

CORRIGENDUM

Development & Implementation of Integrated Inventory Management system and Automation process for Reimbursement claim of medicine (RCM) for Directorate of ESI Scheme, Odisha, Bhubaneswar

(RFP Ref. No. OCAC-TE-16/2019/ENQ-21015)

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: **OCAC-TE-16/2019/ENQ-21015**

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | Revised Clause |
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| 1. | 10 | Tender Schedule Last date and time for Submission of Bid | 03.06.2021 (2:00 PM) | 21.06.2021 (2:00 PM) |
| 2. | 10 | Opening of Pre-Qualification bid and Technical Bid | 03.06.2021 (2:00 PM) | 21.06.2021 (2:00 PM) |
| 3. | 24 | Section 3.1 Prequalification Criteria (General Bid) point-2 | The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2021 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.) | The bidder must have average Annual Turnover generated only from Software development and implementation during the last three financial years ending on 31.03.2020 should be at least 10 Crores. (Revenue generated from H/W sales and services will not be considered.) |
| 4. | 25 | Section 2.4.3 Table 3.1 Prequalification Criteria, Point 10 | The bidder is required to submit Earnest Money Deposit amounting to 7,00,000/- in shape of Bank Draft/ Bank Guarantee in favor of Odisha Computer Application Centre, Bhubaneswar or | Addition to the clause: EMD exemption shall be allowed as per Odisha MSME Development Policy - 2016, Odisha Start-up Policy - 2016 and |

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | Revised Clause |
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| | | | Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP. | Odisha Finance Department Office Memorandum 27928 dated 16.10.2020 The EMD and Document fee may also be paid through electronic mode to the following financial Bank A/c No. : 149311100000195 Payee Name : Odisha Computer Application Center Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar Account Type : Savings IFSC : UBIN0814938 |
| 5. | 26 | Section 3.2.2 Financial & Resource Strength Sl No- 2 | Average Annual Turnover in last 3 financial years ending with March 2021 from Software development implementation and it's support Services | Average Annual Turnover in last 3 financial years ending with March 2020 only from Software development and implementation (Revenue generated from H/W sales and services will not be considered.) >= 10Cr: 3 marks 1 mark for additional 2Cr Max up to 5 marks. |
| 6. | 31 | Section – 4.6 Performance Guarantee | Performance Guarantee: The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 6 months (42 months) . The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages | Performance Guarantee: The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 3% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 6 months (42 months) . The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual |

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | Revised Clause |
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| | | | due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. | obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. |
| 7. | 59 | 14.2 Conformance to Technology & Standards: | <p>Conformance to Technology & Standards: During the implementation following standards & guidelines of MEITY would be referred/ used: The solutions would be made centralized, multi-tenant, Integratable and support open APIs The application would be built on open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines, GoI cloud policy The solution would be cloud based or cloud compliant The solution would be scalable and replicable with minimum changes, for similar kind of operations Interoperability is defined as the ability of two or more systems or components to exchange information and use the information that has been exchanged. Data standardization and interoperability are prerequisites for sharing and interfacing Department / Directorate systems/ Data with other National Agencies / State Agencies and businesses. To this end the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0 and BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines.</p> <p>The list of standards is indicated for reference but may not to be treated as exhaustive: Portal (Web pages) development W3C standards Information access / transfer protocol SOAP, HTTP/HTTPS Interoperability Web services open standards Digital Signature RSA standards Secure Communication SSL protocol PDF 417 as 2D Bar Code standard</p> | <p>Conformance to Technology & Standards: During the implementation following standards & guidelines of MEITY would be referred/ used: The application would be built on open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle. The solution would be scalable and replicable with minimum changes, for similar kind of operations The Solution should be based on Open standards. The Web portal should follow the GIGW guidelines.</p> <p>The list of standards is indicated for reference but may not to be treated as exhaustive:</p> <ul style="list-style-type: none"> • Portal (Web pages) development W3C standards • Information access / transfer protocol SOAP, HTTP/HTTPS • Secure Communication SSL protocol • Information Security ISO 27001 Standards • Documentation IEEE/ ISO/ CMMi specification • Governance standards and certifications like Promotion of Open Source usage, GIGW, CERT-IN |

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| | | | Information Security ISO 27001 Standards 2-Factor RBAC Authentication and Authorization (user ID, password, and a digital certificate or Aadhaar Based Authentication) Documentation IEEE/ ISO/ CMMi specification Governance standards and certifications like Promotion of Open Source usage, GIGW, CERT-IN, ITIL, MDDS, IFEG | | | | | | | | | | | | | | | | | |
| 8. | 63 | Table 2: e-Governance Standards, Policies & Guidelines: | <table border="1"> <thead> <tr> <th>Technology</th> <th>Compliance With</th> </tr> </thead> <tbody> <tr> <td>Portal development</td> <td>MeitY guidelines available on http://web.guidelines.gov.in</td> </tr> <tr> <td>Information access/transfer protocols</td> <td>SOAP, HTTP/HTTPS</td> </tr> <tr> <td>System Software</td> <td>The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable. Open Standard (Open Source) Database with 24x7 Expertise Technical Support & multiyear bundled package Subscription which include all Database Features,? Tools, Platform, Upgrades for monitoring DBA activities for future enhancements. This is as per MeitY Guidelines on adoption of Open Source in the government</td> </tr> </tbody> </table> | Technology | Compliance With | Portal development | MeitY guidelines available on http://web.guidelines.gov.in | Information access/transfer protocols | SOAP, HTTP/HTTPS | System Software | The database should be Open Source Software as a mandatory requirement with Technical Support, as applicable. Open Standard (Open Source) Database with 24x7 Expertise Technical Support & multiyear bundled package Subscription which include all Database Features,? Tools, Platform, Upgrades for monitoring DBA activities for future enhancements. This is as per MeitY Guidelines on adoption of Open Source in the government | <table border="1"> <thead> <tr> <th>Technology</th> <th>Compliance With</th> </tr> </thead> <tbody> <tr> <td>Portal development</td> <td>MeitY guidelines available on http://web.guidelines.gov.in</td> </tr> <tr> <td>Information access/transfer protocols</td> <td>SOAP, HTTP/HTTPS</td> </tr> <tr> <td>System Software</td> <td>The database should be Open Source / Open Standard Software as a mandatory requirement with Technical Support, as applicable. Database must have 24x7 Expertise Technical Support. SLA should be available upfront as multiyear bundled package Subscription which include all Database Features, Tools, Platform and also can be Upgrades for monitoring DBA activities for future enhancements. Databases should have built-in capabilities necessary to integrate and manage other data sources for s databases or distributed file sys across multiple environments.</td> </tr> </tbody> </table> | Technology | Compliance With | Portal development | MeitY guidelines available on http://web.guidelines.gov.in | Information access/transfer protocols | SOAP, HTTP/HTTPS | System Software | The database should be Open Source / Open Standard Software as a mandatory requirement with Technical Support, as applicable. Database must have 24x7 Expertise Technical Support. SLA should be available upfront as multiyear bundled package Subscription which include all Database Features, Tools, Platform and also can be Upgrades for monitoring DBA activities for future enhancements. Databases should have built-in capabilities necessary to integrate and manage other data sources for s databases or distributed file sys across multiple environments. |
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| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | | Revised Clause | |
|---------|--------------|---------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | organization. | | Databases should be platform independent and function in multiple operating systems like Linux/Unix/Windows environment with 64-bit support. |
| | | | Interoperability | Web Services, Open standards, XML etc. | | No Vendor Lock In. Should support major Cloud Platforms. |
| | | | Usability | ISO 9241 | | |
| | | | Technology standards | OWASP | | |
| | | | Digital signature | RSA standards | | This is a compulsory requirement and the SI should provide 3 years' comprehensive warranty from OEM (Proof of proposed warranty from OEM must be enclosed) |
| | | | Document encryption | PKCS specifications | | |
| | | | Information Security | ISO 27001 | | |
| | | | Operational integrity & security Management | ISO 17799 | | |
| | | | IT Infrastructure management | ITIL / EITM | Interoperability | Web Services, Open standards |
| | | | | | Technology standards | OWASP |
| | | | Service Management | ISO 20000 | Information Security | ISO 27001 |
| | | | Project Documentation | IEEE/ISO/CMMi | Service Management | ISO 20000 |
| | | | e-Governance Application Standards | MeitY guidelines available on http://egovstandards.gov.in | Project Documentation | IEEE/ISO/CMMi |
| | | | MeitY Guidelines on Open Standards | http://egovstandards.gov.in/ | e-Governance Application Standards | MeitY guidelines available on http://egovstandards.gov.in |
| | | | | | MeitY Guidelines on Open Standards | http://egovstandards.gov.in/ |
| 9. | 78 | Section -22 Financial Bid | Financial Bid: To be submitted on Company letter head. * All Rates should be quoted exclusive of taxes | | Financial Bid: To be submitted on Company letter head. * All Rates should be quoted exclusive of taxes | |

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | | | | | Revised Clause | | | | | | |
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| Sl # | Category | Module/Item | Unit | Rate | Qty | Cost | Sl # | Category | Module/Item | Unit | Rate | Qty | Cost | |
| a. | Application Development [Study, Design, Development, Testing, Implementation, Training along with required Integration] | Patients' Management System (Master Level) | Lump-sum | | 1 | | | Application Development [Study, Design, Development, Testing, Implementation, Training along with required Integration] | Patients' Management System (Master Level) | Lump-sum | | 1 | | |
| | | Reimbursement Claim of Medicine (RCM) and associated funds management System | Lump-sum | | 1 | | | | Reimbursement Claim of Medicine (RCM) and associated funds management System | Lump-sum | | 1 | | |
| | | Purchase and Inventory Management System | Lump-sum | | 1 | | a. | | Purchase and Inventory Management System | Lump-sum | | 1 | | |
| | | Helpdesk Setup with Toll free Number and software | | Lump-sum | | 1 | | | Digital Signature Solution software | | Lump-sum | | 1 | |
| | b. | Security Audit | Third Party Security Audit | Lump-sum | | 2 | | | Helpdesk Setup with Toll free Number and software | | Lump-sum | | 1 | |
| | c. | SSL | | No | | 1 | | | | | | | | |
| | d. | Data base | | year | | 1 | | | | | | | | |

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | | | | | Revised Clause | | | | | | | | | |
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| | | | e. | Operation & Maintenance | Application Support & Software Maintenance | Year | | 3 | | b. | Security Audit by Cert- IN Auditor | Third Party Security Audit | Lump-sum | | 4 | | |
| | | | f. | 6 Hand holding support Executive | Technical Resource | Man-month | | 72 | | c. | SSL certificate with 3 years Validity. | | No | | 1 | | |
| | | | g. | 2 Help Desk support Executive | | Man-month | | 24 | | d. | Data base cost Enterprise version (With compulsory OEM support Letter) | | year | | 3 | | |
| | | | h. | Change request for future enhancement such as new modules/sub-modules, Mobile App, Integration with other applications | Blended Technical Resource | Man month | | 20 | | e. | Operation & Maintenance | Application Support & Software Maintenance | Year | | 3 | | |
| | | | Total | | | | | | | | f. | 6 Hand holding support Executive | Technical Resource | Man-month | | 72 | |
| | | | Total in words..... | | | | | | | | g. | 2 Help Desk support Executive | | Man-month | | 24 | |
| | | | (L1 will be based on the lowest quote excluding tax on Total) | | | | | | | | h. | Change request for future enhancement | Blended Technical Resource | Man month | | 20 | |

| Sl. No. | RFP Page No. | RFP Document Reference(s) | Original Clause of RFP | Revised Clause | | | | | | | | |
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| | | | | | such as new modules/sub-modules, Mobile App, Integration with other applications | | | | | | | |
| | | | | | i Other S/w Cost if any | | | | | | | |
| | | | | | Total | | | | | | | |
| | | | | | Total in words..... | | | | | | | |
| | | | | <p>(L1 will be based on the lowest quote excluding tax on Total) *Every SI must quote for all the component and every commercial filed (Except I) must be filled with values or else they maybe lead towards disqualification.</p> | | | | | | | | |