RFP for Selection of Selection of System Integrator for Development and Implementation of Transaction Management and Claim Processing System for Biju Swasthya Kalyan Yojana(BSKY)

RFP Ref. No.: OCAC-SEGP-SPD-0025-2022-22059

Corrigendum

SL#	Clause No	Existing Clause	Revised Clause
	Volume - I		
1.	7.1 Pre-Qualification Criteria- point f	Technical Capability of handing Oracle DB : The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore	Technical Capability of handing Oracle DB : The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹5 Crore
2.	7.1 Pre-Qualification Criteria (new clause)		<u>New Clause – 7.1 point no. J</u> Consortium not allowed.
3.	7.2 Technical Evaluation Scoring Matrix	a. Financial and Resource Strength point no. ii Documents required - Copy of the latest EPF deposit challan and declaration from HR	a. Financial and Resource Strength point no. ii Documents required - Copy of the latest EPF deposit challan OR declaration from HR
4.	7.2 Technical Evaluation Scoring Matrix	c. Experience relating to similar Scope of Work point no. iii The bidder should have experience in implementing/managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE RDBMS worth INR 10 Crores (in total) in last 5 years.	c. Experience relating to similar Scope of Work point no. iii The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. worth INR 10 Crores (in total) in last 5 years.
5.	7.2 Technical Evaluation Scoring Matrix	b. General e-Governance Experience point no. Vi Documents required - Coy of work order & documentary evidence confirming number of downloads	b. General e-Governance Experience point no. Vi Documents required - Coy of work order & documentary evidence confirming number of downloads or self declaration certificate along with the screenshot from Google play store/Apple store .
6.	9.3 Financial bid	9.3.1 FORM FIN-1: Financial Bid Covering Letter … the sum of <<Amount in words and figures>> inclusive of all applicable taxes and duties.	9.3.1 FORM FIN-1: Financial Bid Covering Letter … the sum of <<Amount in words and figures>> exclusive of GST and duties.

		…	…
7.	9.3.5 – Financial bid – Change Management team	Financial bid – Change Management team … Sr. Test Engineer – 72 man-month …	Financial bid – Change Management team … Sr. Test Engineer – 36 man-month …
	Volume-II		
8.	2.30 Bill of Material & Quantity (Vol-II of RFP)	2.30 Bill of Material & Quantity Point no. e -Quantity -3 Years and 3 months Point no. f -Quantity -Minimum 12 months Point no. g -Quantity -Minimum 12 months	2.30 Bill of Material & Quantity Point no. e -Quantity - 3 Years Point no. f -Quantity -Minimum 36 months Point no. g -Quantity -Minimum 36 months (Authority reserves right to discontinue any of the district level/City level Technical support personnel after 12 month)

9.	2.6 Integration (Volume-II of RFP)		Clarification
			  1. Integration with Private Hospital's application shall be done by the Change Management Team as and when hospital provide the required API
			  2. For UAT of the application, bidder has to complete following integrations
			   a. NFSA/SFSS
			   b. Aadhaar Authentication Framework
			   c. Social Protection Delivery Platform
			   d. State Dashboard
			   e. BSKY Card issuance System
			   f. Odisha One
			   g. SMS
			   h. eMail
			   i. Whatsapp

10.	2.29.1 New BSKY 2.0 Application	SLA parameters	The revised clause mentioned below
11.	2.28.3 Timeline for IaaS and PaaS (Oracle ExaCC)	2.28.3 Timeline for IaaS and PaaS (Oracle ExaCC) Point d – Timeline 48 Months from the date of Go-Live	2.28.3 Timeline for IaaS and PaaS (Oracle ExaCC) Point d – Timeline 48 Months from the date of Go-Live of the database cloud

(Other terms and conditions of the RFP remain unchanged)

2.29.1 New BSKY 2.0 Application (revised SLA)

Sl#	Major Area	Parameter	Requirements	Penalty beyond timeline
a)	Handover & Takeover process	Knowledge transfer process of existing BSKY application	Within 3-months from the effective date of contract	A penalty @1% per week on the component on "Handover and takeover of the existing BSKY application" subject to a maximum of 5% of the total contract value
b)	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	A penalty @1% per week on the component on "Study, design, development, security audit, training, go-live, documentations, etc of new Transaction Management and Claim Processing application" quoted by bidder for respective phases subject to maximum of 5% of the total contract value.
c)	Response time for bug fixing	Time taken (after the request has been informed) to acknowledge problem	Within 12 hours from the time the bug is reported.	Penalty @0.5% of the total cost at "9.3.5 Change Management Team" per hour of delay subject to maximum of 5% cost this component for the respective quarter.
d)	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.	Penalty @0.5% of the total cost at "9.3.5 Change Management Team" per hour of delay subject to maximum of 5% cost this component for the respective quarter.
e)	Technical Support Unit	Start of service	As per project timeline	Rs. 2000/- per person day delay

(Other SLA parameter/clauses remain unchanged)

Revised RFP Schedule

SL#	Description	Date and Time
1	Last date of submission of RFP response electronically at eNivida Portal www.enivida.odisha.gov.in	**By 12 Noon of 22.08.2022**
2	Opening of Pre-qualification and Technical bid at e-Nivida Portal	22.08.2022 at 12:30 PM
3	Technical Presentation by bidder	22.08.2022 at 4 PM in VC mode
4	Opening of Commercial bid	23.08.2022 at 4 PM in VC mode

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.	RFP Page no.9 Section 2.1 (a) overview	Transition plan and smooth knowledge transfer of entire BSKY application from existing SI by complete takeover of application in As-is condition along with all developments, enhancements, databases, source codes, user manuals, system documents, design documents, integrations, infrastructure at OSDC till moving application to the new environment.	What is current specification/server sizing of Hardware & infra resource utilization of existing application hosted at State Datacenter?	1. For maintenance of the existing application required hardware will be provided by OSDC. 2. The technical specification of the existing application is mentioned in the RFP. 3. For BSKY 2.0 bidders needs to propose the sizing as per the RFP requirement
2.	RFP Page no.47 Section 3.10.1,3.10.2, 3.10.3,3.10.4	3.10 Use of Emerging Technology 3.10.1,3.10.2, 3.10.3,3.10.4	Do you prefer any specific Tools and License for middleware & analytic tools requirement? or it will be proposed by SI	No such preference. The bidder has to propose
3.	RFP Page no.10 Section 2.1 (g)	g) Set-up and operation of Helpdesk which will provide technical and functional support to the stakeholders such hospitals, department, doctors, etc on 24X7 basis	Who will be managing infra set up for Helpdesk and Support team setup? - Infra or desktop, seating space, telephone lines, internet etc.?	Bidder has to provide IT infra including connectivity. However, OCAC/SHAS will provide the sitting space and telephone facility.
4.	RFP Page no.13 Section 2.6.2	Other applications Following applications will be integrated with the proposed solution. The new SI should make necessary effort by visiting the respective department to understand the following applications to be integrated.	How & who will manage Point of contact, technical teams & agreement with respective department/application owners?	OCAC will arrange application wise SPOC and concern technical team during the integration process
5.	RFP Page no.12 Section 2.5	Development The new SI shall identify, design and develop components / functionalities that are required to address the proposed application requirements mentioned in this RFP. The new SI shall supply the following documents along with the developed components: ─ Business	How to scope SLA monitoring for phase 1 and phase development is not defined?	Phase-I of the development shall be completed within 4 months from the effective date of contract.

		process guides ─ Data model descriptions ─ Sample reports ─ Frequently asked question (FAQ) guides ─ Any other documentation required for usage of implemented solution		
6.	RFP Page no.13 Section 2.6.1	Private Hospital's Integration The new SI is responsible to integrate the new application with the empaneled Private Hospitals having existing application for smooth transaction process. The department will facilitate with the empaneled hospitals for sharing of required APIs/ web services which will be used for the applications.	Private hospital integration - Identify and agreement with private hospital integration is not in SI scope. Need clarification on the same.	Private hospital integration shall be done by the change management team as and when required/agreed by the private hospital.
7.	RFP Page no.22 Section 2.19.1	Application Support Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change management etc. The new SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by the SHAS, Department of Health and Family Welfare and OCAC. Key activities to be performed by new SI in the application support phase are as follows: a) Enhancement of Analytical MIS report as per the requirement b) Database query report management on emergency c) Optimization of the already developed reports d) Tuning of transactions e) User & access management f) The new SI shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by SP	Incident, Priority matrix with SLA & TAT is missing with business impacts for maintenance and support?	SLA is defined at Clause no. 2.29 Service Level & Penalty.

		ensuring the SLA requirements are met at no additional cost to department.		
8.	RFP page No.18 section 7.1 Pre-Qualification Criteria Point no.(e)	Technical Capability of handing Oracle DB: The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore	With any other standard database products is it ok, Or else please allow us to do with other std database, please clarify that the value 8Cr mentioned in this for whole project.	As per RFP.
9.	RFP page no.20, section 7.2, [a].Financial and Resource Strength of point .iv	The bidder must have at least 200 full time technical resources in its payroll as on date of submission of bid.– ≥ 200 Resources : 1 Mark	If we not get EPF challan please allow us to do with submission of self declaration on that.	See the revised clause in the corrigendum
10	RFP page no.22, section 2.2, [b].General e-Governance Experience of point .iv	1.2Technical Evaluation Scoring Matrix: iii)The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE RDBMS worth INR 10 Crores (in total) in last 5 years.	is it mandatary for single project for oracle database or if is we are not eligible for oracle database RDBMS kindly allow us to std database instead of we can go with multiple work orders.	See the revised clause in the corrigendum.
11	RFP page no.21, section 1.2, [c].Experience relating to similar Scope of Work point no.iii	iv)Bidder should have experience in software development projects covering integrations with PFMS / IFMS / any State Payment Platform for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date [Each project will be awarded 2.5 marks]	Software development projects covering integrations with PFMS / IFMS / any State Payment Platform - Is it ok on going projects with OCAC, with the submission of Self declaration.	No change. As per RFP.
12	7.1 Pre Qualification Criteria-f, Page no. 19	Technical Capability of handing Oracle DB: The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore	Request to amend the clause as under; The bidder should have experience in supply and installation of Oracle / MySQL Database Products at any Government Department / Government Agency / PSU in India during last 10 years with order value of at least ₹1 Crore	No change. As per RFP.

13	7.1 Pre Qualification Criteria-i, Page no. 19	Manufacturer's Authorization Form [MAF] as per the prescribed template in this RFP document form the respective OEM whose license / solution / service proposed in the technical proposal.	Who will bear the cost of Database & other Licenses. Need Clarification please	Bidder has to quote the cost of database and related products in the commercial bid
14	7.2 Technical Evaluation Scoring Matrix-ii, Page no. 20	The bidder must have at least 200 full time technical resources in its payroll as on date of submission of bid. − ≥ 200 Resources : 1 Mark [Additional 1 marks for additional 50 resources subject to maximum 5 marks]	Since this clause is ambiguous becuase technical resources may be from any field therefore this may be amended as IT Technical Resources and number may be reduced to 75+, which is sufficient number to make it more competitive. Request to amend the clause as under; The bidder must have at least 75+ full time IT technical resources related to Information Technology in its payroll as on date of submission of bid. − ≥ 75 Resources : 1 Mark [Additional 1 marks for additional 50 resources subject to maximum 5 marks]	No change. As per RFP.
15	7.2 Technical Evaluation Scoring Matrix, b) General e-Governance experience-i, Page no. 20	The bidder must have implemented at least one (1) project in any Govt. Deptt. / Govt. Agency in Odisha since − < 5 years : 3 marks − > 5 years : 5 marks	UTIITSL has completed Printing, Personlisation and distribution of Chip Based Smart Health Card project last year in 2021. Request your confirmation if that can be considered.	Yes. This project of UTIITSL shall be considered under this clause.
16	Scope of work Clause 2.2 Page 10	As part of the transition, the new SI is also responsible for providing necessary compute & storage infrastructure on the cloud/premise including the underlying software licenses/certificates to host the Application.	At 2.13 (Deployment & Configuration) its mentioned that, the new SI shall deploy the new application / portal over the hardware infrastructure provided by the OSDC / cloud. So pls clarify whether hardware part has to be supplied by SI or it will be provided by OCAC.	Bidder has to quote for Oracle ExaCC which will be kept in SDC
17	2.24 Change Management Team, Page 27	Required software licenses, network, computing infrastructure, etc for creation of	Requested to allow SI to setup the testing environment and	Allowed.

		development environment, testing environment and staging environment will be the responsibility of the new SI. The above environments for the change management team would be set-up by SI in its premises within the Bhubaneswar Municipality Corporation area and OCAC would have full access rights to the premises for its supervision as and when it is required.	staging environment at bidder DataCentre where bidder's existing applications are hosted for own and for client.	
18	1.3 About the existing BSKY Application, page 7	State Health Assurance Society (SHAS) has already implemented IT system to discharge its services and help the entitled beneficiary to receive Health Coverage from the scheme. The purpose of the application is to automate the transaction and claim process at hospital and ensure smooth monitoring of the implementation of the existing scheme. The existing application has been implemented across all the empaneled hospitals and majorly used by departmental users, hospital users, CPD doctors, SNA doctors.	Please provide following details; 1. Existing Database size 2. Existing uploaded claims documents size if any 3. Claims Volume / transaction per day 4. No of pages / documents per transaction to size the storage 5. Format of uploaded scanned document for ex.pdf, jpg etc.	Please find below information 1. 1.5 TB (approximately) 2. 5 MB per Claim 3. 1000 to 1500 (approximately) daily 4. Varies from claim to claim however total size limit is 5 MB Format of Uploaded Scanned document: PDF
19	7.2 Technical Evaluation Scoring Matrix, b) General e-Governance Experience, Page 21	iii)The bidder should have experience in implementing projects covering beneficiary identification, beneficiary management,online payment, work flow management, MIS and dashboard with minimum value of Rs.1 Crore during last 10 years as on 31st March 2022	UTIITSL requests you to please relax this criteria to "The bidder should have experience in implementing Health scheme for Govt/PSU etc including Work flow management, online payment, MIS and dashboard in last 10 years as on 31st March 2022.	UTIITSL may furnish necessary documentary evidence against implementation of health scheme under this clause for award of mark.
20	7.2 Technical Evaluation Scoring Matrix, b) General e-Governance Experience, Page 21	vi) Bidder should have implemented mobile application project on Android or iOS platform with minimum 1 Lakh downloads as on bid submission date for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date. [Each project will be awarded 2.5 marks]	UTIITSL requests you to revise this clause to "Bidder should have implemented mobile application project on Android or iOS platform with minimum 3 Lakh downloads as on bid submission date for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date." and allow	See the revised clause in corrigendum.

			submission of self declaration certificate along with the screenshot from Google play store.	
21	7.2 Technical Evaluation Scoring Matrix, c) Experience relating to similar Scope of Work, Page 21-22	i)The bidder should have experience in implementing software for managing Health insurance / assurance scheme running /integrated health management solution in any State Govt. / Central Govt. in India. [Each project will be awarded 2. 5 marks]	UTIITSL requests you to please relax this criteria to "The bidder should have experience in providing support for implementation of any health scheme of any Govt /PSU/State Govt client"	As per RFp
22	7.2 Technical Evaluation Scoring Matrix, c) Experience relating to similar Scope of Work, Page 22	ii) The bidder should have experience in successfully conducting Handover takeover mechanism for any existing application and further maintain the new application for a period of at least 1 year for any Government Department / Government Agency / PSU in India. [Each project will be awarded 2.5 marks]	UTIITSL requests you to revise this clause to "The bidder should have experience in successfully conducting Handover takeover mechanism for any existing application and further maintain the new application for a period of at least 1 year for any Government Department / Government Agency / PSU in India of value of any single project having more than 10 Crore or more. "Single project for value above 10 Crore carries 5 marks	No change. As per RFP
23	7.2 Technical Evaluation Scoring Matrix, c) Experience relating to similar Scope of Work, Page 22	iii) The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE RDBMS worth INR 10 Crores (in total) in last 5 years.	UTIITSL requests you to relax this criteria to " The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE/MySQL database worth INR 1 Crores (in total) in last 10 years."	No change. As per RFP
24	7.2 Technical Evaluation Scoring Matrix, Page 22	a) All the bidders who secure a Technical Score of more than 70% will be declared as technically qualified.	UTIITSL requests you to relax the minimum percentage to qualify the technical evaluation to 60%	No change. As per RFP
25	General Query	General Query	please extend the timeline for bid submission to further 2-3 weeks.	See the revised tender schedule.

			It will help us to prepare the proposal meeting your expectations along with best proposal.	
26	Vol- I 7.1 Pre-Qualification Criteria Technical Capability page no. 18	The bidder must have successfully completed at least following numbers of **e-Governance (application)** projects 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 20 Cr. OR − 2 projects not less than 15 Cr. each OR − 3 projects not less than 10 Cr. each	Request bank to consider the folllowing: The bidder must have successfully completed at least following numbers of e-Governance (application)/Banking Solution projects 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 20 Cr. OR − 2 projects not less than 15 Cr. each OR − 3 projects not less than 10 Cr. each	No change. As per RFP
27	Vol- I 7.1 Pre-Qualification Criteria Technical Capability page no. 19	The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore	Request bank to relax this criteria	No change. As per RFP
28	Vol- I Evaluation Criterion General e-Governance Experience page no. 20	The bidder must have implemented at least one (1) project in any Govt. Deptt. / Govt. Agency in Odisha since − < 5 years : 3 marks − > 5 years : 5 marks	Request bank to consider the folllowing: The bidder must have implemented at least one (1) project in any Govt. Deptt. / Govt. Agency/PSU Banks in India since − < 5 years : 3 marks − > 5 years : 5 marks	No change. As per RFP
29	Vol- I Evaluation Criterion General e-Governance Experience page no. 20	The bidder should have experience in development and implementation of e-Governance application project for any State/Central Government of India with	Request bank to consider the folllowing: The bidder should have	No change. As per RFP

		minimum order value of Rs.15 Crore during last 10 years as on 31st March 2022. − >1 & < 3 projects: 2 marks − >3 projects: 5 marks	experience in development and implementation of e-Governance application/Banking project for any State/Central Government/PSU Banks in India with minimum order value of Rs.15 Crore during last 10 years as on 31st March 2022. − >1 & < 3 projects: 2 marks − >3 projects: 5 marks	
30	Vol- I Evaluation Criterion General e-Governance Experience page no. 21	The bidder should have experience in implementing projects covering beneficiary identification, beneficiary management, online payment, work flow management, MIS and dashboard with minimum value of Rs.1 Crore during last 10 years as on 31st March 2022	Request bank to consider the folllowing: The bidder should have experience in implementing projects covering beneficiary identification, beneficiary management, online payment, work flow management, MIS and dashboard	No change. As per RFP
31	Vol- I Evaluation Criterion Experience relating to similar Scope of Work page no. 21	The bidder should have experience in implementing software for managing Health insurance / assurance scheme running /integrated health management solution in any State Govt. / Central Govt. in India	Request bank to consider the folllowing: The bidder should have experience in implementing software for managing Health insurance / assurance scheme running /Banking Projects/integrated health management solution in any State Govt. / Central Govt/PSU Banks. in India	No change. As per RFP
32	Vol- I Evaluation Criterion Experience relating to similar Scope of Work page no. 22	The bidder should have experience in successfully conducting Handover takeover mechanism for any existing application and further maintain the new application for a period of at least 1 year for any Government Department / Government Agency / PSU in India.	Request bank to relax this criteria	No change. As per RFP
33	RFP Vol-I Section 7.1 (point No. F), Page 19	The bidder should have experience in supply and installation of Oracle Database	Kindly clarify whether the **OEM** or the **Bidder** may submit the work	Bidder may submit the work order.

| | | Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore

Documentary evidence:
Copy of work orders (including extensions, if any) and completion / continuation certificates.
In case completion certificates are not available, OEM may submit the work order with a self-certification of works completed, from authorized signatory | order with a self-certification of works completed, from authorized signatory | |
|---|---|---|---|---|
| 34 | RFP Vol-I Section 7.1 (point No. i), Page 19 | Manufacturer's Authorization Form [MAF] as per the prescribed template in this RFP document form the respective OEM whose license / solution / service proposed in the technical proposal. | We request OCAC to kindly consider the MAF in OEM's standard format. | Allowed. |
| 35 | RFP Vol-I Section 9.3.1 Financial Bid Covering letter, Page 37 | Clause 1: Our attached Financial Proposal is for the sum of <> **inclusive** of all applicable taxes and duties.

Clause 2: From the financial bid format 9.3.9 Cost Summary, GST (excluding). | Please clarify as both the clauses are contradictory. | Cost should be excluding taxes |
36	RFP Vol-I Section 9.3.4.1 Technical support Unit (State level), Page 39	Designation: System engineer Duration : (11X12X3), 396 Man months	The duration mentioned in the financial bid is not matching with the BOQ. Please clarify	3 years from the Go-live of Phase-II
37	As per the RFP scope, more than 50 resources will be engaged onsite/offsite on time and material basis in different locations across the country. In this context we are proposing two senior resources having more than 10 years of experience in e-Governance project implementation / coordination may be included in the above team for overall supervision of the work of filed resources for smooth implementation of the project.			No change. As per RFP. The project manager shall do all the coordination with the help of the team.
38	RFP Vol-I Section 9.3.4.2 Technical support Unit (District Level), Page 39	Designation: District coordinator Duration : (30 X 12 X 3) ,1080 Man months	The duration mentioned in the financial bid is not matching with the BOQ. Please clarify	See the revised clause in corrigendum
39	RFP Vol-I Section 9.3.4.1 Technical support Unit (State level (point No. c), Page 39	Designation: State Coordinator Duration : (10 X 12 X 3), 360 Man months	The duration mentioned in the financial bid is not matching with the BOQ. Please clarify	See the revised clause in corrigendum

40	RFP Vol-I Section 9.3.5 Change management Team (point No. c), Page 39	Designation: Sr. Test engineer Duration : 72 Man months	The duration mentioned in the financial bid is not matching with the BOQ. Please clarify	It is 36 man month. See the corrigendum
41	RFP Vol-II, 2.2.1 Handover and Take over Process, Page 11	b) Preparation of a checklist (as part of knowledge transfer plan) to ensure proper knowledge transfer. This shall be reviewed and subject to approval by the officials	OCAC may ensure the existing vendor shall provide the up to date deliverables of the existing system.	Yes.
42	RFP Vol-II, 2.6 Integration, Page 13	Integration with Other application	We request OCAC to please mention the phase wise integration plan or allow bidder to propose in its bid (technical) proposal / SRS document as per the feasibility study, because there will high third party dependency on the integration which will impact the project timeline.	See the clarification in corrigendum
43	RFP Vol-II, 2.6 Integration, 2.6.1 Integration with Private Hospital, Page 13	Integration with Private Hospital	We understand that, the selected bidder will develop a common API which will be consumed by the private hospitals to share the Data. Kindly confirm	Yes.
44	RFP Vol-II, 2.6 Integration, 2.6.2 other applications, Page 13	The new SI should make necessary effort by visiting the respective department to understand the following applications to be integrated.	We assume that the APIs required for all the third party applications apart from existing applications of private hospitals shall be provided by the client. Kindly confirm.	Yes.
45	RFP Vol-II Section 2.27 Expected Deployment of personnel, Page 29	The bidders shall furnish resumes of key personnel to be engaged during software study, design, development, testing, UAT, implementation, operation & maintenance phase.	We understand that the resume will be provided during project kick off meeting.	Resume shall be provided within 7 days from the date of work order.
46	RFP Vol-II Section 2.28.3, Timeline for IaaS and PaaS (Oracle ExaCC) , Page 32	d) Provide Managed Services and Technical Support duration: 48 Months from the date of Go-Live	We understand that the 48 months will be calculated from the date of Go-Live of database cloud Service. kindly confirm.	Yes. See the revised clause in corrigendum
47	RFP Vol-II Section 3.11.3 Bill of Material and Technical Specifications, Page 64	10. The solution shall Ensure high availability, data protection & disaster recovery for our enterprise data. It shall survive disasters & data corruption while creating, maintaining & managing one or more synchronized standby databases.	There is no requirement for DR as per RFP. However the solution should have the capability to facilitate the services. To acquire these facility separate licenses required will be	Yes. The solution should have the capabilities to facilitate DR/BCP site.

		Queries & reports shall be offloaded from the production system to a synchronized physical standby database	provided by OCAC. Kindly consider removing this clause.	
48	RFP Vol-II Section 3.11.3 Bill of Material and Technical Specifications, Page 65	13. The solution shall offer security option for the database & shall mediate access to data rows by comparing labels attached to data rows in application tables (sensitivity labels) & a set of user labels (clearance labels).	We assume that The solution should have the capability to facilitate the services. However to Acquire these facility additional licenses required will be provided by OCAC. Kindly confirm.	Yes. Bidder has to propose additional security solution
49	RFP Vol-II Section 3.11.3 Bill of Material and Technical Specifications, Page 65	14. The solution shall offer data security controls to restrict access to application data by privileged users. It shall reduce the risk of insider & outside threats & address compliance requirements, including separation of duties.	We assume that The solution should have the capability to facilitate the services. However to Acquire these facility additional licenses required will be provided by OCAC. Kindly confirm.	Yes. Bidder has to propose additional security solution
50	RFP Vol-II Backup; Page 62	The solution shall offer automatic built-in database backup facilities, with weekly full backups & daily incremental backups. Copy 1 shall be on the local disk & Copy 2 shall be in the Object Storage service in the public cloud of the same OEM. In-case the bidder plans to offer an On-prem backup solution then 3 copies are required with a reputed backup software. Copy 1 shall be on Disk Appliance. Copy 2 & 3 shall be on FC based Tape Library. On a weekly basis the set of tapes for Copy 3 shall be vaulted in a secure location in a different seismic zone.	We assume that OCAC will provide the backup tools and licenses to transfer the data to their backup storage (copy2 & copy 3) .	The solution should keep the back up in the local drive (Copy1). OSDC will provide its back up software to transfer the data (copy2& copy 3) to OSDC's backup storage
51	RFP Vol-II Performance Range; Page 66	The solution shall be designed in a manner of deliver performance within the following ranges as it scales: Physical cores to run database - Min 120 - 480. RAM (TB) - Min 2.5TB - 10TB. Physical cores to run storage operations - Min 120 - 480. Flash capacity (TB) - 70TB - 280TB. Backup solution shall be designed Min 10TB.	We assume that the backup will be done in local drive of ExaCC Also as per our assumption, the bidder will quote for the minimum specification asked in the bid. For any additional requirement separate quotation will be asked from the bidder, Kindly confirm.	Yes, the assumption is correct

			SQL Flash Read IOPS - Min 4.5 Mn - 21.0 Mn. SQL Flash Write IOPS - Min 1.5 Mn - 7.0 Mn. Usable disk space - Min 190TB - 760 TB The bidder to offer the solution with the minimum values in Day 1 & ensure scalability to the maximum values as & when required. Each database server in the solution shall be configured with 4 x 10/25 Gb SFP28 (Fiber) Ethernet, or 4 x 10 Gb RJ45 (Copper) Ethernet.		
52	Vol-I , Section 9.3.4.1 , Page 39	System engineer	Since the system engineers are being engaged from 4th month to 42nd month, need clarity whether to engage for 3 years or 39 months. Request to keep provision for a supervisor to monitor the activity of the district coordinator during this period.	See the corrigendum
53	Vol-I Section 9.3.4.2 , Page 39	District coordinator	The total man month will be 360 man months and not 1080 Man months because the district co ordinator will be engaged for 12 months. Needs clarity.	See the revised clause in corrigendum
54	Vol-I , Section 9.3.4.1 , Page 39	State Coordinator	The total man months will be 120 man months because the state coordinator will be engaged for 12 months as per the RFP. Needs clarity.	See the revised clause in corrigendum
55	Vol-I Section 9.3.5 , Page 39	Sr. Test engineer	The man months asked for Sr. test engineer is for 36 months while in the financial bid format it calculates for 72 months. Need clarity which one to consider.	See the revised clause in corrigendum
56	Vol-II, 2.6, Page 13	General	Please clarify the integration of applications proposed under clause no. 2.6 would be done in phase wise or as per the feasibility. Also please	See the revised clause in corrigendum

			clarify the dependency of UAT on the integrations.	
57	Vol-II, 2.6 , 2.6.1 , Page 13	Integration with Private Hospital	Is there any need to develop a API for the data collection from the private hospitals. Need clarity.	See the clarification in corrigendum
58	Vol-II , Section 2.28.3, Page 32	d) Provide Managed Services and Technical Support	Need clarity on whether to consider 48 months from the Go- Live of database cloud Service (or) the Application Go-Live.	See the revised clause in corrigendum
59	Vol -II, Section 2.15, Page 17	Data Migration	What is the type of data and volume of data that should be migrated as per the scope. Needs clarity.	Data shall be migrated from PostgreSQL
60	Vol -II, 3.10.1 , Page 48	There should be capability to generate Pixel perfect enterprise reporting.	Need more clarification?	The bidder should propose
61	Vol -II, 3.10.1, Page 47	Hospital applied for more than 5 lakhs limit frequently	Clarity needed	Frequency of claim
62	Vol -II, 3.10.1, Page 48	Image Analysis for both pre-treatment and post treatment	What is the method of Comparison?	The bidder should propose
63	Vol-II, 3.11.3, Page 64 & 65	10. The solution shall Ensure high availability, data protection & disaster recovery for our enterprise data. It shall survive disasters & data corruption while creating, maintaining & managing one or more synchronized standby databases. Queries & reports shall be offloaded from the production system to a synchronized physical standby database 13. The solution shall offer security option for the database & shall mediate access to data rows by comparing labels attached to data rows in application tables (sensitivity labels) & a set of user labels (clearance labels). 14. The solution shall offer data security controls to restrict access to application data by privileged users. It shall reduce the risk of insider & outside threats &	As the mentioned scope are not explictly requested as part of the solution scope, we request to remove these clause from the RFP	No change. As per RFP

		address compliance requirements, including separation of duties.		
64	7.1 Pre Qualification Criteria - Page No.18, Point No.d) Certifications	Bidders Should have following certifications with validity: - CMMI DEV - Level 5 or above (from CMMi Institute erstwhile SEI) published in CMMi Website	Request you to change the Term to Read as "CMMI Level 3 or above" for Wider participation and competitive pricing. Also Consortium should be allowed	No change. As per RFP
65	7.1 Pre Qualification Criteria - Page No.18, Point No.e) Technical Capability	The bidder must have successfully completed following numbers of e-Governance (application) projects for any Govt. Department / Government Agency / PSU in India during last 5 years as on bid submission date and the value specified below. - 1 project not less than 20 Cr. OR - 2 projects not less than 15 Cr. each OR - 3 projects not less tha 10 Cr. each.	Request you to change the Term to read as Any Govt. Dept / Insurance / PSU as we are a System Intgegrator and most of the projects are Offered from the Govt. to Insuarance Companies which inturn offload the project to System Integrators. Also the project size may be changed to 5 crores each	No change. As per RFP
66	6.4.3 Ernest Money Deposit - Page No.11	The Bidders are exempted from paying EMD.	It is surprising to see why the Bidders are exempted from paying EMD? When the Govt. is looking at such a large project size with so many Pre Requisites for Eligibility, why has it given exemption for EMD. Please make sure that the EMD should be a minimum of 25 Crores.	As per finance department circular vide no. 8484 dated 05.04.2022 submission of EMD is exempted till 31.12.2022
	KPMG Advisory Services Pvt. Ltd.			
67	BSKY Vol1- 8.7 Signing of Contract- Page 25	After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract with the successful bidder (prime bidder in case of **consortium**), incorporating all clauses, pre-bid clarifications and proposal of the bidder.	Kindly confirm if Consortium is allowed. Since the solution involves Licenses and Third Party Solution to be provided, request to allow Consortium & Sub-contracting	Consortium not allowed
68	BSKY Vol1- 7.1 Pre-qualification Criteria- Page 18	The bidder should have following certifications with validity: − CMMI DEV - Level 5 or above (from CMMi Institute erstwhile SEI) published in CMMi website − ISO/IEC 27001-2013 − ISO/IEC 20000	Request to kindly allow following Critieria The bidder should have following certifications with validity: − CMMI DEV - Level 3 or above (from CMMi Institute erstwhile SEI)	No change. As per RFP

			published in CMMi website − ISO/IEC 27001-2013 or above − ISO/IEC 9001	
69	BSKY Vol1- 7.1 Pre-qualification Criteria- Page 19	Technical Capability of handing Oracle DB The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years with order value of at least ₹8 Crore	Request for change The bidder should have experience in supply and installation of Oracle Database Products at any Government Department / Government Agency / PSU in India during last 5 years	See the revised clause in corrigendum
70	BSKY Vol1- 7.2 Technical Evaluation Scoring matrix- Page 20	The bidder must have at least 200 full time technical resources in its payroll as on date of submission of bid. − ≥ 200 Resources : 1 Mark [Additional 1 marks for additional 50 resources subject to maximum 5 marks]	The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid. − ≥ 150 Resources : 3 Marks [Additional 2 marks for additional 50 resources subject to maximum 5 marks]	No change. As per RFP
71	BSKY Vol1- 7.2 Technical Evaluation Scoring matrix- Page 20	The bidder must have implemented at least one (1) project in any Govt. Deptt. / Govt. Agency in Odisha since − < 5 years : 3 marks − > 5 years : 5 marks	The bidder must have implemented at least one (1) project in any Govt. Deptt. / Govt. Agency in Odisha since − < 5 years : 4 marks − > 5 years : 5 marks	No change. As per RFP
72	BSKY Vol1- 7.2 Technical Evaluation Scoring matrix- Page 20	The bidder should have experience in development and implementation of e-Governance application project for any State/Central Government of India with minimum order value of Rs.15 Crore during last 10 years as on 31st March 2022. − >1 & < 3 projects: 2 marks − >3 projects: 5 marks	The bidder should have experience in development and implementation of e-Governance application project for any State/Central Government of India with minimum order value of Rs.15 Crore during last 10 years as on 31st March 2022. − >1 & < 3 projects: 2 marks − >=3 projects: 5 marks	No change. As per RFP
73	BSKY Vol1- 7.2 Technical Evaluation Scoring matrix- Page 21	Bidder should have implemented mobile application project on Android or iOS platform with minimum 1 Lakh downloads as on bid submission date for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date. [Each project will be awarded 2.5 marks]	Bidder should have implemented mobile application project on Android or iOS platform with minimum 50000 downloads as on bid submission date for any Government Department / Government Agency / PSU in India during last 10 years as on bid submission date. [Each project will be awarded 2.5	No change. As per RFP

		Copy of work order & documentary evidence confirming number of downloads	marks] Coy of work order & documentary evidence confirming number of downloads// Self certification	
74	BSKY Vol1- 7.2 Technical Evaluation Scoring matrix- Page 22	The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE RDBMS worth INR 10 Crores (in total) in last 5 years.	The bidder should have experience in implementing / managing similar (Health / Citizen registration) e-Governance (IT/ITeS) project in Central Govt. / any State Govt. including ORACLE RDBMS/cloud/any DB worth INR 10 Crores (in total) in last 5 years.	See the revised clause in corrigendum
75	BSKY Vol2- 2.28.1 Expected Project Timeline- Page 30-31		Request to extend the time for Handover and Take over for atleast 5 months, where in the Source code and other necessary documents to be provided by the existing SI	
76	BSKY Vol2- 2.28.2 Expected Project Timeline- Page 31	Completion of Design and Development of the application as per the approved SRS Within 3-months from the effective date of contract	Request to extend the timeline for Completion of Design and Development of the application as per the approved SRS for minimum 6 months.	No change. As per RFP
77	General		Request to cap the maximum LD & Penalty of the project to be 5% of the Project value	No change. As per RFP
78	General		Request to include Limitation of Liability clause	No change. As per RFP
79			Request to extend the last submission date to atleast 30th Aug so as to submit a competitive bid	See the revised tender schedule in corrigendum