Response to Pre-Bid Queries
Selection of System Implementer (SI) For Design, Development, Implementation, Operation and Maintenance of Government Land Allotment Management System (GLAMS)
RFP Reference Number: OCAC-SEGP-SPD-0022-2021-21044   Date: 21.10.2021

Sl#	Bidder Name	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	CyberSWIFT Infotech Pvt. Ltd.	3.7.1 Prequalification Criteria (General Bid) Page No 22	EMD & Document Fee: Document Fee of Rs. 11,200 (including GST of 12%)	We are registered with MSME/NSIC and we are exempted from providing Bid Document Fee. We are requesting you kindly approve the same	Waiver of Tender document fee is as per Government of Odisha Notifications for local MSME
2		3.7.3 Technical Evaluation: b. Project experience and expertise: (Page No 24,25)	3. The firm/ company should have experience of implementing projects for Government of Odisha /Agency / PSU)	We have understood that any kind of projects with Odisha Govt/Private/Reputed Organization will be accepted. Kindly Confirm.	The firm/ company should have experience of implementing Web Application based project for Odisha Govt Department/agency will be accepted
3		3.7.3 Technical Evaluation: b. Project experience and expertise: (Page No 24,25)	The firm/ company should have developed and implemented projects with Payment Gateway Integration for any Department in State / Central Government/Govt. PSU/Govt Autonomous body in India.	We are requesting you kindly allow Govt as well as Private organization projects for Payment gateway integration	Allowed
4		c. Approach & Methodology: 26	c. Approach & Methodology: 30	We are requesting you kindly amend the marking of 30 to 15/20 as it is a huge marking	As per RFP

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5		6.2 System Functionalities 6.2.3 Post Allotment Process (Page 40)	b. Make the payment of the transfer application fees online.	We have understood that department will provide the payment gateway API. There is no resposibility o the bidder for purchasing of any payment gateway. Kindly confirm	Payment Gateway API will be provided as per requirement of the Application
6		5.16 Project Team Structure (Page 36)	Project Manager BE/MCA and MBA	We are requesting you to allow BTECH also as this was alred there in the PQC	Allowed
7		5.16 Project Team Structure (Page 36)	Solution Architect & Application Developer BE/MCA	We are requesting you to allow BTECH also as this was alred there in the PQC	Allowed
8		5.16 Project Team Structure (Page 36)	QA Lead BE/MCA	We are requesting you to allow BTECH also as this was alred there in the PQC	Allowed

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9	CMS Computer Limited	b. Project experience and expertise: 50	The firm/ company should have experience of implementing projects for Government of Odisha /Agency / PSU)	As per "3.7.1 Prequalification Criteria (General Bid) Point no. 7, Existence in Odisha, The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an operation Centre within 30 days from award of the project". Since the bidder can open an operational centre within 30 days of award of contract, we request you to remove this clause implementing the project experience in odisha state.	As per RFP
10		5.13 Training & Handholding Support	a. The SI is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.	We understand that we need to provide training at one central location and all required IT and Non Infrsatructure like Laptop/Desktop, projector, training room etc will be provided by department. Kindly confirm	The SI shall train the users of the Department as per approved schedule & location.

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11		5.13 Training & Handholding Support	c. The SI shall also provide hand-holding support to Department users for a period of three months from the date of go-Live.	Kindly confirm whether the SI is expected to deploy any other additional resource for handholding at department premises. If so please define the number of resources to be deployed.	As per RFP The handholding support shall be provided by the bidder to assist the users on use of the developed application. No additional resuorce has to be engaged for this purpose
12		5.16 Project Team Structure	The Project is a multi-discipline initiative which would require the SI to deploy resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different.	Kindly confirm whether the bidder is expected to deploy project team at onsite or offsite. If it is onsite, we understand that required IT infrsatructure like Desktop/Laptop, connectivity, telephone etc and non IT infrsatructure like seating space etc will be provided by department. Kindly confirm	No onsite deployment The bidder shall engage skiled resources for completion of the project as per schedule.
13		6.2.6 Mobile Application	6.2.6 Mobile Application	We understand the required charges to host the mobile app in app store will be borne by department. Kindly confirm	OCAC will provide the App store account

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14		6.5 Other features	c. SMS/Email alert/notification in different stages of application / verification / approval / sanction / rejection	We understand the SMS and Email gateway will be provided by department. The bidders scope is limited to integrate the same with application software. Kindly confirm	OCAC will provide the SMS & eMail Gateway for integration
15		7.10 Data Quality	The SI shall perform the Data Quality Assessment for the Data digitized/ migrated by SI to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by SI before moving the data into production environment.	We understand that there is no scope of data digitization of physical document. The bidder is expected migrate the data which is currently available in soft copy format. Kindly confirm	Data digitisation will be taken up separately The bidder has to provide the data entry screen The bidder is also expected to migrate the legacy data if required.
16		5.7 Testing, Page No. 32	e. SI must ensure deployment of necessary resources, tools, staging servers and related logistics during the testing phases.	We understand that, SI should do the IT Infra/Hardware Software sizing for UAT/Training & Staging environment, Department of GA&PG /OCAC will procure and provide the same in OSDC. Please clarify	Staging environment will be provided in OSDC

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17		5.10 Deployment & Configuration, Page No 33	c. The SI will be responsible for configuration, installation and hosting of the application in **High Availability** mode at OSDC and as per policy of OSDC.	Our understanding is required IT Infra like SAN Storage, Load balancer etc. will be provided by Department of GA & PG/OCAC through OSDC. Please clarify	As per OSDC Policy
18		6. Functional Requirement, Page No. 37	The proposed system GLAMS will be implemented, with the sole purpose to provide the Department of GA&PG, a stable, dynamic and robust structure that would help the authorities to keep track of all the activities, **record real time field data**; apply for various post allotment activities by the leaseholders, **capture the condition of allotted land**, initiate collection of payments etc. Tracking of application process by the lessee users adds on to the scope of timely monitoring and disposal of cases.	Request to clarify any field level activities is in SI Scope of Work SI?	Application functionality to be provided to record realtime field data through Mobile App

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19		6.2.6 Mobile Application, Page No.43	g. The Mobile App would be compatible for both Android as well as iOS users.	Our understanding is Department of GA & PG/OCAC will pay the play store charges if any. Please clarify	OCAC will provide the App store account
20		5.12	d)The SI will be required to develop the solution in their own test environment.	As per our understanding Department will provide a servers in OSDC only for production environment. But for the best practices the UAT & preprod(testing) environment should be in SDC. So it is good to provide the environment for UAT & preprod in OSDC. Please clarify this	As per RFP. Development has to be done in the environment owned by the SI
21	In2IT ENTERPRISE BUSINESS SERVICES PVT LTD	5.14 Technology Components Page 35	The development of application should be done preferably using open-source platform. However, the bidder is free to use the proprietary software available with OSDC.	What are the proprietary software available?	Only OS & Hardware will be provided at OSDC The bidder is also free to quote proprietary software for database, application server, any third-party software etc as per requirement of their proposed solution and the cost has to be borne by the bidder.

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22		5.14 Technology Components Page 35	The bidder is also free to quote any system software like database, application server, any third-party software etc as per requirement of their proposed solution.	Can the SI use Open source databases?	Yes
23		5.16 Project Team Structure	The project team shall comprise at least the following resources :	Will the team be deployed onsite?	No onsite deployment The bidder shall engage skiled resources for completion of the project as per schedule.
24	AASHDIT TECHNOLOGIES LLP	Page no: 3 [GUIDELINES FOR REGISTRATION:]	g. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.	After DSC registration of the authorized person, is it required to upload the scanned copies with seal and signature of authorized signatory or only scanned copies will be uploaded without being self-attested?	Scanned copeis with DSC registration is required

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25		Page no: 25 [3.7.3 Technical Evaluation (b) Project experience and expertise]	The firm/ company should have developed and implemented E-Governance Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India of value not less than Rs. 25 Lakhs in last 5 years >= 5 Projects: 20 marks >3 Projects & < 5 Projects: 15 marks <= 3 Projects & >=1: 10 marks	Suggestion: Instead of 5 Projects, can full marks for this criteria be awarded on submission of 4 projects?	As per RFP
26		Page no: 25 [3.7.3 Technical Evaluation (b) Project experience and expertise]	Work Order / Work Agreement / Completion Certificates/Phase Completion Certificate from the client	Will it be justified to upload the client's Project Acknowledgement letter to be considered under this criteria for marking?	As per RFP
27		Page no: 65 [15.8.1 Financial Bid: To be submitted on Company letter head]	EV Green-bar SSL certificate validity	The Unit of Measurement is not clear. Whether it would be yearly or No. of certificates? Please clarify.	SSL certificate one year validity