CORRIGENDUM

Selection of System Integrator for Enhancement of Enterprise e-Despatch Application, Implementation and Support [e-Despatch 3.0]

(RFP No.: OCAC-TE-14/2022-ENQ-22069)

Important: The Corrigendum is to be read along with Response Sheet published with this corrigendum and the Original RFP document published on the website www.ocac.in & www.odisha.gov.in vide RFP Enquiry number: RFP No.: OCAC-TE-14/2022-ENQ-22069.

Last Date of Submission of Bid : 15-Nov-2022, 2:00 PM

Sl. No.	RFP Page No.	RFP Document Reference(s)	Original Clause of RFP	Revised Clause
1	Page No. 17 of Volume I	7.1 Pre-Qualification Criteria: Point (e) Technical Capability	The bidder should have successfully completed at least following numbers of e-Governance (application) of similar nature** of work for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below: – 1 project not less than 8 Cr. OR – 2 projects not less than 6 Cr. each OR – 3 projects not less than 4 Cr. Each **e-Governance (application) of similar nature means any Letter/file/correspondence management application rolled out across any state. **Documents required:** Work Order + Project completion/ Go-live certificate	**The clause to be read as per below:** The bidder should have successfully completed at least following numbers of e-Governance (application) of similar nature** of work for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below: – 1 project not less than 8 Cr. OR – 2 projects not less than 6 Cr. each OR – 3 projects not less than 4 Cr. Each **e-Governance (application) of similar nature means any Letter/ file/ correspondence/ **workflow** management application rolled out across any state. **Documents required:** Work Order + Project completion / Go-live certificate
2	Page No. 20 of Volume I	8 Technical Evaluation Scoring Matrix: Point b) General e-Governance Experience; Sub-point i)	The bidder should have experience of application development & implementation having minimum order value of 5 cr for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022.	**The clause to be read as per below:** The bidder should have experience of application development & implementation having minimum order value of 5 cr for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022.

Sl. No.	RFP Page No.	RFP Document Reference(s)	Original Clause of RFP	Revised Clause
			[Each project will be awarded 5 marks] within India Note: – *Application Development: Projects related to transactional application/workflow/Web portal excluding hardware to be considered for evaluation. **Max Score: 20** **Documents Required:** Copy of Work Order and Completion / Go-live certificate	[Each project will be awarded 5 marks] within India Note: – *Application Development: Projects related to transactional application/workflow/Web portal excluding hardware to be considered for evaluation. **Max Score: 15** **Documents Required:** Copy of Work Order and Completion / Go-live certificate

10.3 Financial Bid (Revised)

10.3.2 Application Software:

Sl#	Item/Description	Unit	Rate	Qty	Cost
a)	Handover Takeover, Maintenance & Management of existing e-Despatch Application	Month		9	
b)	Implementation of e-Despatch3.0 with new technology and additional features	Lump-sum		1	
c)	Application Maintenance Support for e-Despatch3.0	Year		5	
d)	SSL Certification	Year		5	
e)	Cyber Security Audit	No.		10	
f)	Supply of Analytic tool and license with 1st year Annual Technical Support	Lump-sum		1	
g)	Annual Technical Support of the supplied Analytic tools and license	Year		4	
h)	Project Management Unit as per table 10.3.3	Lump-sum		1	
Total					

10.3.3 Project Management Unit:

Sl#	Item/Description	Man-month Rate	Duration (in Months)	Cost
a)	Handholding Support (5 Nos.)		69	
b)	Helpdesk Support (5 Nos.)		69	

Sl#	Item/Description	Man-month Rate	Duration (in Months)	Cost
			Total	

Vol-2 Terms of Reference

2.28 Service Level & Penalty

Only the following clause is valid for Service Level & Penalty.

If the selected bidder fails to achieve the below scope of work within the corresponding Delivery Period and any extension thereof, unless such failure is due to force majeure situation or due to OCAC's default, penalty shall be imposed by OCAC on the selected bidder.

If at any time during the Contract, the selected bidder should encounter conditions impending timely performance of service, the selected bidder shall promptly notify to OCAC in writing of the fact of the delay and its likely duration along its cause(s). As soon as practicable after receipt of the selected bidder's notice, OCAC shall evaluate the situation and may at its discretion waive the penalty on the request of the selected bidder.

Sl#	Major Area	Parameter	Requirements	Penalty
a)	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	Rs. 500/- per day delay
b)	Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 24 hours from the time the bug is reported.	Rs. 100/- per hour delay
c)	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
d)	Resource Deployment	Start of service	As per project timeline	Rs. 200/- per day delay

In case, the delay is more than 24 weeks and the cause of delay is attributable to System Integrator, authority reserves right to increase the penalty value and/ or take appropriate action against the bidder such as cancellation of contract etc.

Application Availability

The Application covering all the features shall remain operational during the scheduled operation time

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	$\geq$ 98%	Nil
		$\geq$ 95% but <98%	0.5% of Quarterly billed value of Application Maintenance Support
		$\geq$ 90% but <95%	1.0% of Quarterly billed value of Application Maintenance Support
		<90%	2.0% of Quarterly billed value of Application Maintenance Support

a) Performance of system refers to the proper and timely functioning of the system's functionalities. The application should be available and performing as per functionalities
b) The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.
c) Application availability and performance will be monitored, and reports will be generated as per the monitoring system deployed at OSDC.

2.31 Payment Terms (Revised)

2.31.1 Maintenance of existing e-Despatch Application

Sl#	Milestone	Deliverables	Payment Terms
a)	Maintenance and management of existing e-Despatch application	Maintenance activity report	100% Quoted cost equally divided by duration **(month)**

2.31.2 Implementation of e-Despatch 3.0

Sl#	Milestone	Deliverables	Payment Terms
a)	Study	– Submission of System Requirement Study document	20% of the development cost
b)	Design and Development	– Completion of development of e-Despatch 3.0 and hosting in staging server for UAT	20% of the development cost
c)	User Acceptance Test	– UAT Certificate by OCAC	20% of the Development cost

Sl#	Milestone	Deliverables	Payment Terms
d)	Go-live	– Security audit certificate by CERT-In empanelled auditor – Uploading of FAQ and ICT material in the website – Hosting of e-Despatch3.0 in the production server under domain name www.edodisha.gov.in	30% of the Development cost
e)	Successful Implementations	Activity report from the date of go-live.	10% of the Development cost After Successfully running of 6 months from the date of go-live
f)	Cyber Security Audit	– Safe to Host Certificate	100% payment on submission of Safe-To-Host Certificate
g)	SSL certificate	– Configuration Report	100% payment on submission of configuration report
h)	Application Maintenance Support of e-Despatch 3.0 Application	– Maintenance activity report for that particular billing cycle	100% of the Application Maintenance Support of e-Despatch 3.0 Application cost equally divided by 20 quarters
i)	Project Management Unit	– Monthly activity report for that particular billing cycle	Quoted cost equally divided by 23 quarters.

2.31.3 OEM License

Sl#	Milestone	Deliverables	Payment Terms
a)	Supply of Analytic tool and license with 1st year Annual Technical Support	OEM License certificate in name of OCAC	100% of the quoted cost
b)	2nd, 3rd, 4th & 5th year Annual Technical Support of the supplied tools and license	Documentary evidence on support of renewal	100% of the yearly quoted cost at the beginning of respective year

Sd/-
General Manager (Admn.)
OCAC