

**RFP Enquiry No.: OCAC-SEGP-INFRA-SPD-0002-2019/19037**  
**CLARIFICATION**

**RFP NO. OCAC-SEGP-INFRA-SPD-0002-2019/19037, dated 28/09/2019, for Selection of Bidder for Customization, Development, Implementation and Operational Maintenance Support for e-Pass System in Odisha Secretariat, Rajiv Bhawan & Kharavela Bhawan.**

**Important:** The clarification is to be read, duly signed and submitted along with the original RFP document published on the websites <http://www.ocac.in> and [www.odisha.gov.in](http://www.odisha.gov.in) vide RFP Enquiry No.: - OCAC-SEGP-INFRA-SPD-0002-2019/19037

RFP Clause, Page No, Sec	Description of the Clause	Queries/Suggestion of the bidders	Response of OCAC
RFP Clause 3.6, Ownership and Audit, Point No-4, Page No-15	Software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of the tendering authority and shall be submitted to the tendering authority on demand	Source code for the facial recognition software, which is a product, cannot be submitted or given. Source code for application developed/customized for OCAC can be provided on demand. Necessary changes to be done in clause as per request above.	<p><b>Clarification:</b></p> <p>In case the S./W uses COTs, than the firm has to give usability write for such product along with Source Code of the Software developed.</p> <p>In this case the usability write of the facial recognition software to be obtained and submitted</p>
RFP Clause 3.7, Confidentiality, Point No-b, Page No-15	OCAC shall retain exclusive Intellectual Property Rights to all artifacts to which OCAC has sovereign rights or right to use on a formalized agreement with another party if any cots software has been used in the application	IPR of COTS products, facial recognition software cannot be transferor to OCAC. Only rights to use as per agreement will be provided. Source code for application developed/customized for OCAC can be provided on demand. Necessary changes to be done in clause as per request above.	<p><b>Clarification:</b></p> <p>For COTs Products the usability right to be produced by the vendor.</p>

RFP Clause 4, Terms of References, Page No-17	Maintenance of existing system (IT Infrastructure & Application) till the new & enhance System is go-live.	Kindly provide details of existing system (IT Infrastructure & Application) for better understanding of scope of work for maintenance and enhancements for the purpose of time and effort estimation. Kindly provide relevant documentation including technology stack used in development of existing system including SRS (with workflows etc.), user manuals and other documentation (if any).	<b>Clarification:</b> A. 10 KVA Make-APC, Mode-SURT10000UX On-Line UPS is out of order at Secretariat Reception Counter which needs to be repaired and Batteries to be replaced. B. 20 KVA DG Set of Make-Ashok Leyland, Model-AL485 needs servicing which has not operated since two years.
RFP Clause 4, Scope of Work, Page No-17	Existing application is being used by the department	What kind of server you have and what is the OS used.	<b>Clarification:</b> Server used for this application is HP Blade Server Proliant BL420c Gen8 with OS-Windows Server 2012 & Database-SQL Server 2012
	Maintenance of existing system (IT Infrastructure & Application) till the new & enhance system is go-live.	When you are saying IT infrastructure maintenance what exactly you want us to do? Shall we be taking care of the Hardware and its AMC?	<b>Clarification:</b> The bidder is responsible for operation and maintenance of the existing e-Pass system till the development /up-gradation of new e-Pass module and Go-live of the application.  Existing IT infrastructure maintenance includes onetime repair and AMC of 10 KVA On-Line UPS & 20 KVA DG Sets which are being used at Reception Counter for e-Pass System for the entire contract period.
	Enhancement/value addition to the existing system	Do you want to upgrade the same old technology with the new features or you want to create one from the scratch with new technology?	<b>Clarification:</b> The bidder is free to develop the new e-Pass application from the scratch with new technology.

		What is the maximum old web browser you want us to support?	<b>Clarification:</b> Last two versions of the web browser (Chrome, Firefox, IE, Safari etc) should be supported.
		Is the technology is already decided for the new platform or we will have to suggest the technology?	<b>Clarification:</b> The bidder is free to develop the new e-Pass application from the scratch with new technology.
		What is the oldest android version you want us to support?	<b>Clarification:</b> Last two versions of the android should be supported.
RFP Clause 4, Scope of Work, Page No-18	Terms of References and Scope of Work	What are the kinds of Analytic reports (Visitors, Vehicles) that you want us to build?	<b>Clarification:</b> Bidder is responsible to generate both graphics and text report for visitors and vehicles. Any report required has to be generated dynamically as and when required.
		What is the current Bandwidth of internet inside the campus?	<b>Clarification:</b> 500 Mbps Internet Bandwidth is used for the Secretariat Campus
		When we are discussing about Aadhar Verification shall we use biometric Aadhar verification?	<b>Clarification:</b> Onetime registration of the user by using only Aadhar verification.
		Will the android and iOS apps be native or will be a hybrid application?	<b>Clarification:</b> Yes the android and iOS apps are native.
RFP Clause 4, Scope of Work, Page No-20	Verification of daily pass using smart CCTV cameras:- Three nos. of smart CCTV camera would be installed at the entrance of respective gate. (i.e. State Secretariat, Rajiv Bhawan and Kharavela Bhawan)	Is it the responsibility of the SI to procure smart CCTV cameras and commission it at the entrance of respective gates?	<b>Clarification:</b> Yes, it is the responsibility of the bidder to visit the proposed site and plan accordingly to procure and install the CCTV camera at respective sites keeping in mind minimum of 3 cameras at both entry & exit point of each gate.

RFP Clause 4, Scope of Work, Page No-17	Deployment of one dedicated technical resource for management of entire system throughout the contract period.	Kindly specify the qualification & experience required for the technical resource to be deployed.	<b>Clarification:</b> Please refer to RFP Clause 2.1, Eligibility Criteria (Manpower Capability)
RFP Clause 4, Terms of References, Page No-17	Maintenance of existing system (IT Infrastructure & Application) till the new & enhance system is go-live.	We request you to kindly specify the details of existing system (IT Infrastructure & Application) and provide information like Make, Model, Date of Purchase, Under warranty or not, Active/Dead.	<b>Clarification:</b> A. 10 KVA Make-APC, Mode-SURT10000UX On-Line UPS is out of order at Secretariat Reception Counter which needs to be repaired and Batteries to be replaced. B. 20 KVA DG Set of Make-Ashok Leyland, Model-AL485 needs servicing which has not operated since two years.
RFP Clause 4, Scope of Work, Page No-17	SMS & email notifications after successful registration.	We assume that the bidder has to only integrate sms/e-mail gateway with the application. Department shall procure sms/-email gateway and provide all required APIs/Web-services required for integration.	<b>Clarification:</b> Yes the bidder is responsible for integration of email/sms with the application, however, department is responsible to provide the email/sms services.
RFP Clause 4, Scope of Work, Page No-17	Provision of Grievance option in the system	We understand that the requirement is to develop a grievance monitoring system. Kindly confirm.	<b>Clarification:</b> The newly enhance module should have grievance option features, for the citizen to register their grievance.

RFP Clause 4, Scope of Work, Page No-17	<p>Three nos. of smart CCTV camera would be installed at the entrance of respective gate. (i.e. State Secretariat, Rajiv Bhawan and Kharavela Bhawan)</p> <p>A display screen would be installed, for the security personnel to check the access response</p>	<p>1. There are multiple gates in State Secretariat, Rajiv Bhawan and Kharavel Bhavan. Hence it is advisable to install more cameras so that all visitor &amp; vehicle information is captured.</p> <p>2. Please clarify that each gate is required to have 1 CCTV camera or 3 CCTV cameras.</p> <p>3. Kindly provide the technical specification for procuring CCTV cameras &amp; Display Screens.</p>	<p><b>Clarification:</b></p> <p>Yes, it is the responsibility of the bidder to visit the proposed site and plan accordingly to procure and install the CCTV camera at respective sites keeping in mind minimum of 3 cameras at both entry &amp; exist gate.</p>
RFP Clause 4.1, Overview of the Scope, Point No-c, Page No-21	Facility Management of the I.T. infrastructure available in the IT Centre & OSDC where the project e-Pass System is hosted.	Kindly share the list of available IT infrastructure at IT Centre & OSDC	<p><b>Clarification:</b></p> <p>The proposed application will be hosted either at State Data Centre, OCAC or IT Centre at State Secretariat with required IT infrastructure support i.e. (Server, Operating System (Windows/Linux), Database (MySQL,Oracle,DB2 etc) Connectivity, provision for data back-up, Power supply, etc)</p>
RFP Clause 4.1, Overview of the Scope, Point No-f, Page No-21	Integration with other Applications & SMS Gateway	Kindly share the list of applications to be integrated along with their technical specifications	<p><b>Clarification:</b></p> <p>It may be integrated with the "Odisha One" Portal that is being developed for single window Citizen Services</p>

<p>RFP Clause 4.2, Responsibility of System Integrator, Point No-f, Page No-22</p>	<p>Setting up and operations of centralized help desk as mentioned in this RFP document and provide necessary support for the resolution of bugs, patches &amp; upgrades of the solution.</p>	<p>1. Kindly clarify the scope for setting up and operations of centralized help desk as it not mentioned in the RFP.  2. Please clarify, if the Centralized help desk will set up be at Bidder's premises or OCAC/Secretariat Premises.  3. We assume that the cost for providing the hardware for setting up of the centralized help desk shall be borne by the department.</p>	<p><b>Clarification:</b>  The centralize helpdesk shall be at state secretariat with necessary System Support given by IT Centre for day to day operation. However one dedicated man power will be provided by the bidder for day to day e-Pass operation support and management.</p>
<p>RFP Clause 4.2, Responsibility of System Integrator, Point No-h, Page No-22</p>	<p>Periodic testing of readiness of e-Pass Data Center, recovery, data back-up, data migration, etc</p>	<p>We assume, all the necessary Hardware/Software and Process will be provided by Department/OCAC for the testing of Data Recover, Data Migration and Data Backup.</p>	<p><b>Clarification:</b>  Provision of required storage for e-Pass Application Data shall be provided by State Data Centre, OCAC or IT Centre at State Secretariat. However bidder shall coordinate with the technical team of State Data Centre or IT Centre for day to day data back-up and testing of the back-up data at regular interval, as per the policy/standard of the State Data Centre or IT Centre.</p>
<p>RFP Clause 4.2, Responsibility of System Integrator, Point No-j, Page No-22</p>	<p>Analyzing &amp; managing system performance, network performance, call logs, etc., as well as providing the means of monitoring the SLA metrics</p>	<p>If the system will be hosted in the Data Centre provisioned by OCAC, then all the necessary monitoring activities on Servers and Network will be done by OCAC Data Centre Team. In this case kindly clarify the scope of the bidder.</p>	<p><b>Clarification:</b>  The required IT infrastructure support provided by State Data Centre or IT Centre for hosting of e-Pass application shall be monitored by the technical team of State Data Centre or IT Centre. However, anything related to application support, performance, monitoring, shall be the responsibility of the bidder.</p>

RFP Clause 5.3, Commercial Bid Format, Page No-32	Commercial Bid Format. The above cost would be inclusive of GST, which will be paid separately at the prevailing rate during the billing period.	1. The Commercial bid format does not include the cost of hardware to be procured. Hence, kindly include the Bill of Materials for the same. 2. Kindly consider the cost to be exclusive of GST, which will be paid separately at the prevailing rate during the billing period.	<b>Clarification:</b>  The revised commercial format is attached in this corrigendum.
Generic Queries	Generic Queries	We assume all the necessary network connectivity and Devices required at all Check Gate will be provided by Department/ OCAC.	<b>Clarification:</b> Yes, required network connectivity and power provision at all gates shall be provided by Department/OCAC. However, bidder shall coordinate with the officials of the department/OCAC for such type of arrangement for smooth implementation.
		We assume all Civil infra will be provided by Department/ OCAC.	<b>Clarification:</b> If any major civil work is required then Department/OCAC will provide the same. However for minor civil work like damaged to any existing infrastructure while installation of devices, the bidder shall responsible and made it to its original shape.