

Pre-bid Query Resolution Sheet in respect of RFP for Development & Implementation of SAMS (2021-22)

(RFP Ref. No. OCAC-SEGP-SPD-0032-2020-ENQ-20050 , Dated 11-Dec-2020)

Sl. No.	RFP Document Ref. (Section & Pg. No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Resolution of OCAC
1	Clause No. 4.4.3, Point No. a) Page No. 10	Bidders shall submit, along with their Bids, EMD of ₹12,00,000.00 (Rupees Twelve lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) of equivalent amount issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar. In case of Bank Guarantee, the same must be for minimum 180 days from the due date of the tender / RFP. The EMD must be submitted along with the General Bid.	Request the department to change and to be read as: Request for Exemption form submission of EMD as we are MSME registered under Ministry of Small & Medium Enterprise as Udyog Aadhar we fall under the category of small category. Hence request you to exempt us from submission from EMD.	Exemption on submission of EMD is applicable as per the guidelines/ circular/ notification by Government of Odisha. The bidder must submit copy of such guidelines/ circular/ notification for exemption of EMD
2	Clause No. 5.1, Page No. 15	Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.	Request the department to change and to be read as: Keeping in view the complexity & volume of the work involved and specialization and large customization required for execution this scope of work for Customization and Implementation of Student Academic Management System (SAMS) hence request the authority to allow consortium for this specific scope of Work	No consortium is allowed. However, as per section 5.5.2 of Odisha IT Policy, 2014, a National Bidder (not local) must make collaborative arrangements with any local enterprise with relevant experience/ expertise up to 25% of the project cost (for deployment/ maintenance). In such case, credentials of the local enterprise shall not be considered for bid evaluation purpose and the bidder must submit details of local partner along with pre-qualification bid.
3	Clause No. 5.1, Point No. d) Page No. 15	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2020 and value specified below. – 1 project not less than *4.80 Crore OR – 2 projects not less than *3,60 Crore each OR – 3 projects not less than *2.40 Crore each	Request the department to change and to be read as: The bidder must have successfully completed at least following numbers of e-Governance/ ERP solution projects for any Government Department / Government Agency / PSU in India during last 5 years as on	No Change. As per RFP.

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			31st March 2020 and value specified below. – 1 project not less than ₹4.80 Crore OR – 2 projects not less than *3,60 Crore each OR – 3 projects not less than *2.40 Crore each	
4	Clause No. 5.2, Point No. b) Page No. 16	Specific experience of bidder relevant to the academic assignment in India. Four (4) Marks for each category / functionality given below	Request the department to change and to be read as: Specific experience of bidder/consortium member relevant to the academic assignment in India. Four (4) Marks for each category / functionality given below	No change. As per RFP
5	Clause No. 5.2, Point No. c) Page No. 16	The bidder should have previous software services (design / development / implementation) in any Government in India. Turnkey project experience.	Request the department to change and to be read as: The bidder/ consortium member should have previous software services (design / development / implementation) in any Government in India. Turnkey project experience.	No change. As per RFP
6	Vol-I, Section-5.2 (b), Page No. 16	Implemented in minimum 1,000 educational institutions	We would request you to kindly reduce the number of implementations for max marks to 100, specify the module list, restrict the experiences to last 5 years, consider only higher education institutions based out India, and only the ones with completion certificates.	No change. As per RFP
7	5.1 Prequalification Criteria (General Bid), Volume-1 , page number- 15	Average Turnover of the Service Provider from IT/ITES must be ₹30 Crores in last three financial years ending at 31st March 2020.	Request you to modify the clause as- Average Turnover of the Service Provider from IT/ITES must be ₹50 Crores in last three financial years ending at 31st March 2020.	No change. As per RFP

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8	5.1 Prequalification Criteria (General Bid), Volume-1 , page number- 15	The bidder must have valid CMMi Level 3 Certificate and ISO 27001 as on date of submission of this RFP.	Request you to modify the clause as- The bidder must have valid CMMi Level 5 Certificate and ISO 27001 as on date of submission of this RFP	No change. As per RFP
9	5.2 Technical Evaluation Criteria, Volume-1 , page number- 16	ii) Quality Certification [Maximum 5 Marks] – – CMMi Level 5: 2 Marks – CMMi Level 3 : 1 Mark – ISO 20000 : 1 Mark – ISO 27000/1: 2 Mark	With accordance to the above clause in PQ, request you to modify the marking pattern as below- – CMMi Level 5: 3 Marks – ISO 20000 : 1 Mark – ISO 27000/1: 1 Mark	No change. As per RFP
10	6.7 Performance Guarantee, Volume-1 , page number- 20	PBG would be 10% of the cost of the annual pay-out and should be valid for 15 months	We request to make the PBG 5% of the cost of the annual pay-out.	PBG would be 5% of the cost of the annual pay-out and should be valid for 15 months
11	3.18.6 Project Management, Volume-II , page number- 37	Project management support is too crucial to conduct admission process through online which is expected from SP by engaging management & technical experts	District PMU was very crucial for successful implementation of SAMS during these past years. Please clarify on the above requirement in this bid.	As per suggestion of the client departments, District PMU has not been included in the scope of RFP. However, provision is there to discover the cost of District PMU to meet the future requirement, if arises
12	3.25 Expected Deployment of Personnel, Volume-2, Page 43	The bidder shall engage the personnel for the period of at least six months from date or commencement of project.	We understand that the personnel proposed shall be stationed offsite. Kindly confirm.	Offsite deployment

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13	3.30 Payment Terms, 3.30.1 Higher Education , Volume- II , page number-48,	<table border="1"> <thead> <tr> <th colspan="3">3.30.1 Higher Education</th> </tr> <tr> <th>Sl#</th> <th>Services/Modules</th> <th>Payment Terms</th> </tr> </thead> <tbody> <tr> <td>a)</td> <td>Online Application & Admission (Hostel, Stream / Honours & Subject) in all Degree Colleges</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>b)</td> <td>Online Application & Admission in all Public Universities of the Odisha State, Govt. and Govt. Aided Colleges for Post Graduate Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>c)</td> <td>Online Application & Admission for in all Teacher Education Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> </tbody> </table>	3.30.1 Higher Education			Sl#	Services/Modules	Payment Terms	a)	Online Application & Admission (Hostel, Stream / Honours & Subject) in all Degree Colleges	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	b)	Online Application & Admission in all Public Universities of the Odisha State, Govt. and Govt. Aided Colleges for Post Graduate Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	c)	Online Application & Admission for in all Teacher Education Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	<p>Since major work is involved in first two phases hence, request you to revise the payment terms as-</p> <ul style="list-style-type: none"> - 50% payment after start of online application - 40% payment after completion of admission of first phase applicants - 10% payment after closing of admission process for a particular academic ses 	No change. As per RFP
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14	3.30 Payment Terms, 3.30.1 Higher Education, Volume- II , page number-48	<p>Online Registration (RoI) for the students taken admission in the Degree & PG Courses of the concerned Universities in Odisha.</p> <ul style="list-style-type: none"> - 75% payment after 30-days of start of online process - 25% payment after completion of online process 	<p>Request you revise the payment term as</p> <ul style="list-style-type: none"> - 90% payment after 30-days of start of online process - 10% payment after completion of online process 	No change. As per RFP															
15	3.30 Payment Terms, 3.30.1 Higher Education, Volume- II , page number-48	<p>Online Form Fill-up (Semester Wise of both regular & ex-regular) for the students taken admission in the Degree & PG Courses of the concern Universities in Odisha -</p> <ul style="list-style-type: none"> - 75% payment after 30-days of start of online process - 25% payment after completion of online process 	<p>Request you revise the payment term as-</p> <ul style="list-style-type: none"> - 90% payment after 30-days of start of online process - 10% payment after completion of online process 	No change. As per RFP															

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16	3.30 Payment Terms, 3.30.1 Higher Education, Volume- II , page number-48	50% payment after completion of admission of first phase applicants	We request you to consider completion of a phase after the next phase of admission is started. Accordingly, payment should be processed without any dependencies of letter from user departments.	Completion of a phase means – issuance of necessary certificate by respective client department on completion of that phase or formal notification by the respective client department on starting of next phase
17	3.30 Payment Terms, 3.30.1 Higher Education, Volume- II , page number-48	30% payment after closing of admission process for a particular academic session	Request you to define the term “closure of academic session” Or payment of the final milestone may kindly be considered after one month of the last phase of admission. Accordingly, payment should be processed without any dependencies of letter from user departments.	The clause does not relate to “Closure of academic session”. However, closure of admission process in respect of a particular course means-issuance of necessary certificate by respective client department on successful completion of entire admission Or 45 days after the last phase of admission if there is no further fresh notification during such period by respective client department to continue the admission process. But, in latter case, OCAC will coordinate with respective client department to obtain the views of client department on such completion. If the client department does not give its response within 15 days, the admission process shall be presumed to be closed.

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18	3.30 Payment Terms, Volume- II , page number- 49	<p>3.30.2 School & Mass Education</p> <p>3.30.2 School & Mass Education</p> <table border="1"> <thead> <tr> <th>Sl#</th> <th>Services/Modules</th> <th>Payment Terms</th> </tr> </thead> <tbody> <tr> <td>a)</td> <td>Online Application, Selection, Admission (Stream & Subject) in all Higher Secondary Schools</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>b)</td> <td>Online Application & Admission for in all Teacher Education Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>c)</td> <td>Online Application & Admission, Return of Matriculate (ROM) and Form Fill up for Correspondence Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> </tbody> </table>	Sl#	Services/Modules	Payment Terms	a)	Online Application, Selection, Admission (Stream & Subject) in all Higher Secondary Schools	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	b)	Online Application & Admission for in all Teacher Education Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	c)	Online Application & Admission, Return of Matriculate (ROM) and Form Fill up for Correspondence Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	<p>To maintain proper cash flow, please revise the payment term as-</p> <ul style="list-style-type: none"> - 50% payment after start of online application - 40% payment after completion of admission of first phase applicants - 10% payment after closing of admission process for a particular academic session. 	No change. As per RFP
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19	3.30 Payment Terms, Volume- II , School & Mass Education , page number- 49	<p>Online Registration (Return of Matriculate) for all Higher Secondary Schools& Online Form Fill-up (Different Examinations) for all Higher Secondary Schools</p> <ul style="list-style-type: none"> - 75% payment after 30-days of start of online process 25% payment after completion of online process 	<p>Request you revise the payment clause as-</p> <ul style="list-style-type: none"> - 90% payment after 30-days of start of online process - 10% payment after completion of online process 	No change. As per RFP												
20	3.30 Payment Terms, 3.30.2 School & Mass Education Volume- II , page number- 49	<p>Online Form Fill-up (Different Examinations) for all Higher Secondary Schools-</p> <ul style="list-style-type: none"> - 75% payment after 30-days of start of online process - 25% payment after completion of online process 	<p>Request you revise the payment clause as-</p> <ul style="list-style-type: none"> - 90% payment after 30-days of start of online process - 10% payment after completion of online process 	No change. As per RFP												

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21	3.30 Payment Terms, 3.30.3 Skill Development & Technical Education, Volume- II , page number- 50	<p>3.30.3 Skill Development & Technical Education</p> <table border="1"> <thead> <tr> <th>Sl#</th> <th>Activities/Services/Modules</th> <th>Payment Terms</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Online Application, Selection & Admission for ITI Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>2.</td> <td>Online Application, Selection & Admission for Diploma Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> <tr> <td>3.</td> <td>Online Application, Selection & Admission for Post Diploma in Industrial Safety (PDIS) Courses</td> <td> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session </td> </tr> </tbody> </table>	Sl#	Activities/Services/Modules	Payment Terms	1.	Online Application, Selection & Admission for ITI Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	2.	Online Application, Selection & Admission for Diploma Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	3.	Online Application, Selection & Admission for Post Diploma in Industrial Safety (PDIS) Courses	<ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	<p>To maintain proper cash flow, please revise the payment term for each of these activities-</p> <ul style="list-style-type: none"> - 50% payment after start of online application - 40% payment after completion of admission of first phase applicants - 10% payment after closing of admission process for a particular academic session. 	No change. As per RFP
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22	3.30 Payment Terms, 3.30.4 Sports & Youth Services Department, Volume- II , page number- 51	<p>3.30.4 Sports & Youth Services Department</p> <p>Online Application, Selection & Admission for Physical Education Courses-</p> <ul style="list-style-type: none"> - 20% payment after start of online application - 50% payment after completion of admission of first phase applicants - 30% payment after closing of admission process for a particular academic session 	<p>Please revise the payment term as-</p> <ul style="list-style-type: none"> - 50% payment after start of online application - 40% payment after completion of admission of first phase applicants - 10% payment after closing of admission process for a particular academic session 	No change. As per RFP												

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23	5.1 Prequalification Criteria, Volume-1, P No-15	Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. The consortium is not allowed	Considering the nature of the project, request to kindly include the provision of Consortium or sub-contracting. EMD from the sub-contracting / consortium partner may be accepted.	Already resolved at point-2, EMD from local partner is not acceptable.
24	Vol.1, 5.2 Technical Evaluation Criteria, Page Number 16	Specific experience of bidder relevant to the academic assignment in India.	Kindly mention what supporting documents are required to be submitted for the same.	Work order/completion certificate by the client organization
25	Vol.1, Section: 6.7 Performance Guarantee, Page Number 20	PBG would be 5% of the cost of the annual payout and should be valid for 15 months.	We request to reduce the PBG to 5% of the annual payout	Already resolved at point -9.
26	Vol.1, 5.2 Technical Evaluation Criteria, Page Number 17	Presentation of the Proposal	Due to the pandemic situation, we request to allow presentation in virtual mode	Already mentioned in RFP, the presentation will be in virtual mode
27	Vol. 2, 3.1 Scope of Work, Page Number 21	The SP will be given the source code rights of the existing SAMS Portal [mentioned under clause / sub-clause under 2] to customize it and develop the new modules as per supplementary functional requirement in the same framework/architecture.	It is understood that along with the source code proper knowledge transfer of the existing system shall be done. Please confirm.	Yes
28	Vol.2, 2.8.2 Mobile App, Page Number 18	Mobile OS - Android	Is it required to develop a mobile app on IOS?	As per scope mentioned in the RFP
29	Vol.2, 3.2.1 PreAdmission Requirement, Page Number 21	Online Application & Admission for Teacher Education Courses	Kindly provide the detailed functionality for this requirement	OCAC will facilitate for study of the requirements in the client departments in due time.
30	Vol.2, 3.9 Third-Party Audit, Page Number 25	The SP needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.	Security audit shall be done for the web as well as the mobile application. Kindly confirm.	Web Application.
31	Vol. 2, 3.7 Integration, Page Number 24	The SP shall enable integration with different applications (specified in this RFP).	It is understood that the necessary software interface, API of the other applications, required for integration shall be provided. Please clarify.	OCAC will facilitate for obtaining the software interface, API of the other applications.
32	Vol.2, 3.2.5 MIS Reports, Page Number 23	The SP is required to design, develop, and generate the MIS Reports as will be required by the Stakeholder Departments /OCAC including the reports in compliance to RTI, AG Audit, Assembly questions, etc	Please provide the tentative number of reports to be generated.	As mentioned in the RFP. Apart from these, other MIS reports if required by client departments need to be designed, developed and generated.

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33	Vol.2, 3.2.5 MIS Reports, Page Number 23	The SP is required to design, develop, and generate the MIS Reports as will be required by the Stakeholder Departments /OCAC including the reports in compliance to RTI, AG Audit, Assembly questions, etc.	Please specify if any analytical reports and analytical tools are required to be implemented for MIS	No third party analytical tools are required. However, if the bidder opts to use third party analytical tools, then the cost is to be borne by the bidder.
34	Vol.2, 3.13 Deployment & Configuration Page Number 27	SP shall deploy the new application/portal over the hardware infrastructure provided by the OSDC/cloud.	As per clause, the hosting infrastructure either physical or cloud shall be provided by OSDC. Please confirm.	At present in OSDC
35	Vol.2, 3.15 Data Migration, Page Number 28	The SP should clearly define the data migration strategy in the proposal.	Kindly provide the volume of data to be migrated.	As per RFP. The indicative data volume is given in the RFP.
36	Vol.2, 3.17.3 Deployment of Manpower Page Number 23	Deployment of Manpower	Is there any penalty for the replacement of manpower?	The terms of deployment is at clause 3.25 of Vol-2 of RFP. The key resources cannot be replaced within 6 months from commencement of the project.
37	Vol.2, 3.18.5 IT Helpdesk Page Number 36	IT Helpdesk	Is it required to implement any support ticketing solution at the helpdesk?	Yes
38	Vol.2, 3.26 Expected Project Timeline Page Number 44	IT Helpdesk- Resource deployment & start of operation within seven days from the date of work order	We request to allow at least 15 days for Resource deployment & start of operation	As per RFP
39	Vol.2, 3.26 Expected Project Timeline Page Number 44	PMU-Team shall be ready to take over the complete responsibility within seven days from the date of work order	We request to allow at least 15 days for Resource deployment & start of operation of PMU	As per RFP
40	SAMS RFP Vol(II)_Terms of Reference.pdf , 2 Existing SAMS Portal Page No - 12	Existing SAMS Portal	1. Can we get a demo access to study the existing system. 2. Will the new system replace the existing system	1. OCAC will facilitate to study the existing system after completion of bidding process. 2. As per RFP, the bidder is free to replace the existing system with a new system keeping the existing functionalities and deliverables. In such case, if the bidder chooses for new platform, the additional cost towards change in platform shall be borne by the bidder

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41	SAMS RFP Vol(II)_Terms of Reference.pdf , 2.8 Technology Page No - 18	Technology - Web App / Mobile App	Do we have to use the same technology or can we use some other along with existing usage to make sure the system is more robust and secured	The bidder is free to use any technology. However, if the bidder opts for new platform, the additional cost towards change in platform shall be borne by the bidder.
42	Local Office	Company out side the state	Can a company outside Odisha bid for the project and if yes is it required to have local office in Odisha	Yes
43	RFP (Vol-II), 3.15 Data Migration, Page-28	Data Migration to be performed by the SP	Please let us know what is the scope of data migration and what all data is expected to be migrated.	Both Master and transactional data. In the RFP, indicative data volume is mentioned
44	RFP (Vol-I),5.1 Prequalification Criteria (General Bid), Page-15, Sales Turnover in Service Provider	Average Turnover of the Service Provider from IT/ITES must be ₹30 Crores in last three financial years ending at 31st March 2020.	Request you to please reduce the turnover amount to ₹25 Crores in last three financial years ending at 31st March 2020.	Average Turnover of the Service Provider from IT/ITES must be ₹25 Crores in last three financial years ending at 31st March 2020.
45	Section 4.4.3	The bidder is required to submit Earnest Money Deposit (EMD) amounting to ₹12,00,000.00 (Rupees twelve lakhs) only in shape of Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee of aforesaid amount issued from any of the Scheduled Banks as per the format prescribed in this RFP.	With reference to the Notification No. F.9/4/2020-PPD released by Ministry of Finance, Gol on 12.Nov.2020 regarding Bid Security, only provision for Bid Security Declaration should be kept in the Bid Documents. Request you please consider the notification and revise the clause	Exemption on submission of EMD is applicable as per the guidelines/circular/notification by Government of Odisha. The bidder must submit copy of such guidelines/ circular/ notification for exemption of EMD
46	6.7 Performance Guarantee	PBG would be 10% of the cost of the annual pay-out and should be valid for 15 months. Each year the Service Provider should submit the fresh PBG accordingly or extend the PBG in each year.	With reference to the Notification No. F.9/4/2020-PPD released by Ministry of Finance, Gol on 12.Nov.2020 regarding Performance Security, the same has been reduced to 3% of the contract value. Request you please consider the notification and revise the clause	As per guidelines/ circular/ notification by Government of Odisha. The bidder must submit copy of such guidelines/ circular/ notification

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47	New Clause proposed		Since this is a large project of Education & requires complete experience in School / Higher education solution, we recommend the Bidder should be an Education company in the business of Education Software Solution for more than 10 yr & have demonstrated one such large project of 20Cr or more till completion & award of AMC for the project	No change, As per RFP
48	5.1 Prequalification Criteria (General Bid) Volume-I, Page No-15	Consortium is not allowed.	As this is a large bid with several components, we request to allow consortium or joint ventures to encourage more participants.	As per point -2 of this resolution
49	5.1 Prequalification Criteria (General Bid) Volume-I, Page No-15	Local Presence	As per ICT policy 2014, Odisha, Section 5.5.2 preferential procurement, it is stated that while awarding projects above Rs. 5 Crore to national and international companies, government would stipulate mandatory local participation for implementation. Hence, we request you to add a clause allowing inclusion participation of local companies.	As per point -2 of this resolution
50	3.15 Data Migration Volume-II, Page No-28	h) Database of existing system would be migrated to the newly developed system	Request to kindly clarify on the volume of data to be migrated to the new application. Also please confirm if there is requirement of data entry.	Clarified at point - 42
51	3.28 Service Level & Penalty , Volume-II, Page No-46	d) Infrastructure Support -Rs. 1,000/- per day delay	Kindly reduce penalty to 500/- per day delay	No change, as per RFP
52	3.28 Service Level & Penalty , Volume-II, Page No-46	f) Call Center Operation-Rs. 2,000/- per day delay	Kindly reduce penalty to 500/- per day delay	No change, as per RFP

Sl. No.	RFP Document Ref. (Section & Pg. No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Resolution of OCAC
53	6.7 Performance Guarantee, Volume-I, Page No-20	b) PBG would be 10% of the cost of the annual pay-out and should be valid for 15 months. Each year the Service Provider should submit the fresh PBG accordingly or extend the PBG in each year.	Considering the pandemic situation, PBG may kindly be considered for 2%	Clarified at Point -9
54	4.4.3 Earnest Money Deposit (EMD), Volume-I, Page-10	Bidders shall submit, along with their Bids, EMD of ₹12,00,000.00 (Rupees twelve lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) of equivalent amount issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar. In case of Bank Guarantee, the same must be for minimum 180 days from the due date of the tender / RFP. The EMD must be submitted along with the General Bid.	<p>1) Request to kindly reduce the EMD to 50% of the given value.</p> <p>2) Request to kindly give the exemption of EMD to MSME/ Udyam Registered Units.</p>	Clarified at Point-2