

PREBID COMPLIANCE SHEET FOR SELECTION OF SI FOR DEVELOPMENT, IMPLEMENTATION OF IT SOLUTION FOR F&ARD, ODISHA

(RFP Ref. No. OCAC-SEGP-SPD-0012-2021-21035)

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
1	Section 7.11 & Page No. 36	The working hours would be office business hours of the Department for 1 year.	Please clarify helpdesk and its resources are required for complete project duration or for only 1 year?	1 Year
2	Section 4/PQ & Page No. 13	The bidder must have valid CMMi Level 3 or above & ISO Certificate as on date of submission of this RFP.	Please specify the ISO certification name. Considering the scope of work ISO 9001:2015, ISO 27000:2013 would be relevant.	No change as per RFP
3	Section 4.1 & Page No. 15	<p>The bidder must have valid CMMi Level 3 or above & ISO Certificates as on date of submission of this RFP.</p> <p>CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks ISO 27001: 1Mark ISO 9001 : 1 Mark</p>	<p>In line with the expectations stated in Clause#8 of the RFP we request to include the latest version of the standards. Accordingly we request to append the criteria as below:</p> <p>The bidder must have valid CMMi Level 3 or above & ISO Certificates as on date of submission of this RFP.</p> <p>CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks ISO 27001:2013: 1Mark ISO 9001:2015 : 1 Mark</p>	No change as per RFP

4	Section 4.2 & Page No. 16	The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.	We request to amend the criteria as below. This is in line with the PQ criteria #2. The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs. Only IT hardware supply or hardware maintenance won't be considered as valid proof against this.	It's already mentioned on the RFP, workflow based e governance project, so obviously only IT hardware supply or hardware maintenance will not be considered.
5	Section 4.2 & Page No. 16	The firm/ company should have developed and implemented application on online Scheme delivery for any Department In State / Central Government/ Govt. PSU/Govt. Autonomous body in India.	We assume that projects cited under Sr.# 4 above can also be cited under this.	Yes, but the said component must be there.
6	Section 4.2 & Page No. 17	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed or continuing 3 years' implementation support and maintenance.	We assume that projects cited under Sr.# 4 above can also be cited under this.	yes, but the said component must be there.
7	Section 4.2 & Page No. 17	The firm/ company should have developed and implemented API based mobile application for any Department in State / Central Government/Govt. PSU/Govt.	Please elaborate on the meaning of API based mobile application	Application Programming Interface layer in mobile application which allows sharing of data with external systems

		Autonomous body in India during last 10 years.		
8	Section 4.2 & Page No. 17	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance G2B or G2C application.	In the interest of time please allow showing video capture of the reference solution	Yes it can be.
9	Section 4.2 & Page No. 17	Work plan, approach & methodology for completing the work. Technologies used, Risks and Mitigation Plan Data Migration Plan Training Methodology and plan time frame. Operation and maintenance road map. Clear and unambiguous narration of exit Management activities of the bidder. Post Implementation plan and methodology. Challenges likely to be encountered Client references. Clear and unambiguous Narration of exit Management activities of the bidder.	We request to provide breakdown of the 20 marks against the Approach and Methodology sections to make it more objective.	No change as per RFP
10	Section 4.2 & Page No. 17	Technical Presentation	We request to provide 90 mins time to each bidder to cover all aspects of the proposal and reference solution demonstration.	No change as per RFP
11	Section 4.2 & Page No. 17	Combined Evaluation of Technical & Financial Bids	We request to calculate technical score on a weightage scale viz. $((\text{Bidder technical score})/(\text{Highest technical score})) * 100$	Un intentionally missed, please refer to the Corrigendum.

12	Section 7.1 & Page No. 21 Maintenance of the existing Decision Support System developed by the department	Please provide details of the existing platform.	Please refer to Section #13 of the RFP for the details of the existing DSS platform
13	Section 7.1 & Page No. 21 Maintenance of the existing Decision Support System developed by the department	Does the maintenance include any upgradation / enhancement of the existing application? If so, we assume the source code and technical documentation will be shared with the implementation partner. We also assume that required knowledge transfer on the existing application will be provided to the implementation partner.	Source code will be shared with the SI as well as required. Knowledge Transfer will be facilitated in 2 months and handholding support until March 2022 will be given
14	Section 7.3 & Page No. 21	Requirement Study	We assume that the FRS and SRS will be approved promptly and no more than one review and iteration will take place, so that the project time line can be maintained. Any delay in approval of FRS and SRS will be compensated by providing additional implementation time to the vendor.	It will be approved promptly and within the timeline.
15	Section 7.3 & Page No. 21	Requirement Study	We assume that all studies will be primarily be carried out from Bhubaneswar except for sample study at lower administrative/business units.	The studies will primarily be carried out from Bhubaneshwar (Secretariat) or Cuttack (Directorate)
16	Section 7.4 & Page No. 22	Design	Please specify the architectural standard to be followed. A Micro Service Architecture provides high availability and scalability of the application.	Please refer to the detail scope.
17	Section 7.6 & Page No. 22	Integration	We assume that external APIs and complete documentation will be available when the proposed system need to pull data from them.	Yes APIs will be made available for integration

18	Section 7.8 & Page No. 23 Carryout the periodic audit & certification as and when it is required as per the OSDC policy.	What will be frequency of periodic audit? Will this periodic audit be a VA/PT report only or also require an audit certificate by Cert-In certified agency?	Cert-In certified Agency
19	Section 7.10 & Page No. 23	Training	How many training sessions are envisaged to be conducted? Is online training acceptable?	Online training can be conducted. No. of sessions will be communicated
20	Section 7.10 & Page No. 23	Training	Who will provide training infrastructure e.g. laptops/desktops, internet connectivity, venue, TA/DA (if applicable) for the trainees?	No need of infrastructure in online training
21	Section 7.11 & Page No. 23	Helpdesk Support	What will be business hours and working days for helpdesk support?	All government working days, 8 hr per day.
22	Section 7.13 & Page No. 23	Deployment & Configuration	We assume that system software's, OS be provided by SDC as per application hosting requirement, and security solutions (Anti-virus) will be provided by OSDC.	Yes , OSDC is well occupied, the SI need to provide 5 years OEM support for Database .
23	Section 7.13 & Page No. 23	Deployment & Configuration	We assume that access to application monitoring system of the data centre will be provided to the implementation of this application.	Yes through VPN
24	Section 7.14 & Page No. 24	UAT & Go-Live	We assume that UAT environment will be provided by client.	SI will provide that, maybe at the time of UAT it can be discussed.
25	Section 7.16.1 & Page No. 25 Tuning of transactions..	Please elaborate on this requirement	Adjusting various parameters and design choices to improve

				system performance for a specific application.
26	Section 12.1 & Page No. 28	Expected Project Timeline & Deliverables	We request to consider below revised timelines for application design, development and testing. - System Study & Prototype Design: T+6 Weeks - Design, Development & Implementation: T+28 Weeks - UAT, Training & Go live: T+32	No change as per RFP
27	Section 13.1 & Page No. 28	Proposed Solution and its components with Prototype design. Live demonstration of at least one E-governance G2B or G2C application.	Is the DSS application maintained by a 3rd party vendor on behalf of department or department technical team themselves maintain it?	Third party vendor – Knowledge Transfer will be facilitated by the team.
28	Section 13.1 & Page No. 28	Maintenance of the existing Decision Support System	We assume that APIs for the DSS application are available for integration with new system.	Yes
29	Section 13.1 & Page No. 28	Maintenance of the existing Decision Support System	Is there any consideration of replacement of the DSS system with a new integrated application, if business efficiency can be increased?	No - the officials are using this system, therefore, the vendor will need to maintain this system itself, because transition to a new system will be cumbersome for the department so that is not preferred.
30	Section 13.8 & Page No. 46	Mobile App	Can we develop the mobile app on as a hybrid one for both Android and iOS?	Yes
31	Section 13.8.1 & Page No. 46	Communication layer	Will SMS charges be borne by client department / OCAC or the bidder need to consider in their financial proposal? In case of later please provide tentative number of SMSs to be considered per year.	SMS charges be borne by client department / OCAC

32	Section 13.8.2 & Page No. 46	Access Control Layer	Is there an existing Access Directory that need to be integrated?	Details will be provided at the time of study.
33	Section 14.2 & Page No. 49	Identity Management	Is there any centralised SSO solution already in place which need to be integrated with?	Details will be provided at the time of study.
35	Section 14.8 & Page No. 49	Audit Trail Management	Upto what level of details to be captured in audit trail?	As per the standard, Details will be provided at the time of study.
36	Section 13.1.3 and Page No. 47	Data Collection	<p>Q. Please provide us the scoped source system details - Applications, database, Platform (Windows/Linux)?</p> <p>Q: Please confirm total data sources are required to integrate?</p> <p>Q: Do you get data from any external source or agency as well? If yes, can you please share a list with names and the kind of data procured?</p> <p>Q: Do you have a metadata information document (data dictionaries, data table structure etc.) available for existing source systems?</p> <p>Q. What is history data requirement? How many years of history data to be migrated in proposed solution?</p> <p>Q. What is the current data size and what is the growth rate expected?</p> <p>Q.What is the Life cycle of the data process and delta size of the records (daily, weekly and monthly)?Will there be ingestion of Real Time Data?</p> <p>Q. In case of real-time data, what is the acceptable latency between the data output and the data display on the dashboard?</p>	<p>Please refer to Section 13.1.1 in the RFP for these details</p> <p>Total data sources for integration will depend on the requirement</p> <p>No Data migration</p> <p>Current Data Size is less than 1 GB in 3 years</p> <p>Life cycle can be daily, weekly, and monthly depending on the module.</p> <p>Delta size can be determined from Point #4</p> <p>Real time data display might not be reqd. Latency can be determined in consultation with the deptt.</p>
37	Section 13.1.5 and Page No. 47	Visualization & Reporting	<p>Q. Please confirm proportional break-up and count of Dashboard & Reports? Is there any further breakup by subject areas for these reports?</p> <p>Q: Kindly let us know about the frequency of data load and data refresh in current reporting solution?</p>	<p>1. Each scheme has 1 dashboard/report</p>

			<p>Q: Please confirm the report output types required like CSV, XLS, PDF, doc etc.?</p> <p>Q: Is there any direct report integration requirement with third party system or applications in the current scope of work?</p> <p>Q: How many users are anticipated to use this platform and expected concurrency?</p> <p>Q. Does the customer have any technology preferences for Visualization/ Dashboard & Reporting tool?</p>	<p>2. Data is being updated once every day in the reports.</p> <p>3. Report outputs should be available to download in csv, pdf, and xlsx formats</p> <p>4. Yes direct integration via API is included in the current scope</p> <p>5. ~1,00,000 total users estimated to use this platform. Concurrently ~200 users per minute</p> <p>6. The only used for visualization is Superset - the team can go through the superset documentation online to get more details, it is an open source tool, everything is available online</p>
38	Section 18.11 and Page No. 72	Data Quality	<p>Q: Please provide data quality rules details?</p> <p>Q: Who will provide the standard libraries for names and who will take the call on data anomaly/incompleteness as a part of data profiling?</p> <p>Q: When multiple records of the same customer are identified , will there be any merging of records who form a golden records?</p> <p>Q: How many users are expected to access/use the data quality reports?</p>	<p>Details will be provided at the time of system study.</p>

39	Section 24.1 and Page no. 77	Penalty	As per our understanding, that the penalty has been capped to maximum 10% of the contract value. Kindly clarify on our understanding.	Penalty capped maximum to 10% of that particular component, for details refer to the penalty clause.
40		General	Clarification Queries: Please specify the number of concurrent, transaction and active users? Please specify the data archive policy?	Total # of users ~1000 500 QPS
41		General	Our assumption is that client will provide the Digital Signature solution and we only consider the integration solution and effort?	NO, SI have to propose e sign with solution.
42		General	Please specify the number of reports templates?	Details will be provided at the time of system study.
43	7.9	SSL Certification	Is the SSL certification required every year? Please suggest the frequency of requirement.	Yes, it required for total project period.
44	7.1	a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.	Will there be different categories of trainees ?	Yes
45	7.1	b) It would be the SI's responsibility to set up the infrastructure helpful in providing successful training.	It is understood that the basic infrastructure would be provided by the department.	Yes
46	7.11	SI shall setup a Centralized Helpdesk with 2 seats. The working hours would be office business hours of the Department for 1 year. The Helpdesk shall be made operational from the Go-Live of services.	The normal office is assumed to be 9.00 am to 6.00 pm	Yes
47	7.12	Online help	can help desk also act like online help ?	Query not clear

48	7.16.2	c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.	Hope all the changes can be estimated and billed separately.	Already a separate change request provision is there in the RFP
49	13.8	Mobile App-- Upload pictures	What should be the size for upload ?	Can be limited to 10MB/photograph and stored in the database in compressed form without any loss of quality
50	18.4	· The SI would deploy project team in the department Premises and a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Department.	Can issues be resolved online ?	NO
51	19	I. Onsite Warranty support for complete system	Since the system will be hosted on the web why is onsite warranty support required? Is this above helpdesk support ?	Except help desk, onsite team will be deployed over there for maintenance.
52		General	Application Architecture	Please refer to the technical scope of the RFP.
53		General	Deployment Architecture	Please refer to the technical scope of the RFP.
55		General	Max Transaction per Day	Details will be provided at the time of system study.
56		General	Max Size of Write /Transaction year	Details will be provided at the time of system study.

57		General	Any Document Upload Permitted	Details will be provided at the time of system study.
59		General	Max Files per User	Details will be provided at the time of system study.
60		General	Database Backup Policy	Refer to the RFP
61		General	Database Retention Policy	5 OEM support must be there, MAF need to be attached.
62		General	DC - DR Policy	DR is 50 % of DC
63		General	RPO -- Recovery Point of Object	Details will be provided at the time of system study.
64		General	RTO -- Recovery Time of Object	Details will be provided at the time of system study.
65		General	Data Archival Policy	Details will be provided at the time of system study.
66	7.11 Helpdesk Support, RFP Page No 23	General	To host the centralized Helpdesk software, request department to provide required Server, Storage, OS, Internet etc at OSDC as per SI hardware sizing. Please clarify	SDC is well occupied , at the time of development the details will be provided to SI.
67	7.11 Helpdesk Support, RFP Page No 24	Note: The SI shall deploy Help Desk Executives, arrange the Toll Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.	Our understanding as per RFP SI should provide Helpdesk software & Toll-free Number for Helpdesk setup but there is no clarity on other required IT & Non IT infrastructure like Desktop, Printer, UPS, Electrical power & Accessories, , Furniture, Telephone instruments, Internet Band with & Network accessories. Request department will provide all above. Please clarify	Place , internet connection will be provided by Department , Desktop, laptop will provided by SI

68	25 Financial Bid: To be submitted on Company letter head. RFP Page No 66	H. E sign with Utility software Unit: Lumpsum Qty: 100 user	There is no clarity/detail on functional requirement of E Sign with utility software for 100 users. Request to provide more detail, what is department requirement.	E sign will be used for document sign and approval by the official.
69	25 Financial Bid: To be submitted on Company letter head. RFP Page No 66	C. SSL certificate with 5 year Subscription Qty 1	As per security and industry standards, SSL certificates will be issued with 1 year validity, there after every year renewal, hence request you to change the requirement accordingly	SSL is for 5 years
70	4 Prequalification Criteria (General Bid)	Technical Capability The bidder must have developed and implemented at least one e-Governance G2B or G2C project in India with minimum order value of 3 Cr or two projects with minimum order value of 2.5 Cr each or three projects with minimum order value 2cr each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date. Supporting document: Work order +Completion Certificates from the client	We request you to consider phase wise completion from client as well	No change as per RFP
71	7.10 Training	a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.	Kindly confirm whether the training should be conducted at single location or multiple location. Please provide details	Training can either be conducted online or at a centralized location
72	7.15 Infrastructure Support:	c) The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware for development, quality and production environment.	As per "22 Payment Terms", Database license cost and eSign utility software payment will be processed separately. Apart from these two software, there will be requirement of operating system, work flow engine, middleware etc. Since there is no separate	As per RFP department required a complete solution, SI will provide the support.

			payment terms or line items mentioned for these software, kindly confirm whether the bidder is allowed to use Open source community edition software or should we quote separately for these products with enterprise support.	Payment will be released as per the payment term only.
73	13.1 Maintenance of the existing Decision Support System	The selected vendor will need to maintain DSS (bug fixing and support to the department) and also configure new use cases as specified by the steering committee.	We understand that this system is hosted at OSDC and required Hardware and Software Licenses with OEM support during the entire contract duration will be provided by Department. Kindly confirm	OEM support for database will be provided by the SI for the complete contract period. Hosting hardware and OS will be provided by OSDC.
74	13.8.1 Communication layer:	A communication layer will allow communication over the following channels amongst department officials and to citizens - <ul style="list-style-type: none"> • Email • Short message service (SMS) 	We understand that the required Email gateway and SMS gateway and recurring charges will be borne by the department. Kindly confirm	Yes
75	18.3 Project Team Structure	The SI shall deploy the project team members at project location during Implementation Phase and operation and Maintenance phase as and when required.	As per this clause, the bidder can deploy the combination of resources during implementation and O&M phase as per the need. And it is not necessary to deploy all the resource onsite for fulltime during the contract period. Kindly confirm	Yes, Bidder need to deploy the resource as per the need of department. But spoc will be av
76	18.3 Project Team Structure	The SI shall deploy the project team members at project location during Implementation Phase and operation and Maintenance phase as and when required.	Kindly confirm whether required IT and Non IT infrastructure like Laptop/Desktop, connectivity, seating space etc for the onsite resources will be provided by department or not	connectivity, seating space will be provided by Dept. and Laptop/Desktop will be provided by SI
77	20 Warranty:	b. Selected Bidder is responsible for sizing and procuring the necessary software/tools etc. licenses as per the performance requirements provided in the TOR. During the warranty period	Kindly confirm whether the bidder can propose open source community edition software license or it should be enterprise edition OEM support version	SI is solo responsible for warranty and support

		Selected Bidder shall replace or augment or procure higher-level new licenses/tools at no additional cost to the Directorate in case the procured artifacts supplied by the Selected Bidder is not adequate to meet the service levels.		
78	Sec:7.13, Pg.No:24 of RFP	The SI shall be responsible for the end-to-end management of hosting and deployment of the application.	Please give more clarity on deployment and hosting activities to be carried out.	Details will be provided at the time of system study
79	Sec:13.1.1, Pg.No:29&30 of RFP	Technology Stack of DSS	Is it expected to maintain the same technology stack or change it with newer technology after the transition is complete and necessary due diligence performed with OCAC	No, tech stack of the existing system cannot be changed
80	General	To understand scope better	Please give clarity on Integration part.	Systems need to be interoperable via API integration
81	General	To understand scope better	Please give clarity: User management, Role management and permission management in detail.	Authentication and authorization of users will be controlled through a centralised Access Control Layer (ACL), that is managed on the front-end through Decision Support System. The Access Control Layer comprises the following components – Users Roles Permissions Each user is mapped to a role, and each role is given access to a set of permissions. Each user has access to sections and data

				that is only relevant to that user
82	General	SSL	We understand that renewal cost of SSL certificate will be borne by Department. Kindly confirm.	Will borne by SI for entire project period i.e. 5 years.
83	Prequalification Criteria (General Bid)- Section 4.2. - Project experience and expertise - Criteria 1 Page.No. 16	<p>The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.</p> <p>5 marks for each project having project cost more than 3cr. 4 marks for each project having project cost more than 2cr. 3 marks for each project having project cost more than 1cr. 2 marks for each project having project cost more than 50 Lakhs.</p> <p>Subject to maximum 20 marks</p> <p>Work Order + CompletionCertificates/Phase Completion Certificate from the client</p>	<p>Request you to amend this Clause as below: The firm/ company should have developed and implemented workflow based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs.</p> <p>5 marks for each project having project cost more than 2cr. 4 marks for each project having project cost more than 1.5 cr. 3 marks for each project having project cost more than 1cr. 2 marks for each project having project cost more than 50 Lakhs.</p> <p>Subject to maximum 20 marks Request you to make document Evidence as: Work Order Or CompletionCertificates/Phase Completion Certificate from the client (Any one should be required)</p>	NO change as per RFP
84	4. Prequalification Criteria (General Bid)- Section 4.2. - Project experience and expertise - Criteria 3 Page.No. 16	<p>The firm/ company should have developed and implemented a project having data migration and API integration as a component for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India.</p> <p>Document Evidence: Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase</p>	<p>Request you to change the Document Evidence Requirements for this clause as: Work order and documentary proof clearly indicating the said component Or Completion Certificates/Phase Completion Certificate from the client.</p>	NO change as per RFP

		Completion Certificate from the client.		
85	4. Prequalification Criteria (General Bid)- Section 4.2. - Project experience and expertise - Criteria 4 Page. No. 17	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed or continuing 3 years' implementation support and maintenance. Document Evidence: Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client clearly indicating successful completion or ongoing of 3 years support and maintenance	Request you to change the Document Evidence Requirements for this clause as: Work order and documentary proof clearly indicating the said component Or Completion Certificates/Phase Completion Certificate from the client clearly indicating successful completion or ongoing of 3 years support and maintenance	NO change as per RFP
86	7. Terms of Reference - Section - 7.1 Scope of Work - Point 1 - Scope of Work Page. No. 21	The broad scope of the project includes development and maintenance of below major modules: Maintenance of the existing Decision Support System developed by the department Development of a Farmer Facing Scheme Application Procession System	Request you to let us know Development of Farmer Facing Scheme Application Procession System is the independent development of system or it will enhancement of existing Decision Support System?	These will be two parallel activities, development of a new farmer facing portal has to be done while simultaneously taking over maintenance of the existing Decision Support System. Development of a new portal is a separate activity, and both tools will be integrated via APIs for reporting and visualization
87	7. Terms of Reference - Section - 7.1 Scope of Work - Point 1 - Scope of	The broad scope of the project includes development and maintenance of below major modules:	Request you let us know that is the code of the existing Decision Support System is properly documented?	Yes, code is documented. Full handover will be given and an overlap with the tech team as well, so if any more

	Work Page. No. 21	Maintenance of the existing Decision Support System developed by the department	It would be appreciated if you let us know all the 3rd party or government application integrations/API of the existing Decision Support System.	documentation is required, the team can also do that. The list of integrations will be shared in the future as per need. Right now, the system is integrated with APICOL and Krushak Odisha database
88	7. Terms of Reference - Section - 7.8 Third Party Audit - Point e Page.No. 22	Carryout security audit before go-live of application and obtain the safe-to-host certification	Request you to let us know do you need security audit to be performed after Go Live of the system or you need security audit to be performed in O&M period as well? If you required, the security audit to be performed in O&M period as well then, please let us know how many security audit you need to be performed in O&M period & in what intervals it should be performed?	Security Audit to be done before go live, as per standard the audit will be done twice a year for entire project period.
89	7. Terms of Reference - Section - 7.9 SSL Certification Page.No. 23	The SI shall carry out SSL certification. a) Secure connection between Client and Server through Secure protocol HTTPS b) Encryption of Data during transmission from server to browser and vice versa c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate. d) SSL Security in the application server	As mentioned the SSL will be procured by SI, request you let us know which type of SSL is expected? Wild card, Extended or Single domain?	Wild card
90	7. Terms of Reference - Section - 7.11 Help Desk Support Page.No. 23	SI shall setup a Centralized Helpdesk with 2 seats. The working hours would be office business hours of the Department for 1 year. The Helpdesk shall be made operational from the Go-Live of services.	Request you let us know do you have any specific requirement of the numbers of the Help Desk Support Staff and their qualifications? If any, Please do let us know.	2 numbers of resource, Minimum qualification should be Graduate with technical Knowledge.
91	7. Terms of Reference - Section -	It is also proposed that the training contents / user manuals be made available to Users in	Request you to let us know what will be the language of training content and user manuals?	Odia and English

	7.12 - Online Help Page.No. 24	downloadable (PDF) format so that the users may refer / download it for their own personal reference as and when needed.	We are assuming it will be in English only.	
92	13. Functional Requirements - Section 13.1.3 Data Collection Page.No. 30	Basic forms: For basic data collection, configurable open-source tool Open Data Kit (ODK) has been integrated with the Decision Support System. This is used for capturing details about different meetings at field level.	Request you to let us know that this the common form for all the users or there is in change in form? This form is dynamic or hardcoded?	1) The forms can be mapped to specific users as per requirement (controlled via the role management module) 2) It is a dynamic form, can be easily configured
93	13. Functional Requirements - Section 13.1.7 Aggregate level Page.No. 38	(districts and block level) reporting of achievement of all schemes in the department (30+ schemes)	Request you to let us know that all the 30+ schemes mentioned these are fixed schemes or it get changes with regular intervals? These mentioned schemes are hardcoded or dynamic?	Schemes are fixed for an entire year. New schemes might get introduced in the middle of the year. Schemes are dynamic, a configurable module has been developed to make changes to the scheme components
94	13. Functional Requirements - Section 13.2 Medicine usage & supply tracker Page.No. 41	Currently the department requires many goods such as medicines, vaccines, equipment, consumables etc. for delivering animal services such as disease treatment, wound treatment etc. These goods are procured through some channels at state, district, and block level as well as used at different levels. The medicine usage & supply tracker helps the department to streamline the	Request you to let us know, in the current system is there any integration of Payment Gateway to make payment to the vendors?	No integration of payment gateway yet Integration with IFMS and PFMS system will need to be done by the SI

		procurement of these goods, track usage of these goods, predict requirements etc.		
95	13. Functional Requirements - Section 13.4 Decision Support System (DSS) On boarding Page.No. 43	The selected vendor will need to, as required, maintain the existing functionalities of DSS as specified by the steering committee. The existing visualization and reporting module will have to be maintained and used for all the farmer facing scheme application processing system as well. The farmer facing system will be integrated with DSS using an API layer which will enable both push and pull of data.	Request you to let us know we should maintain the existing Decision Support System till the development of Farmer Facing Scheme Application Processing System or it will part of O&M for 5 years with O&M of Farmer Facing Scheme Application Processing System?	Maintenance of the DSS Portal will continue after the development of farmer facing portal also. It will part of O&M for 5 years with O&M of Farmer Facing Scheme Application Processing System
96	13. Functional Requirements - Section 13.5 Farmer Facing Scheme Application Processing System Page.No. 43	The vendor will have to develop a scheme application processing system to ensure effective scheme delivery. This will entail end-to-end scheme digitization starting from a farmer applying for a scheme, department officials processing the application and eventually releasing the benefit.	Request you to let us know all the Farmers Schemes and Internal Schemes will fixed and needs to hardcoded or it will dynamic? As per our assumptions, the schemes will be fixed and will not be changed? Please provide the details on the same.	Schemes are dynamic, a configurable scheme delivery module has to be developed for the same. The vision is that every year the government officers are configuring the schemes themselves without support from the tech team.
97	13. Functional Requirements - Section 13.5 Farmer Facing Scheme Application Processing System Page.No. 44	Subsidy release through IFMS/PFMS	Request you to let us know who will provide the API/Integrations for the IFMS/PFMS to make payment of the subsidy. We are assuming it will be provided by the Client.	Yes, the documentation for integration will be provided by the client, but the development of the integration will need to be done by the SI.
98	13. Functional Requirements - Section 13.5 Farmer	Subsidy release through IFMS/PFMS	Request you to let us know how the list of eligible farmers for the subsidy will be displayed to Officials? Is there any logic for it which needs to be developed	1) Yes, the list will be displayed to the officials. This will be the list of farmers who

	Facing Scheme Application Processing System Page.No. 44		<p>or is there any 3rd party integration which needs to be integrated?</p> <p>In case of any 3rd Party integration, the API for the same will be provided by the Client.</p>	<p>have been given the go ahead by the officers. They will apply for the schemes</p> <p>2) Integration with the Krushal Odisha portal will need to be done for list of the farmers</p>
99	13. Functional Requirements - Section 13.5 Farmer Facing Scheme Application Processing System Page.No. 44	Review and monitoring via different reports (to be developed and linked on DSS via APIs)	Request you to let us know all the expected reports developed & linked on DSS will be Static or Dynamic?	Reports configured on superset will be dynamic
100	13. Functional Requirements - Section 13.6 Configurable forms (Web portal and mobile app) Page.No. 44	Each scheme will have a scheme application form to be filled by the farmer and application processing forms to be filled by the department officials. These forms should be configurable by an admin in the department.	Request to you let us know all the forms for schemes will be static or dynamic? Also, let us know there will one form for 1 schemes for all farmer or there will be multiple forms for 1 scheme?	Schemes are dynamic, a configurable scheme delivery module has to be developed for the same. The vision is that every year the government officers are configuring the schemes themselves without support from the tech team.
101	13. Functional Requirements - Section 13.7 Web Portal Page.No. 46	The web portal will be used by the farmers and department officials (block/sub-division/district/state level)	<p>Request you to let us know, all the master data required like: block/sub-division/district/state level will be provided by the Client or SI need to gather and add the data?</p> <p>We are assuming it will be provided by the Client.</p>	Data will be provided
102	13. Functional Requirements - Section 13.7 Web	Payment gateway	who will provide API for Payment Gateway? We are assuming that it will be provided by the Client and SI will integrate it with the system.	The documentation and facilitation for integration will be provided by the client, but the development of the

	Portal Page.No. 46			integration will need to be done by the SI
103	13. Functional Requirements - Section 13.7 Web Portal Page.No. 46	Any other functionality, if required in the future	Request you to throw some light on this? We are assuming any functionality before fixing the requirements will be considered in this section. After fixing the requirements & starting of the development it will considered as change request. Please update on this points	Yes this will be considered as a change request
104	13. Functional Requirements - Section 13.9 Integration with External System Page.No. 49	<ul style="list-style-type: none"> ● Krushak Odisha ● Service Plus ● APICOL 	We are assuming that the API and Access of the External system, will be provided by the Client and SI will integrate those with the system.	The documentation for integration will be provided by the client, but the development of the integration will need to be done by the SI
105	18. Project Management Requirements Page. No. 55	The SI shall deploy the project team members at project location during Implementation Phase and operation and Maintenance phase as and when required.	Request you to let us know that the Development of project will be onsite or offsite? If Onsite, then it will be at Client Location or Bidder office in Odisha?	Development team maybe from offsite, but as per the RFP certain specified resource must be present onsite at client location.
106	General Queries	Web Application of Farmer Facing Scheme application processing system	Do you have preference regarding the Technology stack for the Web Application? If any Please do let us know	We need to mandatorily use open source technology
107	General Queries	Mobile Applications of Farmer Facing Scheme application processing system	Do you have preference regarding the Technology stack for the iOS and Android Mobile Application? If any Please do let us know	No preference
108	General Queries	Content	Request you to let us know who will provide the content for the system? We are assuming it should be provided by client.	Yes

109	General Queries	Chatbot	Do you need Chabot to be implemented in the system?	No
110	General Queries	SEO	Please let us know, SEO (Digital Marketing) will be the part of the maintenance or not? We are assuming it will not. Need your insights on this.	It will not be part of the scope of work
111	General Queries	Data Backup & Recovery	Do you have any plan ready for Data Back Up and Recovery?	No
112			What will the size of Hard Disk is required for Back Up?	NA
113			What will be the frequency of the Back Up?	NA
114	General Queries	Total User	Request you to let us know the expected numbers of the users for the system?	5,000 users for existing DSS portal and Sugam App. Close to 1,00,000 users for the new farmer facing application portal
115	Section 4, Prequalification Criteria (General Bid), Point 7, RFP Page No. 14	Consortium bidding/ sub-contracting is not allowed Document/ Information to be Submitted Self-Declaration	Kindly provide the format for Self-Declaration document	Standard Format
116	Section 7.8, Third Party Audit, RFP Page 22	The SI shall appoint CERT-In empanelled auditor who shall be responsible for performing the Security Audit of the solution.	We assume, the security audit needs to be done by SI in each 6 month interval as per the OSDC norms.	Yes, additional audit may be done if any major development occurs in-between.
117	Section 7.10, Training, RFP Page 23	a) The SI is required to undertake a batch size of 30 people (approx.) in the technical and process aspects of the application.	We assume that the SI will conduct the training in a centralized location. Please confirm.	Training can be conducted online or at a centralized location

118	Section 7.11, Helpdesk Support, RFP Page 23	The Help desk will serve as a single point of contact for reporting / resolution of all tickets queries, errors, incidents, issues either business or application or operations.	Does the SI need to provide Ticket lodging tool to the Helpdesk resources? Kindly clarify.	Yes
119	Section 7.11, Helpdesk Support, RFP Page 23	Any citizen/applicant should be able to contact the Helpdesk through a (toll-free) number of 10 digits.	We request the client to Provide the Toll Free number as establishing Toll Free number in the name of Client would be difficult on the part of SI.	No change as per RFP
120	Section 7.11, Helpdesk Support, RFP Page 24	Note: The SI shall deploy Help Desk Executives, arrange the Toll Free Number, and arrange the computers. Internet connectivity would be provided by the Directorate.	Kindly clarify who will provide the Non IT Infrastructure (Table, Chair & other accessories etc.) for the Helpdesk Resources.	Department
121	Section 7.15, Infrastructure Support, RFP Page 24	Infrastructure Support	SI will only provide support on the Developed Software & RDBMS. The OS and other Hardware support will be provisioned by OSDC as per the requirement	Yes
122	Section 8.1 Security, Integrity & Confidentiality, RFP Page 26	Security, Integrity & Confidentiality	SI will provision all the security measures in the application and database level. However, as OSDC is providing the Infrastructure along with OS, we request the client to provide the necessary tools for monitoring, backup and log keeping.	No change as per RFP
123	Section 12, Expected Project Timeline & Deliverables, Page 28	"12.1 Development of web portal and Farmer Facing Scheme Application Processing System 12.2 Maintenance of the existing Decision Support System developed by the department	We understand that both the activities will start in parallel. Also the timeline for "Final Takeover and Full-Time Maintenance of existing DSS system" is mentioned 16 weeks but in the financial bid it is mentioned as 5 Years. Request you to kindly clarify the same.	Final takeover after knowledge transfer and handholding should be done after 16 weeks, however total maintenance duration is for 5 years

124	Section 12, Expected Project Timeline & Deliverables, Page 28	Hosting in staging environment	Kindly clarify who will provide the staging environment for hosting the application?	SI
125	Section 13.2 Medicine usage & supply tracker, RFP Page 41	13.2 Medicine usage & supply tracker	Kindly clarify whether this application is already developed or the bidder will develop the same.	Already developed
126	Section 13.7, Web Portal	Direct benefit transfers through PFMS/IFMS	We assume that OCAC shall provide the API of IFMS for integration. Please confirm.	The documentation and facilitation for integration will be provided by the client, but the development of the integration will need to be done by the SI
127	Section 13.8 Mobile App, RFP Page 46	An Android and iOS mobile application will be used by department officers for application processing and for the farmers to apply for schemes.	We assume that OCAC/ department shall provide the App store & play store charges. Please confirm.	Yes
128	Section 13.8 Mobile App, RFP Page 46	Department login features • Payment gateway	We assume that OCAC/ department shall provide the Payment Gateway. Please confirm.	Yes
129	Section 13.8.1 Communication layer, RFP Page 48	A communication layer will allow communication over the following channels amongst department officials and to citizens – Email – Short message service (SMS) – In-system notifications	We assume that OCAC/ department shall provide SMS and Email Gateway. Please confirm.	Yes
130	Section 13.8.1 Communication layer, RFP Page 48	Communication layer	All the gateway for facilitating these services and their recurring expenses will be borne by department as per clause “14.7 SMS & Integrated Financial Management System	Facilitation will be done by department/OCAC.

131	Section 14.5, Data Security, RFP page 50	Data Security measures is intended to ensure that data and data systems are protected against a variety of threats such as unauthorized disclosure, fraud, service interruption, misuse and natural disaster. Adequate protection against such threats will ensure availability, confidentiality and integrity of data. Data security technologies include disk encryption, hardware based mechanisms for protecting data, backups, data masking, data erasure, etc.	As the Hardware will be provided by OSDC, so all the necessary security, backup, data masking and encryption will be provisioned by OSDC	No change as per RFP
132	16 Portal Design Guidelines	2. All the forms / screens should be in Odia and English.	Request the client to clarify whether the SI will maintain only label name in bilingual or entry form should be considered?	Only label name
133	Section 17.1, Snapshot of e-Governance Standards and Guidelines, RFP Page 54 & Section 25 Financial Bid, RFP Page 66	Database Database should be an Open Source standard version with 24x7 Technical Support SLA should be available 5 years upfront from OEM. Database should be fully ACID compliant and should support modern applications features like JSON & XML etc. Database should support Materialized Views for improved performance and should be platform independent. OEM Authorization letter and OEM support letter should be included. Enterprise standard Data base license	Both the statements are conflicting in nature. Please clarify whether we should provide Open Source standard version Database or Enterprise standard Data base license. Also please clarify whether OEM MAF is required or not. If Yes, request the client to share the OEM MAF Format.	OEM supported Open Source Databases offers both Standard as well as Enterprise versions and provide 24x7 round the clock support for both the database versions to ensure SLA during the project life cycle Please provide Standard MAF by OEM. We are looking for OEM supported Open Source Standard Version.
134	Section 18.2 An indicative list of document required, RFP page 55	<ul style="list-style-type: none"> • Data Migration Plan 	Is there any requirement of Data Migration? If yes, Please specify the volume of electronic data to be migrated.	Will be provided at the time of system study.

135	Section 18.6, Acceptance Criteria, RFP Page 58	3. Availability of the Services in the defined locations	Request the client mention the number of locations (if any) where the application is deployed.	Across the state - All offices of F&ARD
136	Section 18.11, Data Quality, RFP Page 59	The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system.	Is there any requirement of Data Digitization? If yes, please mention the volume of data to be digitized.	SI won't be doing data digitization. Department will do it, if required
137	Section 22, Payment Terms, RFP Page 62	a) Design, Development & Implementation (phase wise) b) Operation & Maintenance (Phase wise)	Request the client to clarify the meaning of "Phase wise Design, Development & Implementation & Operation & Maintenance".	Please refer Corrigendum
138	Section 24, Performance Requirements – Service Levels (SLAs), RFP Page 63	Performance Requirements	Service Levels (SLAs) (As OSDC is providing all necessary Infrastructure for hosting the materials, so interruption of application due to any failure of facility provide by OSDC are not considered in SLA	AS per RFP
139	Section 25, Financial Bid, RFP Page 66	E. Integration with other application	Request the client to change Qty from "5" to "1".	No change as per RFP
140	Section 25, Financial Bid, RFP Page 66	J. Operation & Maintenance	We assume that "System/Infra Support" as mentioned in Section 22 Payment Terms, under "Operation & Maintenance" has been removed by mistakenly. Pease clarify.	yes
141	Section 25, Financial Bid, RFP Page 66	Tax (18%)	The financial bid includes 18% Tax. But section 26.13 Financial Bid Letter says "Our attached Financial Proposal is for the sum of <<Amount in words and figures>>exclusive of taxes and duties". Request the client to kindly clarify.	L1 will be calculated on excluding taxes.
142	General	Data Upload	Please provide the below details – Approx. total no of Documents a user will be uploading on daily – The approx. no of user count who will be uploading	Dependent from scheme to scheme but less than 10 documents per person. Size can be limited to 5-10 MB per

			- Size of a doc to be uploaded by the user	document. ~1,00,000 users in total
143	General	User Count	Please provide the total number of Users and total no. of concurrent users of the said application.	Total no. of users ~1,00,000 Concurrent users ~200 per minute
144	18.9 Availability	"The system should be designed to remove all single point failures. Appropriate redundancy shall be	What will be the DC DR Strategy & HA Status ?	DR is 50 % of DC
145	13.6 Configurable forms (Web portal and mobile app) Page 45	Some fields in the form can be conditional i.e. depending on a a value in certain fields, other fields can be shown/hidden.	We would request to include a Rule Engine that is coupled with the Configurable Forms for providing dynamic flavour to the form fields in terms of the values selected by a user in forms and also providing calculations or pre-filled values in a form.	The rule engine can be envisaged while finalizing the requirements of the system
146	13.7 Web Portal Page 46	<ul style="list-style-type: none"> • Scheme configuration panel • Farmer registration • Farmer scheme application module • Application processing by department officers • Payment gateway • Direct benefit transfers through PFMS/IFMS • Reports • Any other functionality, if required in the future. 	We would request to include a unified solution that will have all the components like Form, Workflow, Configuration Panel, Document repository, SSO, Content publishing etc. tightly integrated in a robust, single solution catering to the requirement needs that will add more value to the application as compared to a home grown or bespoke development. This will also be beneficial for faster implementation and on boarding of services.	A readymade solution can only be considered for the farmer centric system with the condition that it is interoperable and open-source in nature
147	14.5 Data Security Page 50	Adequate protection against such threats will ensure availability, confidentiality and integrity of data.	We would request to include industry standard compliance to threats like Top 10 OWASP Vulnerability Compliance.	NO change as per RFP
148	16 Portal Design Guidelines Page 52	General Suggestion	Based on our experience on similar use cases, we would suggest the need of a robust Content Management Solution for taking care of citizen engagement and collaboration activities like FAQs, Policies, Knowledge Management etc. to be a part of	NO change as per RFP

			the digital solution itself. For adding more value, credentials in analyst reports like Gartner Magic Quadrant is also suggested.	
149	17 Technology Standards Page 53	7 The solution architecture should be platform, database and vendor independent.	We would suggest to include Enterprise Version of Open Source Software as a criteria in the RFP that provide similar services like no vendor lock-in, handover of source code, etc. Also enterprise version ensures product is free from defects, can be easily integrated, security is ensured and you get the upgrades for the latest features	NO change as per RFP
150	General Query	General Query	What is the expected concurrency of users (per second) of the Web Portal? Or what will be the tentative no. of users of this new platform	Total no. of users ~1,00,000 ~200 users per minute
151	4 Prequalification Criteria - Distribution of Marks	General Suggestion - Technical Presentation	Also include some weightage of marks for the products/Platforms/OEM proposed by the bidder - 10 Marks This will ensure the selection of good solution to ensure project delivery as envisioned by the department	NO change as per RFP
152	Pane No 14 Clause 4 Sub Clause 6	The bidder must have developed and implemented at least one e- Governance G2B or G2C project in India with minimum order value of 3 Cr or two projects with minimum order value of 2.5 Cr each or three projects with minimum order value 2cr each in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date. Document/ Information to be Submitted: Work order +Completion Certificates from the client	We request you to consider Performance Certificate for the ongoing Projects and amend the respectively clauses; Work order +Completion Certificates from the client/Performance Certificate And Work Order + Completion Certificates/Phase Completion Certificate/ Performance Certificate from the client	No change as per RFP

		Clause 4.2 : Work Order + Completion Certificates/Phase Completion Certificate from the client		
153	Page no 22	Database cost 100% .after go live and submission of license	As the database of the existing DSS is open source MySQL, Bidder can also propose the open source database? Or If open source database is selected, there will not be need of submitting the license. Please clarify the same.	We are looking for OEM supported Open Source Standard Version for 5 year, MAF from OEM is mandatory.
154	Page no 23 Clause 7.11	SI shall setup a Centralized Helpdesk with 2 seats. The working hours would be office business hours of the Department for 1 year.	Helpdesk is asked for 1 year, while project is for 6 years? Please clarify the helpdesk for remaining 5 years.	Helpdesk will be for 1 year and Project is for 5.6 years
155	Page no 59 Clause 19	The SI shall deploy a full time Resource for the Operations and Management of the application in Department at Bhubaneswar for the entire engagement period	You mean one full time resource to be deployed at Bhubaneswar for the entire engagement period? Please provide the qualification details for the said resource.	Already provided on the RFP
156	Section – 4.2 Criteria for Evaluation Page 16 Sl.#1	The firm/ company should have developed and implemented workflow based EGovernance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs. 5 marks for each project having project cost more than 3cr. 4 marks for each project having project cost more than 2cr. 3 marks for each project having project cost more than 1cr. 2 marks for each project having project cost more than 50 Lakhs. Subject to maximum 20 marks.	Request you to kindly simplify the scoring criteria as: 7 marks for each project having project cost more than 3cr. 5 marks for each project having project cost more than 1cr. 4 marks for each project having project cost more than 50 lakhs. Subject to maximum 20 marks.	NO change as per RFP

157	Section – 4.2 Criteria for Evaluation Page 16 Sl.#4	The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed or continuing 3 years' implementation support and maintenance.	Request you to kindly remove this clause.	NO change as per RFP
158	Section 4 Prequalification criteria Sl#7	Consortium bidding/ sub-contracting is not allowed	Request you to kindly remove the clause	NO change as per RFP
159	General		Is OEM collaboration for COTS product allowed?	Yes
160	Project timelines, Page 16	6 months of implementation	6 months is too less for requirement, design, development, testing, TPA, SSL certificate etc. Can this be changed to phase wise delivery with reasonable extended timeline for implementation phase.	Schemes have to launched within a certain timeline so this is a non-negotiable
161	18.7 Functional Requirements Review, Page 71	The system developed by SI shall be reviewed and verified by the SI against the Functional Requirements signed-off between Fisheries & Animal Resources Development Department and SI.	Who will be the sign-off authority on deliverables and milestones? Will there be multiple department / stakeholders involved for sign-off	Department Committee
162	General		Is there expectation of creation of data lake or analytical layer as well ?	Analysis on the collected data will need to be done over which reports/visualizations will be created
163	General		Is the mobile app development part of the project?	Yes
164	4 Prequalification Criteria (General Bid)	Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020 should be at least ₹ 20	We request you to kindly give some relaxation in the turnover criteria by reducing it to 10 Cr. for pre-qualification.	NO change as per RFP

	2. Sales Turnover of Implementing Agency (Pg# 26)	<p>Crores.(Revenue generated from only H/W sales and services will not be considered.)</p> <p>Supporting Document:</p> <p>Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate The document submitted must clearly indicate the turnover from IT / ITES (Revenue generated from only H/W sales and services will not be considered.)</p>	<p>Requested Clause</p> <p>Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020 should be at least ₹ 10 Crores. (Revenue generated from only H/W sales and services will not be considered.)</p>	
165	<p>4 Prequalification Criteria (General Bid)</p> <p>5. Manpower Strength (Pg# 26)</p>	<p>The Bidder should have at least 100 technically qualified professionals having minimum qualification B.E/Btech/MCA or equivalent or higher on its payroll.</p> <p>Supporting Docs</p> <p>Certificate from HR Head showing the details of resources with qualification along with latest PF copy.</p>	<p>We request you to kindly give some relaxation in this criteria by reducing the number of professionals requirement.</p> <p>Requested Clause:</p> <p>The Bidder should have at least 50 technically qualified professionals having minimum qualification B.E/Btech/MCA or equivalent or higher on its payroll.</p> <p>Supporting Docs</p> <p>Certificate from HR Head showing the details of resources with qualification along with latest PF copy.</p>	NO change as per RFP
166	<p>4 Prequalification Criteria (General Bid)</p> <p>7. Consortium (Pg# 27)</p>	<p>Consortium bidding/ sub-contracting is not allowed</p>	<p>Considering the solutions involvement and complexity of the project, we request department to kindly allow consortium bid also. Members in the consortium can be restricted at 2 including lead bidder.</p>	NO change as per RFP
167	<p>4.1 Financial & Resource Strength: 20</p>	<p>2. Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020.</p>	<p>We request you to kindly give some relaxation in the turnover criteria by reducing it to 10 Cr. for the lowest slab</p>	NO change as per RFP

	(Pg#28)	(Revenue generated from only H/W sales and services will not be considered.) >= 20Cr: 3marks 1 Mark each for additional 5Cr maximum up to 5 Marks	Requested Clause: Average Annual Turnover generated only from IT / ITES during the last three financial years ending on 31.03.2020. (Revenue generated from only H/W sales and services will not be considered.) >= 10 Cr: 3marks 1 Mark each for additional 2.5 Cr maximum up to 5 Marks	
168	4.1 Financial & Resource Strength: 20 (Pg#28)	3. The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher. Minimum 100 : 3 Marks Beyond 100 professionals,1 mark for each 25 professionals maximum up to 5 marks	We request you to kindly give some relaxation in this criteria by reducing the number of professionals requirement. 3. The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher. Minimum 50 : 3 Marks Beyond 50 professionals,1 mark for each 25 professionals maximum up to 5 marks	NO change as per RFP
169	4.2 Project experience and expertise: 50 (Pg#29)	1. The firm/ company should have developed and implemented workflow-based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs. 5 marks for each project having project cost more than 3 Cr.	We request department to kindly relax the clause as below for wider participation. 1. The firm/ company should have developed and implemented workflow-based E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India minimum order value more than 50 lakhs. 10 marks for each project having project cost more than 3cr.	NO change as per RFP
170	4.2 Project experience and expertise: 50 (Pg#30)	4. The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous	We request department to kindly relax the clause as below for wider participation.	NO change as per RFP

		<p>body in India and successfully completed or continuing 3 years' implementation support and maintenance.</p> <p>Work order and documentary proof clearly indicating the said component + Completion Certificates/Phase Completion Certificate from the client clearly indicating successful completion or ongoing of 3 years support and maintenance.</p>	<p>4. The firm/ company should have developed and implemented G2C/G2B service delivery for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India and successfully completed or continuing 3 years' implementation support and maintenance.</p> <p>Work order and documentary proof clearly indicating the said component + Completion Certificates/ Phase Completion Certificate from the client clearly indicating successful completion or ongoing of 3 years support and maintenance.</p>	
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