

**SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT,  
OPERATION & MAINTENANCE OF FARMERS' ADVISORY PORTAL  
RFP Reference No. OCAC-SEGP-SPD-0028-2022/22046**

**Corrigendum**

SL#	Clause /Section	Existing Clause	Revised Clause
1.	Tender Schedule	<p>Last date for submission of bids: 08.08.2022, 3 PM in e-Nivida Portal (www.enivida.odisha.gov.in)</p> <p>Opening of Pre-Qualification-cum-Technical Bids: 08.08.2022, 4 PM</p> <p>Technical Presentation: 10.08.2022, 12 Noon onwards (Through VC using MS Teams)</p> <p>Opening of Commercial Bids: To be notified later</p>	<p>Last date for submission of bids: 12.08.2022, 3 PM in e-Nivida Portal (www.enivida.odisha.gov.in)</p> <p>Opening of Pre-Qualification-cum-Technical Bids: 12.08.2022, 4 PM</p> <p>Technical Presentation: 16.08.2022, 12 Noon onwards (Through VC using MS Teams)</p> <p>Opening of Commercial Bids: To be notified later</p>
2.	Clause-6.1, Prequalification Criteria, Point-1, Pg#18	<p><b>Legal Entity:</b></p> <p>The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.</p>	<p><b>Legal Entity:</b></p> <p>The Organization must be :</p> <ul style="list-style-type: none"> <li>• Registered under the Indian Companies Act 1956/2013</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Partnership firm registered under LLP Act, 2008</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Partnership firm registered under Indian Partnership Act, 1932</li> </ul> <p>and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.</p>
3.	Clause-8.9, Deployment & Configuration, Pg#30	<p>f. Enterprise grade database should be provisioned for the proposed application, The service provider needs to consider the aforementioned database license with High Availability Mode while provisioning for both DC and DR site.</p>	<p>f. Enterprise grade database should be provisioned for the proposed application as per requirement of the project. The bidder shall also quote Enterprise level products with OEM support.</p>

**Other terms and conditions of the RFP remain unchanged.**

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**SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT, OPERATION & MAINTENANCE OF FARMERS' ADVISORY PORTAL**  
**Pre bid Resolution Document (Pre-bid Query response)**  
**RFP Reference No. OCAC-SEGP-SPD-0028-2022/22046**

SL#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
<b>1</b>	<b>SearchingYard Software Pvt. Ltd.</b>			
1.1	Clause-6.1, Prequalification Criteria, Point-1, Pg#18	<b>Legal Entity:</b> The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.	We were aged 3 years and we have 3 years audited and 1 year provisional project reports with us. (6.1.1)	No change, as per RfP
1.2	Clause-6.1, Prequalification Criteria, Point-3, Pg#19	<b>Sales Turnover:</b> Responding Firm/ Company's average annual sales turnover during the last Three (3) financial years as on 31st March 2021 must be minimum ₹20 Crore. This turnover should be on account of IT Software development and implementation only (excluding COTS).	By 31st March 2021 our average annual sales turnover of the last 3 financial years is more than INR10,00,00,000/- (6.1.3)	No change, as per RfP
<b>2</b>	<b>OASYS Cybernetics Pvt.Ltd.</b>			
2.1	Clause-8.5, Integration, Pg#28	The Service Provider shall enable integration with different applications (specified in this document). The system should support both push and pull of data from systems proposed to be integrated. The Service Provider will have to coordinate with the designated nodal agencies for integration and DAFE/OCAC will facilitate this process.	Will the department share all the APIs for integration ?	Bidder has to develop its application API, department will only facilitate sharing of APIs for 3rd party application support.
2.2	Clause-8.13.1, Application support, Pg#31	Application support includes, ..... Key activities to be performed by Service Provider in the application support phase are as follows: a. Enhancement of MIS report as per the requirement b.....	a) How many resources would be required for support ? B) Can resource be supporting from offshore/online mode ? C) What are the languages required for support ?	a. Bidder has to self evaluate the maintenance support requirement & deploy accordingly b. Core team & handholding team should be available physically. C. English, Odia and Hindi
2.3	Clause-9, Functional Specification, Pg#33	a. A content management system that allows department officials to tag (in English, Odia, and Hindi) content.	Will there be a requirement of Bengali language ?	No
2.4	Clause-9, Functional Specification, Pg#33	m. User-aware (customised chat support depending on user profile) chatbot to provide support, resolve queries, and solve grievances.	What languages are to be used for chatbot ?	English, Odia and Hindi
2.5	Clause-9, Functional Specification, Pg#33	o. Uploading best practices by the users(text, videos, and images)	What would be the maximum size for each upload ?	This can be defined depending on the content type (Audio, Video, Text etc)
2.6	Clause-9.3, Content Viewing and Engagement: Web Portal and Mobile Application	Farmers should be able to view the content in both the web portal and the mobile application. This content should be viewed by navigating 'categories' and 'subcategories' on the system, or by searching for keywords. Users should be able to comment on content and rate it (by awarding stars on a scale of one to five). Sharing of content on social media sites (such as Facebook, Whatsapp, and Twitter), and via URLs should also be enabled.	Need details of the languages to be supported .	English, Odia and Hindi

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2.7	Clause-9.6.2, Push Notifications: Mobile Application, Pg#41	The mobile application should be equipped to send push notifications to the farmers. This will be done to alert farmers about weather changes and supplement other functionalities including the ChatBot and workplan.	Will there be a requirement for SMS and email also ?	Push notifications will be required.  Yes, SMS and email can be used. However, the final call on this will be taken through discussion post consideration of costs and other parameters.
2.8	Clause-9.10, Rewarding users: Web Portal and Mobile Application , Pg#46	Improving user uptake will be an important part of developing the advisory system. In order to achieve uptake, users will be awarded points based on various criteria and activities that they perform on the application.....	How are the reward points calculated ?	By monitoring user engagement. Points will be awarded for different activities including: 1) # hrs of screen time on viewing content 2) # best practices uploaded 3) referrals etc.  This must be configurable for adding new activities by department officials
2.9	Clause-9.11, Redemption of points: Web Portal and Mobile Application, Pg#47	Users should be able to redeem their rewards against rewards on the application.....	Need to understand the redemption process. When will the reward points be modified ? Will this be intimated to farmers in advance ?	Farmers will be aware of the points awarded to them for different activities and hence will be made aware of change in points for different activities. Farmer points will be modified as per department's decisions based on level of uptake and redemption of points used.
2.10		General	No of Concurrent Users	The number of concurrent users is expected to be ~2.5lakh (as mentioned in section (9))
2.11		General	Max Transaction per Day	Bidder must plan for this depending on #users at peak concurrent time
2.12		General	Max Size of Write /Transaction year	Bidder must plan for this depending on #users at peak concurrent time
2.13		General	Any Document Upload Permitted	Users will be able to upload 1) Audio 2) Video 3) Images 4) Text
2.14		General	Max Size of File in MB	Will be decided as per content type.
2.15		General	Max Files per User	Maximum 10 files in the first phase which may change as per requirement
2.16		General	Database Backup Policy	As per OSDC policy.
2.17		General	Database Retention Policy	As per OSDC policy.
2.18		General	DC - DR Policy	As per OSDC policy.
2.19		General	RPO -- Recovery Point of Object	To be decided later
2.20		General	RTO -- Recovery Time of Object	To be decided later
2.21		General	Data Archival Policy	As per OSDC policy.
3	SourceDOTcom Pvt Ltd.			

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3.1	Clause-6.1, Prequalification Criteria, Point-1, Pg#18	<b>Legal Entity:</b> The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.	Request you to kindly allow to participate the Firm or Organization which are registered under the Partnership Firm or Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021"	Refer Corrigendum.
3.2	Clause-6.1, Prequalification Criteria, Point-5, Pg#19	<b>Technical Capability:</b> The bidder must have successfully developed and implemented at least the following numbers of e-Governance application/online services for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2021 of value specified herein: <ul style="list-style-type: none"> <li>One project not less than the amount ₹4 Crore; OR</li> <li>Two projects not less than the amount ₹3 Crore ; OR</li> <li>Three projects not less than the amount ₹2 Crore</li> </ul>	Request you to kindly allow to participate the Firm or Organization which has successfully developed and implemented at least the following numbers of "e-Governance application/online services/software & mobile application for any Government Department / Government Agencies/ PSU as well as Large Enterprises Agency/BFSI / in India during last 5 years as on 31st March 2022 of value specified herein" <ul style="list-style-type: none"> <li>One project not less than the amount ₹4 Crore; OR</li> <li>Two projects not less than the amount ₹3 Crore ; OR</li> <li>Three projects not less than the amount ₹2 Crore"</li> </ul>	As per RFP.
3.3	Clause-6.3.b.i, Technical Evaluation Criteria, Pg#22	<b>General e-Governance Project Experience:</b> Experience on application development and maintenance projects for any Central / State Govt. / PSU in India during last Five (5) years as on 31st March 2021. <ul style="list-style-type: none"> <li>For each project with minimum value of ₹2 Cr. - 1 Mark</li> <li>Subject to Maximum 5 Marks</li> </ul>	Request you to kindly change the marking from of ₹2 Cr. - 1 Mark to ₹1 Cr. - 1 Mark.	As per RFP.
3.4	Clause-6.3.b.ii, Technical Evaluation Criteria, Pg#22	<b>General e-Governance Project Experience:</b> The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K. <ul style="list-style-type: none"> <li>1 project: 3 mark</li> <li>1 mark for each additional similar project</li> </ul>	Request you to kindly amend the clause to "The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt/Large enterprises/BFSI. Autonomous body in India with minimum downloads of 50K. <ul style="list-style-type: none"> <li>1 project: 3 mark</li> <li>1 mark for each additional similar project"</li> </ul>	As per RFP.
<b>4</b>	<b>Atishay Limited</b>			
4.1	Clause-6.1, Prequalification Criteria, Point-5, Pg#19	<b>Technical Capability:</b> The bidder must have successfully developed and implemented at least the following numbers of e-Governance application/online services for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2021 of value specified herein: <ul style="list-style-type: none"> <li>One project not less than the amount ₹4 Crore; OR</li> <li>Two projects not less than the amount ₹3 Crore ; OR</li> <li>Three projects not less than the amount ₹2 Crore</li> </ul>	<ul style="list-style-type: none"> <li>One project not less than the amount ₹4 Crore; OR</li> <li>Two projects not less than the amount ₹ 2 Crore ; OR</li> <li>Three projects not less than the amount ₹1 OR 1.5 Crore</li> </ul> <p>Please consider our request for changing 2nd Points:  <ul style="list-style-type: none"> <li>Two projects not less than the amount ₹ 2 Crore ; OR</li> </ul> For more bidding Participant &amp; better competition for the same tender.</p>	As per RFP.
<b>5</b>	<b>MCT India Infotech Pvt. Ltd.</b>			

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5.1	Clause-6.1, Prequalification Criteria, Point-3, Pg#19	<b>Sales Turnover:</b> Responding Firm/ Company's average annual sales turnover during the last Three (3) financial years as on 31st March 2021 must be minimum ₹20 Crore. This turnover should be on account of IT Software development and implementation only (excluding COTS).	Request to relaxed for maximum participation of MSME sector companies.	As per RFP.
5.2	Clause-6.1, Prequalification Criteria, Point-5, Pg#19	<b>Technical Capability:</b> The bidder must have successfully developed and implemented at least the following numbers of e-Governance application/online services for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2021 of value specified herein: <ul style="list-style-type: none"> <li>• One project not less than the amount ₹4 Crore; OR</li> <li>• Two projects not less than the amount ₹3 Crore ; OR</li> <li>• Three projects not less than the amount ₹2 Crore</li> </ul>	Request to relaxed for maximum participation of MSME sector companies.	As per RFP.
5.3	Clause-6.1, Prequalification Criteria, Point-10, Pg#20	<b>Local Presence:</b> The bidder should have a local office/Centre in Odisha. If bidder does not have a local office at the time of bid submission, they must furnish an undertaking to setup an office within 30 days from issuance of work order.	Request to relaxed for maximum participation of MSME sector companies.	As per RFP.
6	<b>Yogik Technologies TM Private Limited</b>			
6.1	Clause-6.1, Prequalification Criteria, Point-1, Pg#18	<b>Legal Entity:</b> The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.	We request you to kindly allow partnership firms to participate.	Refer Corrigendum.
6.2	Clause-6.1, Prequalification Criteria, Point-5, Pg#19	<b>Technical Capability:</b> The bidder must have successfully developed and implemented at least the following numbers of e-Governance application/online services for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2021 of value specified herein: <ul style="list-style-type: none"> <li>• One project not less than the amount ₹4 Crore; OR</li> <li>• Two projects not less than the amount ₹3 Crore ; OR</li> <li>• Three projects not less than the amount ₹2 Crore</li> </ul>	We request you to kindly add application / online services from large scale enterprises/organizations.	As per RFP.
6.3	Clause-6.3.b.i, Technical Evaluation Criteria, Pg#22	<b>General e-Governance Project Experience:</b> Experience on application development and maintenance projects for any Central / State Govt. / PSU in India during last Five (5) years as on 31st March 2021. <ul style="list-style-type: none"> <li>• For each project with minimum value of ₹2 Cr. - 1 Mark</li> <li>• Subject to Maximum 5 Marks</li> </ul>	We request you to kindly add application / online services from large scale enterprises/organizations. <ul style="list-style-type: none"> <li>• For each project with minimum value of ₹ 1 Cr. - 1 Mark</li> </ul>	As per RFP.

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6.4	Clause-6.3.b.ii, Technical Evaluation Criteria, Pg#22	<b>General e-Governance Project Experience:</b> The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K. • 1 project: 3 mark • 1 mark for each additional similar project	We request you to kindly add application / online services from large scale enterprises/organizations.	As per RFP.
<b>7</b>	<b>Ernst &amp; Young LLP</b>			
7.1	Clause-6.1, Prequalification Criteria, Point-1, Pg#18	<b>Legal Entity:</b> The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of March 31, 2021.	Ernst & Young LLP has been working closely with Government of Odisha and successfully delivered multiple prestigious assignments. Some of the key assignments executed by our organization in Odisha are as follows:  • Odisha Modernizing Economy Governance & Administration (OMEGA) Project for Government of Odisha • ERP implementation in Paradeep Port • PPP Cell Finance Department • PMU for Sustainable Development Goals implementation in Planning & Coordination Department • PMU for Odisha Tourism • PMU for Rural Water Supply & Sanitation, Odisha • PMU for Handloom & Textile Promotion • Knowledge partner for Start-Up Odisha • IT implementation partner for Odisha State Civil Supplies Corporation • PMU for livelihood development at SUDA • IT implementation partner for Housing & Urban Development Department  All Big4 Audit Firms including EY LLP are empanelled with OCAC and structured as LLPs.  Currently as per this clause only Organization registered under the Indian Companies Act 1956/2013 can participate in the bidding process. This clause is restricting participation of Limited Liability Partnership (LLP) Firms.	Refer Corrigendum.
7.2	Clause-6, Criteria for Evaluation, Pg#18	Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30)	Considering the criticality and size of the assignment more importance should be given to quality. So, we request to change the evaluation criteria ratio to 80:20 to ensure more importance is given to quality.	As per RFP.
7.3	Clause-6.3.c.b, Technical Evaluation Criteria, Pg#22	Presence of bidder in Odisha: • Only Operation Centre: 1 Marks • Development Centre: 5 Marks (Maximum Marks :5)	We request to remove this clause to give equal chance to organizations having development centres outside Odisha.	As per RFP.

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<b>9</b>	<b>M/S SPARROW</b>			
9.1	Clause-6.1, Prequalification Criteria, Point-3, Pg#19	<b>Sales Turnover:</b> Responding Firm/ Company's average annual sales turnover during the last Three (3) financial years as on 31st March 2021 must be minimum ₹20 Crore. This turnover should be on account of IT Software development and implementation only (excluding COTS).	We kindly request you to reduce the annual turnover of company to ₹ 15 Crore.	As per RFP.
9.2	Clause-6.3.a.ii, Technical Evaluation Criteria, Pg#21	<b>Financial &amp; Resource Strength:</b> Average Annual Turnover in last Three (5) years ending with March 2021 from Software development services. • ₹20 Cr. – 5 Marks • Thereafter 1 mark for additional ₹2 Cr.  Subject to max 10 mark.	We Kindly request to reduce the breakup for turnover requirements as: - • ₹ 15 Crore – 5 marks. • Thereafter 1 mark for additional ₹ 2 Crore	As per RFP.
<b>10</b>	<b>Liferay</b>			
10.1	Clause-8.12, Technology Components, Pg#31	If the bidder is adopting and implementing any proprietary software, an adequate license must be procured in the name of DAFE, Govt. of Odisha, and the cost towards the same will be borne by the bidder. However, the bidder shall use only the Enterprise version of the Database software and procure the same in the name of DAFE, Government of Odisha as per its quoted price.	Since RFP mentions that the platform should be preferably Open Source, and licenses are to be provided only for proprietary components, we would request to include Enterprise Open Source platform licenses as well for the Portal. In the interest of the department, we would suggest licenses to be Perpetual in nature so that there is no limitation on the users, usage and neither there is any vendor lock-in	The bidder shall quote Enterprise level products with OEM support.
10.2	Clause-9, Functional Specification, Pg#33	c. A maker checker mechanism to approve and make the content live.	We would suggest to include a GUI based maker-checker/ Workflow designer so that any kind of workflows for contents or users can be created on a drag and drop basis. This will also ease reengineering of workflows by departmental users without any technical dependency.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.3	Clause-9, Functional Specification, Pg#33	The system is expected to be used by 7.5lakh farmers on a daily basis at the end-state. The number of concurrent users is expected to be ~2.5lakh	Can we have an estimated user logins per second?	The number of concurrent users is expected to go up to ~2.5 lakh (as mentioned in section 9)
10.4	Clause-9.1, Content Management System: Web Portal Only, Pg#34	Content on the advisory system will be uploaded through diverse sources (government department (DAFE), farmers, and ecosystem players). Department officials should have the ability to upload content, verify content (maker checker mechanism) and assign tags to content. Tags will be assigned to content in English, Odia, and Hindi. Content will be of diverse formats: Audio, Video, Images, and Text.	Since a Mobile Application is also envisaged, we would suggest to have a Headless Content Management System as the contents developed on Web Portal can be consumed for mobile app. This will not only consolidate the content data for portal and mobile app, but will also significantly reduce the implementation time of mobile app.	There would be a common CMS for both the web portal and the mobile application  However the bidder can propose its approach during technical presentation

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10.5	Clause-9.1, Content Management System: Web Portal Only, Pg#34	Content on the advisory system will be uploaded through diverse sources (government department (DAFE), farmers, and ecosystem players). Department officials should have the ability to upload content, verify content (maker checker mechanism) and assign tags to content. Tags will be assigned to content in English, Odia, and Hindi. Content will be of diverse formats: Audio, Video, Images, and Text.	Since there might be documents, pdfs, e-Books etc also available to the farmers, we would suggest the platform to have Digital Asset Management capabilities such as inbuilt document viewer, version management, categorization, etc.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.6	Clause-9.3, Content Viewing and Engagement: Web Portal and Mobile Application, Pg#35	Farmers should be able to view the content in both the web portal and the mobile application. This content should be viewed by navigating 'categories' and 'subcategories' on the system, or by searching for keywords.	We would suggest the Portal to have personalized content targeting based on user personal and segments. This will make the portal have a rich user experience by targeting relevant contents to users based on their user roles, information, interests, demography, device, etc.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.7	Clause-9.3, Content Viewing and Engagement: Web Portal and Mobile Application, Pg#35	Farmers should be able to view the content in both the web portal and the mobile application. This content should be viewed by navigating 'categories' and 'subcategories' on the system, or by searching for keywords.	We would strongly suggest to have an Enterprise Search Engine that can cater to full-text, fuzzy-text and multilingual searches across the indexes in the portal. Search Engine should also provide boosting of contents based on demography, time, user roles, etc to offer personalized search results to the user.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.8	Clause-9.17 e, Other features: Web Portal and Mobile Application, Pg#50	e. Help Section: For Tutorial Videos, Instructional Manual and other training material	We would suggest to include additional user collaboration capabilities such as Blogs, Knowledge Articles, Discussion Forums, Wikis, etc.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.9	Clause-8.5, Integration, Pg#28	The system should support both push and pull of data from systems proposed to be integrated.	In order to have flexible integrations, the system should have Headless REST APIs exposed in Open API specification so that any kind of integrations with external systems can be standardized and incorporated easily.	This has already been covered in the RfP (Section 9.1). Exact approaches to the same should be shared by the bidder during the technical presentation
10.10	Suggestion	Suggestion	Based on our experience, we would suggest a single platform to offer components like Portal, CMS< Workflows, Form Builder, User Management, Help Topics, FAQs, Search Engine, etc. This will not only help faster implementation owing to the readily available components, but will also reduce dependencies as one platform will provide major components inbuilt.	Exact approach may be shared by the bidder during the technical presentation
10.11	Suggestion	Suggestion	We suggest the platform to allow creation of any number of Sites so that the same infrastructure can be leveraged to create and host more sites as and when required by the department without any additional infra expense.	Exact approach may be shared by the bidder during the technical presentation



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10.12	Suggestion	Suggestion	We would suggest to include a drag and drop Form Builder and low code application development capabilities as well so that applications requiring capture of information from the users can be created using the platform capability.	Exact approach may be shared by the bidder during the technical presentation
10.13	Clause-8.9, Deployment & Configuration, Pg#30	f. Enterprise grade database should be provisioned for the proposed application, The service provider needs to consider the aforementioned database license with High Availability Mode while provisioning for both DC and DR site.	Please specify the non-Production environments to be provisioned and the compute of DR wrt DC.	Pls refer Corrigendum
10.14	Query	Query	Please clarify if this will be an Advisory Portal only or it will also have marketplace functionalities such as buying/ selling, product management also.	The advisory portal will primarily focus on advisory functionalities as per scope of work in the RFP and integrations as mentioned in section 9.5 for V1 launch.  Development of subsequent functionalities will continue after V1 launch which may have wide range of user-facing functionalities in addition to Farmer Advisory such as a) Procuring agronomic inputs b) Certifying & selling agronomic output c) Renting machinery and other implements d) Geo-tagging farm plots e) Video and audio calls with agronomists for query resolution etc.

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