

**PREBID COMPLIANCE SHEET FOR SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT AND IMPLEMENTATION OF MUKTA SOFTWARE**

**(RFP REF. NO. OCAC-SEGP-SPD-0047/2021/22031 DATED 07.05.22)**

<b>Sl. No.</b>	<b>RFP Document Reference(s) (Section &amp; Page Number(s))</b>	<b>Content of RFP requiring Clarification(s)</b>	<b>Points of Clarification</b>	<b>Response of OCAC</b>
1	6.2 Technical Evaluation Scoring Matrix Point (d) Page No. 16 of Volume I	The bidder should have experience in development and implementation of eGovernance application for any State/Central Government of India with minimum order value of Rs.8 Crore during last 5 years as on 31st March 2021. – [Each project will be awarded 5 marks max up to 15 marks]	<b>We request you to amend the clause as under:</b> The bidder should have experience in development and implementation of eGovernance application for any State/Central Government of India with minimum order value of <b>Rs. 5 Crore</b> during last 5 years as on 31st March 2021. – [Each project will be awarded 5 marks max up to 15 marks]	No change as per RFP
2	6.2 Technical Evaluation Scoring Matrix Point (e) Page No. 16 of Volume I	The bidder should have experience in implementing projects covering beneficiary identification & management, fund transfer, work flow management and MIS & Dashboard with minimum value of Rs.1 Crore during last 5 years as on 31st March 2021. [Each project will be awarded 5 marks]	<b>We request you to amend the clause as under:</b> The bidder should have experience in implementing projects covering beneficiary identification & management/ <b>fund transfer</b> /work flow management and MIS & Dashboard <b>or Any E-Governance project</b> with minimum value of Rs.1 Crore during last 5 years as on 31st March 2021. [Each project will be awarded 5 marks]	Plz refer to the corrigendum
3	6.2 Technical Evaluation Scoring Matrix Point (g) Page No. 17 of Volume I	The bidder should have experience in implementation of software development projects in Odisha with minimum order value of Rs.1crore during last 5 years as on 31st March 2021. [Each project will be awarded 2.5 marks]	<b>As the clause is restricted to limited bidders, we request you to amend the clause as under:</b> The bidder should have experience in implementation of software development projects in Odisha <b>or any state of India</b> with minimum order value of Rs.1 crore during last 5 years as on 31st March 2021. [Each project will be awarded 2.5 marks]	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
4	2.2.6 Notification Facility (Vol.-II) Page no-12	Proposed MUKTA-Soft should issue SMS alerts to the respective users for time bound actions and escalation mechanisms for non-attended activities. The service provider will integrate the relevant modules under each phase of MUKTA-Soft with messaging gateway provided by H&UDD for inbound or outbound SMS for different functionalities. MUKTA-Soft should support e-mail and popular messaging app integration.	Please suggest who will provide the SMS, E-mail gateway and API cost for WhatsApp integration and recurring charges for the same (if any)?	Department will meet the expenditure to be incurred for SMS, email. WhatsApp API services and their recurring charges
5	2 Scope of work	The vendor is free to suggest any hardware, software tools preferably Enterprise grade open source that shall be required for successful implementation of the project.	Kindly suggest whether bidder needs to consider the enterprise version for OS and RDBMS for hosting this application?	No change as per RFP
6	2.13.3 System/Infra Support (Vol.-II) Page no-19	System/Infra Support	As the application will be hosted in OSDC, hence we believe that the System/ Infra support will be under the responsibility of Client. Please suggest	No change as per RFP
7	2.14 IT Helpdesk (Vol.-II) Page no-21	The Service provider shall set up a helpdesk for resolution of queries internal to H&UDD officials only	Will there be any Toll-free number required for the Helpdesk users? If yes please suggest who will provide the Toll-Free number	Department will provide Toll free number
8	General	Hosting	Please suggest whether Hosting infrastructure will be provided by OCAC or by the SI	OCAC will provide the Hosting Infrastructure at OSDC
9	3.2 Scheme Monitoring (Vol.-II) Page no-29	e) Provision to create Dashboard to view physical, financial and wage employment progress data of various ULBs	Please provide the number of users who will use the Dashboard to view the progress data for various ULB and volume of data expected to be processed in Dashboard	Around 200 users at State, District and ULB level will use the dashboard. The volume of data is based on number of works and

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
				their weekly progress, number of bills and payment disbursement records and rounds of engagements of the wage seekers.
10	2.2.10 Desired Database Standard (Vol.-II) Page no-29	Databases should be platform independent and function in multiple operating systems like Linux/Unix/ Windows environment with 64-bit support. No Vendor Lock In. Should support major Cloud platforms.	Please suggest whether cloud-based solutions can be used for analytics requirement	Query Not clear
11	3.13.4 Queries & Response (Vol.-II) Page no-29	AI/ML technique based Chatbot may be deployed to respond to queries. Complex queries can be routed to the central help desk to respond. The queries may be submitted in the form of text. Ability of the system interpreting vernacular language is preferred	Kindly suggest Who are the end users for Chatbot? What are all languages to be supported by Chatbot? Are there any Use cases for Chatbot implementation?	Chatbot will be used for information seeking, grievance / complaint and whistleblowing. Common citizen in general, wage-seekers in specific are the users of Chatbot. It must support both English and Odia language.
12	2.2.2 Development of Mobile Apps (Vol.-II) Page no-11	MUKTA-Soft includes mobile application along with web application. The Service provider shall develop required mobile apps for related modules under each phase. All mobile application should be form factor responsive. The mobile application necessarily run on both iOS and Android platforms. The service provider shall comply with all mandatory guidelines recommended in 'Guidelines for Development of	As most of workers do not have smart phones, please suggest what will be the solution to cater their requirement	Mentioned in RFP Vol-2 Clause 3.9.1

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
		Mobile Applications in Government' for development of any mobile app of MUKTA-Soft.		
13	3.9.2 M-Muster (Vol.-II) Page no-43	The mobile app will have AI/ ML based Facial recognition feature which shall authenticate the user both in online as well as offline mode. In case, the attendance of a wage-seeker is not marked due to any technical fault, it allows the IA/IP to record the attendance manually on the mobile app.	Kindly suggest the basic Mobile app version to support the FR attendance  As offline mode is also there for attendance system, is there any specific date when all data should sync to web	Will be discussed with Selected vendor during System study
14	2.6 Data Porting (Vol.-II) Page no-15	The service provider shall be responsible to import legacy data (mostly master data and essential transaction data of ongoing fiscal year) related to different modules of MUKTA-Soft. Legacy data will be provided by H&UD department from a central location in csv format. Documents (pdf, jpeg, png, gif) to be attached, if any, will be provided. The vendor will work hand in hand with the designated officials of H&UD department to import legacy data.	we believe that normalization activities of the existing master data will not be under the responsibility of SI  What is the volume of data to be used for porting?  Will there be any unstructured data available with department? if yes, we request to give the data in a prescribed format proposed by the SI during the implementation.  we request the client to consider following	The service provider shall be responsible to provide tools to extract, transform and import legacy data (mostly master data and essential transaction data of ongoing fiscal year) related to different modules of MUKTA-Soft. Legacy data will be provided by H&UD department from a central location in csv format. Documents (pdf, jpeg, png, gif) to be attached, if any, will be provided. Data porting jobs will be carried out

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
				by H&UDD. Technical support for successful importing will be provided by SI.
15	2.17 Project Timeline (Vol.-II) Page no-24	d) Training to UAT group on delivered Phase-I modules by SI, User Acceptance Testing by H&UDD, revision of modules by SI, approval by H&UDD	we request the client to consider following - Delivery of Phase-II module will start post UAT Sign off of Phase-I - Similarly, delivery of Phase-III module will start post UAT Sign off of Phase-II	Agreed
16	2.17 Project Timeline (Vol.-II) Page no-24	Project Timeline	Please suggest when the integration activity will happen? We Request you to allow the integration activities on Phase-III	Integration activities will be taken up at each phase.
17	2.2.3 Integration (Vol.-II) Page no-11	Integration with Mission Shakti database and Jaga Mission is required to gather information about mission Shakti groups and slum-dwellers association	We request client to provide APIs required for integration with the applications mentioned in the RFP.	Required APIs will be provided by the department. Department will coordinate with the external data source.
18	"2.2.3 Integration (Vol.-II) Page no-11"	MUKTA-Soft must implement workflow engine, iFIX (Financial Information Exchange Bus) of the DIGIT platform for workflow automation.	We request to please clarify the details on workflow engine, iFIX (Financial Information Exchange Bus) of the DIGIT platform for workflow automation	Will be discussed with Selected vendor during System study
19	Generic		Please provide the total number of users of this application and maximum concurrent user who will use at a time	Please refer to User Matrix attached with this response sheet.

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
20	RFP Vol-2 Clause-2.13.3 Page-19	System/ Infra Support	Who will provide the required infrastructure for hosting of the application	Already clarified above
21	RFP Vol-2 Clause-2.2.6 Page-13	MUKTA-Soft should issue SMS alerts to the respective users for time bound actions and escalation mechanisms for non-attended activities	Who will provide SMS and email gateway for this application	Already clarified above
22	RFP Vol-2 Clause-2.2.6 Page-13	The solution shall have provision for WhatsApp integration for sending different notification.	Who will select the Business solution provider of What's app integration	OCAC will select the BSP
23	RFP Vol-2 Clause-2.2.7 Page-13	E- SIGN Service:	Whether the solution support dongle based digital signature as well?	No change as per RFP
24	RFP Vol-1 form Tech 3 Authorization Letter	OEM authorization Letter	As there is no prescribed format available for the MAF we request client to consider OEM MAF as per OEM format	Standard OEM format and clearly mentioned that this is for MUKTA soft project with RFP number.
25	Section 2 Scope of work: Vol-2, page-24	The vendor is free to suggest any hardware, software tools preferably enterprise grade open source that shall be required for successful implementation of the project	This clause is restricting bidders to participate. We request you to allow the bidders to use software product or combination of products and services.	No change as per RFP
26	2.2.3 Integration, page-12	Integration of MUKTA-Soft with IFMS is essential for frictionless payment to the wage-seekers, the implementing agencies/ partners and to the material suppliers.	We understand that the necessary gateways shall be provided by the client. Bidder shall only integrate with the application. Please confirm.	Required APIs will be provided by the department.

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
27	6.1 Pre- Qualification Criteria, d. Certifications	The bidder must possess a valid CMMi Institute (erstwhile SEI) recognized and published CMMi DEV/5 & ISO 9001 certificate as on date of submission of this RFP.	Request you to kindly consider CMMi DEV/3 certificate.	No change as per RFP
28	Section 3.9.7 PM-Muster: Vol-2, page-24	The mobile app will have AI/ ML based Facial recognition feature which shall authenticate the user both in online as well as offline mode.	Request you to kindly provide specification and functionality of the Facial recognition component	Will be discussed with Selected vendor during System study
29	Section 2.17 Project Timeline: Vol-2, page-24	Generic	Request client to kindly increase the development timeline from 8 months to 12 months as there will be phase wise implementation required	No change as per RFP
30	Section 2.17 Project Timeline: Vol-2, page-24	Generic	Looking at the delivery phases we request you to kindly conduct UAT once after completion of development of all 3 phase	No change as per RFP
31	Section 6.1 prequalification criteria sl. No. 3 , Vol-1 Page 15	The company must be profit making	Section 6.1 prequalification criteria sl. No. 3 , Vol-1 Page 15	Query is not clear
32	Section 8.2 Technical Bid Form Tech-1 , Vol-1 Page 25	Deployment Architecture	Is there any DR provision required for the solution	NO
33	Vol-1, page-5	Last date and time for receipt of proposals from Bidders	We request kindly extending the bid submission date for a period of 14 days as there will be coordination with OEMs getting MAF from multiple OEM	No change as per RFP

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
34	Vol-1 Page 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 2021 and value specified below	We suggest the project value mentioned should be without IT Infrastructure component	No change as per RFP
35	Vol-1 Page 15	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 15 days from award of the project.	We request giving 30 days for opening an operation centre	No change as per RFP
36	Vol-1, page-27	FORM TECH-3: OEM Authorization letter	The MAF format is missing in Tech -3 We request you to please provide the MAF or suggest if we can go by a generic format	To be in generic OEM format and RFP number must be mentioned on the letter.
37	Vol-1, Page- 30	Sl. No. 9 Cyber security Audit	We request Client to provide Security Audit Agency we will comply the audit findings	No change as per RFP
38	Vol-1, Page- 30	Helpdesk Setup with Required Infrastructure	Please share the minimum infrastructure requirements for Helpdesk setup	4 Helpdesk assistants will work in office hours only at Bhubaneswar within designated workspace of the Department.



Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
39	Vol-1, Page- 30	Procurement of Analytical tool for 5 years	Please suggest the total number of Users who will use the analytical tool	200 users at state, district and ULB level will use analytical tool.
40	Vol-2, Page-13	E- SIGN Service	Please confirm whether dongle-based e signing solution is required or only e- sign is required	Dongle is not required.
41	Generic	Generic	Please provide the total number of users of this application and maximum concurrent user who will use at a time	Please refer to User Matrix attached with this response sheet.

### User Matrix:

Following table presents the matrix of users of MUKTA-Soft across all levels and types.

#	Level	Administrative Unit	User Type	Use Cases	No. of Users
1	State	H&UD Dept.	Principal Secretary	Scheme Performance Monitoring	1
			DMA	ULB Performance Monitoring	1
			Financial Advisor	Budget Allocation and Financial Progress Monitoring	1
			Nodal Officer, MUKTA	Physical/ Financial/ Employment Progress Monitoring	1
			Dealing Section	Setting up of Rules and Guidelines	3
			State Level MUKTA Monitoring Unit	MIS Reporting, Engineering Template Design etc	3
		SUDA	O/o PD, SUDA	Scheme Monitoring	2
			Central Help Desk	Help Desk	3
2	District	Collectorate (30)	District Collector	Scheme Performance Monitoring	30
			Inspector of Local Works	Monitoring of Works	30
		DUDA (30)	PD, DUDA	Scheme Monitoring	30
3	ULB	Municipal Corporation (5)	MC/ Dy Commissioners (5)	Approver in multiple Workflows, MUKTA Monitoring in ULBs	25

#	Level	Administrative Unit	User Type	Use Cases	No. of Users
			ME/AE/JE (5)	Empanelment of Vendors, SoR Feasibility Study, Estimate, eMB, Billing etc	25
			Community Organiser (5)	Registration of Community Orgns, Inviting EoI from Community Orgns	25
			Accountants (5)	Checking of Bills and Converting them to Vouchers	25
			MUKTA Team (5)	All possible jobs	25
		Municipality (48)	EO (1)	Approver in multiple Workflows, MUKTA Monitoring in ULBs	48
			ME/AE/JE (2)	Empanelment of Vendors, SoR Feasibility Study, Estimate, eMB, Billing etc	96
			Community Organisers (2)	Registration of Community Orgns, Inviting EoI from Community Orgns	96
			Accountants (2)	Checking of Bills and Converting them to Vouchers	96
			MUKTA Team (3)	All possible jobs	144
		NAC (61)	EO (1)	Approver in multiple Workflows, MUKTA Monitoring in ULBs	61
			ME/AE/JE (1)	Empanelment of Vendors, SoR Feasibility Study, Estimate, eMB, Billing etc	61
			Community Organisers (1)	Registration of Community Orgns, Inviting EoI from Community Orgns	61
			Accountants (1)	Checking of Bills and Converting them to Vouchers	61
			MUKTA Team (3)	All possible jobs	183
		Suppliers (who supplies material or equipment to Community Organisations)	One user per Supplier	Gets alerts for PO, views PO, Creates and submit invoice against the materials/ equipment supplied or rented in a Works.	1000
4	Ward	Wards (2035)	Ward Officer (1)	Wishlist	2035
5	Community	MSG/ SDA/ ALF/ CLF (35,000)	Secretary, President, Member	Enrolment of Wage-seeker, Engagement of Wage Seeker, Muster Roll, Issue PO etc	70000
Total					74172
Approximate number of users of MUKTA-Soft					75000