Selection of Implementation Agency for

Development, Implementation and Maintenance of

Social Protection Delivery Platform (SPDP) in Odisha

(RFP Ref. No. OCAC-SEGP-SPD-0023-2020-21041)

Corrigendum

SL#	Clause No/Page No.	Existing Clause	Revised Clause
1	2.3 Design Principles of the platform - Openness, Vendor Neutrality and Standards based Interoperability, Page 9 (Volume II)	Ensuring 'vendor-neutrality and openness' are crucial factors that will enable SPDP's vision for widescale adoption and evolution, and thereby avoid vendor-lock in situations. Vendor neutrality can be achieved via several means: • Usage of open standards, open APIs, open source software and commodity infrastructure with multiple vendors • Adopting open procurement processes for the selection of managed service providers (with best-in-class technologies that meet SPDP requirements)	Ensuring 'vendor-neutrality and openness' are crucial factors that will enable SPDP's vision for widescale adoption and evolution, and thereby avoid vendor-lock in situations. Vendor neutrality can be achieved via several means: • Open Standards and Open API based Enterprise grade solution that is interoperable with any open source systems on multi-vendor commodity hardware for delivering enterprise grade Quality of Service in terms of security, performance and scalability attributes. • Adopting open procurement processes for the selection of managed service providers (with best-in-class technologies that meet SPDP requirements) • The bidder has to propose Enterprise level web server/application server/ESB/ based EMS tool for SLA monitoring, etc. only supported by OEM (not supported by community)
2	5.4 Consortium, Point 3, MoU, Page 14 (Volume I)	The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and same shall be submitted to OCAC with the proposal.	The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and same shall be submitted to OCAC with the proposal. However, limited MoU with lead partner's commitment letter stating the same will be accepted at the time of submission of bid.
3	6.1 Pre-Qualification Criteria, Page 21 (Volume I)	1. Copy of Certificate of Incorporation/ Registration. Valid GSTIN and copy of GST Registration Certificate. Annual Reports for last five years i.e. FY 20-21, FY 19-20, FY 18-19, FY 17-18 & FY 16-17	1. Copy of Certificate of Incorporation/ Registration. Valid GSTIN and copy of GST Registration Certificate. Balance Sheet and P&L Statement OR Certificate from Statutory Auditor.

4	Pre-Qualification Criteria, Page 21 (Volume I)	12. The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	12. The bidder shall submit Power of Attorney or Board Resolution duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.
5	6.1 Pre-Qualification Criteria, Page 21 (Volume I)	9. RFP Document Fees and EMD - Responding Firm/ Company should have: • Made a payment of ₹ 11,200, inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) for RFP Document Fees. • Should have submitted an EMD of ₹ 40,00,000 (Rupees Forty Lakhs only).	9. RFP Document Fees and EMD - Responding Firm/ Company should have: • Made a payment of ₹ 11,200, inclusive of GST @ 12% (Rupees Eleven Thousand and Two Hundred only) for RFP Document Fees. • Should have submitted an EMD of ₹ 40,00,000 (Rupees Forty Lakhs only). • In lieu of EMD, bidders may submit a signed "Bid Security Declaration" as per the template provided at Annexure.
6	6.2 Technical Evaluation Scoring Matrix, Page 22 (Volume I)	1 (iv) Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered): o 1 Project – 1 mark o 2 Projects – 3 marks o 3 Projects – 5 marks >3 Projects – 8 marks	1 (iv) Implementation experience of end-to-end-citizen centric application (relating to any scheme of Govt) starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system: o 1 Project – 1 mark o 2 Projects – 3 marks o 3 Projects – 5 marks >3 Projects – 8 marks (the projects related to bank transfer of employee salary/employee pension etc. shall not be considered)
7	6.2 Technical Evaluation Scoring Matrix, Page 22 (Volume I)	Project experience details as per FORM PQ-4. The form should be completed in all respects AND Copy of Work Order (including extensions if any) or Agreement or Contract AND Certificate of Completion of Project or of Transition Phase from client.	Project experience details as per FORM PQ-4. The form should be completed in all respects AND Copy of Work Order (including extensions if any) or Agreement or Contract AND Certificate of Completion of Project or of Transition Phase or of Go-Live from client.
8	6.2 Technical Evaluation Scoring Matrix, Page 24 (Volume – I)	3. Adequacy and quality of proposed key resources - Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years.	3. Adequacy and quality of proposed key resources - Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years. Replacement of proposed key resources will be exempted in the following unavoidable circumstances: Resignation, Death, Critical Illness, Pandemic, Natural Calamity.
9	7.5 Performance Bank Guarantee, Page 26 (Volume II)	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 Contract	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 Contract

10	7.2 Data standardization and localization with respect to LGD (mapping of LGD) using AI based tool, Page 27 (Volume II)	Inclusion of the following additional clause: IA shall deploy a dedicated team from day 1 for working on data standardization and localization w.r.t LGD. Following set of activities are expected to be performed by IA team, as part of this scope:	
		i. Develop a robust IT tool to facilitate departments in digital mapping of LGD codes by referencing code structure, map existing administrative units with code and auto reflect mapped code across all departmental IT applications	
		ii. Maintenance of a directory of local government bodies and its mapping with land revenue entities	
		iii. Whenever there is any change in a local body or revenue entity, a new version to be generated. LGD version management shall help in recording and usages of history by user and applications	
		iv. Conversion of local bodies from one type to another are to be managed through LGD	
		v. Department coordination and finalization of LGD mapping table with concerned departments	
11	7.3 Solution Design, Page 28 (Volume II)	a. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract. b. OEM support should be made available on all deployed versions for the contract period.	a. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract. b. OEM support should be made available on all deployed versions for the contract period. Bidder to provide an authorization from the OEM for the above clauses in OEM Letterhead
12	7.5.1 Front-end Application Components, Page 30 (Volume II)	Ticket Management - Provision for technical helpdesk staff to raise complaints (initiated by both 'beneficiaries', 'SPDP system users' and 'program partner's) and to track their status for them. Examples of technical tickets that could be managed through this module include: • Issue #1 – "Unable to view reports" • Issue #2 – "Beneficiary authentication service has failed"	This feature of the "Grievance Management" component stands <u>excluded</u> from RFP.
13	9 Proposed Team and Deployment Plan (Volume-II) SL#1 - Project Manager	Base Qualification & Exp: B.E/ B.Tech/ MCA with MBA Preference: PMP/ PRINCE2 certification ITIL/ Relevant IT certification	Base Qualification & Exp: B.E/ B.Tech/ MCA with MBA Preference: PMP/ PRINCE2 certification/ ITIL/ Relevant IT certification

14	Additional clause in Section 7 (Scope of Work):
	After achieving the following criteria, Go-live shall deemed to be declared:
	  i. 100% of beneficiary data records imported from identified source databases to the unverified database.
	  ii. SPDP ID creation of all the existing beneficiaries across 24 schemes.
	  iii. All 24 no. of identified phase 1 schemes successfully onboarded in SPDP.
	  iv. 240 no. of new beneficiary registration/processing (minimum 10 new beneficiaries from each of the identified 24 schemes).
	  v. Submission of Safe to Host certificate after security audit.		

15	9.3.2 FORM FIN-2: Summary of Financial Bid (in Indian Rupees)	Revised format of FORM FIN-2: Summary of Financial Bid (in Indian Rupees) is provided at the Annexure section of Corrigendum.	

16	9.3.4 FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees)	Revised format of FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees) is provided at the Annexure section of Corrigendum.

ANNEXURE

1. FORM FIN-2: Summary of Financial Bid (in Indian Rupees)

S. #	Description	Total Amount (exclusive all taxes)	GST and any other applicable taxes	Total Amount * (Inclusive all taxes)
1	Application development			
2	Data standardization and localization with respect to LGD (mapping of LGD) using AI based tool			
3	Training and Capacity Building			
4	Post implementation support - Operations & Maintenance (O&M) for 5 years			
5	Security audit			
6	Onsite resources			
7	Third-party software licenses			
8	Cost discovery component for onboarding of schemes in SPDP			
9	Cost discovery component for additional man-months			
	Total Project Cost			
	In Words:			

2. FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees)

S. #	Description	Per Man-Month Rate	No. of Months	No. of Resources	Total Amount (exclusive of all taxes)	GST and any other applicable taxes	Total Amount (inclusive of all taxes)
1	Development Cost - Data standardization and localization with respect to LGD using AI based tool	Lump-sum					
2	Manpower cost for Coordination with departments for LGD mapping with different administrative units/entities and the scheme databases. The number of resource proposed and number of month proposed is indicative in nature. In case of requirement the IA has to deploy more resources to complete the job in time. The payment		6	4			

shall be made as per actual resource deployed on the basis of per man-month rate						
Total Cost						
In Words:						

(other terms and conditions along with financial bid format mentioned in RFP remain same)

3. Bid Security Declaration Form

(To be submitted on the Letterhead of Bidder)

To

The General Manager (Admin),
Odisha Computer Application Centre,
N-1/7-D, Acharya Vihar P.O. RRL,
Bhubaneswar - 751013.

Subject: Bid Security of RFP for selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha.

Ref: RFP Reference No. OCAC-SEGP-SPD-0023-2020-21041.

Madam,

I/We understand that, as per the Corrigendum clause no. 5 of above referenced RFP, bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit. I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of Three years from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

1) I am /We are in a breach of any of the obligations under the bid conditions,

2) I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.

3) On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

REVISED TENDER SCHEDULE

SL#	Event	Schedule
1	**Last date of submission of RFP Response**	**By 12 Noon of 04.10.2021**
2	Opening of Pre-Qualification & Technical Bid	1 PM of 04.10.2021
3	Technical Presentation	05.10.2021 from 11:30 AM onwards
4	Opening of commercial bid	To be intimated later

(Pre-bid query Resolution Document is attached)

SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
	PRE-BID RESPONSE DOCUMENT			
	RFP Name: Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha			
1	Generic Query		For such an esteemed solution, application security is one of the key concerns, and the proposed system should be free from OWASP vulnerabilities, will request you to consider the addition of proposed solution to be OWASP top 10 Vulnerabilities.	Security audit of the application through CERT-IN empanelled firm is in the scope of the bidder which includes OWASP top 10 vulnerabilities as well as other vulnerabilities.
2	Vol II Page 28 7.3 Solution Design	Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract.	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use open-source software for all govt projects. Open-Source Software also comes with an Enterprise Supported Version which are free from all security risks as well as made enterprise ready with NO LIMITATION to use. Request to kindly mandate Enterprise Supported Open Source Products. Proprietary software will be cost-heavy, issue of interoperability and vendor lockin for the customer, hence suggest to prefer open source enterprise products	SPDP shall prioritize the use of open standards for interoperability purposes between SPDP and partner systems. Solution components to be based on open standards and should be provided with necessary support. Bidders have to quote for Enterprise versions only. Also refer Corrigendum.
3		a. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract. b. OEM support should be made available on all deployed versions for the contract period.	Kindly Include: Bidder to provide an authorization from the OEM for the said clauses in OEM Letterhead	Please refer Corrigendum.

PRE-BID RESPONSE DOCUMENT

RFP Name: Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
4	Vol II Page 45 Annual Technology Support	Annual Technology Support The SI shall be responsible for arranging annual technology support of SPDP for the OEM products during the entire O&M phase. It is mandatory for the IA to take enterprise level annual support over the entire contract duration at minimum for the software(s) mentioned below: o RDBMS o Data warehouse (if any) o AI tools o Analytical tool (if separately deployed) o Deployed third party products/ engines	Kindly Add to make the solution components complete: **Enterprise COTS Product/Platform** Modified Clause: The SI shall be responsible for arranging annual technology support of SPDP for the OEM products during the entire O&M phase. It is mandatory for the IA to take enterprise level annual support over the entire contract duration at minimum for the software(s) mentioned below: o RDBMS o Data warehouse (if any) o AI tools o Analytical tool (if separately deployed) o Deployed third party products/ engines o **Enterprise COTS Product/Platform**	No change - As per RFP.
5	RFP Vol-1, Clause. 2 Fact sheet, RFP page 7	**E-Nivida Registration Fees** 2,500 plus Applicable GST	We have already registered in e-Nivida Portal and have sucessfully submitted one tender through the E-Nivida Portal. Do we need to provide the e-Nivida Registration Fees again for this Tender? Kindly Confirm. Also we found that there is a TPF of Rs. 5900/- mentioned in the e-Nivida portal against this Tender. Please clarify whether to pay agianst the TPF or not.	No change - As per RFP.
6	RFP Vol-1, clause5.6 EMD, RFP page 15	The Bidder shall submit, along with their bids an Earnest Money Deposit (EMD) of Rupees Forty Lakhs only (₹ 40,00,000) as bid security fee in a sealed envelope within the bid submission date and time. EMD should be in the form of a Demand Draft or Bank Guarantee issued by a scheduled commercial bank and payable at Bhubaneswar. EMD may also be paid through electronic mode to the following account:	As per Government of Odisha, Ministry of Finance, Department of Expenditure, Procurement Policy Division No. 8943/F -FIN-COD-MISC-0007-2019 dated 18 Mar 2021 (copy attached), the Bid Security / EMD is not be be sought and no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents. Hence, we request the Bid Security may be exempted.	Please refer Corrigendum.

SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
	PRE-BID RESPONSE DOCUMENT			
	RFP Name: Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha			
7	RFP Vol-1, clause6.1 prequalification criteria, RFP page 21	**Sl. No. 1** Annual Reports for last five years i.e. FY 20-21, FY 19-20, FY 18-19, FY 17-18 & FY 16-17	Request to consider the BS & PL of each financial year as uploading the annual reports for each of the financial year requires more storage space in the server.	Please refer Corrigendum.
8	RFP Vol-1, clause6.2 Technical evaluation criteria, RFP page 23	Certificate of Completion of Project or of **Transition Phase** from client.	We request to kindly condiser the Go-Live certificate in the evaluation	Please refer Corrigendum.
9	RFP Vol-1, clause6.2 Technical evaluation criteria, RFP page 23	**Sl .1.(ii)** Experience in implementation of at least 1 platform-based project in last 5 years. - Platform based projects refer to implementation of reusable components/ toolkits/ microservices etc. **Single order value** o > ₹1 Cr & <= ₹2 Cr: 2 marks o >₹2 Cr & <= ₹3 Cr: 3 marks o >₹3 Cr & <= ₹4 Cr: 4 marks o > ₹4 Cr: 6 marks	We request to consider projects value worth ₹3 Cr above for alloting maximum marks. The clause may please be revised as follows. Experience in implementation of at least 1 platform-based project in last 5 years. - Platform based projects refer to implementation of reusable components/ toolkits/ microservices etc. Single order value o > ₹1 Cr & <= ₹2 Cr: 2 marks o >₹2 Cr & <= ₹3 Cr: 4 marks o > ₹3 Cr: 6 marks	No change - As per RFP.
10	RFP Vol-1, Clause 6.2. Technical evaluation criteria, RFP page 24	**Sl. 3.(i)** **Project manager** Base Qualification & Experience: B.E/B.Tech/MCA with MBA; 10 years' experience Project Experience: 10 years' experience in large-scale software projects in Govt. as Project Manager Preference: PMP/PRINCE2 certification; ITIL/ Relevant IT certification	Considering the role we hope resources with required qualification & experience along with PMP/PRINCE2 certification will get full marks. Please confirm.	Please refer Corrigendum.

		PRE-BID RESPONSE DOCUMENT		
		RFP Name: Selection of Implementation Agency for Development, Implementation and Maintenance of Social Protection Delivery Platform (SPDP) in Odisha		
Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
11	RFP Vol-1, Clause 7.5.Performance guarentee, RFP page 26	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 Contract	With reference to the Notification No. F.9/4/2020-PPD released by Ministry of Finance, GoI on 12.Nov.2020 regarding Performance Security, the same has been reduced to 3% of the contract value. • PBG against onsite resources & software enhancement services purpose may kindly excluded. • PBG may be millstone base rather for total project period & cost Request you please consider the notification and revise the clause	Please refer Corrigendum.
12	RFP Vol-1, Clause 8.1.Application Development, RFP page 27	1. 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. 2. 60% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. 3. The remaining 20% cost of application will be paid equally in 8 QGRs	We request you to revise the clause as per below: 1. 20% cost of application will be paid on approval of SRS 2. 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. 3. 40% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. 4. The remaining 20% cost of application will be paid equally in 8 QGRs	No change - As per RFP.
13	RFP Vol-1, Clause 9.3.8 Form Fin-8 onsite resource deployment cost, RFP page 46	General	As mentioned in the team deployment plan RFP Vol 2 Clause 9, the resource would be deployed at Bhubaneswar from the project start date till 6 months post go live. We assume that these resources will work at offsite from Bidders premises. Please confirm.	In case technical manpower is required to work onsite from client premises, required seating arrangement provisions shall be made by OCAC. However, other provisions (systems, etc.) to be arranged by the IA.
14	RFP Vol-2, Clause 2.2 functional scope, RFP page 7	The platform will have a service catalogue which provides a collection of services for different components enabling the scheme owners to aid their service deliveries, but at the same retain control over their functioning	Kindly clarify what all needs to be captured in the service delivery catalogue	As per RFP.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
15	RFP Vol-2, Clause 2.3 Design Principles of the platform, RFP page 10	**3. User centricity** Ensuring 'accessibility' and 'availability' (e.g. supporting 'online/offline' system availability) are key components of such a design.	Kindly confirm whether any offline system required to be developed for the proposed solution	Currently, only online system availability to be supported.
16	RFP Vol-2, Clause3, Dproposed architecture, RFP page 12	As illustrated above, SPDP is envisioned as a "three-tier" design	we propose to have the solution to be micro service based container architecture..	The solution will use Micro service-based Container Architecture.
17	RFP Vol-2, Clause7.3, Solution design, RFP page 27	The solution design should be n-tier services-based architecture for all environments.		
18	RFP Vol-2, Clause7.4, Solution design, RFP page 28	The solution will use Micro service-based Container Architecture		
19	RFP Vol-2. Clause 5.2, Defining the Scheme Prioritization and Roll out Process, RFP page 21	For the purpose of pilot roll out under phase I, 3 out of 24 schemes have been identified. The 3 pilot schemes include 1 fully online scheme (SC/ST/OBC/EBC Post Matric Scholarships of ST&SC and MBC Welfare Department), 1 partially online scheme (KALIA) and 1 fully offline scheme (Mukhya Mantri Kalakar Sahayta Yojana - MMKSY).	Please confirm the number of locations where pilot rollout will be done for the 3 schemes.	As per RFP.
20	RFP Vol-2. Clause7, Scope of work, RFP page 21	**7. Scope of work** The IA shall supply following items required to complete the SPDP solution scope: For production deployment OCAC will procure licences for database like that of Oracle 12-C latest version, ETL, AI based de-duplication Tool and MDM Tool like that of IBM.	Considering the complexity of the requirement, an enterprise solution architecture is necessary to be deployed.Need clarification whether enterprise tools like web servers, application server to be procured by OCAC	Enterprise versions of Deduplication tool & Database shall be procured by OCAC as required. However, the IA should include Enterprise version of Application Server/Web Server or any other 3rd party tools required for implementation of this project. Bidder also has to include support cost for 5 years against those licenses.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
21	RFP Vol-2, Clause7.3, Solution design, RFP page 28	12. Any proprietary software which would be part of the solution must be of the latest commercially available version. a. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract. b. OEM support should be made available on all deployed versions for the contract period.	a. Is it other than the Oracle 12-C latest version, ETL, AI based de-duplication Tool and MDM Tool like that of IBM (mentioned in clause 7) ? b. As OCAC will provide the mentioned license to the IA, OCAC will be responsible to get the OEM support as well. Please confirm.	OCAC shall arrange OEM support only for those licenses that are procured directly by OCAC. The configuration of all such licensed products shall be done by respective OEM, in consultation with OCAC and IA. For other proprietary licenses procured by IA, necessary support shall have to be arranged by the IA.
22	RFP Vol-2, Clause6, Technical Design Considerations, RFP page 24	**4: Configurable workflow templates for optimizing processes** SPDP will provide configurable templates as part of its applications and services, and thereby optimize specific processes	Please confirm howmany configurable templates to be designed as part of the solution	As per RFP.
23	RFP Vol-2, Clause7.3, Solution design, RFP page 28	The IA shall create the following environments and propose the necessary infra sizing in consultation with OCAC - a. Development environment b. Testing / UAT / Pre-Production/ Staging environment c. Sandbox (for API deployment) d. Production environment	a. We assume that the Development, Testing/UAT/ Preproduction/Staging environment will be provided by IA. However Sandbox and Production environment will be provided by OCAC. Kindly confirm b. Will OCAC allow to take the data outside of data centre to the IA location,for development purpose?	IA shall develop based on dummy data. It is not permissible to take actual data outside SDC premises.All environments shall be provided by OCAC.
24	RFP Vol-2, Clause7.4, Solution design, RFP page 29	Mobility services should be a key solution component i.e. all the user interfaces can be accessed over mobile.	We assume that the application will be mobile responsive & there is no requirement of Mobile app. Kindly confirm	Application shall have to be mobile responsive. In case of requirement for mobile app, it shall be taken up through a change request process. Provision for "Cost Discovery Component" for additional man-months has been kept in the Financial Bid for consideration of same.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
25	RFP Vol-2, Clause 7.5.1 Front-end Application Components, Page 29	**Registration for Offline Schemes** Digital signature based authorised approval will be required during scheme registration	Please confirm who would procure the DSC for the users. If IA is required to procure the DSC, request to mention the numbers.	DSC procurement is not in the scope of IA.
26	RFP Vol-2, Clause 7.5.1 Front-end Application Components, Page 30	**Ticket Management** Provision for technical helpdesk staff to raise complaints (initiated by both 'beneficiaries', 'SPDP system users' and 'program partner's) and to track their status for them. Examples of technical tickets that could be managed through this module include:	We request clarification on the followings. 1. No. of help desk staffs to be deployed 2. Location of deployment 3. Who will provide the IT/ Non IT infrastructre required for the helpdesk 4. Is there any existing helpdesk tool available to be used or the same is to be proposed by the IA?	Please refer Corrigendum.
27	RFP Vol-2, Clause 7.6.4 Single Sign-On Page 38	**7.6.4 Single Sign-On** When a user is signed on to the SPDP platform, the user shall not be asked to sign-in again for any other services. The single sign-on feature shall be enabled as a toolkit. The administrator shall be able to enable the single sign-on for the set of services that he shall deem appropriate for a particular user and configure the same. This feature can be similarly enabled for all users	We assume that, there is an existing SSO available with OCAC. IA will required to integrate with the existing SSO. Kindly confirm	SSO shall not be in scope of IA.
28	RFP Vol-2, Clause 7.12 SSL Certification, Page 41	**7.12 SSL Certification** The IA shall carry out SSL certification and ensure the following:	Kindly suggest the type of SSL certification required for the said application.	Green Bar Extended Validation (EV SSL)
29	RFP Vol-2, Clause 7.13 Infrastructure Support, page 41	**Infrastructure Installation** The IA shall deploy the solution at the Data Centre and Disaster Recovery of OCAC as per the procurement cycle and shall ensure that the application software services are made accessible to the relevant SPDP stakeholders	Please suggest the DR sizing with respect to the DC	DR provisioing shall be made by OCAC later on. However, IA should provide necessary support for configuration of same.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
30	RFP Vol-2 Clause 7.15 Operation and Maintenance Page 45	Annual Technology Support The SI shall be responsible for arranging annual technology support of SPDP for the OEM products during the entire O&M phase. It is mandatory for the IA to take enterprise level annual support over the entire contract duration at minimum for the software(s) mentioned below: 1. RDBMS 2. Data warehouse (if any) 3. AI tools 4. Analytical tool (if separately deployed) 5. Deployed third party products/ engines	We assume that, the OEM products like RDBMS, AI Tools, Analytical tools, Data warehouse tools, are provided by OCAC. Hence OCAC will take the responsibility for the OEM Support. Kindly confirm	OCAC shall arrange OEM support only for those products that are procured directly by OCAC. For other products procured by IA, necessary support shall have to be arranged by the IA.
31	RFP Vol-2, Clajuse 8 Deliverables and timeline, Page -47	Completion of integration of scheme management systems of identified Phase-I schemes (24 nos.) with SPDP	Will there be any Phase-2 or phase-3 implementation . Kindly confirm	It has been mentioned in RFP that there are 58 CSS schemes and approximately 432 State Sponsored Schemes operating in the State. All these schemes shall have to be onboarded in phases, during O&M period. Cost discovery component for schemes onboarding has also been included in Fin. Bid format.
32	RFP Vol-2, Clajuse 13.1 Functional Requirements, Page -57	Some of the Offline schemes maintained their scheme information and beneficiary information in Excel format or any other formats and Local Databases. The SPDP should have the functionality to export those information in the SPDP portal for new Beneficiary registry creation, which might include eradication of duplicate record, Record matching and other verification mechanism to create SPDP Registry of beneficiary if not existed and update the same if existed	Please mention the volume of the data to be captured for the offline scheme.We request to give the data in a presribed format proposed by the IA during the implementation.	As part of the Requirements Gathering exercise during implementation phase, IA shall carry out detailed assessment of information and other requirements from respective departments implementing the offline schemes.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
33	RFP Vol-2, Clajuse 7.3 Solution design, Page -28	All data entry in the system shall be performed in English only. However, system should have a provision to display labels of the application software in both English and Odia languages.	Please confirm whether Hindi language shall be considered or not.	All data entry in the system shall be performed in English only. However, system should have a provision to display labels of the application software (i.e. multi-lingual interface) in English and Odia languages, as per localization and language technology standards for National e-Governance plan.
34	RFP Vol-2, Forms availably componentss, Page -69	The system should support multi-lingual interface (minimum Hindi, Odiya and English) as per localization and language technology standards for National e-Governance plan.		
35	RFP Vol-2, 7.5.2 Information Exchange Components, Page 35	**Linkages with Public Utilities** Digital Signature and e-Sign and Digi Locker:	Kindly mention who is the service provider for DSC, Digi Locker and e-Sign?	DigiLocker is an initiative of MeitY, Govt. of India, under Digital India programme. DSCs are provided by authorized digital signature service provider(s).
36	RFP Vol-2, 7.5.2 Information Exchange Components, Page 33	**Orchestration Service** This service can be used by SPDP administrative users to automate key SLA-based processes (e.g. auto-assignment of tasks in the grievance process, providing scheduled reports to designated users in their task queues for action)	Please clarify the requirement of orchestration Service in SLA.	Automate key SLA-based processes.
37	RFP Vol-2, 6 Technical Design Considerations, Page 24	5. ESB-API Gateway to ensure seamless integration of systems	Request the client kindly mentiow who will procure ESB-API gateway	ESB-API gateway will be part of IA's proposed solution.
38	RFP Vol-2, 7.2 Data standardization and localization with respect to LGD (mapping of LGD) using AI based tool, Page 27	Data standardization and localization with respect to LGD (mapping of LGD) using AI based tool	Request the client to kindly confirm who willl provide the AI tool?	OCAC shall provide the AI based deduplication tool. Other AI tools have to be provided by IA.
39	RFP Vol-2, 7.3 Solution Design, Page 28	The IA shall create the following environments and propose the necessary infra sizing in consultation with OCAC - a. Development environment b. Testing / UAT / Pre-Production/ Staging environment c. Sandbox (for API deployment) d. Production environment	We understood IA will propose the sizing and OCAC will provide the required hardware. Kindly Confirm.	OCAC shall provide the required hardware.

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SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
40	RFP Vol-2, 7.13 Infrastructure Support, Page 41	Infrastructure Support-Post award of contract, IA shall share the details of hardware sizing, deployment architecture and any other required information. OCAC would validate, procure and commission the infrastructure. SI shall ensure that deployment of application is as per the DR policy of OSDC.	Please clarify is the IA and SI is the same or different agency?	It refers to the same agency.
41	RFP Vol-2, 7.13 Infrastructure Support, Page 42	IA will provide a BCP and DR plan as part of business continuity plan.	Kindly mention Who will provide the IT and non IT infrastructure for DR and BCP?	OCAC shall arrange for required infrastructure.
42	Generic	Generic	Is there any requirement for integration with NPCI for DBT. Kindly confirm.	In case of any such requirement, it shall be taken up through a change request process. Provision for "Cost Discovery Component" for additional man-months has been kept in the Financial Bid for consideration of same.
43	Generic	Generic	Is there any requirement of tool (DMS) for storing of documents. Kindly Confirm.	DMS will be in IA scope.
44	RFP Vol-1, Clasue 6.1, Pre qualification criteriea, Page 21	**Sales Turnover** Responding Firm/ Company's average annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 60 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.	We request the client to reduce tohe average Sales turnover to ₹ 50 Crores for healthy competition. Kindly confirm	As per RFP.
45	Generic Query		Application security is one of the key concerns, and the proposed system should be free from OWASP vulnerabilities, will request you to consider the addition of proposed solution to be OWASP top 10 Vulnerabilities.	Already mentioned.
46	Generic Query		Number of visitor concurrency over the portal is not mentioned. Please provide the concurrent user details.	Bidder may propose solution considering 2000 concurrent users.

SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
		PRE-BID RESPONSE DOCUMENT		
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47	Vol II Page 28 7.3 Solution Design	a. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract. b. OEM support should be made available on all deployed versions for the contract period.	Kindly Include: Bidder to provide an authorization from the OEM for the said clauses in OEM Letterhead	Please refer Corrigendum.
48	6.1 Pre-Qualification Criteria Page 21 point number 6	Responding Firm/ Company should have the following certifications with validity: CMMI DEV - Level 5 or above	Will CMMI SVC Version 1.3 - Level 5' certificate be considered?	No change. As per RFP.
49	6.1 Pre-Qualification Criteria Page 22 point number 7	Responding Firm/ Company must have in its roll a minimum number of 200 IT qualified personnel	Will total manpower of constorium partners will be considered?	Pre-Qualification criteria to be met by the prime bidder, in case of a consortium.
50	7.12 Vol 2	SSL Certification The IA shall carry out SSL certification and ensure the following: i. Secure connection between Client and Server through secure protocol HTTPS ii. Encryption of data during transmission from server to browser and vice versa iii. Encryption key assigned by Certification Authority (CA) in the form of a Certificate iv. SSL security in the application server	Is this certification required every year or twice in a year ?	SSL certification is required every year on renewable basis.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
51	7.13 Vol 2	Post award of contract, IA shall share the details of hardware sizing, deployment architecture and any other required information. OCAC would validate, procure and commission the infrastructure. SI shall ensure that deployment of application is as per the DR policy of OSDC.	Hardware sizing would be proposed during the proposal since it would be suitable for the application.	No change. As per RFP.
52	7.15. C Vol 2	C) Change and Version Control All planned changes to application systems and hardware shall be coordinated within established change control processes to ensure that appropriate communication on change required has taken place, proper approvals have been received and schedules have been adjusted to minimize impact on the production environment. The IA needs to follow all such change control processes based on industry ITSM framework at all times. The IA shall define the Software Change Management and Version control process. For any changes to the solution, IA has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. IA shall maintain version control and configuration information for application software and any system documentation. IA shall maintain and update documentation of the software system ensuring that source code is documented, functional specifications are documented, application	The extent of change is not mentioned. The impact needs to be studied and the effort estimated.	Keeping probable Changes in view, "Cost discovery component for additional man-months" has already been included as part of Fin. Bid (FORM - FIN 11).

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
53	12 Pg 50 Vol 2	12 Interface The system should provide multilingual interface/labels in English and Odia.	Will there be requirement for other languages like Hindi and Bengali	As per RFP.
54	12.2 iii	iii. System should be responsive enough for the user to work without time delays/ interruptions.	Are there any time specified for this response ?	Please refer the "Operation Level SLAs" mentioned in RFP - Application/Web Page load time, Application Availability
55	12.3.1 SLR until "Go-live" pg 52	The charges to be levied on IA for non-compliance to SLR until "Go-live" are referred to as Liquidated Damages. The charges levied on IA on account of Liquidated Damages shall be the sum of 0.5% of Work Order price of the delayed/undelivered services as specified in the contract for every week of delay or part of a week, subject to the maximum value of Liquidated Damages being not higher than 10% of the value of delayed services.	This may vary as there may be changes which may occur during implementation.	As per RFP. Penalty will not be imposed if the delay is not attributable to IA.
56	12.3.2 SLR during "O & M Phase"	The charges to be levied on IA for non-compliance to SLR during the O & M phase are referred to as Penalties. During O&M phase, penalties which can be levied on IA each quarter will be capped at 10% of the total O&M cost per quarter.	Penalties of 10% every quarter is very high. Should be lower.	No change. As per RFP.
57	1.2 Vol iii Pg 5	references to a "business day" shall be construed as a reference to a day (other than a Sunday) on which banks in the state of Odisha are generally open for business.	How about 2nd and 4th Saturdays when the banks are closed ?	Business day refers to Govt. of Odisha working days.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
58	21.2 Certificates of currency	The <<"Implementing Agency">>; must, on request by OCAC, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause.The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.	Need the details of all the insurance with expiry date.	To be provided by IA.
59	Training and Capacity Building Vol iii Pg 39	Cost of training and capacity building will be paid on completion of training for participants from all the 30 batches as provided in RFP.	What is the measure of training completion ?	Please refer the "Operation Level SLAs" mentioned in RFP - Quality of Training
60	General	Application Architecture		The solution will use Micro service-based Container Architecture.
61	General	Deployment Architecture		As per RFP, post award of contract, IA shall share the deployment architecture
62	General	No of Concurrent Users		Tentatively 2000 as per current estimate. However, no. may vary at time of implementation.
63	General	Max Transaction per Day		Shall be estimated by the selected bidder during Requirements Gathering phase.
64	General	Max Size of Write /Transaction year		Shall be estimated by the selected bidder during Requirements Gathering phase.
65	General	Any Document Upload Permitted		Shall be estimated by the selected bidder during Requirements Gathering phase.
66	General	Max Size of File in MB		Shall be estimated by the selected bidder during Requirements Gathering phase.
67	General	Max Files per User		Shall be estimated by the selected bidder during Requirements Gathering phase.
68	General	Database Backup Policy		As per Odisha State Data Centre policy
69	General	Database Retention Policy		As per Odisha State Data Centre policy
70	General	DC - DR Policy		Please refer Section 7.13 of RFP Volume-II (Infrastructure Support - BCP)
71	General	RPO -- Recovery Point of Object		As per Odisha State Data Centre policy
72	General	RTO -- Recovery Time of Object		As per Odisha State Data Centre policy
73	General	Data Archival Policy		As per Odisha State Data Centre policy

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Sl No	**RFP Document Reference(s) (Section & Page Number(s))**	**Content of RFP requiring Clarification(s)**	**Points of Clarification**	**Response**
74	Volume - I Instructions on the Bid Process, 6.1 Pre-Qualification Criteria, Page No. 21	**3 Technical Capability -** Responding Firm/ Company must have implemented/in process of implementing following **application development and maintenance projects** in domain of Public Service Delivery, for any State/UT/Federal Govt. in India during last five (5) financial years as on 31st March 2021: (i) 1 project of value >= ₹ 15 Cr; or (ii) 2 projects of each value >= ₹ 7.5 Cr; or (iii) 3 projects of each value >= ₹ 5 Cr; Certified copies of citations as per FORM PQ-4 along with work orders (including extensions, if any) and completion certificates. In case completion certificates are not available, bidder may submit the work order with a self-certification of works completed, from authorized signatory. For ongoing projects, the software development component must have been completed with go-live at the time of bid submission.	We request to please revise this clause as below: "Responding Firm/ Company must have **implemented/in process of implementing/executed following application development/Upgrade & Maintenance of Enterprise Application/O&M of Enterprise Application** projects for any State/UT/Federal Govt./**Large Enterpise** in India during last five (5) financial years as on 31st March 2021: (i) **1 project of value >= ₹ 12 Cr; or** (ii) 2 projects of each value >= ₹ 7.5 Cr; or (iii) 3 projects of each value >= ₹ 5 Cr;"	No change. As per RFP.
75	Volume - I Instructions on the Bid Process, 6.1 Pre-Qualification Criteria, Page No. 21	**5 Sales Turnover -** Responding Firm/ Company's average annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 60 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.	With reference to the said clause, we request to please relax this clause and revise this clause as below: "Responding Firm/ Company's average annual sales turnover generated from IT/ITes Services during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 60 Crores. Revenue generated from Non-IT Services will not be considered."	No change. As per RFP.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
76	Volume - I Instructions on the Bid Process, 6.1 Pre-Qualification Criteria, Page No. 21	**6 Certifications -** Responding Firm/ Company should have the following certifications with validity: o CMMI DEV - Level 5 or above (from CMMi Institute) o ISO/IEC 27001-2013 o ISO 9001:2015 o ISO/IEC 20000 Copies of the certifications issued from accreditation organizations need to be attached, which should be valid on the date of bid submission.	With reference to the said clause, we request to please accept those bidder also whose CMMI Certificate is under renewal or in ongoing process of approval. Hence, please revise the clause as below: "The bidder should be a company of CMMI Level 3 or higher. The certificate must be valid as on the date of bidding. **In case CMMI Level 3 or higher certificate is expired during the pandemic time and renewal / upgrade process is going on, then Bidders have to submit the old certificate, Proof of Application and undertaking in case CMMi certification in under renewal process.**"	No change. As per RFP.
77	Volume - I Instructions on the Bid Process, 6.2 Technical Evaluation Scoring Matrix, 1. Past experience of the responding firm/ company, Page No. 24	1 Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live.	We request to please relax this clause as below: "Resources proposed in technical evaluation criteria should be the employee of bidder **at the time of bid submission**. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live." **Also please allow to replace these proposed manpower in case they are not available at the time of work awarded, due to uncertainty of the timeline in bid evaluation & awarding process and bidder will provide equal & advanced manpower, if required to replace the manpower.**	Please refer corrigendum.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
78	Volume - I Instructions on the Bid Process, 7.5 Performance Guarantee, Page No. 26	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 Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days.	We request to reduce the PBG amount to 3% of the Order/Estimated Bid value as per the govt. ordinance. Reference - Memorandum of Govt. No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division From Deputy Secretary to the Govt. of India.	Please refer Corrigendum.
79	Volume - II Terms of Reference and Techno-Functional Requirements 13.2 Non-Functional Requirements, Page No. 72	40 The mobile solution must be compatible with iOS, and Android solutions.	Please confirm that the solution is required to be mobile browser compatible or a dedicated native mobile app for Android & IOS will be required. Kindly provide details on this.	Already mentioned

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
80	2.2 Functional Scope, Page 7	SPDP needs to support master data management in its platform design	**It is recommended that the Master Data Management solution should cover the following aspects. Please confirm :-** a. Data Quality profiling for understanding data quality issues and a foundation for building data quality rules for defect remediation and prevention. b. Profiling users should be able to easily collaborate with others in the organization by opening and assigning Incidents to Business Owners, DBAs, Data Scientists and others within the Data Quality user interface while exploring and discovering anomalies. c. There should be Pre-built dashboards and dashboard templates for reporting on Data Quality metrics in easy to understand and configurable executive dashboards viewed in browser. Data Quality teams, executives, source data providers, ETL teams, Data Governance Centers of Excellence team members and consumers of the resulting 'Data Fit for Use' should be able to view both point in time and rolling period comparison dashboards. d. There should be a rich and configurable palette of visual Processors for adding match, merge and de duplication record processing into Data Quality workflows to make sure that the data conforms to business rules and project requirements. e. There should be a capability to enhance data	As per RFP. The master data managemnt will cover all the features, apply master data business rules , support data privacy and security , refining records with data enrichments etc which will be beneficial for managing SPDP platform. The software of MDM is not in scope of IA.
81	2.3 Design Principles of the platform, Page 9	Usage of open standards, open APIs, open source software and commodity infrastructure with multiple vendors	We request you to consider **Open Standards** and **Open API** based **Enterprise grade** solution that is interoperabe with any open source systems on multi-vendor commodity hardware for delivering enterprise grade Quality of Service in terms of security, performance and scalability attributes. Please confirm.	Please refer Corrigendum.

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82	2.3 Design Principles of the platform, Page 9	SPDP will be positioned as a platform offering a **palette of micro-services** - for executing specific user functions - which can be adopted by participating schemes (where a specific scheme partner can choose a service or services, for their transactions). This modular design philosophy will also support ensuring other architectural priorities (e.g. refactorability, resilience and manageability) are adequately addressed in the SPDP platform.	**Please consider the following capabilities and confirm :-** a. Platform should provide out of the box toolkit to build and deploy containers along with integrated monitoring and logging capabilities which are extremely important in case of microservices implementation. b. The microservices framework selected at the application layer should comply with microprofile standards. c. Platform should support hybrid deployment with coexistence of legacy as well as microservices all deployed and monitored in an integrated fashion.	As per RFP
83	4.1 Approach for building SPDP Registry using Source Databases, Page 15	Based on the assessment and analysis of viable source databases, it is advisable to establish the SPDP registry by employing a combination of the following 15 source databases, to cover the major population of the State	Could you please indicate the data volume breakup(e.g. TB) across these 15 databases that will act as potential sources for building the SPDP registry.	At this stage it couldn't be confirmed
84	4.1 Approach for building SPDP Registry using Source Databases, Page 17	All residents are required to furnish proof (e.g. proof of identity, proof of address, proof of age) via supporting documents, which would be verified by the staff and then scanned/uploaded and also directly pulled in electronic form from Digi Locker whenever required, based on beneficiary consent.	For scanning and document upload, do you need a Content Management / Document Management solution for a. Secured storage of content b. Versioning of content c. Workflow for controlling publishing of content d. Define content archival and retention policies e. Intelligent document classification and data extraction utilizing Optical Character Recognition(OCR) Please confirm.	No.

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85	6 Technical Design Considerations, Page 24	SPDP will have a centralized IDAM to manage access rights and privileges for authorized system users, as well as audit events in the platform. This will help in increasing the traceability and accountability in the system and reduce the potential risk of attacks to the system.	Could you please confirm on the following capabilities of the IDAM solution :- a. Automated User Provisioning and Deprovisioning b. Self Service capabilities for Password Management, Access Request etc. c. Central User Repository and Directory Services d. Enhanced Authentication and Authorization based on Single Sign-On, Multifactor Authentication etc.	As per RFP
86	7.5.2 Information Exchange Components, Page 35	Linkages with Public Utilities	Could you please provide the following information regarding integration with external interfaces :- 1. Number of peak transactions/second for real time interfaces (sync/async) and average message payload 2. Number of batch interfaces, average data volume to be handled and batch operation window	At this stage it couldn't be confirmed
87	7.13 Infrastructure Suppor, Page 41	The IA shall deploy the solution at the Data Centre and Disaster Recovery of OCAC as per the procurement cycle	Could you please confirm the capacity of Disaster Recovery(DR) site with respect to primary.(e.g. DR=50%DC).	As per OSDC guideline
88	13.2 Non-Functional Requirements, Page 73	Must provide capability to validate data via dictionary lookup, e.g. the Address ZIP code must be a valid one.	Please confirm whether ZIP code should be replaced with PIN code valid in Indian context. Also, we assume that "Address verification" is within the scope of this initiative. Kindly confirm.	It is PIN code as per Dept. of Post
89	General	General	Please confirm if there is a requirement for **real time replication** of data from **heterogeneous data sources** to the initial non-verified temporary database and for that matter to any other databases. We also recommend you to use transactional replication in place of block or volume replication to have minimal effect on infrastructural requirements such as bandwidth. Please confirm.	As per RFP.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
90	General	General	Please suggest following volumetric details to be considered for initial sizing of the SPDP registry :- - No of users / transactions accessing the database layer - Maximum number of concurrent database users under peak load - total data volume - Year-on-Year growth	At this stage it couldn't be confirmed
91	General	General	It is strongly recommended that the proposed DR should have the following requirements :- a. Zero data loss protection at any distance b. Offload reporting workload along with real time queries from the physical standby database b. Automatic repair of physical corruption transparent to the user d. Incremental backup, rolling upgrades etc. Please confirm.	As per RFP.
92	General	General	With respect to Analytics and reporting could you please share the following information :- a. Total number of reports b. Breakup of number of reports based on Small, Medium, Large categories c. Number of concurrent reporting users at peak load d. Number of concurrent OLAP users at peak load	Already mentioned
93	General	General	With respect to data security, it is strongly recommended to protect the SPDP registry not only from external threats but also from internal threats such as highly privileged database adminstrators who have access to all the schemas in the database that could compromise highly sensitive data such as **Personally Identifiable Information(PII) etc.** Database selected should have inbuilt capability to protect against such high risk internal threats. Please confirm.	Agreed

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
94	6.2 Technical Evaluation Scoring Matrix, Page : 22	Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered): o 1 Project – 1 mark o 2 Projects – 3 marks o 3 Projects – 5 marks o >3 Projects – 8 marks	We suggest to check the capability of the bidder in terms of its technical expertise and not the value. Therefore we request to remove the order value from the criteria and revise the clause as follows. Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. o 1 Project – 1 mark o 2 Projects – 3 marks o 3 Projects – 5 marks o >3 Projects – 8 marks	No change. As per RFP.
95	6.2 Technical Evaluation Scoring Matrix, Page : 22	Project Manager: Base Qualification & Experience: B.E/B.Tech/MCA with MBA; 10 years' experience Project Experience: 10 years' experience in large-scale software projects in Govt. as Project Manager Preference: PMP/PRINCE2 certification; ITIL/ Relevant IT certification o Project Experience for 10 years – 0.5 mark o Experience > 10 years – 1 mark o Preference – 2 mark	PMP/ PRINCE 2 certifications are considered as standard evaluation criteria in Project Management, Hence we request to remove ITIL/Relevant IT Certification	Please refer Corrigendum.
96	6.1 Pre-Qualification Criteria, Page : 21	Responding Firm/ Company should be in the business as System Integrator for at least five (5) financial years as on 31st March 2021.	Request consideration of Work orders confirming year and area of activity and remove requirement of statutory auditor certificate	No change. As per RFP.

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97	6.2 Technical Evaluation Scoring Matrix, Page : 22	Project experience details as per FORM PQ-4. The form should be completed in all respects AND Copy of Work Order (including extensions if any) or Agreement or Contract AND Certificate of Completion of Project or of Transition Phase from client. Note: In case of the project under Non-Disclosure Agreement (NDA), Company Secretary of the bidder should provide necessary certificates in lieu of Work Order/ Contract and Certificate of Completion.	Can we submit Go-Live certificate along with work order for consideration. Kindly confirm.	Please refer Corrigendum.
98	9.3.8 FORM FIN-8: Onsite Resource Costs (in Indian Rupees), Page: 46	9.3.8 FORM FIN-8: Onsite Resource Costs (in Indian Rupees)	Please confirm who would provide the sitting arrangements for the resources at client location	OCAC will provide seating arrangement for the IA (for onsite development resources only).
99	VOL-II, 12 Service Levels and Penalty, Page: 52	The SLA monitoring shall be performed on a daily/weekly/monthly/quarterly basis, as per the individual SLA parameter requirements.	Can we use the SLA monitoring tool of SDC for the same ?	The IA has to procure and maintain an open source EMS tool for monitoring of SLAs. The cost for same will have to be included in the total project cost to be quoted by bidders.
100	VOL-II, 5 Department and Scheme Onboarding Strategy, Page: 21	An important aspect that the BPR will cover is the department and scheme onboarding element of the solution	We hope the BPR process is already there and we are not required to execute this BPR activity. Please confirm	As part of the Requirements Gathering exercise during implementation phase, IA shall carry out detailed assessment of information and other requirements from respective departments implementing the different schemes.
101	VOL-II, 5.2 Defining the Scheme Prioritization and Roll out Process, Page: 21	The 24 schemes identified for onboarding in phase I	Can you please confirm how many schemes would be implemented in Phase-2	It has been mentioned in RFP that there are 58 CSS schemes and approximately 432 State Sponsored Schemes operating in the State. All these schemes shall have to be onboarded in phases, during O&M period. Cost discovery component for schemes onboarding has also been included in Fin. Bid format.
102	VOL-II, 8 Deliverables and Timelines, Page: 47	Completion and acceptance of SPDP use cases roll out with Phase-I remaining schemes (21 nos.) in all the districts.	Please confirm the timeline for roll out of schemes under Phase-2	Will be finalized post onboarding of IA.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
103	6.2 Technical Evaluation Scoring Matrix, Page : 22	Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live	Request to remove this clause considering present attrition rate	No change. As per RFP.
104	Data Management, Vol-1, Page-10	All 29 scheme databases were seen to work "in- silos". However, few schemes (like KALIA and NFSA) used multiple databases (like SECC, HRMS, NPR, PDS, Share Cropper's database, Paddy Procurement) for beneficiary inclusion & exclusion purposes as well as harmonizing their own databases.	Can we request the tendering authority to conduct half a day session to brief about all the schemes for ease of understading. This will help calculating the effort	No such provision.
105	Technical Evaluation Scoring Matrix, Page-21	Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered) o 1 Project – 1 mark o 2 Projects – 3 marks o 3 Projects – 5 marks o >3 Projects – 8 marks	We understand nature of the project requries all components mentioned in the clause. As expertise can also be judged through implmentation of one project. Request to revise the clause as follows. Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered) o 1 Project – 3 mark o 2 Projects – 6 marks o 3 Projects – 8 marks	No change. As per RFP.

SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
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106	Technical Evaluation Scoring Matrix, Page : 22	Project Manager Base Qualification & Experience: B.E/B.Tech/MCA with MBA; 10 years' experience Project Experience: 10 years' experience in large-scale software projects in Govt. as Project Manager Preference: PMP/PRINCE2 certification; ITIL/ Relevant IT certification o Project Experience for 10 years – 0.5 mark o Experience > 10 years – 1 mark o Preference – 2 mark	Hope along with qualification and expereince, PMP/PRINCE2 certification only will fetch full marks. Please confirm	Please refer Corrigendum.
107	Technical Evaluation Scoring Matrix, Page : 22	Lead Business Analyst: Base Qualification & Exp: B.E/ B.Tech/ MCA/ MBA Preference: PMP/ PRINCE2 certification	Request toreduce the expereince of resource by 2 years and seek deployment of 1 resource instead of 2	No change. As per RFP.
108	Technical Evaluation Scoring Matrix, Page : 22	Solution Architect: Base Qualification & Exp: B.E/ B.Tech/ MCA Preference: TOGAF/ ITIL/ Relevant IT certification	Request removal of TOGAF-Certification please	No change. As per RFP.
109	Technical Evaluation Scoring Matrix, Page : 22	DBA: Base Qualification & Exp: B.E/ B.Tech/ MCA Preference: ITIL/ Relevant IT certification	Can you please confirm why 2 DBAs are required. If we can manage with 1 DBA are we allowed to propose 1 DBA for the same ?	No change. As per RFP.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
110	Technical Evaluation Scoring Matrix, Page-22	Project experience details as per FORM PQ-4. The form should be completed in all respects AND Copy of Work Order (including extensions if any) or Agreement or Contract AND Certificate of Completion of Project or of Transition Phase from client. Note: In case of the project under Non-Disclosure Agreement (NDA), Company Secretary of the bidder should provide necessary certificates in lieu of Work Order/ Contract and Certificate of Completion.	Request to consider Go-Live projects for evaluation	Please refer Corrigendum.
111	Technical Evaluation Scoring Matrix, Page : 22, Vol-I	Resources proposed in technical evaluation criteria should be the employee of bidder for at least last 2 years. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live	We might have to hire resources for this project, hence request to remove this clause of 2 years of employment	No change. As per RFP.
112	FORM FIN-8: Onsite Resource Costs (in Indian Rupees), Page-46	9.3.8 FORM FIN-8: Onsite Resource Costs (in Indian Rupees)	Is the bidder required to deploy all the resources mentioned under the table at onsite	As per RFP. The technical manpower proposed in technical evaluation shall work from Bhubaneswar from start of the project and shall continue at least till 6 months after Go-live.
113	Department and Scheme Onboarding Strategy, VOL-II, Page-21	It will be conducted through stakeholder interaction-based studies of the scheme owner ministries/administering departments, the specific schemes of the departments, evaluating onboarding readiness of schemes, prioritising schemes basis their maturity levels, and creating a methodology for future onboarding of new schemes as and when they need to be onboarded.	Can you please cofirm what will be the total number of schemes to be implemented during the project duration	It has already been mentioned in RFP that there are 58 CSS schemes and approximately 432 State Sponsored Schemes operating in the State. All these schemes shall have to be onboarded in phases, during O&M period. Cost discovery component for schemes onboarding has also been included in Fin. Bid format.
114	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 7, Section 2, Fact Sheet, Sl No. 11	Last date and time for receipt of proposals from Bidders- 23rd September 2021, by 12 PM	Since this is a large and complex bid, it requires multiple approvals. In view of the same, request extension of at least 3 weeks.	Please refer Corrigendum for revised submission date.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
115	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 21, Clause 2.1, Pre-Qualification Criteria, Point 6, Certification	Responding Firm/ Company should have the following certifications with validity: ISO/IEC 20000, CMMI DEV - Level 5 or above (from CMMi Institute), ISO/IEC 27001-2013, ISO 9001:2015	We would request you to remove ISO/IEC 20000 as a mandatory pre qualification criteria. Considering this service management is related to Software Development Management, CMMI certification should be considered and reference to Clause 7.10 (Solution Testing, Volume-II, Page- 40, ToR) wherein it is mentioned that 'SI shall ensure that each module and feature developed as part of scope is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes)' hence the Certification of ISO 20000 is not appropriate for this kind of an engagement.	No change. As per RFP.
116	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 21-Clause 6.5-Sales Turnover	Responding Firm/ Company's average annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 60 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.	Considering the complexity, criticality and importance of this solution it is important that the turn over point to assess the capability of the entity should be at least 150 crores	Not considered and it would be as per RFP
117	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 21-Clause 6.5-Sales Turnover	Responding Firm/ Company's average annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 60 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.	The clause may be revised to- "Responding Firm/ Company's annual sales turnover generated from services related to IT Operations during the last three (3) financial years as on 31st March 2021 must be minimum ₹ 100 Crores. Revenue generated only from hardware sales/service and call centre shall not be considered.	As per RFP.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
118	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 14, Clause 5.4, Consortium, Point 3, MoU	The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and same shall be submitted to OCAC with the proposal.	Since this is a large and complex bid, certain points of MoU with our consortium partner may require alterations; hence the timeline for submitting the signed MoU be asked at the time to issuance of LoI. However, limited MoU with lead partner's commitment letter stating the same may be accepted at the time of submission of bid.	Please refer Corrigendum.
119	Odisha SPDP RFP_TOR_Vol-II.pdf Point# 4.1 Approach for building SPDP Registry using Source Databases	Based on the assessment and analysis of viable source databases, it is advisable to establish the SPDP registry by employing a combination of the following 15 source databases, to cover the major population of the State:	We assume, for external application integration, API for data pull and push operation (Integration) will be shared by the OCAC. IA will develop required consumer (for data pull) and provider service (for data push) to be integrated with. Any delay in providing required service by external application is beyond IA's control. Kindly confirm	OCAC will have the responsibilty to provide all necessary suport in order to avoid any delay from the departments side.
120	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 22-Clause 6.1, Point 7, Pre Qualification, Manpower	Responding Firm/ Company must have in its roll a minimum number of 200 IT qualified personnel in the domain of systems integration with B.E/B.Tech/MCA with minimum 3 years relevant experience, as on 31st March 2021	Currently we are the half year mark, hence it is appropriate to take 31st August 2021 as the date for assessing the manpower status.	Accepted.
121	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 22-Clause 6.1, Point 7, Pre Qualification, Manpower	Responding Firm/ Company must have in its roll a minimum number of 200 IT qualified personnel in the domain of systems integration with B.E/B.Tech/MCA with minimum 3 years relevant experience, as on 31st March 2021	As this is an Software Implementation assignment hence, the minimum number of resources clause should be clarity that the current role/ s should match the manpower requirements detailed under Clause-9, Volume-II of the RFP, Page 8 (preferably Key Experts roles)	As per RFP.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
122	Odisha SPDP RFP_ITB_Vol-I.pdf Page # 22-Clause 6.1, Point 12, Pre Qualification Criteria	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	The clause may be revised to- "The bidder shall submit Power of Attorney or Board Resolution duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder."	Please refer Corrugendum.
123	Odisha SPDP RFP_MSA_Vol-III.pdf, Page 42 ANNEXURE B - REQUIRED DELIVERABLES AND ASSOCIATED TIMELINES	ANNEXURE B - REQUIRED DELIVERABLES AND ASSOCIATED TIMELINES	Considering the complexity, criticality and importance of this solution it is important to provide sufficient amount of the time to build the solution and related artifacts. Henec we are requesting to change the deliverables and timeline as below, S. # Milestone "Timeline (Months)" 1 Submission and acceptance of System Requirement Specifications (SRS) report T+2 2 Submission and acceptance of Design Report for SPDP T+3 3 Finalization of solution architecture T+3.5 4 Data standardization and localization with respect to LGD T+3.5 5 Development of platform components and toolkit components T+5 6 Integration of SPDP with Odisha SDG framework and Odisha One framework T+6 7 "Completion of integration of scheme management systems of identified Phase-I schemes (24 nos.) with SPDP" T+7 8 Completion of User Acceptance Test (UAT) for Phase I schemes (24 nos.) T+7.5 9 SSL certification T+7.5 10 Third party Security Audit and obtain safe to host certification T+8 11 "Completion and acceptance of training and capacity building program for stakeholders from departments and field offices of	As per RFP.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
124	Odisha SPDP RFP_ITB_Vol-I.pdf Page #27 Clause 8.1 Application Development (Payment Terms)	a) 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. b) 60% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. c) The remaining 20% cost of application will be paid equally in 8 QGRs.	To have the right balance in the project delivery, we would request you to distribute the payment milestones as mentioned below a) Submission of SRS - 15%. b) Submission of Submission and acceptance of Design Report for SPDP, Finalization of solution architecture , Data standardization and localization with respect to LGD- 10%. c) Development of platform components & toolkit components, Integration of SPDP with Odisha SDG framework and Odisha One framework- 20%. d) Completion of integration of scheme management systems of identified Phase-I schemes (24 nos.) with SPDP- 10%. e) Completion of User Acceptance Test (UAT) for Phase I schemes (24 nos.)- 15%. f) Completion and acceptance of training and capacity building program for stakeholders from departments and field offices of Phase-I schemes (24 nos.).- 10%. g) Quarterly Operations and Maintenance Reports for 5 years - 20% (20% will be equally divided into 20 quarters)	As per RFP.
125	Odisha SPDP RFP_ITB_Vol-I.pdf- Pre Qualification and Technical Qualification Criteria	Project experience details as per FORM PQ-4. The form should be completed in all respects AND Copy of Work Order (including extensions if any) or Agreement or Contract AND Certificate of Completion of Project or of Transition Phase from client. Note: In case of the project under Non-Disclosure Agreement (NDA), Company Secretary of the bidder should provide necessary certificates in lieu of Work Order/ Contract and Certificate of Completion.	For citations of ongoing projects, please clarify whether self declaration with auditor certificate would be allowed	Yes, self declaration with auditor certificate would be allowed

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
126	Odisha SPDP RFP_ITB_Vol-II.pdf Page #42 | Clause 7.14, Training	Training requirements may be divided in the following manner- Project sensitization and IT processes training	We assume, IT processes part are restricted to only SPDP Platform	Yes, IT processes part are restricted to only SPDP Platform only
127	Odisha SPDP RFP_ITB_Vol-II.pdf Page #47 | Clause 8, Deliverables and Timelines	Completion of User Acceptance Test (UAT) for Phase I schemes (24 nos.)	No of schemes for the next phases may be shared	No of schemes for the next phases cann't be shaerd at this time. It would be shared before completion of 1st phase.
128	Odisha SPDP RFP_ITB_Vol-II.pdf Page #52 | Clause 12.3 Service Level Requirements	The following table presents the required service level management framework for the IT application to be proposed by IA. The IA shall consider following metrics while architecting the systems. Penalty will not be imposed if the delay is not attributable to the IA.	1. The point 'Penalty will not be imposed if the delay is not attributable to the IA' be clarified.	As per RFP.
129	Odisha SPDP RFP_ITB_Vol-II.pdf Page #41 | Clause 7.12 SSL Certification	The IA shall carry out SSL certification and ensure the following: i. Secure connection between Client and Server through secure protocol HTTPS ii. Encryption of data during transmission from server to browser and vice versa iii. Encryption key assigned by Certification Authority (CA) in the form of a Certificate iv. SSL security in the application server	Please clarify if the IA will also be responsible for renewal of SSL certificates during the operations and maintenance phase for 5 Years	Yes, the IA will also be responsible for renewal of SSL certificates during the operations and maintenance phase for 5 Years

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Sl No	**RFP Document Reference(s) (Section & Page Number(s))**	**Content of RFP requiring Clarification(s)**	**Points of Clarification**	**Response**
130	Odisha SPDP RFP_ITB_Vol-I.pdf Page #23	Clause 6.2, Technical Evaluation Scoring Matrix	Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered)	End-to-end citizen centric applications for socio-economic empowerment is not limited to DBT but in-kind & service related benefits and their outcomes are aligned to the different aspects of the 5T framework. Hence, the clause should be revised to: "**Implementation experience of end-to-end citizen centric service delivery application/s cover aspects like citizen application registration / enrolment, time bound application processing, validation & verification measures, data cleansing (incld de-duplication) and Benefit / Service DIsbursal (Order value more than ₹1 Crore shall be considered)**"	Please refer Corrigendum.

Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
131	Odisha SPDP RFP_ITB_Vol-I.pdf Page #27 | 8 Payment Terms and Schedule	Component-wise payments shall be released to the selected IA as per following terms. Taxes will be paid extra as per the rate prevalent at time of billing. Legitimate payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any. **8.1 Application Development** a) 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. b) 60% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. c) The remaining 20% cost of application will be paid equally in 8 QGRs.	Application Development Payment terms are heavily backloaded. We would like to request, kindly revise the Application Development payment terms as given below, **8.1 Application Development** a) Submission of SRS - **15% cost of Application Development** b) Submission of Design Report for SPDP, Finalization of solution architecture , Data standardization and localization with respect to LGD- **15% cost of Application Development** c) Development of platform components & toolkit components, Integration of SPDP with Odisha SDG framework and Odisha One framework- **20% cost of Application Development** d) Completion of integration of scheme management systems of identified Phase-I schemes (24 nos.) with SPDP- **10% cost of Application Development** e) Completion of User Acceptance Test (UAT) for Phase I schemes (24 nos.) - **10% cost of Application Development** f) Successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes - **10% cost of Application Development** g) The remaining **20% cost of Application Development** will be paid equally in 8 QGRs	As per RFP.

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SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
132	Odisha SPDP RFP_ITB_Vol-II.pdf Page #21 | 5 Department and Scheme Onboarding Strategy	It will be conducted through stakeholder interaction-based studies of the scheme owner ministries/administering departments, the specific schemes of the departments, evaluating onboarding readiness of schemes, prioritising schemes basis their maturity levels, and creating a methodology for future onboarding of new schemes as and when they need to be onboarded.	As per the delivery schedule (Odisha SPDP RFP_MSA_Vol-III.pdf, Page 42, ANNEXURE B - REQUIRED DELIVERABLES AND ASSOCIATED TIMELINES), No separate timeline and deliverable has been indicated for CONSULTING activities like "Department and Scheme Onboarding Strategy Document", "BPR Activities" etc. Kindly elaborate the ANNEXURE B - REQUIRED DELIVERABLES AND ASSOCIATED TIMELINES section in case any consulting activities need to be performed by the IA. This is very much required to understnd the SoW as well as Effort & Cost estimation purpose. Hence please update the deliverables list, timeline and payment percentage.	Scope of work for selected bidder would be as mentioned in the RFP.
133	Odisha SPDP RFP_ITB_Vol-II.pdf Page #26 | 7 Scope of Work	The IA shall provide for software license management and control. IA shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance. The ownership of all licenses supplied by IA for the purpose of this project would be with OCAC. Nature of licenses must be perpetual.	We assume, IA will not be responsible for the procurement & maintenance/support of the required hardware, system software licenses (DB, OS etc.) & related licenses/services, Domain name, SMS Gateway, Email Gateway & other required infra for implementing the proposed SPDP Application. However IA will share the hardware & software stack details for different environments for hosting the SPDP application in the RFP response document or during the requirement gathering stage. Please confirm our assumption.	Yes. confirmed because all the required licenses are to be purchased by OCAC and IA will share the hardware & software stack details for different environments for hosting the SPDP application
134	Odisha SPDP RFP_ITB_Vol-II.pdf Page #35 | Linkages with Public Utilities	The SPDP platform can also interface with public utilities for fulfilling specific transactions (as outlined below) via APIs provided in this 'Information Exchange' layer.	Please confirm that all the services required for integrating with 3rd party systems/applications like Aadhaar, Digital Signature and e-Sign, Digi Locker, E-Taal, PFMS/IFMS etc. will be provided by OCAC along with all the technical details. IA will be responsible for integrating the services with the proposed SPDP application. Procurement & support for those services shall be OCAC's responsibility. Kindly confirm.	Yes. OCAC will provide all required support for integration with 3rd party systems/application

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
135	Odisha SPDP RFP_ITB_Vol-II.pdf Page #38 | 7.6.1 Vaulting	Aadhaar shall be vaulted on the SPDP platform. This vaulted Aadhaar shall be used to randomly generate a Social Protection ID (SPID) for every beneficiary	If Aadhaar is not available for any citizen, how " Aadhaar shall be used to randomly generate a Social Protection ID (SPID) for every beneficiary". Please clarify.	As per RFP.
136	Odisha SPDP RFP_ITB_Vol-II.pdf Page #38 | 7.6.1 Vaulting	The Vaulting of Aadhaar numbers of beneficiaries on the platform shall be done by IA. The IA team shall study the Aadhaar Act, Supreme Court of India guidelines and any other guidelines issued by UIDAI to study the Aadhaar Vaulting procedures and accordingly undertake vaulting the Aadhaar.	We assume, Aadhaar Data Vault will be procured and maintained by the OCAC. Aadhaar Vault service provider will share all the services/APIs along with details with the IA. IA will be responsible for integrating the SPDP application with the Aadhaar Vault through APIs only. Please confirm.	Aadhaar Data Vault is already owned by OCAC.
137	Odisha SPDP RFP_ITB_Vol-II.pdf Page #38 | 7.6.4 Single Sign-On	When a user is signed on to the SPDP platform, the user shall not be asked to sign-in again for any other services. The single sign-on feature shall be enabled as a toolkit. The administrator shall be able to enable the single sign-on for the set of services that he shall deem appropriate for a particular user and configure the same. This feature can be similarly enabled for all users.	Please elaborate how SPDP platform will be able to provide SSO facility when different systems do not have any common IDAM. Our understanding this feature will not be possible and as per the DBT concept, it is not required. Please confirm our understanding and requesting you please exclude this requirement.	As per RFP.

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
138	Odisha SPDP RFP_ITB_Vol-II.pdf Page #42 | 7.14 Training	The training programs are proposed to be conducted in a decentralized manner across all districts of the State, to be arranged in clusters. The indicative training plan for phase I roll out (with 24 schemes) is provided below:	Kindly elaborate 1. Who will be responsible for providng training in all the 10 Clusters along with HQ? 2. Who will be responsible for arranging venue, training hall, training event management activities etc.? 3. We assume OCAC will coordinate will all the officials and requested them to participate in the training. 4. Any delay of organizing trainings is beyond bidder's responsibility 5. Is it possible to conduct the training from the central location of the Odisha? This could be operationally challenging for the IA. 6. Can we follow the "train the trainer" approach?	As per RFP.
139	Odisha SPDP RFP_ITB_Vol-II.pdf Page #52 | 12.3 Service Level Requirements (SLR)	The charges to be levied on IA for non-compliance to SLR until "Go-live" are referred to as Liquidated Damages. The charges levied on IA on account of Liquidated Damages shall be the sum of 0.5% of Work Order price of the delayed/undelivered services as specified in the contract for every week of delay or part of a week, subject to the maximum value of Liquidated Damages being not higher than 10% of the value of delayed services. The charges to be levied on IA for non-compliance to SLR during the O & M phase are referred to as Penalties. During O&M phase, penalties which can be levied on IA each quarter will be capped at 10% of the total O&M cost per quarter.	We assume, before applying any charges on the IA on account of Liquidated Damages, OCAC should discuss with IA. In the event of any non-compliance with the delivery timelines, both parties should follow a consultative process before invoking any penalty. Kindly confirm.	As per RFP.

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140	Odisha SPDP RFP_ITB_Vol-II.pdf Page #71 | 13.2 Non-Functional Requirements	The solution will be designed and developed to support a 24/7 production environment and reporting solution.	We assume, IA will be responsible for the technical support only (L2 & L3). No helpdesk support (L1) will be provided by the IA. Kindly confirm our understanding.	As per RFP.
141	Odisha SPDP RFP_ITB_Vol-II.pdf Page #71 | 13.2 Non-Functional Requirements	Supports integration with SMTP for email integration for sending real time emails linked to business processes and integration with SMS gateway (Short Messaging Service) to send SMSs.	We assume, SMS Gateway and Email Gateway will be procured and maintained by OCAC. IA will be responsible for integrating the services with the proposed SPDP application. Kindly confirm.	Yes. Confirmed
142	Odisha SPDP RFP_ITB_Vol-II.pdf Page #52 | 12.3.3 SLA Metrics	Quality of training - a) Baseline: Feedback greater than or equal to 6 b) Lower performance: Feedback equal to 5 c) Breach: Feedback less than 5	We assume, Penalties linked to trainee feedback appear to be stringent. We would like to request you please remove the penalties from the training sessions. It will be difficult to assess the honest feedback from the trainees. Any body can provide any feedback (It's completely personal) and it will be difficult for the IA to ensure.	As per RFP.
143	Odisha SPDP RFP_ITB_Vol-II.pdf Page #27 | 7.2 Data standardization and localization with respect to LGD (mapping of LGD) using AI based tool	A robust AI based tool need to be developed which will help departments in referring the common code structure, mapping their existing administrative units with the common code and will have auto reflection of this mapped code across all its software applications.	The requirement of the AI based tool is not clearly articulated. Request you kindly elaborate the requirement for this purpose.	As per RFP.
144	5.7.2,(1), pg.16 + 5.7.7. at pg.18	RFP Procurement Cost/ Tender Fees/Processing Fees	Please refer to Rule 161 (IV) of GFR 2017. We understand that cost of tender document should not be charged under the said Rule. Accordingly, we request you to waive / delete the requirement for submitting tender fee under the RFP.	No change. As per RFP.

SI No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
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145	MSA clause 16	Confidentiality Obligations	Client is requested to consider that we may have to disclose information for successful accomplishment of work and for regulatory and internal compliance purposes. However, to the extent legally permissible, we will ensure that even if the information is disclosed to any third party, such parties maintain confidentiality of such information. Client is therefore requested to kindly include the following clause: Consultant may disclose confidential information: (a) to its employees, directors, officers and subcontractors, on a need to know basis, as required for performance of services, provided such employees, directors, officers and subcontractors are bound by confidentiality obligations; (b) where required by applicable law or regulation or for regulatory and compliance (both internal and external) purposes.	No change. As per RFP.
146	MSA clause 16	Confidentiality Obligations	We request client to kindly confirm that we will be obliged to protect Confidential information using the same degree of care as we use to protect our confidential information of similar nature, and in any event, by using at least reasonable degree of care.	No change. As per RFP.
147	MSA clause 14	Indemnity	Request client to kindly replace terms negligence and wilful defult with criminal acts and Fraud. Alternatively, kindly confirm that the these indemnities will be capped under the agreegrate limitation of liability cap mentioned in pg.17	No change. As per RFP.

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148	MSA clause 21	Insurance	We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.	Agreed.
149	MSA clause 17	Audit	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Agreed.
150	No clause in RFP. Please include in pre-bid.	No third party disclaimer	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Not accepted.

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			PRE-BID RESPONSE DOCUMENT	
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151	No clause in RFP. Please include in pre-bid.	Acceptance	If the project is to be completed on time, it would require binding both parties with timelines to fulfill their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by Meity in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted.	As per RFP.
152	Point 8 at page 22 (Pre-qualification requirement regarding blacklisting / debarment)	Self Declaration	The self declarations will be submitted on Bidder's Letter head	Accepted.
153	Staffing	Deployment of Resources	If there are any circumstances that reasonably restricts travel or physical presence of our personnel at your office / location, then without prejudice to your payment obligations, you shall allow such personnel to work from home or other remote location till the time such reasonable restrictions exist. Any delay / default in performing our obligations arising from such restrictions, shall not be attributable to us and shall not be considered a breach of contract on our part and no consequent damages / penalties etc. arising therefrom would be imposed on us under the Contract.	It will depend on the pandemic situation as decided by Govt. of Odisha

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154	MSA clause 22.3	Assignment	We request that the clause be made mutual	Agreed.
155	5.4, pg.14	The following are the requirements for a Consortium: i. The number of members in a consortium shall not be more than two (2), including the prime bidder. ii. The bid should contain details of all the members of consortium including their legal status and specify their roles and responsibilities in the project. iii. The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and same shall be submitted to OCAC with the proposal. iv. The prime bidder shall commit to hold an equity stake/interest of at least fifty-one (51%) in the Consortium during tenure of the project. v. Respective consortium members shall be responsible for all obligations within their respective roles and responsibilities, as defined in the MoU to be signed between members.	We request subclause (iv) be dropped.	No change. As per RFP.
156	5.6, pg.16	Forefieture of EMD	We request that the last bullet point be removed and also, the Bidder should be given notice/opportunity to be heard before exercise the right to forfeit EMD	No change. As per RFP.
157	7.6, pg.26	Signing of Contract	We understand that the clauses of the Draft MSA shall take into considerations the Bidder's proposed suggestions (provided hereunder) and on the basis of pre-agreed terms (if any) between Bidder and OCAC	MSA will be signed as per agreed terms and condiTIONS.
158	7.7, pg.26	Invoking Performance Bank Guarantee	the Bidder should be given notice/opportunity to be heard before exercise the right to forfeit PBG	No change. As per RFP.

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159	SL no.12, p.22	Power of Attorney	We understand a copy of Board Resolution in favour of authorized signatory should also work	Please refer Corrigendum.
160	Vol-III, MSA, clause 2, pg.6	Scope of the Project	Request clarity on who would be the nominated agencies	It refers to the user departments/organization in State Govt.
161	Vol I, 9.3.4 FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees) Page no. 43	9.3.4 FORM FIN-4: Data Standardization and Localization Costs with respect to LGD (in Indian Rupees)	As per "9.3.2 FORM FIN-2: Summary of Financial Bid (in Indian Rupees)", this line item is missing. Kindly clarify	Please refer Corrigendum.
162	Vol II, 7.14 Training Page no. 43	The training programs are proposed to be conducted in a decentralized manner across all districts of the State, to be arranged in clusters. The indicative training plan for phase I roll out (with 24 schemes) is provided below:	We understand that training will be conducted in each clusters. As per the table indicated, each cluster has 3 districts and 72 trainess. Kindly confirm whether these 74 traineess will be under songle batch or multiple batch. What is the duration of each training session.	IA may conduct sngle/multiple batches as per convinient but in scheuled time as per RFP.
163	Vol II, 7.14 Training Page no. 43	General	We understand that the required infrastrcuture for training will be provided by department. Kindly confirm	Yes, the training infrastructure would be provided by OCAC.
164	Vol II, 9 Proposed Team and Deployment Plan Page no. 48	Proposed Team and Deployment Plan	As per the table, "Technical manpower proposed shall be deployed at Bhubaneswar from start of the project and shall continue at least till 6 months post Go-live.". Kindly confirm whether the bidder is expected to deploy proposed team for entire duration or till 6 months post Go-live.	From starting to at least 6 months after Go-live
165	Vol II, 9 Proposed Team and Deployment Plan Page no. 48	Proposed Team and Deployment Plan	We understand that the required IT and Non IT infrastructure like Laptop/Desktop, Connectivity, Seating space etc for the onsite resources will be arranged by department. Kindly confirm	Except seating space arrangement and connectivity, rest all will be arranged by the IA
166	Vol I, 9.3.9 FORM FIN-9: Third-party Software License Costs, other than Database and Deduplication (in Indian Rupees) Page no. 47	General	As per the commercial bid, the bidder is expected to quote software licenses cost except database and deduplication. Kindly confirm whether the required database and deduplication will be provided by department	Yes, the licenses cost for DB and De-duplication would be provided by OCAC.
167	Vol II, 7.15 Operation & Maintenance Page no. 44	General	Kindly confirm whether the bidder is expected to deploy onsite manpower during O&M phase	Yes. The bidder is expected to deploy onsite manpower as per requirement during the O&M phase.

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168	Scope	Integration	Assuming OCAC willl bear cost of integration with different gateways and API development.	No. OCAC will provide support of co-ordination with the Departmets and assure support from the IA of individual departments but the IA of SPDP will have to develop the APIs for integration.
169	Scope	SSL Certification	Please Specify: The no.of years SSL Certification is required and We understand that renewal cost of SSL certficate will be borne by Depratment. Kindly confirm	IA has to bear the SSL renewal cost
170	Scope	Training and Capacity Building	Please Specify: No.of Users to be trained and mention the tentative schedule required for training.	As per RFP
171	Scope	General	Kindly elaborate on the scope of design, development work. How new changes and enhancements can be taken care? Can we propose estimation technique as part of the RFP response for new changes? What will be the rate?	As per RFP
172	Page- 33	Role Manager Service	Please specify the number of Admin and Concurrent Users?	Will be informed as and when requirement
173	Page 38- section 7.6.1	Vaulting	Is there a master data record creation is envisaged here	No. The Aadhaar data of the citizen need to be vaulted only.
174	General	Payment Gateway Integration	We understand that the the department will provide the payment gateway and will bear al recurring charges, if any. Kindly confirm	In case of payment gateway integration, OCAC will bear the cost.
175	General	Security Audit	Kindly confirm on the frequency of security audit	As per RFP
176	7.4 Solution Architecture , Page no 28	4. The solution should provide interoperability across cloud and on-premise platforms.	IA understand that developed solution should provide interoperability across cloud and on-premise platforms, but department should ensure provided under laying IT infrastructure at OCAC SDC should be cloud ready, please clarify	As per RFP
177	7.4 Solution Architecture , Page no 28	6. The solution will use Micro service-based Container Architecture.	Request to clarify that department should provide IT infrastructure at OCAC SDC should be container -based with required Software, Tools, Storage	Dept. will provide all required hardware, storage and licenses.
178	7.4 Solution Architecture , Page no 28	7. The solution should be modular, scalable and flexible as a true on-premise deployable solution.	Request to clarify that department should provide IT infrastructure at OCAC SDC should be compatible for scalable architecture	Dept. will provide all required IT Infra as per requirement.

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179	7.5.1 Front-end Application Components, Page no 30	2. Grievance Management Ticket Management	Please clarify, whether IA should develop these required functionalities in application or can propose readily available software/Tool	Ticket management is being excluded from scope. Please refer Corrigendum.
180	7.13 Infrastructure Support, Page No 41	The SPDP solution is proposed to be hosted in Odisha State Data Centre (OSDC). The SI shall deploy the application over hardware infrastructure to be provided by OCAC. IA shall be responsible for end-to-end management of configuration, installation, deployment and hosting of the application.	Our understanding is managing/maintain the Hardware Infrastructure provided by OCAC at SDC is not in IA Scope	Hardware maintenance is not the scope of IA
181	7.13 Infrastructure Support, Page No 41	Post award of contract, IA shall share the details of hardware sizing, deployment architecture and any other required information. OCAC would validate, procure and commission the infrastructure. SI shall ensure that deployment of application is as per the DR policy of OSDC.	Please clarify, who will provide IA proposed required Operating System, Virtualization Software, Middle ware Application Software, Other required Tools, Container Software etc.	Except DB license and De-duplication , all the other licenses to be proposed by IA only
182	7.15 Operation & Maintenance, Page No 45	Annual Technology Support - The SI shall be responsible for arranging annual technology support of SPDP for the OEM products during the entire O&M phase. It is mandatory for the IA to take enterprise level annual support over the entire contract duration at minimum for the software(s) mentioned below: o RDBMS o Data warehouse (if any) o AI tools o Analytical tool (if separately deployed) o Deployed third party products/ engines	Request to provide product, version, OEM etc. detail for below software's o RDBMS o Data warehouse (if any) o AI tools o Analytical tool (if separately deployed) o Deployed third party products/ engines	Dept. will purchase license for DBT and de-duplication tool and ATS for those will be borned by Department only.

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183	7.15 Operation & Maintenance, Page No 45	Annual Technology Support - The SI shall be responsible for arranging annual technology support of SPDP for the OEM products during the entire O&M phase. It is mandatory for the IA to take enterprise level annual support over the entire contract duration at minimum for the software(s) mentioned below: o RDBMS o Data warehouse (if any) o AI tools o Analytical tool (if separately deployed) o Deployed third party products/ engines	This clause is contradictory, because in the section "7 Scope of Work Page No 26," It is conveyed that "i. For production deployment OCAC will procure licenses for database like that of Oracle 12-C latest version, ETL, AI based de-duplication Tool and MDM Tool like that of IBM." hence department will responsible for to procure ATS also	Already mentioned
184	7.15 Operation & Maintenance, Page No 44	A) Application Support and Maintenance Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The IA shall keep the application software in good working order; perform changes and upgrades to applications as requested by OCAC. Key activities to be performed by IA in the application support and maintenance phase are as follows:	Our understanding is OCAC OSDC and NIC DR location will equipped with EMS tool as common infrastructure, hence IT Infra, Application, DB monitoring will be done using existing EMS tool, else Department will procure this EMS software/tool exclusively for this SPDP project. please clarify	No change. As per RFP.
185	9 Proposed Team and Deployment Plan, Page No 48	Additional resource requirement	As per RFP section "7.15 Operation & Maintenance" and clause " D) System/ Infra Support" page no 46, IA should provide Infra support activities, hence request to add required Infra Support and System Administrator resource in the "9 Proposed Team and Deployment Plan" list	as per RFP

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186	9 Proposed Team and Deployment Plan, Page No 46	D) System/ Infra Support	Request to provide support window working hours	As per RFP
187	12.3 Service Level Requirements (SLR), Page no 54	B) Operation Level SLAs	Our understanding is department will provide the Tool/Software to measure the these operational level SLA's and generate report	As per RFP.
188	General	General	Request to provide roles and responsibilities of OCAC OSDC and NIC DR	OCAC OSDC will provide all required Hardware and will maintain it
189	6.1Pre-Qualification Criteria Sl.# 6 Page 21	Responding Firm/ Company should have the following certifications with validity: o CMMI DEV - Level 5 or above (from CMMi Institute) o ISO/IEC 27001-2013 o ISO 9001:2015 o ISO/IEC 20000	Request you to kindly modify it to o CMMI DEV - Level 3 or above (from CMMi Institute) o ISO/IEC 27001-2013 o ISO 9001:2015 o ISO/IEC 20000	No change. As per RFP.
190	Vol -2 - Section – 8.5 Onsite Resource Page 27	100% of the onsite resources will be paid on quarterly basis	Request you to kindly modify this clause to 100% of the onsite resources will be paid on monthly basis	No change. As per RFP.
191	Volume 1, page #21, 6.1	Pre-qualification criteria	Startups based in India working in the social protection sector with relevant and proven experiences with State Governments in India should be considered as qualified and should be excempted from the EMD requirement.	Please refer Corrigendum.
192	Volume 2, page#6, 2.2 and 2.3	Functional scope, Design principles of the platform	There is an alternate and advanced approach to create a SPDP registry in parallel to the launch of selected schemes/services meeting all the stated objectives of the assignment. This approach ensures that the services/schemes can be launched without any dependency on the registry and as a parallel activity. This approach also confirms a fast implementation and Go Live meeting all expectations. We want to confirm if the Government is open to such approach, and any innovation in the functional scope description, design principles related to SPDP registry, provided in the RFP.	Government is open to any such approach and innovation in the functional scope and design principles related to SPDP registry. Also, please refer RFP Volume I, Section 9.2.2, FORM TECH-2 (Description of Proposed Approach and Methodology for Data Unification and Consolidation to build SPDP Registry). It has been mentioned that "Bidder is free to propose any alternative approach (apart from the approach mentioned in the RFP) for creation of SPDP registry and fulfilling the project requirements while facilitating faster implementation, which is subject to approval of competent authority during the project execution phase".

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Sl No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
193	Page No. 24 Vol1	Adequacy and quality of proposed key resources Project Manager, Business Analyst, Preference: PMP/PRINCE2 certification; ITIL/ Relevant IT certification Solution Architect: Preference: TOGAF Certification	We request you to kindly relax the requirement of PMP/PRINCE2 certification and TOGAF Certification	No change. As per RFP.
194	Page No 26 Vol2	For production deployment OCAC will procure licences for database like that of Oracle 12-C latest version	Can we go with Other Databases like EDB ?.	No change. As per RFP.
195	Page No 71 Vol2	Supports integration with SMTP for email integration for sending real time emails linked to business processes and integration with SMS gateway (Short Messaging Service) to send SMSs.	Who will be provided SMS & Email Gateway ?	To be provided by OCAC.
196	Page No 47 Vol2	Deliverables and Timelines Application Development a) 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. b) 60% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. c) The remaining 20% cost of application will be paid equally in 8 QGRs.	onboarding of Each schemes will have lot of dependencies and delays from the Third Party Side. For each Scheme please give around 1 months time for integration. WE can run around 6 Schemes parallelly. All 24 Schemes would have dependencies with third party software. Please release at least 20% after UAT with at least 1 scheme. We recommend Following. a) 20% cost of Application will be paid on UAT completion of the application, with at least 1 scheme integration b) 20% cost of Application will be paid on UAT completion of the application, with all 24 phase 1 schemes integrated. c) 40% will be paid after successfully running of application for a period of Three (3) months from the date of go-live of application with 24 phase 1 schemes. d) The remaining 20% cost of application will be paid equally in 8 QGRs.	No change. As per RFP.

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197	Page NO 41 Vol I	Third party software license	In VOL I it is mentioned that OCAC will procure the Software license , but in BOQ we require to mention the Software license cost. As the Discount given to OCAS and bidder would be different. How this would be consider. Please Clarify. ?	BOQ cost is referring to the third-party Software License Costs, other than that for Database and Deduplication
198	Page No 23 Vol II	Experience in implementation of at least 1 platform-based project in last 5 years.	We request you to consider the Project Implemented with The platform developed by the company and implemented for the particular Project.	As per RFP.
199	6.2 Technical Evaluation Scoring Matrix. Serial no. 1.iv . Page no 23.	Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication, and DBT through PFMS/iFMS system. (Order value more than ₹1 Crore shall be considered	Please do away with the "DBT through PFMS/iFMS system". Reason being many similar end-to-end citizen centric applications have the DBT as a State Govt prerogative and outside the scope of the Implementation agency. Hence to make the clause less restrictive and fair to all similar end-to-end citizen centric application implementors we suggest the clause be revised to- "Implementation experience of end-to-end citizen centric application starting from citizen enrolment, data processing/data sourcing, data verification and de-duplication. (Order value more than ₹1 Crore shall be considered"	Please refer Corrigendum.