed business process flow	When a particular user will be on leave than we can delicate/transfer his work to some other user for a particular period of time. Other Details will be provided at the time of system study .
32	13.5.3 Mobile Accessibility: page no. 50	Mobile Accessibility Mobile accessibility will enable dissemination of information from the applications through wide range of mobile devices and gadgets. This will make the application portal both portable and accessible. Mobile accessibility guidelines should be according to the Mobile Web Best Practices Guidelines (MWBP).	Need more understanding from the workflow standpoint or data flow standpoint	The application will be fully responsive so that user can also access the application from his mobile device using his own credential to perform his work and provide approvals'
33	5.1: page no. 34	It would be the SI's responsibility to set up the infrastructure helpful in providing successful training	We are assuming the training program will be conducted onsite	It will be decided at the time of training depending upon the covid situation
34	11.1: page no. 41	Patients' Management System:	The patient management system need to be integrated with any other system or will it run as a module in the system	It's a module on the same system
35	11.1.1: page no. 41	Upload of Master data of ESI Card holders for validation purposes.	After validation of the patient, which workflow will trigger in the system	Once the Master data of ESI Card holders are inserted into

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				the new system and validated successfully we will consider the ESI user as an active ESI user and he can access all benefits. Details will be provided at the time of system study.
36	11.1.1: page no. 41	Upload of Master data of ESI Card holders for validation purposes.	What is the validation process? Is it OTP or Biometric or How it is?	OTP based authentication.
37	11.1.1: page no. 41	The patient can apply for various certificate through online and application should have provision of certificate issuance upon approval	Do we have to provide the Citizen Service or Patient Service Portal to apply the certificate online? Who will issue the certificate to patient? What is the workflow for the issuing the certificate to the patient?	An online certificate will be generated online with QR code from the ESI user portal. Details will be provided at the time of system study.
38	11.1.2: page no. 41	Integration with DSC	We are assuming that the DSCs will be provided by the OCAC	OCAC will only procure the DSC token , The total DSC solution shall be provided by the SI.
39	11.2: page no. 41	The main purpose of this automation of Inventory Management Process System is to help management have a computerized storage system that produces stock level reports on time for important decision making	The new proposed system will work in centralized manner for all three Joint Directors or will it be used in distributed manner only	The system will provide daily centralised computerized stock level reports on time for important decision making and transfer stock to other storage location when needed. Every user who have adequate access can view the stock report.
40	11.2: page no. 41	Besides the Central Medical Store in ESI Directorate purchases medicines for some Dispensaries and to keep emergency stock for supply wherever required.	Central Medical Store system is to be replaced with new proposed system?	No Central medical system will be in place and only on emergency condition medicines can be purchased from external dispensaries.
41	11.2.1: page no. 42	The directorate level scrutiny committee will examine the annual requirements of different dispensaries and hospitals and place the	Government Committee will be also using the same newly proposed inventory system for approval? If No, kindly explain the govt committee approval workflow	Yes

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		requirement with modality of purchase before the Government level purchase committee for approval.		
42	11.2.1: page no. 43	Indent Creation	Who generates the indents and where the stock will be transferred?	Indent will be generated by ESI dispensary and hospital, After approval stock will be transferred to them directly.
43	11.3: page no. 44	The cost of provision of such emergency treatment would be reimbursed to the employer/employee by the Director/AMO (ESI Scheme) of the respective State and, therefore all claims duly supported by relevant receipts and vouchers would be sent to him for verification and payment within 1 year.	We are assuming the claims automation module will only support the reimbursement model.	Yes
44	11.3: page no. 44	The various medical benefits of the ESI Act can consist of the following items: - 1. Out-Patient & In-Patient treatment in ESI hospitals/dispensaries, referral hospitals inside and outside the state hospitals. 2. Specialized Consultation 3. Supply of drugs, dressing, artificial limbs, aids & appliances. 4. Investigation facilities 5. Services under National Health Programmes. 6. Payment of RCM cost of medical expenses incurred by I.Ps. 7. Medical Certification	We are assuming that the Hospital will create the claims manually using this portal only without the integration of their own HIMS system if any	Hospital will use this new system, regarding integration the decision will be taken later on.
45	12: page no. 48	Integrations with ODISHA ONE	Kindly elaborate on the Integration scope of Odisha One, DigiLocker, IFMS, and Labor Department portal	Details will be provided at the time of system study

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46	13.5: page no. 49	Enterprise Portal for ESI Department – Gateway to All Services	Kindly elaborate which all services are being offered in this portal	All services will be integrated on one space so that we will not need to go through other portal and services
47	11.1: page no. 41	Patients' Management System:	We are assuming this module is related to ESI Member Registration only.	Query not clear
48	11.3.1: page no. 45	The ESIC corporation has prescribed a ceiling of Rs.600/- per I.P. family unit per annum on expenditure on medical care, out of which (a)Rs.170/- for medicine, (b)Rs 50-for Revolving Corpus fund, (c) Rs.20/- for repair and maintenance of medical equipment's & (d)the balance of Rs.360/- for other expenses are ear-marked per I.P. family unit per annum.	What is the Ceiling per Insured Patient?	The Ceiling amount will be decided by ESIC and can be change whenever required
49	13.5: page no. 49	Enterprise Portal for ESI Department – Gateway to All Services	Which all services shall be accessible using this portal?	All the services
50	13.4: page no. 49	External Interface: This layer facilitates in providing access to external stakeholders in pushing and pulling data with the Systems	Which all data can be pushed and pulled in this interface?	The application will be developed with SOA architecture and different layer for application security and application load balancing. Here data will be transferred with in different layers to get the desired output
51	13.5: page no. 49	Enterprise Portal for ESI Department – Gateway to All Services	Is there any login required to avail the services? If yes, please share the type of users and their functional areas within this portal.	Yes, there will be a single login window for all stock holders and they can access functionalities according their access level.

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				User Role management provision will be there .
52	14.5.1: page no. 61	Integration with Existing IT Applications: SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.	We are assuming that to interface with existing IT applications, we are providing the APIs only to consume by the existing IT applications. Also, please share the integration scope and list of existing IT applications to be integrated.	Details will be provided at the time of system study
53	14.5.1: page no. 61	The system should be developed to be deployed in n-tier data centre Architecture	We are assuming that the supply of hardware, cloud infrastructure is excluded from this RFP.	Application will be hosted on state data centre after go live so no cloud infrastructure is needed. Only helpdesk support hardware will be provided by SI
54	Overall RFP		Provide the below volumes - 1. Number of Hospitals 2. Number of Beneficiary 3. Number of System Users 4. Number of Analytics Users	There are 45 Hospitals and dispensaries , and total number of beneficiaries is around 7.8 lakhs
55	Tender Schedule Page No: 10	Last date and time for Submission of Bid: 03.06.2021 (2:00 PM)	Due to COVID - 19 Pandemic situation, we request you to kindly extend the bid submission due date up to 17.06.2021	Accepted
56	3.1 Prequalification Criteria (General Bid) point-2, Page no. 24	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)	Kindly make the average Annual Turnover generated from IT & ITES instead of software development and implementation.	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on **31.03.2020** should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)
58	3.2.2 Financial & Resource Strength	The bidder must have valid CMMi Level 3 or above & ISO Certificates as on date of submission	CMMi Level 3 or above: 3 Marks ISO 27001: 1Mark ISO 9001 : 1 Mark can be considered	No change as per RFP

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	Point 4 Page no. 26	of this RFP. CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks ISO 27001: 1Mark ISO 9001 : 1 Mark		
59	3.2.3 Project Experience and Expertise Point 3 Page no. 27	The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	5 marks. Documentary Evidence: Work Order/ Completion Certificates	No change as per RFP
60	3.2.3 Project Experience and Expertise Point 6 Page no. 28	The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Request you to remove this clause as OCAC is not looking for an of the shelf solution/ product	No change as per RFP
61	5.10 Training Page no. 34	b) It would be the SI's responsibility to set up the infrastructure helpful in providing successful training	1. This will be done on Train-the-trainer model or all the users need to be trained on the same 2. Given the current crisis, It will be online training and not Class-room training. Please confirm the same.	All the users need to be trained, Type of training will be decided upon the training time depending upon the situation.
62	5.11 Helpdesk Support Page no. 35	Note: The SI shall deploy Help Desk Executives, arrange the Toll-Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.	Need a clarification on who will provide audio / video collaborative software with call logging and ticketing system	Call logging and ticketing software will be provided by SI
63	11.1 Patients' Management System: 11.1.1 MODULE FEATURES, Page no. 41	Upload of Master data of ESI Card holders for validation purposes	Is the mentioned data already existing, If yes what's the expected volume of the same, Please provide details for assumptions and timelines?	Details will be provided at the time of system study .
64	14.2 Conformance to Technology & Standards, Page no. 59	The application would be built on open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy	Open-Source Software also comes with an Enterprise Supported Version which are free from all security risks as well as made enterprise ready with NO LIMITATION to use. Request to kindly mandate Enterprise Supported Open Source Products.	SI is free to quote either proprietary or open source product. In case of open source, the bidder has to quote enterprise version.

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65	14.2 Conformance to Technology & Standards, Page no. 59	To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow.	BPMN or BPEL is product specific to some OEM, Will request you to neutralize the same to BPMN, BPEL or Similar standards , so that it is vendor neutral and allows others to participate making it fair competition	Accepted
66	General		What is the expected concurrency on the system? Please help with regular load and peak load as it's essential to factor for load testing and system design.	It is a citizen centric application so SI have to calculate accordingly
67	General 2.5.3		Due to this pandemic because of COVID-19 all the OEM'S are operating from home and all the states are with Lockdown/Shutdown. It will be a challenge for collecting the required seal and sign documents as per tender requirement. Hence requesting to extend the bid submission date for a additional 2 to 3 week time	Accepted
68	3.1 (2) Pre-Qualification Criteria Page No: 24	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)	We request you to kindly amend the point as: The bidder must have average Annual Turnover generated only from IT Services during the last three financial years ending on 31.03.2021 should be at least 10 Crores.	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on **31.03.2020** should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)
69	3.1 (6) Pre-Qualification Criteria Page No: 24	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order value of ₹ 1 Cr each or three projects with minimum order value of ₹ 6o lakhs each in State	We request you to kindly amend the point as: The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order value of ₹ 1 Cr each or three projects with minimum order value of ₹ 6o lakhs each	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		/ Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 7 financial years ending as on bid submission date.	
70	3.1 Prequalification Criteria (General Bid), Basic Requirement Point no 2 , Sales Turnover of Implementing Agency Page no 24	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.) Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover from software development & implementation. CA certificate to this essential.	Financial Year 2020-21 balance sheet has not been audited yet. Please allow to submit Provisional Balance sheet of FY 2020-21 instead of Audited.	The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on **31.03.2020** should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)
71	3.1 Prequalification Criteria (General Bid) Point 6, Page 24	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order value of ₹ 1 Cr each or three projects with minimum order value of ₹ 6o lakhs each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date.	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of 1.2 Cr or two projects with minimum order value of ₹ 1 Cr each or three projects with minimum order value of ₹ 6o lakhs each where the end client is a corporations 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 31 March 2021.	No change as per RFP
72	3.2.2 Financial & Resource Strength Point 1 Page no. 26	The bidder should be a business entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for	1. The bidder operating for at least 3 years in software development and implementation business as of 31/03/2021.	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		at least 5 years in software development and implementation business as of 31/03/2021	2. Software development experience of the bidder in years: ≥3 years: 3 Marks Additional 1 mark for additional 1 year each subject to maximum 5 marks	
73	3.2.2 Financial & Resource Strength Point 2 Page no. 26	Average Annual Turnover in last 3 financial years ending with March 2021 from Software development implementation and it's support Services	Average Annual Turnover in last 3 financial years ending with March 2021 from IT & ITES Services should be considered.	Average Annual Turnover in last 3 financial years ending with March 2020 from Software development implementation and it's support Services
74	3.2.2 Financial & Resource Strength Point 3 Page no. 26	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Minimum 30: 3 Marks Beyond 30 professionals, 1 mark for each 10 professionals maximum 5 marks	No change as per RFP
75	3.2.2 Financial & Resource Strength Point 4 Page no. 26	The bidder must have valid CMMi Level 3 or above & ISO Certificates as on date of submission of this RFP. CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks ISO 27001: 1Mark ISO 9001 : 1 Mark	CMMi Level 3 or above : 2 Marks ISO 27001 : 1 Mark, ISO 20000 : 1 Mark, ISO 9001 : 1 Mark can be considered	No change as per RFP
76	Addition of clause	Presence of bidder in Odisha Documentary Proof like lease agreement or trade license, Company incorporation certificate etc.	Only Operation Centre: 3 Marks Development Centre: 7 Marks Both Operation Center & Development Center: 10 Marks	No change as per RFP
77	3.2.3 Project Experience and Expertise Point 2 Page no. 27	The firm/ company should have developed and implemented inventory management system for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Request you to remove this clause as OCAC is not looking for an of the shelf solution/ product	No change as per RFP
78	3.2.3 Project Experience and Expertise Point 3 Page no. 27	The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	5 marks. Documentary Evidence: Work Order/ Completion Certificates	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
79	3.2.3 Project Experience and Expertise Point 5 Page no. 28	The firm/ company should have experience of implementing projects where the end customer is Government of Odisha /Agency / PSU)	2.5 marks for each project subject to maximum 5 marks. Documentary Evidence: Work Order/ Completion Certificates	No change as per RFP
80	3.2.3 Project Experience and Expertise Point 6 Page no. 28	The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.	Request you to remove this clause as OCAC is not looking for an of the shelf solution/ product	No change as per RFP
81	3.2.3 Project Experience and Expertise Point 7 Page no. 28	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed 3 years implementation support.	Application support experience for minimum one year where the Application order value is more than 2 Cr. Documentary Evidence: Work Order/ Completion Certificates - Experience of 1-year application support in a single project - 3 marks - Experience of 2 -years or more application support in a single project - 5 marks with a maximum 5 Marks	No change as per RFP
82	5.11 Helpdesk Support Page no. 35	Note: The SI shall deploy Help Desk Executives, arrange the Toll-Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.	Need a clarification on who will provide audio / video collaborative software with call logging and ticketing system	Ticketing s/w will be provided by SI
83	11.1 Patients' Management System: 11.1.1 MODULE FEATURES, Page no. 41	Upload of Master data of ESI Card holders for validation purposes	Is the mentioned data already existing, If yes what's the expected volume of the same, Please provide details for assumptions and timelines.	Details will be provided at the time of system study
84	14.2 Conformance to Technology &	The application would be built on open source software and open standard platform and adhere	Open-Source Software also comes with an Enterprise Supported Version which are free from all security	SI is free to quote , the expenses will be bear by the SI

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
	Standards, Page no. 59	to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy	risks as well as made enterprise ready with NO LIMITATION to use. Request to kindly mandate Enterprise Supported Open Source Products.	
85	16.4 Performance, Page no. 68	Performance is another key requirement for the system and SI shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between the ESI Department/OCAC and the SI. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc.	Please confirm whether Disaster Recovery is required for the same or not, If Yes, than shall it be replica of the DC or 100% of the capacity or 50% of the capacity. Please clarify the same, as it is crucial for end solution architecture.	Yes required and it should be 100% of the capacity .
86	3.2 Technical Evaluation Criteria, 3.2.3 Project experience and expertise: Sl No. 7 Page:22	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed 3 years implementation support.	This clause is very specific and here support work being just an ancillary part of the complete project, we request to accept all implementation support projects without any time bound. The clause to be read as :- The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/ Govt. PSU/ Govt. Autonomous body in India and successfully completed implementation support.	No change as per RFP
87	11.2- Purchase and Inventory Management System Page:41	The Purchase and Inventory management system, a fully web enabled application from starting of notice inviting tenders to the issuance of LOI	We request some details on how the system will be accessed by the vendors? Will they have separate logins?	Yes, SI will have to provide separate login for vendors
88	11.2- Purchase and Inventory Management System Page:41	The Purchase and Inventory management system, a fully web enabled application from starting of notice inviting tenders to the issuance of LOI	We understand that the system will allow for uploading and downloading of tenders/ documents and upload and download of LoI for vendors instead of a full-fledged tender management system. Please suggest if this is correct.	Yes, Other details will be provided at the time of system study

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
89	11.2- Purchase and Inventory Management System Page:41	This module will also be used for transaction related to purchase, procurement of goods, equipment, Drugs, dressing, artificial limbs, aids & appliances, sanitation materials, all types of stationary items etc	Please suggest if the workflows for Medicine & Medical equipment are same	Yes
90	11.2.1 MODULE FEATURESPurchase Order Page:42	General	Request to know how the payment is done between hospitals, directorate and vendors	The payments will be done through system; Payment gate will be integrated.
91	11.3.1 MODULE FEATURES Page:45	The concerned administrative officer would collect the request for re-imbursement forms from a collection point manually	Request clarification on whether the IP/ Patient will have the option of Claiming Reimbursement for himself on his own or will it be done only through the officers?	Both
92	12. Integration Page:48	Integration	Request to specify the Payment gateway which needs to be integrated	Details will be provided at the time of system study
93	13.8 Audit Trail Management Page:56	To enhance the transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail.	Request to clarify if this statement means logging all the activities by all the users?	Yes
94	13.5.2 Enterprise Search Page:50	Enterprise search is the practice of making content from multiple enterprisetype sources, such as databases and intranets, searchable to a defined audience. Enterprise search systems index data and documents from a variety of sources such as: file systems, intranets, document management systems, e- mail, and databases	We understand that the application will have a global search in the portal. Please suggest if this is correct. We request clarification and details on the meaning of "searching in the emails"	There is a possibility to find an email by its subject and can be implemented if needed
95	13.5.4 Analytics Page:50	Analytics is the process of obtaining an optimal or realistic decision based on existing data. It is typically carried out within an information system. Common applications of analytics include the study of data using statistical analysis in order to discover and understand historical patterns in order to predict and improve business performance in the future. From the portal	We humbly request to provide some expected analytical and statistical data & reports	Details will be provided at the time of System study

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		interface, various audits, analytical and statistical data and real time dash board, relevant notifications should be available for business users, portal managers and administrators.		
96	13.5.9 Web Content Personalization Page:50	Web Content Personalization is defined as software and data analysis techniques that deliver content, in real time, specific to the individual visiting a website.	What type of content to be personalized for any specific user? Is Website for ESI Odisha is in scope ?	Yes contents will be provided by the Department
97	13.5.11 Content Management Services Page:52	Content Management Services	We request to know some more detailed information on the same. What are the features of this and who are the end users of this?	Using a Content management system a non-technical user can also update the website from Admin panel
98	11.2.1 MODULE FEATURES - Purchase Order: Page:43	The entire back-end fund flow has to be automated for scheduled and emergency purchases between hospitals/ dispensaries, State ESI department, Central Medical Store and various functionaries	We request more information and details on the same	Funds can be transferred between hospitals/ dispensaries, State ESI department, Central Medical Store and various functionaries through online mode
99	11.3.1 MODULE FEATURES Page:46	Provision of managing the back-end fund flow between ESI Corporation and State Government.	We request more information and details on the same	Funds can be transferred between hospitals/ dispensaries, State ESI department, Central Medical Store and various functionaries through online mode
100	13.11 Technical Requirements,Page:58	Interface with popular documentation software like MS Office and Open Office	We request more information and details on the same	This functionality is part of document management system
101	3.1 Prequalification Criteria (General Bid) Page 25 - Consortium	Consortium bidding/ sub-contracting is not allowed	Will request you if at least 1 consortium can be allowed. If not, then hope SI can include OEM for the product - any criterion for OEM or any contract needs to be shown between OEM and SI?	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
102	3.2.3 Project experience and expertise: 50 Page - 27	Work Order + Completion Certificates/Phase Completion Certificate from the client. 3 marks for each project having project cost more than 2 cr.	To score 20 , we need to show 7 projects having project cost more than 2 cr. With WO and Completion Certificates/Phase Completion Certificate from the client. Is our understanding correct? Also the projects should be within previous 5 years only?	No change as per RFP
103	3.2.3 Project experience and expertise: 50 Page - 27	Marks	If there is project meeting all criterion for #1, #2,#3,#4 etc., can the same project be shown for all criterion?	Yes
104	5.10 Training Page - 34	The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.	What is the total number of people for which training needs to be provided? Also is it 1 time training or refresher training is also required	Detail number will be provided at the time of system study; Refresher training may also be provided if needed.
105	5.10 Training Page - 34	It would be the SI's responsibility to set up the infrastructure helpful in providing successful training.	Does it mean that the SI needs to rent the training venue where the trainees will come and take the training? Also if pandemic situation persists mode of online training via google meet/ Microsoft teams will be allowed and the trainees will use their own internet connectivity?	If pandemic situation persists mode of online training via google meet/ Microsoft teams will be allowed and the trainees will use their own internet connectivity.
106	5.11 Helpdesk Support Page - 35	SI shall setup a Centralized Helpdesk with 2 seats. The working hours would be office business hours of the Department for 1 year. The Helpdesk shall be made operational from the Go-Live of services.	Is it that 2 personal from SI will be required for helpdesk support for 1 year post go-live? The SI need not arrange for a Ticketing Software but ticketing system along with infrastructure will be provided in Directorate Premises- is the understanding correct?	The H/W will also be provided by the SI

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
106	5.11 Helpdesk Support Page - 35	Any citizen/applicant should be able to contact the Helpdesk through a (toll-free) number of 10 digits.	SI will provide the toll free number and who will bear the cost for the same?	SI will bear the cost
107	5.11 Helpdesk Support Page - 35	Any citizen/applicant should be able to contact the Helpdesk through a (toll-free) number of 10 digits.	Is there any provision of helpdesk e-mail? If yes SMTP configuration and details will be provided to SI or SI needs to arrange the same?	SI needs to arrange the same
108	5.12 Hand holding support Executives: Page - 35	The SI should provide 6 technical resources for handholding support and day to day technical support to Directorate of ESIS departments	What will be the working hours and days for the support executives? How many years they need to provide support - it is 3 years of O&M?	Official working Hour, support is for 3 years.
109	5.13 Online Help Page - 35	It is also proposed that the training contents / user manuals be made available to Users in downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.	All training contents/user manuals will be in English and Hindi and Odiya?	All training contents/user manuals will be in English
110	5.14 Deployment & Configuration Page - 35	The SI will be responsible for configuration, installation and hosting of the application in High Availability mode at OSDC.	SI needs to tell the hosting requirements and all software's and licenses required for hosting in production will be provided by OSDC- is the understanding correct? Whose responsibility it will be to take database backup and back up of physical files in production environment? Also how deployment of code will be done - will the VPN be provided? Who will provide the staging environment?	VPN will be provided by SDC. Data backup will be done by SDC. SI will provide all required licence for Database or any other enterprise version s/w used by them. OSDC will only provide the required H/W

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
			Is the production environment cloud based IAAS or PAAS or on-prime datacentre?	
111	5.16 Infrastructure Support: Page - 35	The SI will be required to develop the solution in their own test environment.	So no developers need to be deployed in base location- remote working will be allowed? How will they connect to the production environment for deployment - VPN will be arranged?	Yes
112	11.1 Patients' Management System: Page - 41	Upload of Master data of ESI Card holders for validation purposes.	What will be mode of upload of data- through API from ESI?	Yes
113	11.1 Patients' Management System: Page - 41	The patient can apply for various certificate through online and application should have provision of certificate issuance upon approval	What type of certificates can be requested? How will the data related to those certificates will be captured?	Details will be provided at the time of system study
114	11.2 Purchase and Inventory Management System : Page -41	This module will also be used for transaction related to purchase, procurement of goods, equipment, Drugs, dressing, artificial limbs, aids & appliances, sanitation materials, all types of stationary items etc. The	How will the opening balance of each item be included in the software? Data will be provided in the templates provided by SI which needs to be uploaded?	Details will be provided at the time of system study
115	11.4.4 Management Dashboard: Page - 47	The Directorate of ESIS will fix some KPI's on that basis they will able to see the desired reports.	Can we get a list of the number of reports to be developed? Can we get the list of dashboards to be developed for each role with number of KPI(s) in each?	Details will be provided at the time of system study
116	12 Integration Page -48	a) Odisha one b) SMS Gateways c) E- Mail gateway d) Payment gateways	Will the integration happen based on the API provided by each 3rd party?	Yes

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		e) DG Locker f) IFMS g) Labor department portal	We are assuming that we shall get full support and guidance for integration with the 3rd parties.	
117	13.1 Solution and Application Architecture Page - 48	A centralized architecture (servers and processing at single and central location) has been proposed for the envisioned project. All	We are assuming that no offline sync feature is required - in case there is no internet connectivity at the premises - operation will be continued only when connectivity is restored?	Yes
118	3.2.4 Approach & Methodology: 30 Page - 28	Data Migration Plan	Can we get an idea about the volume of data to be migrated and what will be the type of data - plain text/image and mode of migration?	Will be provided at the time of system study
119	5.1 Scope of Work: Page - 32	A. Patients' Management System B. Purchase and Inventory Management System C. Automation of Process of Reimbursement Claim of Medicine (RCM) and associated funds management D. Management Dashboard with Reporting	A single web portal needs to be developed where all modules will be accessible based on user roles- is the understanding correct?	Yes
120	22 Financial Bid: To be submitted on Company letter head. Page 78	Change request for future enhancement such as new modules/sub-modules, Mobile App, Integration with other applications	IS there any provision of mobile app under current scope? If yes then will it be an hybrid app running both in iOS and Android?	No
121	22 Financial Bid: To be submitted on Company letter head. Page 78	d. Database	What cost will be included in database?	Enterprise version with support

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
122	22 Financial Bid: To be submitted on Company letter head. Page 78	SSL	SSL cost to be provided for 4 years? 3 years after go-live and few days during go-live?	3 years
123	5.1, Scope of Work, Page no. 32		Can we Target Number of Facilities where Application is going to be used?	Please refer to the RFP
124	5.1, Scope of Work, Page no. 32		Can we get the likelihood number of users for the Application - if possible a broad break up of Role wise user numbers?	Details will be provided at the time of system study
125	5.1, Scope of Work, Page no. 32		Can we get details of the Target Volume of transactions - possible number of patients, reimbursements, purchases etc.	Details will be provided at the time of system study
126	5.17, Operation and Maintenance, Page no. 36		Can we get more details on the Application & Infrastructure support after 1-year maintenance by SI	Details will be provided at the time of system study
127	5.14, Deployment & Configuration, Page 35		Is the plan to host is at DC-DR Architecture for deployment or only HA mode at the Data Centre only	DC-DR Architecture
128	3.1 Prequalification Criteria (General Bid) Page No. 24	The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order	**Please amend the clause as under:** The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		value of ₹ 1 Cr each or three projects with minimum order value of ₹ 60 lakhs each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date. Work order +Completion Certificates from the client	with minimum order value of ₹ 1 Cr each or three projects with minimum order value of ₹ 60 lakhs each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date. Work order +Completion Certificates/**Satisfactory Certificate/Phase Completion Certificate** from the client	
129	3.2.3 Project experience and expertise: 50 Page No. 28	The firm/ company should have experience of implementing projects for Government of Odisha /Agency / PSU)	Please clarify the clause.	The company must have experience of developing and implementing software solution for Government of Odisha / PSU in Odisha only
130	3.2.3 Project experience and expertise: 50 Page No. 28	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed 3 years implementation support.	**Please amend the clause as under:** The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully **completed 1 year implementation** support	No change as per RFP
131	5.6 Integration Page No. 33	The system should support both push and pull of data from systems proposed to be integrated.	Requirement not clear. Kindly elaborate the requirement for better understanding and efforts estimation.	On API integration the system should able to support both Push and pull mechanism.
132	5.6 Integration Page No. 33	The SI will have to co-ordinate with the designated nodal agencies for integration and Directorate of ESIS /OCAC will facilitate this process.	We understand that the department would provide APIs/web services required for integration.	The department would provide APIs/web services required for integration for other application, but for this

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
				application the selected SI will develop.
133	5.12 Hand holding support Executives Page No. 35	The SI should provide 6 technical resources for handholding support and day to day technical support to Directorate of ESIS departments.	Kindly confirm the location of the technical resources.	Refer the RFP
134	11.1.2 SOLUTION HIGHLIGHTS Page No. 41	Integration with DSC	We understand that the department would provide APIs/web services required for integration.	Entire DSC solution shall be provided by SI.
135	12 Integration Page No. 48	a) Odisha one b) SMS Gateways c) E- Mail gateway d) Payment gateways e) DG Locker f) IFMS g) Labor department portal	We understand that the bidder has to only integrate sms/e-mail gateway with the application. The department shall procure sms/-email gateway and provide all required APIs/Web-services required for integration.	Yes
136	13.5.4 Analytics Page No. 50	Analytics is the process of obtaining an optimal or realistic decision based on existing data.	Analytics required as a separate module with integrated tool or only provisioned Business Intelligence is required. Please confirm.	Analytics will be available on Dashboard module.
137	13.11 Technical Requirements Page No. 58	The system should be mobile ready.	Please confirm if mobile app development is also in the scope of bidder.	NO

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
138	14.5 Technology Standards Page No. 61	Integration with Existing IT Applications: SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.	Please provide the details of existing application and its technical aspects.	Will be provided at the time of system study
139	16.7 Data Quality Page No. 69	The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system.	Please provide the following details for data migration: 1. Size of data. 2. Existing legacy database platform 3. Please clarify in what format is the existing data available. 4. Please share details for existing data quality and consistency across data sources.	Will be provided at the time of system study
140	16.12 Back Up Management Page No. 70	SI should evolve a backup and archival strategy	Please confirm who will be responsible for providing hardware required for data backup.	ESI
141	Section 3 (Fact Sheet)	Consortium is not allowed.	As the project implementation is in Odisha, there seems to be only one/two bidders who have this kind of solution. If consortium is not allowed, then local bidders will not be able to apply with other bidders. Even if local bidders are not involved then in long term there may be challenges, which we believe, may have significant impact on the implementation and success. Thus, consortium may be allowed for fair competition.	No change as per RFP
142		Section-10: timeline and deliverables	There is provision of 20 weeks for development of the solution. However, based on our expertise and experience, it seems that this much time is not sufficient for development of such solutions and if such is the case, probably this means the Directorate is looking for COTs kind of health solution.	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
143		section-3.2.3	section-3.2.3is asking about 20 purchase orders from different domains, which we believe a product company who have such kind of hospital solution will definitely not have such a diverse domain experiences. Hence, we suggest that work orders of private hospitals may be considered and there may be revision of work orders in the experience section.	No change as per RFP
144	Section 3.1 Prequalification Criteria (General Bid) SI#2/Page 24	The bidder must have average Annual Turn over generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.)	It is requested (citing the size & scale of the project) that the turnover requirement (from software development & implementation) be raised to at least INR 50 Crores.	No change as per RFP
145	Section 3.1 Prequalification Criteria (General Bid) SI#4/Page 24	The bidder must have valid CMMi Level 3 or above & ISO Certificate as on date of submission of this RFP.	It is requested that in order to invite experienced & process-driven organizations having sufficient knowledge & expertise in the area of software design, development and implementation, minimum criteria of CMMi Level-5 & ISO 9001:2008 should be adopted.	No change as per RFP
146	Section 3.1 Prequalification Criteria (General Bid) SI#5/Page 24	The Bidder should have at least 50 technically qualified professionals having minimum qualification of B.E/MCA or equivalent or higher on its payroll	It is requested to increase the minimum technically qualified resource strength requirement to at least 150. A self-undertaking/affidavit should suffice in this regard.	No change as per RFP
147	Section 3.1 Prequalification	The bidder must have developed and implemented at least one e-Governance G2B or	Keeping the scope of work and scale of implementation into consideration, it is requested that	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
	Criteria (General Bid) SI#5/Page 24	G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of ₹ 1.2 Cr or two projects with minimum order	the requirement of the project in terms of value be increased to minimum INR 5 Crores.	
148	Section 3.2.2 Financial & Resource Strength/Page 26	Average Annual Turnover in last 3 financial years ending with March 2021 from Software development implementation and it's support Services	Flowing from the Pre-qualification criteria it is requested that minimum marks be granted for Turnover of INR 50 Cr. and graded marking be done thereafter	No change as per RFP
149	Section 3.2.2 Financial & Resource Strength/Page 26	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	We request the minimum marking (i.e. 3/5) should be for 150 professionals and thereafter 1 mark for each 20 professionals.	No change as per RFP
150	Section 3.2.2 Financial & Resource Strength/Page 27	The firm/ company should have developed and implemented inventory management system for any Department In State / Central Government/Govt. PSU/Govt. Autonomous body in India	We request the department to modify the clause to include implementation/experience in healthcare in either private or government sector	No change as per RFP
151	Section 3.2.2 Project Experience & Expertise/Page 28	The firm/ company should have developed and implemented claim reimbursement/Hospital management/Patient management project for any Department in State / Central Government/Govt. P SU/Govt. Autonomous body in India.	We request the department to modify the clause to include implementation/experience in employee management/member management for any department in State/Central Government/Govt. PSU/Govt. Autonomous body in India	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
152	Integration with Third Party Application/ Page 33		Which kind of data, do we need to pull/push from the application?	Details will be provided at the time of system Study
153	Section 5.9 SSL Certification/Page 34	SSL Security in the application server	Please clarify who will be procuring the SSL Certification	SI
154	Section 5.10 Training/Page 34	It would be the SI's responsibility to set up the infrastructure helpful in providing successful training.	Please clarify if infrastructure in terms of office hardware, seating arrangements etc. have to be arranged by the service provider?	Projector, training material etc
155	Purchase & Inventory Management System /Page 42		A. Who all can bid on the posted tenders? B. Do Bidders need to register themselves? C. If Yes, will there any scrutiny required for the approval. D. After approval of any quote, how order will get placed online? E. Emergency Purchase will be the online process, if yes, please Describe?	Details will be provided at the time of system Study