

**PRE-BID COMPLIANCE SHEET IN RESPECT OF SELECTION OF SI FOR DESIGN, DEVELOPMENT & IMPLEMENTATION OF WEB PORTAL ALONG WITH ONLINE SERVICES FOR STATE COUNCIL OF SCIENCE & TECHNOLOGY DEPARTMENT, ODISHA (REF NO.: OCAC-TE-08/2021/ENQ/21056)**

**Last Date of Submission of Bid : 18/01/2022, 2 PM**

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
1	Submission of Bid/3 Page-04	Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument	Is there any exemption in tender fee/processing fee for MSE / NSIC registered organization of Odisha	No change as Per RFP
2	4. Prequalification Criteria (General Bid) Page -25	Certification => The bidder must have valid CMMi Level 3 or above & ISO Certificate as on date of submission of this RFP.	Is the bid of an ISO Certified (ISO 27001 & ISO 9001) bidder will be considered?	No change as Per RFP
3	4. Prequalification Criteria (General Bid) Page -26	6. Technical Capability=> Governance project with Scheme Management/ Benefit Management/ Online Services in India with minimum order value of 1.5 Cr or two projects with minimum order value of 1 Cr each or three projects with minimum order value 75 lakhs each in State / Central Government/ Govt. PSU/	In the clause 4.1.2 Page -28 Project experience and expertise: The Criteria mentioned as" implemented service-based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakh" Whether 50 Lakh may be considered instead of 75 lakh	No change as Per RFP
4	6. Terms of Reference (ToR): Page- 33	6.3 Requirement Study => The SI or shall liaise with Department of State Council of Science & Technology Department.	Whether the System Requirement Study needs discussion with the following Dept.: Odisha State Council on Science•&Technology Odisha Space Application Centre (ORSAC)• Odisha Bigyan Academy (OBA)•Pathani Samanta Planetarium (PSP)• Institute of Mathematics and Application (IMA)• Society for Development of Biotechnology•	With the Nodal officer or SPOC of S&T Dept.
5	6.8 Third Party Audit Page no.34	f) Carryout the periodic audit & certification as and when it is required as per the OSDC policy.	Please confirm the frequency of periodic audit	2 Times in a year

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6	6.11 Online Help Page no. 35	<p>a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.</p> <p>b) It would be the SI's responsibility to set up the infrastructure helpful in providing successful training.</p> <p>c) The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with State Council of Science &amp; Technology Department, Govt. of Odisha.</p>	<p>We request you provide below details with respect to training</p> <p>1.Location of training 2.Duration of training session</p> <p>Also we understand that the required IT and Non-IT infrastructure like training room, projector, connectivity etc for training will be provided by department/. Kindly confirm</p>	Online Training will be provided by the SI
7	7.1.4 Mobile Application Page no. 44	I. Mobile application should be compatible and accessible on major mobile device OS such as Android and iOS.	We understand that app store charges for hosting the mobile app will be borne by department. Kindly confirm	Yes
8	13.7 SMS & Integrated Financial Management System Page no. 62	National Payment Gateway (Integrated Financial Management System) and SMS Gateway is envisaged to be used for this project and proposed solution should have the facility to integrate with these gateways. The Selected Bidder shall integrate the system with the SMS and Payment Gateway/ Instrument.	We understand that the required SMS, email and payment gateway will be provided by department. Kindly confirm	Yes
9	17.1 Project Management: Page no. 65	SI would be required to deploy a full time Project Manager for the entire duration of project and a dedicated project team to deliver the project. The project manager shall act as the single point of contact for Department / Directorate. The SI is required to propose a project team for Implementation phase.	Kindly confirm whether the development team is expected to deploy onsite or not apart from project manager. If so, please confirm whether required IT and Non-IT infrastructure like laptop/desktop, connectivity, seating space etc will be provided by department or not	Development is offsite however project manager who will also act as the SPOC should be available onsite on call basis.
10	17.4 Operations and Maintenance Phase Page no. 66	· The SI would define a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Department.	Kindly confirm whether the bidder is expected to deploy any onsite resource during O&M phase	One SPOC will be always available on call basis.

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11	18 Operations and Maintenance Phase Requirements: Page no.68	II. Annual Technical Support (ATS) for all the licensed / subscription-based software provided by the selected Bidder.	We understand from this clause is that the bidder is expected to quote for enterprise support software. Kindly confirm	Yes
12	19 Warranty Page no. 70	Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the TOR. During the warranty period Selected Bidder shall replace or augment or procure higher-level new licenses/tools at no additional cost to the Directorate in case the procured artifacts supplied by the Selected Bidder is not adequate to meet the service levels.	We request you to kindly mention whether the bidder can propose open-source community edition software's or with enterprise support. Since will help in having a fair evaluation between the vendors.	Open-source community edition.
13	21 Payment Terms Page no. 71	Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the TOR. During the warranty period Selected Bidder shall replace or augment or procure higher-level new licenses/tools at no additional cost to the Directorate in case the procured artifacts supplied by the Selected Bidder is not adequate to meet the service levels.	We request you to kindly mention whether the bidder can propose open-source community edition software's or with enterprise support. Since will help in having a fair evaluation between the vendors.	Open-source community edition.
14	21 Payment Terms Page no. 71	Note: All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that OCAC will pay in accordance with the Payment Terms and can also calculate a financial sum and debit the same against the terms of payment as defined in the Payment Terms as a result of the failure of the SI to meet the Service Levels.	We request you to kindly confirm within how many days payment will be released once the vendor submit the invoice	Within a month

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15	Page # 37 (6.16.2 Software Maintenance) D	Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced, shall be the responsibility of the SI	Please Elaborate the Scope of SI over OSDC Network Devices and WAN considering Application Integration	Details will be provided at the time of system study
16	24(6.15b)	Post award of contract, the SI will be expected to detail hardware sizing. Based on sizing of the hardware by the SI, the hardware will be provided by OSDC.	SDC team will provide the physical server or vm's kindly clarify this	Details will be provided at the time of system study
17	Page No. 71	e-Sign with Utility software	Is Authentication with Aadhar (UDID) ? If Yes, who will bear the transaction charges (Dept. / User) If No, then simply integration with e-sign without verification	Simple Integration with e- Sign
18	Page No. 71	SSL Certificate for 3 years Subscription	Type of SSL Certificate	DV (Domain Validated Certificate)
19	Financial Bid	Change Request - Blended Technical Resources - 10 Man Months	Which type of technical resource, or any new functionality development related changes- Like Senior Developer, Tech Support Team only - Pls. clarify	Blended Technical Resource (Developer/System Analyst/Tester)
20	13.7- SMS & Integrated Financial Management System	SMS Gateway Integration -	Who will provide SMS for integration in System	OCAC
21	11- Integration	<b>Integration- Third Party</b> a. SMS Gateway b. E- Mail gateway c. State IFMS d. e- sign e. Other State/Central portals f. Odisha one g. Mo sevakendra	Who will provide for all Third Party API Link for integration to vendor	OCAC will coordinate with the department to provide the API Link and SI need to do the technical integration.

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22	Page No. - 34	Coordination with the CERT-In empaneled firm for security audit	Is NICS/NIC Empanelled agency ?	NO
23	MeitY Guidelines available on <a href="http://web.guidelines.gov.in">http://web.guidelines.gov.in</a> - Page- 64	e-Governance Standards, Policies & Guidelines	Is the web portal as per GIGW Compliance certified or follow the standard compliance only	standard compliance only
24	Page No. -64`	Technology Standards:	Is any specific propose technology- Open Source	Open source
25	Page No - 64	Bilingual interface - The system should provide bilingual interface/labels in languages of English and Odia.	Is Odia translated language will be responsible for Department only or Vendor will provide	Level will be bilingual, Content for website will be provided by dept.
27	Page No -64	Compatibility -The system should run on all latest browsers.	is require for safari browser for apple device (Laptop or tablet)	All latest Browser.
28	Page No - 45	Dashboard	How to display the Dashboard – Graphical interface (pie diagram or bar chart) Dynamic Numeric of dept. affairs and enhance the efficiency of day-to-day operations	Details will be provided at the time of System Study
29	Page No - 45	MIS Report	MIS Report – How many report to generate approx..	Details will be provided at the time of System Study
30	Page No- 38	<b>Change Request Management</b> : The activities that will be treated as enhancement services is mentioned below: - Functional changes in the application - Development of new module/sub-module/Form/Report in the developed system - Changes in the workflow or core application framework - Integration with any new system - Additional onsite resources in the project	1. Any major functionality changes will be considering as CR. 2. It will be applicable only during the maintenance period ? 3. During the maintenance period-- How many time to do that ?	1. Yes 2. Yes 3. As per the Requirement
31	Page No - 41	Web portal and Registration and Mobile Application (Registration, Inspection, Query)	Web portal and Mobile Application, both are linked each other or work separately platform.. Pls. confirm ?	Linked with Each other

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32	Page No - 39	<p>The SI will share below list of documents to State Council of Science &amp; Technology Department, Govt. of Odisha /OCAC during the project contract period.</p> <ul style="list-style-type: none"> <li>a) Latest version of Source Code</li> <li>b) System Requirement Study Documents</li> <li>c) High Level Design (HLD) / Low Level Design (LLD) documents including <ul style="list-style-type: none"> <li>i) Application architecture documents</li> <li>ii) ER diagrams and other data modeling documents</li> <li>iii) Database design Document</li> <li>iv) Application component design including component deployment views, control flows, etc.</li> <li>v) Application flows and logic</li> </ul> </li> <li>d) Test Plans, Test cases and Reports</li> <li>e) Issue Logs</li> <li>f) User Manual</li> <li>g) Application Installation &amp; Configuration Manual</li> <li>h) Report of Security Audit &amp; Safe-to-Host Certificate</li> <li>i) Any other documents defined under Timeline &amp; Tentative Deliverables</li> </ul>	Please confirm ?	Yes
33	3.3 a)	OCAC shall hold a pre-bid meeting with the prospective bidders on 31.12.21 at 4:00 PM through VC using MS Teams Platform.	<p>In the Tender Schedule in Page 1, the "Schedule for Pre-bid meeting" is mentioned as 03/01/2022, 4:00 PM. While in the Section 3.3 (a) it is mentioned as 31.12.21 at 4:00 PM.</p> <p>Please clarify on this as one of these can be correct.</p>	03/01/2022, 4:00 PM
34	4 (b)	Sales Turnover of Implementing Agency	Please consider turnover including product & services from IT & ITES as Sales Turn over.	No change as per RFP

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35	4.1.2 SI No 4	The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India	Please consider only Work order and Completion Certificates/Phase Completion Certificate from the client.	Query is not clear
36	6.2	Overview	1. Is there any legacy data with regards to the Schemes/ Programs implementation that needs to be integrated with the system once it is developed? If yes who maintains it and in what format?	Details will be provided at the time of system study. Digitization is not in the scope.
37	6.2	Overview	2. How long have the schemes/ programs been running and in what format the data related to the schemes/ programs is available?	Available in physical format
38	6.2	Overview	3. Is there any online solution available for any of the schemes/ programs? If yes please provide the hosting, server, database and application technology details.	NO
39	6.13 (a)	Deployment & Configuration	Please provide the hardware infrastructure to be provided by OSDC ?  If the Hardware and OS is to be procured for this hosting by OSDC can the SI propose the configuration for it?	Please provide the hardware infrastructure to be provided by the OSDC? - Details will be provided at the time of System study  If the Hardware and OS is to be procured for this hosting by OSDC can the SI propose the configuration for it?- SI will do the configuration only, OSDC will provide the server
40	6.13 (b)	Deployment & Configuration	Would remote access be provided by OSDC for this hosting? If yes, then what protocol will be used?	Details will be provided at the time of system study

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41	6.14 (b)	Demonstration of module-wise functionalities/ features before the State Council of Science & Technology Department, Govt. of Odisha /OCAC in staging environment	Would the staging environment, on which client will do the UAT, be provided by State Council of Science & Technology Department ?	SI will provide the staging environment
42	6.14 (c)	Support State Council of Science & Technology Department, Govt. of Odisha /OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.	What kind of access State Council of Science & Technology Department, is expecting in this case?	Access to the application for demo and UAT, Credentials and URL to be shared.
43	6.16.2 (e)	Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the SI and periodically submitted to the SD & TE.	By periodically should it be weekly, monthly, or semi-annually? Please confirm.	Monthly
	7.1.3	Scheme/ Benefit Management	Would the Periodic submission of SE & UC be managed on the application to be developed by the Institution?	Yes
44	18.8	Performance	1. What is the Concurrent number of users expected to use the system in the peak period?	Details will be provided at the time of system study
45	7.1	Training	1. What will be the duration of training? 2. At what levels is the training expected to be given?	Online training will be there and train the trainer method will be adopted.
46	6.8 & 22	Carryout the periodic audit & certification as and when it is required as per the OSDC policy	How many times Security Audit is to be made as per the OSDC policy?	2 times in a year
47	11 & 47	The list of third-party applications that needs to be integrated are as follows: e. Other State/Central portals f. Odisha one g. Mo sevakendra	Any Transaction based integration or just redirection. If transaction based, approx. how many services (API Calls) need to be integrated?	API based integration details will be provided at the time of system Study



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48	12.1 & 47	Responsibility of the Dept. of Science & Technology, Govt. of Odisha; Provide data /documents that need to be digitized and brought to the system.	What is the Volume of data to be digitized? Please share some details on the scope of Digitization	Details will be provided at the time of System study.
49	Section 4 , Prequalification Criteria (General Bid), Page no. 25	The Organization must be registered under the Companies Act 1956 and must have been in operation on the field of software development for a period of at least 5 (Five) years as of March 31, 2021	On page. Bo 27 , it is mentioned that 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 at least 5 years in software development and implementation business as of 31/03/2021. Our query is whether a partnership firm is allowed to submit the bid or not. although we recommend to allow partnership firms also as we have more than 20 years of experience in IT /web application development , and developed many web applications for govt. departments	Yes, both are allowed.
50	Section 25.11 , Deployment of Personnel, Page no. 87	Deployment of personnel	Is it an onsite requirement of offsite??	Its' offsite but must be available on call basis.
51	4.1 Technical Evaluation Criteria 4.1.1 Financial & Resource Strength (Point No. 2) Page No. 16	Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020. (Revenue generated from only H/W sales and services will not be considered.) >= 04 Cr: 3marks 1 Mark each for additional 2Cr maximum up to 5 Marks	It is requested to amend the criteria as >= 04 Cr: 3marks 1 Mark each for additional 50 lakhs maximum up to 5 Marks	This criteria is amended as Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020. (Revenue generated from only H/W sales and services will not be considered.)  >= 04 Cr: 3marks 1 Mark each for additional 1Cr maximum up to 5 Marks

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52	6.16.2 Software Maintenance	c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.	Changes need to be taken up after estimation.	Yes
53	6.16.2 Software Maintenance	a) The SI shall provide unlimited support through Telephone/Email/Video Conferencing/Installation Visit as required as per the service window defined in the document.	Will there be a requirement for 24/7 support ?	Two types of support shall be provided One is the primary support during regular business hours (9 AM to 6PM) and Secondary support on Emergency basis.
54	6.23 Deliverables	c) Final Version of Software along with Source Code in Soft Copy	Source Code delivery should be optional or escrow arrangement should be allowed.	Source Code delivery compulsory
55	7.1.4 Mobile Application	ii. Application should be built with open standards and open APIs.	Will the department suggest on the type of APIs to be used or will provide the required APIs ?	The department suggest on the type of APIs to be used
56	19 Warranty:	a. Selected Bidder should provide comprehensive support & warranty for 3 years from the date of Go Live for all artifacts which would be provided by the Selected Bidder	Will the warranty be same for changes done or new modules added ?	Yes
57	<b>6 Terms of Reference (ToR): 6.1 Scope of Work:</b>  Page no 34	<b>8.1 Technical Architecture :</b> <i>The Technical Architecture of the System would be multi layered. The architecture should be scalable both vertically and horizontally with security features. The overall technology solution shall be based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services &amp; necessary protocols for internet applications</i>	<ul style="list-style-type: none"> <li>· Adhaar/eSign API will be provided by department or not.</li> <li>· Is there any technology preference from the department.</li> <li>· Development is onsite or offsite</li> </ul>	<p>e-sign API will be arranged by SI</p> <p>Technology should be on open source</p> <p>Development is offsite however project manager who will also act as the SPOC should be available onsite on call basis.</p>