RFP FOR SELECTION OF AGENCY FOR ESTABLISHMENT TECHNICAL SUPPORT UNIT (TSU) FOR PRADHAN MANTRI KISAN SAMMAN NIDHI (PM KISAN)

RFP Ref. No.: OCAC-SEGP-RES-0002-2023-23070

Corrigendum

REVISED TENDER SCHEDULE

Last date of submission of Bid	**by 12 Noon of 15.11.2023**
Opening of Pre-Qualification & Technical bids	**15.11.2023 at 12:30 PM**
Technical Presentation on Approach & Methodology in Physical mode (Bidders those are successful in pre-qualification criteria)	**16.11.2023 at 11:30 AM onwards at OCAC Conference Hall**

Pre-Bid Resolution Document

SL#	RFP Document Reference(s)(Section & Page Number(s))	Content of RFP requiring (Clarification(s)	Points of Clarification	OCAC's Response
1.	Section 5.1 , SI# 5, Page No. 20	The bidder must have valid CMMi Dev/3 or above (Published on CMMi Institute or SEI website) & ISO 9001 Certificate as on date of submission of this RFP.	In Pre-qualifications the minimum CMMI Dev certificate required is Level 3, However, there are no mark allotment for the same on Section 5.2, Page No. 22, SI# (c). Requesting to kindly add marking for CMMi Dev/3.	No change. As per RFP CMMi – 3 is one of the pre-qualification criteria. If the firm fulfills all the pre-qualification criteria, then only the technical evaluation shall be conducted. Hence, marks shall be awarded to the firms in the technical evaluation that have an "additional" certification.
2.	Section 5.2, SI# (b), Page No, 22	Presence of bidder in Odisha	Request you to add point for undertaking for those companies, who does not have office in Odisha. Undertaking for opening the office in Odisha if they win the Bid.	No change. As per RFP It is not a pre-qualification criteria. The firms those are presently existence in Odisha, they should get some additional mark in Technical Evaluation.
3.	5.1 PQ Section, Sl. No. 6, Page no : 20	The bidder must have experience in implementation of at least one e-Governance G2C project relating to data science/data analytics/data mining with minimum order value of ₹1 Crore or two projects with minimum order value of ₹80 Lakhs each or three projects with minimum order value of ₹ 40 Lakh	We believe Project related to data science/ data analytics/ data mining, means the project where tool should be used to perform/ analyse the data. Please clarify on the same.	Yes.
4.	5.1 PQ Section, Sl. No. 6, Page no : 20	The bidder must have experience in implementation of at least one e-Governance G2C project	Please request you to amend on the specific G2C - e-Governance Project and consider any e-Governance Project.	See the revised clause in Corrigendum
5.	5.2 Technical Evaluation Criteria Page no : 22	Quality Certification (additional) - CMMi Dev/5: 2 Marks - ISO 27000: 2 Marks (or any of the ISO 27000 series)	Kindly amend this clause to, Quality Certification (additional) - CMMi Dev/3: 2 Marks - ISO 27000: 2 Marks (or any of the ISO	No change. As per RFP (already clarified above)

		- ISO 20000: 1 Mark (or any of the ISO 20000 series)	27000 series) - ISO 20000: 1 Mark (or any of the ISO 20000 series)	
6.	5.2 TQ - Quality of Proposed Resources, Section, Sl. No. h) Page no: 24	Data Analyst (CV of the Resources) Base experience – 1 marks - Govt. experience - additional - 1 mark - Experience in insurance sector - additional - 1 mark - Experience in big data analysis - additional - 2 marks	Kindly amend this clause to, Experience in BFSI sector/ handling farmer related schemes - 1 Mark	See the revised clause in Corrigendum
7.	5.2 TQ - Organisation Strength, Sl. No. a), Page no: 22	Average Annual Turnover in last 3 years ending with March 2023 ₹10 Cr. = 2 marks & Beyond ₹1 Cr., 1 mark for each ₹50 Lakh up to maximum 5 marks	We consider this "beyond ₹1 Cr." is a Typo Error and it suppose to "beyond ₹10 Cr."	Yeas. Typographical error. See the revised clause in Corrigendum
8.	Section 8.12, Page no: 40	Tour, The persons engaged in "Technical Support Unit" may be required to undertake tours in connection with the affairs of PM-KISAN & they shall be paid TA, DA, or any other allowances for such tours as per Government norms or actual expenses whichever is lower.	Request you to clarify: who will bear the tour expenses either the Department/ Selected Bidder	Department will bear the tour expenses.
9.	8.13.3 Login & Authentication Page no : 43	The portal will also enable users with forgotten credentials to change their credentials through a One-Time-Password (OTP) verification. OTP will be sent to the user's registered email or mobile phone through SMS.	Kindly confirm who will bear the cost of SMS and Email services?	OCAC will bear the recurring cost of SMS and e-Mail service. However, bidder should do the integration at its own cost. API shall be provided by OCAC
10	8.13.6 Integration Page no : 44	In order to integrate for cross validation of the data and authentication, along with data pulling, the application need to integrate with following portals; a) Kalia Portal b) Krushak Odisha Portal c) Sugam application	Assuming OCAC will share the API details.	Yes
11	8.13.7 Other Features Page no : 44	Security: Support for SSL, User Authorization, Automatic timeout for user, Configurable password policies, permissible log-in attempts, Data Updation/	Kindly confirm if security is SSL envisaged ? it will be procured by OCAC ? Which type of SSL is expected? Wild card, Extended or Single domain?	OCAC will provide the EV SSL. The bidder should not factor the cost in the application.

		deletion/ creation only through application layer etc.		
12	8.13.8 Support & Maintenance Page no : 45	Software Maintenance The Service Provider shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required.	Kindly confirm the frequency of tasks/maintenance activities.	Visit is not required. However, the bidder should provide the support to the resources deployed in TSU/Department officials over Phone/e-Mail/VC
13	Section 8.18, Page no: 49 - Sl. (c)	100% payment against software provided by the bidder after UAT and hosting of the same and certified by the TSU resources as well as approval by competent authority of A & FE Department .	Request you to divide the payment as 30% of development cost shall be provided post completion of SRS/ FRS and Prototype Design and rest 70% of development cost shall be provided after successful hosting	No change as per RFP.
14	Section 8.18, Page no: 49 - Sl. (d)	100% payment of AMC charges against software shall be made at the end of each year	Request you please consider as "100% payment of AMC charges against software shall be made at the end of each quarter"	No change as per RFP.
15	Section 9.9.1.2 Commercial Bid of Software Services Page no: 66	Commercial Bid of Software & Services	Sir, request for more clarification as, in clause 9.9.1.2 Sl. No. 1 Software Development Charges with AMC of 1 years, whereas again its mention other software - (looking for your guidance on this subject matter) Again AMC Charges per year - which mentioned for 2 years.	Software development cost should include AMC for 1st year. However, the cost of AMC for remaining 2 years should be quoted in commercial bid.
16	Section 9.9.1.2 Commercial Bid of Software Services Page no: 67	Commercial Bid of Software & Services	Sir, request you please separate the line item as Development Cost & AMC Charges, as in clause 8.18 of payment terms; software cost shall be given towards development side and maintenance side.	It is already separated in format. i.e. Software development with 1 year AMC at Clase 9.9.1.2 SL#1 and AMC charges per year (for other 2 years) at SL#6
17	NA	General queries	Kindly specify if any specific timeline for project development	See the additional clause.
18	NA	General queries	Kindly specify if any technology preference is there	Bidder should propose
19	NA	General queries	Please specify if data migration is required. If yes who will be responsible for data migration.	No.
20	NA	General queries	Is their any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to	Payment gateway is not required.

			procure the same ? How many PG's are envisaged ?	
21	NA	General queries	Please specify Is security Audit required for the web portal? If yes, How many security Audits are expected and at what interval?	The bidder have to factor the cost of security audit from any Cert-in empaneled bidder before Go-live and there after once a year.
22	NA	General queries	Please specify MIS reporting should generate real time reports on what intervals?	Bidder to study the requirement after award of work
23	NA	General queries	What kind of tools expected to automate the MIS application process?	Bidder to propose and include in the commercials
24	NA	General queries	Kindly confirm if training is required? If yes confirm the location of training and total training sessions required.	2 times. May be given over VC mode
25	In TQ - Organisation Strength, Section 5.2, Sl. No. c), Pg. no. 22	CMMi Dev/5: 2 Marks	Kindly requesting for your consideration and amend as follow; - CMMi Dev/5: 1 Mark - CMMi Dev/3: 1 Mark	No change as per RFP.
26	General	Software Development	Kindly requesting you to clarify the Time Period of Software Development part & Maintenance Part	See the revised clause in Corrigendum
27	Section 9.9.1.2, Commercial Bid of Software Services Pg. no. 66	Commercial Bid of Software & Services	Kindly requesting for more clarification as, in clause 9.9.1.2 Sl. No. 1 Software Development Charges with AMC of 1 years, whereas again its mention other software - (looking for your guidance on this subject matter) Again AMC Charges per year - which mentioned for 2 years.	Please see the clarification above
28	Section 9.9.1.2, Commercial Bid of Software Services Pg. no. 66	Commercial Bid of Software & Services	Kindly requesting you please separate the line item as Development Cost & AMC Charges, as in clause 8.18 of payment terms; software cost shall be given towards development side and maintenance side.	Please see the clarification above
29	Section 5. Criteria for Evaluation, 5.1 Prequalification Criteria (General Bid), Page No: 20	The bidder must have valid CMMi Dev/3 or above (Published on CMMi Institute or SEI website) & ISO 9001 Certificate as on date of submission of this RFP.	We understand that one of the prequalification criteria for this tender is CMMi Dev/3 or above (Published on CMMi Institute or SEI website) & ISO 9001 Certificate. While ISO 9001 has been a valuable benchmark for quality	No change. As per RFP

			management systems, we believe that this may not be the mandatory relevant criterion for evaluating vendors in the dynamic field of IT support. We recognize the importance of quality in our services but propose that alternative methods, such as ISO 27000 as "Information security is one of the high priority factors for any digital transformation. In view of the same we request to remodify the criteria as follows: "The bidder must have valid CMMi Dev/3 or above (Published on CMMi Institute or SEI website) or ISO 9001 or ISO/IEC 27000:2018 Certificate as on date of submission of this RFP."	
30	Section 5. Criteria for Evaluation, 5.1 Prequalification Criteria (General Bid), Page No: 20	The bidder must have experience in implementation of at least one e-Governance G2C project in Agriculture or allied sector (Agriculture, Horticulture, Fisheries and Animal Husbandry, Forest & Environment) with an order value of at least ₹20 Lakhs for any Government Department / Government Agencies in India. (Work order against development of web site shall not considered)	We understand that OCAC is looking for consultant who have extensive experience in similar domain. E-governance projects are similar in nature. In view of same we request to remove this clause as mandatory criteria and put the same in evaluation criteria/scoring.	See the revised clause in Corrigendum
31	Approach & Methodology, Page: 24	Approach & Methodology	Kindly provide marks for each sub section.	No change. As per RFP
32	Not Available	Not Available	Request to add indemnity clause in tender document.	See the revised clause in Corrigendum
33	Not Available	Not Available	Request to add resource deployment clause.	No change. As per RFP