

**Pre-bid Response Sheet For Selection of the Bidder for Implementation of Project Management, CRM, Asset Management and Support Center for Odisha Renewable Energy Development Agency (OREDA), Bhubaneswar, Odisha
(Tender Ref. No. OCAC-TH-04/2025/ENQ/25044, Dated 29-May-2025)**

Sl#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
1	Section 2.4, Page 15	Integration with external systems	Clarify the number and nature of external systems/databases to be integrated. Are APIs available or to be developed?	Presently 5 external data source, will be finalised during SRS, API for this application to be developed by the SI.
2	Section 2.11, Page 18	Data Migration volume and format	Provide volume of legacy data and its format (structured/unstructured).	Structured data available, number will be shared with selected bidder
3	Section 2.6, Page 16	Third Party Security Audit requirements	Clarify if the bidder can select CERT-In auditor and timing for 'safe-to-host' certification.	Security Audit is in the scope of Bidder and Timeline is as Per Project time line of the RFP
4	Section 3.1.6, Page 26	Mobile application platform	Confirm if app is required for Android only or both Android and iOS.	Both Android and IOS
5	Section 3.2.3, Page 28	Call concurrency and ACD system	Specify expected peak call concurrency and whether bidder needs to provision specific ACD/PBX hardware.	Call concurrency plan to consider 100 calls per day
6	Section 2.9, Page 17	Deployment responsibilities	Clarify if bidder is responsible for provisioning and configuring OSDC infrastructure.	Deployment is the responsibility of Bidder, Infrastructure to be provided by OSDC after evaluation as per requirement submitted by SI.
7	Section 3.8, Page 34	SLA Penalty Calculation	Confirm whether penalty is applicable on total project cost or quarterly invoice amount.	As Per RFP
8	Section 2.8, Page 16	Training requirements	Clarify number of user groups and participants to be trained (OREDA staff, vendors, etc.).	Training to OREDA Staff and Vendors Details will be provided at the time of system study.
9	Section 3.3, Page 30	Call Center Equipment Provisioning	Confirm if IP phones and other hardware will be provided by OREDA or need to be arranged by bidder.	Need to be arranged by SI. Go through the RFP for details, On BOQ the provision is there too.
10	Section 2.9, Page 17	Staging and Production Environment	Clarify if separate staging and production environments will be provided by OCAC or need to be provisioned by	Staging to be done by SI
11	Section 2.14.1, Page 20	Required Certifications	Specify if any specific certifications (e.g., ISO 27001, CMMI Level 3) are mandatory for bidders.	As Per RFP
12	Section 2.12, Page 19	Post Implementation Support	Clarify if onsite support is expected during the 3-year maintenance period.	As per RFP scope
13	Section 3.1.1, Page 23	Scale of Asset and Vendor Management	Provide approximate number of assets and vendors to be handled initially.	Approx 56000 assets and 80~90 vendors

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14	Section 2.3, Page 14	Preferred Technology Stack	Confirm if any specific technology stack or open-source framework is preferred.	Open Source
15	Section 3.7, Page 33	Project Timeline Flexibility	Will OCAC allow timeline revision based on bidder's proposed methodology and approach?	Adhere to RFP timeline
16	Section 3.1.2, Page 24	CRM / Grievance Management System	OREDA needs to provide Business Accounts multi-channel grievance submission?	Query Not clear
17		General	Does the application need to be deployed in multi data center?	OSDC only
18		General	Is there specific export import capability that the agency is anticipating in this solutions?	No
19	Vol-1, 5.1 Basic Information, Page 8	The selected bidder shall provide necessary infrastructure (Hardware & Software as per scope of this RFP) and deploy adequate resources necessary and as required by the OREDA Help Line.	As per our understanding necessary Server infrastructure required for the Contact Centre is to be provided by the Bidder and the Infrastructure required for hosting the Business applications will be provided by the OREDA. Please confirm.	Yes
21	Vol-2, 3.1.6 Development of Mobile app, Page 26	The mobile app should be developed for Android platform.	Please clarify who will bear the cost of Google Play store.	Department / OCAC
22	Vol-2, 3.3 CONTACT CENTRE INFRASTRUCTURE, Page 30	CONTACT CENTRE INFRASTRUCTURE	Kindly confirm where the Contact Centre Infrastructure will be hosted in SDC or on-premises?	On premise
23	Vol-2, 3.3 CONTACT CENTRE INFRASTRUCTURE Page 30	CONTACT CENTRE INFRASTRUCTURE	Kindly confirm the required bandwidth for connecting to the Data Centre and the Contact Centre will be provided by the OREDA.	Yes
24	Page 21 7.1 Pre-Qualification Criteria	4. Manpower Strength The Bidder should have technically qualified IT workforce of at least 100 on its payroll as on bid submission date. Certificate from HR/ Director Head (in Company letter head) showing the details of resources.	We kindly request you to consider reducing the technically qualified IT workforce to at least 40 on the bidder's payroll as on the bid submission date.	No change as Per RFP

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25	Page 21 7.1 Pre-Qualification Criteria	7. Similar Relevant Experience The Bidder should have successfully implemented at least one solution including Contact Centre, with comprehensive Web Application development for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value of ₹1 crore. Work Order + Project completion / Go-live certificate/ Phase completion certificate from client.	We have studied the RFP documents in detail and understand that the primary scope of work involves application development. Therefore, we kindly request you to give due consideration to expertise in comprehensive application development and help desk support, rather than prioritizing contact center experience, while evaluating the bidders.	No change as Per RFP
26	Page 22 7.1 Pre-Qualification Criteria	12 Earnest Money Deposit Rs. 10,00,000/- (Rupees Ten Lakhs). Details under Clause 6.4.3. UTR No. in case of RTGS/NEFT Or Scanned copy of the Draft or BG (original should be submitted within 48 hours of bid opening).	Our Firm / Company are an organization registered with National Small-Scale Industries Corporation Limited (NSIC) under single point registration scheme, Ref no: NSIC/KOL/GP/RS/REGN/WB/C-419/12. The unit registered under Single Point Registration Scheme of NSIC are eligible to get benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012: • Issue of the Tender Sets free of Cost • Exemption from payment of Earnest Money Deposit Could be please be kind enough to consider the above clause for this tender. Govt. of India providing additional befit to MSMEs or Micro, Small and Medium Enterprises.	No change as Per RFP
27	Page 23 7.2 Technical Evaluation Scoring Matrix	a) Organization Strength i) Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. ≥ 10 Cr: 5 Marks [Additional 1 mark for each additional 3 crore subject to maximum 10 marks] – Copy of audited Profit & Loss Statement – OR – Certificate from the Statutory Auditor	We would like to request you to kindly change the additional marking criteria. Additional 1 mark for each additional 2 crore subject to maximum 10 marks	No change as Per RFP

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28	Page 23 7.2 Technical Evaluation Scoring Matrix	<p>a) Organization Strength</p> <p>ii) The Bidder must have at least 100 full time technical resources on its payroll as on date of submission of bid. 100 resource: 3 Mark [Additional 1 mark for each additional 25 resources subject to maximum 05 marks]</p> <p>Certificate from HR/ Director Head (in Company letter head) showing the details of resources.</p>	<p>We kindly request you to consider reducing the technical resources. 40 resource: 3 Mark [Additional 1 mark for each additional 20 resources subject to maximum 05 marks]</p>	No change as Per RFP
29	Page 24 7.2 Technical Evaluation Scoring Matrix	<p>b) Project Experience</p> <p>i) The bidder should have experience in (i) implementation of End-to-End Automation system for any Government Department / Government Agency / PSU or (ii) any Maintenance projects with Contact Center Operations for any Government Department / Government Agency / PSU during last 10 years as on bid Submission date with minimum order value of 1 CR. • Each Project 5 marks max up to 10 mark</p> <p>Work Order or Agreement + (Project completion / Go live/Partial Go Live with Payment Certificate / Ongoing certificate from the client.</p>	<p>We would appreciate it if you could kindly clarify what type of application experience will be considered relevant under the automation system. Kindly Clarify.</p>	Any e governace application having end to end workflow, Either G2C , G2B or G2G etc.
30	Page 24 7.2 Technical Evaluation Scoring Matrix	<p>b) Project Experience</p> <p>ii) The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr. Each project 5 marks up to 15 marks</p> <p>Work Order + Agreement+ (Project completion / Go live/Partial Go Live with Payment Certificate / Ongoing certificate.)</p>	<p>When the system is implemented for any department, it is generally used by all departmental officials. However, the number of users is often not specified in the work order or agreement. In this context, we kindly request your guidance on how a bidder should justify the number of users.</p>	Any supporting document which will specify the number of users.

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32	Page 7 2 Fact Sheet	m) Last date and time for receipt of proposals from Bidders 24.06.2025 by 2:00 PM	The pre-bid meeting is scheduled on 09.06.2025 and the deadline for submission is 24.06.2025. Therefore, we are requesting you to extend the submission date by at least 15 days from the date of publication of the clarification.	Refer to the corrigendum
33	Page 11 Part D: Customer Relationship Management & Ticketing System	Geo-Tagging of Assets: The exact location of assets should be captured using latitude and longitude to help maintenance teams track them effectively.	We kindly request you to specify the GIS platform on which the application is to be developed. Should the application be built using open source or is integration with Google Maps API required? Kindly confirm.	Application to be developed on Open Source
34	Page 15 2.4 INTEGRATION	1. SMS & Email Automated Feedback Collection through SMS & Email 2. WhatsApp Automated Feedback Collection through WhatsApp	Please mention who will provide the SMS gateway? Do we have to include the costing of Whatsapp and SMS.	OCAC will Provide
35		General	Please specify which database server to be used.	Appropriate OS DB
36	Page 18, 2.11 DATA MIGRATION (VOL-2)	Data Migration should be carried out as per industry practice and all care must be taken to log in each error. The Service Provider should clearly define the data migration strategy in the proposal	Could OREDA provide details on the volume, format, and source systems of the data to be migrated? Are all the data digital, or we have to digitize the data?	As per RFP clause. Details will be provided during SRS discussion with selected vendor
37	Page 12, PART E (VOL-2)	● Operating Hours: 10 AM to 6 PM every day, including holidays and Sundays.	The RFP states that the contact center will operate from 10 AM to 6 PM (Page 12), but later mentions 7 AM to 7 PM for operation management (Page 30). Can OREDA clarify the operational hours for the contact center and whether after-hours support is required via IVR or other means?	Please Refer the corrigendum.
38	Page 30, section 3.3.4 (VOL-2)	c) Contact Centre operation will be from 7:00 AM to 7.00 PM (IST) on all days (including holidays and Sundays).		
39	PAGE 11, PART E. (VOL-2)	Internet connectivity and Telephone Connectivity would be provided by OREDA.	Kindly clarify whether both telephonic connectivity and internet connectivity will be provided, or is the bidder responsible for arranging telephonic connectivity?	Both the Connectivity will be Provided by OREDA
40			Are there specific hardware requirements (e.g., processor, RAM, storage) for the computers provided by OREDA, and will they be pre-configured with any software?	Desktop for Help desk resources will be provided by OREDA, Other Accessories and Software for Call centre to be brone by Bidder
41			Will OREDA provide headsets, IP phones, or other peripherals, or is the bidder responsible for procuring these?	Bidder Responsible for this, Check the BOQ

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42			What is the bandwidth and reliability specification of the internet connectivity provided by OREDA, and are there backup connectivity options (e.g., secondary ISP) in case of failures?	Department will take care
43	Page 30, section 3.3 (VOL-2)	The bidder will setup a 2-seater contact Centre at OREDA Premises only, all the cost related to Contact Centre will borne by Service Provider and OREDA will only provide the toll-free number and an Internet connectivity.	Kindly confirm whether OREDA will fully cover all monthly telephone usage costs (e.g., for the toll-free number 1800-345-7135 and landline 0674-2550580) as stated on Page 12, or are there any scenarios where the bidder would be responsible for additional telephonic costs (e.g., unexpected surcharges, international calls,	Telephone cost to be borne by OREDA
44	Page 26 (VOL-2)	<ul style="list-style-type: none"> The mobile app should be developed for Android platform 	The RFP specifies that "The mobile app should be developed for Android platform" (Page 26). However, the Bill of Quantities (BOQ) mentions both iOS and Android platforms.	iOS and Android platforms
45			Kindly clarify whether the mobile application is required to be developed exclusively for Android, or should it also support iOS as indicated in the BOQ?	Both Android and IOS
46			Kindly confirm whether the bidder is responsible for covering the costs of hosting the mobile application on Google Play Store and Apple App Store, or will OREDA bear these costs?	Initial to be done by SI
47	Page 15, 2.4 INTEGRATION (VOL-2)	The Service Provider is responsible for integrating the application with the following systems relevant to OREDA. OREDA will facilitate the required APIs and web services for seamless integration. Any additional integration requirements that arise during the project period will need to be implemented by the Service Provider with additional cost. The primary integrations will focus on obtaining data related to citizens who have interacted with OREDA's services or accessed any e-Governance applications for renewable energy-related services. These minor integrations must be incorporated by the bidder as part of the initial scope.	Should the costs for these additional integrations be included in the Bill of Quantities (BOQ) as a separate line item, If a separate line item is required, what format or unit pricing is preferred?	To be included on the developemnt cost
48			Kindly confirm whether OREDA will bear the recurring costs for SMS (e.g., per-message charges), Email (e.g., email service provider fees), and WhatsApp (e.g., WhatsApp Business API subscription or per-session charges), or is the bidder responsible for these costs?	SMS , EMAIL will be provided by OREDA/OCAC
49			Can OREDA provide an estimated number of users (e.g., citizens, OREDA staff, vendors) who will interact with the system via SMS, Email, and WhatsApp for services such as grievance submission, notifications, or updates ?	This is G2C service and number will vary

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50	VOL-1, Page 45	Blended Technical Resource	What specific skills or roles (e.g., full-stack developer, mobile app developer, API integration specialist, database administrator, DevOps engineer) are anticipated for the blended technical resource to address change requests?	That SI to evaluate and Quote
51	General Query		Can OREDA confirm whether the OSDC cloud will also be provided for development, staging, and testing servers, or is the Service Provider responsible for arranging and hosting these non-production	SI to arrange Non Production environment
52			Should the costs for hosting non-production environments (if borne by the Service Provider) be included in the Bill of Quantities (BOQ) as a separate line item?	NO
53	Genral Question		Are there any existing systems (e.g., CRM, asset management, or vendor management platforms) currently in use by OREDA? If yes, please provide details on their architecture, data structure, and integration requirements for seamless migration or	New System to be developed , only data migration to be done
54	Genral Question		Could OREDA specify any preferred technical stack, including programming languages (e.g., Python, Java, PHP, Node.js), frameworks (e.g., Django, Spring Boot, Laravel, React Native), databases (e.g., PostgreSQL, MySQL, MongoDB), or other tools (e.g., API standards, DevOps tools) for the development of the system?	Open Source
55	Vol-I, Section 6.5, Page 13	Communication and document submission process is largely physical for critical steps.	Request to allow official email communication for bid clarifications and document exchanges wherever feasible, to promote digital processes under Digital India Mission.	No change as Per RFP

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56	Vol-I, Section 7.1. SI 3, Page No. 20	<p>Sales Turn Over</p> <p>The Bidder must have minimum average annual turnover of INR 10 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024.</p> <p>The bidder should have been profitable and Positive Net worth for all these three financial years.</p>	<p>Amendment Request :- Please request to clarify under the Category of Sales Turn Over, how the different component like Profitable & Net Worth aligned.</p> <p>Request to refer the Manual for Procurement of Goods, Second Edition, 2024, Govt. Of India; Annexure 1, Criteria 3 for Financial Standing i.e. Stated for Only Positive Net Worth along with Avg. Annual Turn Over, instead of Profit. (Page No. 264)</p> <p>As per Govt. of India guidelines for PQ "under Financial Standing of any company, 2 components are aligned; 1st Turnover & 2nd Positive Net Worth.</p> <p>Request you please remove the profitable clause as per Govt. of India Mandate.</p>	Please Reffer the corrigendum.
57	Vol-I, Section 7.1. SI 5, Page No. 21	<p>Certification</p> <p>As there is mandate to produce ISO 9001:2008 along with other certification</p>	<p>Amendment Request :- Request to consider, respective ISO certification on same or latest</p>	Accepted
58	Vol-I, Section 7.1. SI 7, Page No. 21	<p>Similar Relevant Experience</p> <p>The Bidder should have successfully implemented at least one solution including Contact Centre, with comprehensive Web Application development for any Department in State/Central Government/ Govt. PSU/Govt. Autonomous body with minimum order value of ₹1 crore.</p>	<p>Amendment Request :-Request to consider either Contact Center/ Support Center/ Help Desk Support Center; that will broaden the scope to understand and easy to facilitate the service accordingly.</p>	No change as Per RFP

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59	Vol-I, Section 7.2. SI 7, Page No. 24	<p>i) The bidder should have experience in</p> <p>(i) implementation of End-to-End Automation system for any Government Department / Government Agency / PSU or</p> <p>(ii) any Maintenance projects with Contact Center Operations for any Government Department / Government Agency / PSU during last 10 years as on bid Submission date with minimum order value of 1 CR.</p> <ul style="list-style-type: none"> • Each Project 5 marks max up to 10 mark <p>10 Work Order or Agreement + (Project completion / Go live/Partial Go Live with Payment Certificate / Ongoing certificate from the client</p>	<p>Amendment Request :-Request to consider either Contact Center/ Support Center/ Help Desk Support Center; that will broaden the scope to understand and easy to facilitate the service accordingly.</p>	No change as Per RFP
60	Vol-I, Section 7.2. SI 7, Page No. 24	<p>ii) The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr.</p> <p>Each project 5 marks up to 15 marks</p> <p>15 Work Order + Agreement+ (Project completion / Go live/Partial Go Live with Payment Certificate / Ongoing certificate.)</p>	<p>Amendment Request :- Experience in implementation and management of eGovernance applications with integrated citizen grievance redressal systems with contact center/ helpdesk with ticketing or call-based support mechanisms for more than 1000 user base.</p>	No change as Per RFP
61	Vol-II, Section 2, Page 15	Staffing: The centre will have 2 seats and 1 supervisor for inbound and outbound calls	Number of resources required on-site? If yes please mention their count, designation and duration	Based on the service window and on premise

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62	Vol-II, Section 2.4, Page 15	Bidder must integrate CRM with various channels	Which APIs will be provided by OREDA and which are to be expected to built by bidder?	Vendor side API and any other application side API to be provided by that respected department however the API for this Proposed application to be developed by the selected SI. API details will be share at the time of System study.
63	Vol-II, Section 2.4, Page 15	The RFP states integration with WhatsApp, SMS, and Email for automated feedback collection.	Who will bear the cost of WhatsApp, SMS, and Email gateway integration and messaging (initial setup and ongoing)?	Gateway will be provided by OCAC , Bidder need to configure and do the setup.
64	Vol-II, Section 2.4, Page 15	The Service Provider shall integrate with all systems and APIs as required.	How many total APIs are expected to be consumed or created in the scope of this project? Please provide an estimated number.	As per RFP, Bidder scope
65	Vol-II, Section 2.6, Page 16	CERT-In audit required before Go-Live at bidder cost	Is audit recurring or one-time? (Yearly or after change request may increase Cost)	As per RFP, Numbers are there on BOQ
66	Vol-II, Section 2.9, Page 17	Application to be hosted on OSDC by bidder	Who will manage security?	Query Not clear
67	Vol-II, Section 2.9, Page 17	Service Provider to deploy the application on OSDC Data Center.	Should the infrastructure be sized based on average load or peak user load? If peak, please provide expected peak concurrent users.	Based on requirement, infrastructure will be provided at OSDC
68	Vol-II, Section 2.11, Page 18	The RFP asks for data migration from the existing system but does not clarify the size, format, or nature of the legacy data to be migrated.	Please provide the approximate volume and format of existing legacy data, and details of the current system from which data migration is expected.	Will be shared during SRS phase
69	Vol-II, Section 2.11, Page 18	h) Database of existing system would be migrated to the newly developed system	Will historical asset data be provided by OREDA or is data discovery/mapping part of bidder's scope?	Data Migration is Bidder's Scope
70	Vol-II, Section 2.13, Page 19	The scope includes overall project management responsibilities.	Please clarify the expected number of resources to be deployed onsite/ offsite for project management and support.	Bidders review and responsibility
71	Vol-II, Section 3.1.1, Page 23	FR-4The system should be able to integrate with external databases and sources for up-to-date asset performance and operational data	What external databases are expected for integration? Will APIs be provided?	Where ever external integration required, API will be provided by OREDA/Respective SI
72	Vol-II, Section 3.1.1, Page 23	FR-4The system should be able to integrate with external databases and sources for up-to-date asset performance and operational data	Will integration with external financial systems like GST, PFMS or Treasury portals be required?	Not on the current Scope
73	Vol-II, Section 3.1.1, Page 23	FR-4The system should be able to integrate with external databases and sources for up-to-date asset performance and operational data	What is the expected size and scope of the initial asset inventory to be imported?	~56000 assets

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74	Vol-II, Section 3.1.1, Page 23	FR 8. The system should allow for asset lifecycle management, including tracking depreciation, useful life, and end-of-life recommendations for optimal asset replacement or retirement planning	Is tracking of asset depreciation to be done using standard accounting methods? Should the system support configurable methods?	Will be informed during SRS phase
75	Vol-II, Section 3.1.2, Page 24	The system should enable multi-channel grievance submission, including SMS, WhatsApp, IVR, email, phone calls, and mobile applications.	What is the expected volume of WhatsApp, SMS, and Email usage for grievance redressal and notifications?	Daily approximately 100 calls, 50 tickets, 7 alerts per ticket
76	Vol-II, Section 3.1.2, Page 24	FR 15. The platform shall provide a centralized grievance management system for renewable energy service-related complaints and issues. FR 16. The system should enable multi-channel grievance submission, including SMS, WhatsApp, IVR, email, phone calls, and mobile applications. FR 17. The system should allow users, vendors, and OREDA staff to track the status of submitted grievances in real-time. FR 18. The platform should support automated escalation workflows to ensure timely resolution of grievances by the appropriate authority. FR 19. The platform should generate automated reminder notifications for unresolved grievances based on pre-defined timelines.	only English and Hindi is mentions, what about Odia Language ?	Application should be Bilingual (English and Odia)
77	Vol-II, Section 3.1.3, Page 24	FR 22. The platform shall allow administrators to define and track key performance indicators (KPIs) related to renewable energy projects, including energy production, efficiency, and maintenance frequency.	What is the expected reporting frequency (real-time, daily, monthly)? Are dashboards expected to be interactive?	As per RFP
78	Vol-II, Section 3.1.3, Page 24	FR 22. The platform shall allow administrators to define and track key performance indicators (KPIs) related to renewable energy projects, including energy production, efficiency, and maintenance frequency.	Should analytics support predictive modeling (e.g., for asset failure)?	Will be decided during System study

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79	Vol-II, Section 3.1.5, Page 25	FR 1. The platform shall include a centralized project management dashboard that provides real-time updates on the status of all renewable energy projects, including asset deployment, maintenance schedules, vendor performance, and grievance resolutions. FR 2. The platform should have the capability to define, assign, and track tasks related to project implementation, maintenance, and grievance management, ensuring accountability across all project stages. FR 3. The system shall allow OREDA to define and manage vendor allocation, equipment, and budget, to ensure optimal deployment and utilization. FR 4. The system should include financial tracking features to monitor project budgets, payments, and financial compliance throughout the life cycle of the project.	How detailed should budget and financial tracking be? Should it integrate with government finance systems?	Details to be provided at the time of system study . May be it will integrate with government finance system decision to be taken later.
80	Vol-II, Section 3.1.5, Page 25	FR 1. The platform shall include a centralized project management dashboard that provides real-time updates on the status of all renewable energy projects, including asset deployment, maintenance schedules, vendor performance, and grievance resolutions. FR 2. The platform should have the capability to define, assign, and track tasks related to project implementation, maintenance, and grievance management, ensuring accountability across all project stages. FR 3. The system shall allow OREDA to define and manage vendor allocation, equipment, and budget, to ensure optimal deployment and utilization. FR 4. The system should include financial tracking features to monitor project budgets, payments, and financial compliance throughout the life cycle of the project.	How many levels of task assignment and hierarchy are expected?	Will be discussed in SRS Phase

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81	Vol-II, Section 3.1.5, Page 25	FR 1. The platform shall include a centralized project management dashboard that provides real-time updates on the status of all renewable energy projects, including asset deployment, maintenance schedules, vendor performance, and grievance resolutions. FR 2. The platform should have the capability to define, assign, and track tasks related to project implementation, maintenance, and grievance management, ensuring accountability across all project stages. FR 3. The system shall allow OREDA to define and manage vendor allocation, equipment, and budget, to ensure optimal deployment and utilization. FR 4. The system should include financial tracking features to monitor project budgets, payments, and financial compliance throughout the life cycle of the project.	Should system support digital signatures and e-approvals within the project workflow?	Not in the current Scope, maybe considered later
82	Vol-II, Section 3.1.6, Page 26	Development of Mobile app	Should the app support offline capability and background syncing?	Yes
83	Vol-II, Section 3.1.6, Page 26	Development of Mobile app	Will facial/photo capture or GPS tagging be required for vendor field activity validation?	During asset registration and modifications
84	Vol-II, Section 3.2, Page 27	3.2.1 Call Recording	Are voice recordings and ticket data storage expected to be retained for a minimum duration (e.g., 6 months, 1 year)?	Voice recordings for 6 months and Ticket data storage for more than 1 year.
85	Vol-II, Section 3.5, Page 31	Integration of voice calls, emails, SMS, WhatsApp, social media, and web portals is required.	Are there any assumptions or projections available for current users and peak concurrent users expected on the proposed platform?	250/5 peak/concurrent users initially
86	Vol-II, Section 3.7, Page 33	3.7 PROJECT TIMELINE	How much time required for data migration ?	Bidder to suggest
87	Vol-II, Section 3.7, Page 33	d) UAT, Training & Go-Live	Strict Go-Live timeline of 24 weeks Can the timeline be extended if delays are due to approvals?	Timeline based project
88	Vol-II, Section 3.6.2, Page 32	Mentions quality monitoring of contact center but lacks clarity on tools or platforms expected.	Is there a preferred tool or software for quality monitoring or should the bidder propose its own?	Bidder responsibility
89	Vol-II, Section 3.9, Page 37	Payment terms are defined, but timelines for release post milestone completion are unclear.	Request you to kindly include a clause ensuring payment clearance within 60 days from the date of invoice submission upon milestone completion to ensure smooth project execution.	As per RFP
90	General Enquiry		Existing database along with its version	will be share at the time of System study

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
91	7.1 Pre-Qualification Criteria , Point No-2 , Page No: 20	Consortium bidding / Sub contracting Consortium bidding / Sub contracting	<p>As per the commercial and technical distribution outlined in the scope of work of the RFP (Ref: OCAC-TH-04/2025/ENQ/25044), it is evident that the primary scope of the project relates to hardware supply, installation, contact centre setup, and its operation and management, which accounts for more than 60% of the overall scope of work. In contrast, the software development and O&M activities, including basic integration with services like email, SMS, and WhatsApp, contribute to less than 40% of the overall scope. For example, if the total estimated project cost is ₹1 crore, the software component would amount to approximately ₹40 lakhs, which is significantly below the ₹1 crore threshold.</p> <p>In this context, we would like to draw your attention to Clause 8.18 of the Odisha ICT Policy, under the section "Public Procurement & Procurement of IT Software & Services by Government," which states (Page 16, Paragraph 2): "To promote the local small IT companies & ecosystem, award of project cost up to ₹1 crore shall be awarded to only SME/MSME units operating from the State, provided a high-level committee certifies that such solution providers are present in Odisha." Accordingly, since the software component of this project falls within the ₹1 crore bracket and constitutes a minor but critical sub-component, an eligible MSME/SME registered firm operating from Odisha should be allowed to participate as a consortium partner to contribute towards the software development and support activities.</p>	As per RFP

Sl#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
92	6.4 Key Requirements of the Bid-Earnest Money Deposit, Page No-12	Bidders shall submit, along with their Bids, EMD of Rs. 10,00,000/- (Rupees Ten Lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.	<p>As per the scope of work and market analysis, the estimated cost of the project is expected to fall in and around ₹1 crore (excluding GST and excluding any optional cost associated with change request resources). In view of this, and in alignment with practices followed in similar government e-Governance projects, we kindly request that the EMD (Earnest Money Deposit) amount be revised to ₹3,00,000 (Rupees Three Lakhs only).</p> <p>As per the Odisha General Financial Rules (OGFR)-2023, Insurance Surety Bonds are recognized as a valid form of bid security. Therefore, we request that Insurance Surety Bond be permitted as one of the acceptable modes for EMD submission under this RFP, in addition to Bank Guarantee and Demand Draft.</p>	No change as Per RFP
93	Submission and Opening of Proposals. Page No-17	<p>The bidders should submit their responses as per format given in this RFP in the following manner:</p> <ul style="list-style-type: none"> – Response to Pre-Qualification Criteria (Cover-1) – Technical Proposal (Cover-2) – Commercial Proposal (Cover-3) 	This clause may be corrected as the bid submission mode will be through eNivida portal	As per eNivida Portal instructions to bidders

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
94	7.1 Pre-Qualification Criteria , Point No-3- Sales Turnover , Page No: 20	The Bidder must have minimum average annual turnover of INR 10 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024.	<p>The Lead Bidder is responsible for the primary hardware supply, infrastructure setup, manpower deployment, and contact centre operations. The Consortium Partner will focus solely on software development, integration, and related O&M support. We request that the minimum average annual turnover requirement be allowed to be fulfilled jointly, in alignment with each party's scope of work. Specifically:</p> <p>Lead Bidder: Minimum average annual turnover of ₹4 Crore over the last three financial years. Consortium Partner (Software MSME): Minimum average annual turnover of ₹2 Crore over the last three financial years.</p> <p>In view of the above , Requesting for Bifurcation of Turnover Requirement Between Lead Bidder and Consortium Partner , considering the clearly demarcated responsibilities under the consortium structure.</p>	No change as Per RFP
95	7.1 Pre-Qualification Criteria , Point No-4- Manpower Strength , Page No: 21	The Bidder should have technically qualified IT workforce of at least 100 on its payroll as on bid submission date.		No change as Per RFP
96	7.1 Pre-Qualification Criteria , Point No-5- Certifications , Page No: 21	The bidder must have following certifications (with validity): CMMI 3 (from CMMi Institute) published in CMMi website ISO 27001 ISO 20000 ISO 9001:2008	<p>The clause may be revised as follows.</p> <p>The bidder must have following certifications (with validity): CMMI 3 or more (from CMMi Institute) published in CMMi website ISO 27001 ISO 20000 ISO 9001:2008</p>	No change as Per RFP

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
97	7.1 Pre-Qualification Criteria , Point No-6- Technical Capability , Page No: 21	The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below: a) 1 Project not less than 1.8 Cr. OR b) 2 projects not less than 1.2 Cr. each OR c) 3 projects not less than 1 Cr. Each	We propose the experience requirement may be bifurcated between the lead bidder and consortium partner, aligned with their respective scopes. Further, we propose proportional experience thresholds based on 80%-60%-40% logic for their component value. That is: For the Lead Bidder (handling 60% of overall work): 1 project ≥ ₹0.80 Cr, OR 2 projects ≥ ₹0.60 Cr each, OR 3 projects ≥ ₹0.40 Cr each For the Consortium Partner (handling 40% of overall work): 1 project ≥ ₹0.32 Cr, OR 2 projects ≥ ₹0.24 Cr each, OR 3 projects ≥ ₹0.16 Cr each	No change as Per RFP
98	7.1 Pre-Qualification Criteria , Point No-7- Simillar Relevant Experience , Page No: 21	The Bidder should have successfully implemented at least one solution including Contact Centre, with comprehensive Web Application development for any Department in State/Central Government/ Govt. PSU/Govt. Autonomous body with minimum order value of ₹1 crore.	The Lead Bidder should have successfully implemented the project of value Rs 60 Lakhs at least: One or more project(s) involving Contact Centre setup and operation for any Department in State/Central Government/ PSU/ Government Autonomous Body, The Consortium Partner should have successfully implemented the project of value 25 Lakhs at least: One or more project(s) involving comprehensive Web Application development, including dashboarding, CRM, grievance modules, or MIS,	No change as Per RFP
99	3.9.1 General Conditions,Point-D,Page No:38	Due payments shall be made promptly by the purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder/authorized partner, and the purchaser has accepted it.	The payment cycle may be reduce to 7 working days	No change as Per RFP
100	3.9.1 General Conditions,Point-g,Page No:38	In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.	Please mention explicitly the type of dispute envisaged.	Item or delivery missing, Faulty item delivery, penalty etc.

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
101	3.9.1 General Conditions,Point-j,Page No:38	Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations at the time of billing. Legitimate payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.	The payment cycle may be reduce to 7 working days	No change as Per RFP
102	4 Technical Requirements, Technical Specification – Platform Features , point No-TR12,Page No-39	The Platform should Comply with data protection regulations, including GDPR, CCPA, and applicable national standards.	Since GDPR (EU) and CCPA (California) are jurisdiction-specific to Europe and the United States respectively, and not applicable in the Indian regulatory context, we request that the clause be revised to refer to Indian laws and policies such as the DPDP Act, 2023, and IT Act, 2000, which are binding on all digital platforms operating within India."	The Platform should Comply with data protection regulations and applicable national standards.

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
103	2.4 INTEGRATION , Page No-15	The Service Provider is responsible for integrating the application with the following systems relevant to OREDA. OREDA will facilitate the required APIs and web services for seamless integration. Any additional integration requirements that arise during the project period will need to be implemented by the Service Provider with additional cost. The primary integrations will focus on obtaining data related to citizens who have interacted with OREDA's services or accessed any e-Governance applications for renewable energy-related services. These minor integrations must be incorporated by the bidder as part of the initial scope.	<p>We respectfully request clarification and revision of the above clause on integration responsibilities due to the following concerns:</p> <p>Lack of Defined Scope: The clause references "primary integrations" and "additional integration requirements" without specifying the systems, number of integrations, or nature of APIs involved. This creates ambiguity in terms of effort estimation.</p> <p>No Format for Quoting Integration Costs: While the clause states that additional integration requirements will be payable at extra cost, the financial bid format does not provide any line item or mechanism for quoting such cost per integration or API.</p> <p>Unclear Payment Basis and Terms: There is no mention of the basis of cost determination (e.g., per man-day, per integration, per API) or the payment terms (e.g., after testing, post go-live, milestone-wise).</p> <p>Suggested Revised Clause "The Service Provider shall be responsible for integrating the application with external systems relevant to OREDA, as mutually identified during the System Requirement Study (SRS) phase. OREDA will provide necessary API documentation and coordination support with concerned departments. Any additional integration requirements beyond those identified in the SRS shall be undertaken by the Service Provider at an additional cost. The cost per integration, basis of effort estimation (e.g., man-day rate), and associated payment terms shall be mutually finalized and approved by OREDA before commencement of such additional integration work."</p>	As per RFP
104	Vol-II / 3.8.2 / Page 34	SLA Penalty for call center manpower efficiency	<p>Request to kindly provide detailed definition of KPIs used to evaluate productive vs. non-productive auxiliary time (clear targets for first-call resolution, customer satisfaction (CSAT), or average call handling time (AHT) for the call center staff)</p> <p>Is there any specific WFM tool prescribed or preferred by OCAC for tracking these metrics ?</p>	SLA penalty is capped, will be defined during agreement

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
105	Vol-II / 3.9 / Page 37	Milestone-based payment terms defined	Request to kindly clarify the approval process and timeline for milestone-based payments. Who approves each stage (e.g., SRS, UAT, Go-Live), and what is the expected number of working days for approval and release of payment?	OREDA/ OCAC will give the approval
106	Vol-II / 2.5 / Page 15	Testing scope includes functional, integration, UAT, and security audit.	Request to kindly confirm whether load and performance testing are also expected. If yes, kindly specify expected benchmarks such as concurrent user load, system response time, or peak usage volumes.	Yes load testing and performance testing is a basic standard and to be followed.
107	Vol-II / 2.9 / Page 17	Application to be deployed at Odisha State Data Centre (OSDC).	Kindly confirm whether OS, DB, and middleware licenses will be provided by OCAC/OSDC. Also clarify if there are any specific infrastructure or technology stack restrictions at the Odisha State Data Centre.	As per OSDC standard.
108	Vol-II / 3.2.2–3.2.3 / Pages 27–29	Bidder is required to set up IVRS, ACD, and PRI/SIP-based telephony system.	Request to kindly clarify who is responsible for procuring and provisioning the PRI/SIP lines and other required telephony infrastructure. or will OCAC facilitate provisioning through a telecom provider?	Bidder has to procure and setup. Telecom expenses will be provided by department
109	Vol-II / Section 3.2.2 & Section 2.11 / Pages 27 & 18	Section 3.2.2 describes the requirement to develop a CRM application integrated with the call center. Section 2.11 outlines the bidder's responsibility for migrating data from existing systems.	Kindly confirm whether any legacy CRM or grievance system currently exists, or whether the CRM is to be developed as a greenfield solution. If grievance-related data exists in other formats, kindly specify the expected format, source, and scope of data to be migrated.	Database is avile on structured format , data migration need to be done by the selected SI, Detail will be shared at the time of system study.
110	Vol-II / 2.11 / Page 18	Data migration responsibilities of bidder.	Request to kindly clarify whether OREDA provide direct access to legacy systems (DBs/files) or only high-level reports for migration? What is the approximate volume and type of legacy data involved?	Access will be provided to the selected vendor
111	Vol-II / Section 3.5 / Page 31	Complaint Management System to allow end-users to raise grievances and track status.	Kindly clarify which channels (web, mobile app, IVRS) are expected for complaint submission. Also confirm if multi-language or voice-input features are required, particularly for rural accessibility.	Yes

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
112	Vol-I/ Section 7.2, Point No.i / Page 23	Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. ≥ 10 Cr: 5 Marks [Additional 1 mark for each additional 3 crore subject to maximum 10 marks]	Kindly request to reconsider the turnover scoring criteria to encourage broader participation from capable and experienced mid-sized firms. We propose the following revised scoring structure. ₹10 Cr to < ₹12 Cr: 8 Marks > ₹12 Cr: 10 Marks	No change as Per RFP
113	Vol-I/Section 9.8.4 / Page 43	FORM TECH-4: Team Composition, Assignment and Experts' Inputs	The RFP does not explicitly define or list the Key and Non-Key Experts required for the assignment. We kindly request clarification on whether bidders are permitted to define Key and Non-Key Experts based on their proposed work plan, methodology, and understanding of the scope.	Yes
114	Vol-I/ Section 7.2, Point No.iii / Page 23,	The bidder must have following certifications (with validity) CMMI Level 5 : 2 Marks CMMI Level3 : 1 Mark ISO 27001 : 1 Mark ISO 20001 : 1 Mark ISO 9001:2008 : 1 Mark	We kindly request clarification on whether holding a valid ISO 9001:2015 certification, which is the latest and currently recognized version of the standard, will be accepted in place of the earlier ISO 9001:2008 version as referenced in the eligibility/qualification criteria. As ISO 9001:2008 has been officially superseded, we request confirmation that ISO 9001:2015 will be considered fully compliant.	Will be considered.
115	Volume-II, Section 2.15, Page 21 Volume-I, Section 7.1, Page 23	Component : Service Management Standards : ISO 20000 specifications or latest	Volume-II specifies adherence to ISO 20000 for Service Management, whereas Volume-I refers to ISO 20001. Kindly confirm whether the required standard is ISO/IEC 20000 (IT Service Management). Kindly clarify if the mention of ISO 20001 in Volume-I is a typographical error.	ISO/IEC 20000

Sl#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
116	Vol-I/ Section 7.2, Point No.ii / Page 24	The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr. Each project 5 marks up to 15 marks	Requested to amend this criteria as Contact Centre or Helpdesk----"The bidder should have experience in implementation of Contact center or Helpdesk with ERP/WEB application and Grievance management or redressal system with minimum user base of 500 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr.	As per RFP Clause
117	Vol-II/2 Fact Sheet/ Page 6	6 months development and 3 years of Operation and maintenance	Considering the scope and volume of system components we request extension of the development timeline from 6 months to 9–12 months to ensure quality delivery.	No change as Per RFP
118	Vol-II/ 2.1 Scope of Work /Page13	Deployment of integrated asset and vendor management system	Is the solution to be custom-built from scratch or is the integration with any existing system(s) required?	New System to be developed , only data migration to be done
119	Vol-II/2.12 Post Implementation Support, Page 19	The Service provider will also provide following support for the CRM & Reporting Console to all participatory departments of the OREDA Contact Centre	Should the post-go-live support team be stationed onsite (OREDA HQ) full-time, or can remote support be provided?	On call centre Resources to be onsite others to be on call basis.
120	Vol-I/7.2 Technical Evaluation Scoring Matrix, Page 24	The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr	We request that the minimum user base requirement be revised from 1000 to 500 users, considering that many successfully implemented contact center or grievance management projects in Govt. PSUs and departments operate with <1000 internal users but still meet the scale, complexity, and value thresholds. The ₹1 Cr value clause already ensures sufficient project size and scope.	No change as Per RFP
121	7.1 Pre-Qualification Criteria Pg no:20	Sales Turnover The Bidder must have minimum average annual turnover of INR 10 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	Kindly modify the clause as mentioned below The Bidder must have minimum average annual turnover of INR 30 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	No change as Per RFP

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
122	7.1 Pre-Qualification Criteria Pg no:21	<p>Technical Capability</p> <p>The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below:</p> <p>a) 1Project not less than 1.8Cr. OR b) 2projects not less than 1.2 Cr. each OR c) 3projects not less than 1Cr. Each</p>	<p>Kindly modify the clause as mentioned below Technical Capability</p> <p>The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below:</p> <p>a) 1 Project not less than 5Cr. OR b) 2 projects not less than 3 Cr. each OR c) 3 projects not less than 2Cr. Each</p>	No change as Per RFP
123	7.2 Technical Evaluation Scoring Matrix Pg no:23	<p>Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024.</p> <p>≥ 10 Cr: 5 Marks</p> <p>[Additional 1 mark for each additional 3 crore subject to maximum 10 marks]</p>	<p>Kindly modify the clause as mentioned below</p> <p>Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024.</p> <p>≥ 30 Cr: 5 Marks</p> <p>[Additional 1 mark for each additional 5 crore subject to maximum 10 marks]</p>	No change as Per RFP

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
124	7.1 (Pre Qualification Criteria) Page No. 21	The Bidder should have successfully implemented at least one solution including Contact Centre, with comprehensive Web Application development for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value of ₹1 crore.	We kindly request you to provide clarification on the term "Contact Centre." Specifically, we would like to understand what a contact centre details and its intended purpose or scope within the context of the project.	A Contact Centre (also known as a call center or customer support center) is a centralized facility or system used to manage inbound and outbound communication between an organization and its stakeholders—such as customers, citizens, vendors, or employees—through multiple channels like: Voice calls (telephone) Emails SMS WhatsApp or other messaging apps Social media Scope Within the Project Provide Citizen or Customer Support Enhance Service Delivery Outbound Communication Feedback & Grievance Management Integration with Backend Systems
125	7.2 (Technical Evaluation Scoring Matrix) Page No. 23	Average sales turnover of the Bidder from IT/ ITES project for the preceding 3 financial years ending on 31st March 2024.	We kindly request a revision in the marking criteria. Currently, the allocation is 1 mark for every ₹3 crore. We propose that this be revised to 2.5 marks for each additional ₹2 crore, to ensure a more balanced and competitive evaluation.	No change as Per RFP
126	≥ 10 Cr: 5 Marks			
127	[Additional 1 mark for each additional 3 crore subject to maximum 10 marks]			
128	Earnest Money Deposit Page No-22	Rs. 10,00,000 (Rupee Ten Lakhs). Details under clause 6.4.3	As OREDA & OCAC is a Government body of Odisha and plays a significant role within the state, we respectfully request you to kindly consider granting an exemption from the Earnest Money Deposit (EMD) for companies registered under MSME & NSIC.	Please Refer the corrigendum.

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
129	7.1 Pre-Qualification Criteria Page No. 20 Sales Turnover	<p>The Bidder must have minimum average annual turnover of INR 10 Cr (Rupees Ten Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024.</p> <p>The bidder should have been profitable and Positive Net worth for all these three financial years.</p>	<p>We would like to propose a revision to the eligibility criteria regarding the financial capacity of the bidder. Given the scale, complexity, and critical nature of the IT/ITeS projects under this engagement, we believe that a higher financial threshold would ensure participation from bidders with demonstrated capability, financial resilience, and relevant experience in executing similar large-scale assignments.</p> <p>Please modify clause as per below:</p> <p>The Bidder must have a minimum average annual turnover of INR 100 Cr (Rupees One Hundred Crores) from IT/ ITeS projects for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and have a positive net worth for all these three financial years.</p>	No change as Per RFP
130	7.1 Pre-Qualification Criteria Page No. 21 Technical Capability	<p>The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below:</p> <p>a) 1 Project not less than 1.8 Cr. OR b) 2 projects not less than 1.2 Cr. each OR c) 3 projects not less than 1 Cr. Each</p>	<p>Based on the EMD amount of INR 10 Lakhs, it appears that the estimated project budget is approximately INR 5 Crores. We would like to request you please modify this clause as below:</p> <p>The Bidder should have successfully completed at least one e governance project for any Government Department / Government Agency / PSU in India during last 5 years as on bid submission date and value specified below:</p> <p>a) 1 Project not less than 4 Cr. OR b) 2 projects not less than 2.5 Cr. each OR c) 3 projects not less than 2 Cr. each</p>	No change as Per RFP

SI#	RFP Document Reference(s) (Section & Pg No.)	Content of RFP requiring Clarification(s)	Points of Clarification	Response of OCAC
131	7.2 Technical Evaluation Scoring Matrix Page No. 23 Organization Strength	Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. ≥ 10 Cr: 5 Marks [Additional 1 mark for each additional 3 crore subject to maximum 10 marks]	In line with the proposed PQ, please modify this clause as below: Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. ≥ 100 Cr: 5 Marks [Additional 1 mark for each additional 10 crore subject to maximum 10 marks]	No change as Per RFP
132	3.7 Project Timeline, Page No. 33/37	Pt. b Support Centre Setup and Go-Live- T+10 Weeks Pt. d UAT, Training & Go-Live-T+24 Weeks Pt. e Operation & Maintenance of Software-Three years from the Date of Go-Live	Please clarify that if the "Support centre setup and Go-Live" is supposed to happen in 10 weeks, then approximately 14 weeks balance (uptil Go-Live) should be added to the "Operations & Maintenance of Software" period of three years, so kindly rectify the same accordingly, else please merge the Go-Live of the Support centre with the Go-Live of the entire application.	Please Refer the corrigendum.
133	Section-7.1 (1) Page No.- 20	The Bidder should be in operation for the last 05 years as on 31st August 2024 in India	The Bidder should be in operation for the last 05 years as on Submission date	The Bidder should be in operation for More than 3 years as on Bid submission date in India.
134	Section-7.2 (i) Page No.- 24	The bidder should have experience in (i) implementation of End-to-End Automation system for any Government Department / Government Agency / PSU or (ii) any Maintenance projects with Contact Center Operations for any Government Department / Government Agency / PSU during last 10 years as on bid Submission date with minimum order value of 1 CR. •Each Project 5 marks max up to 10 mark	The bidder should have experience in (i) implementation of End-to-End Automation system for any Government Department / Government Agency / PSU or (ii) any Maintenance projects Contact Center Operations for any Government Department / Government Agency / PSU/ Public Listed Company during last 10 years as on bid Submission date with minimum order value of 1 CR.	No change as Per RFP
135	Section-7.2 (ii) Page No.- 24	The bidder should have experience in implementation of Contact center with ERP/WEB application and Grievance management or redressal system with minimum user base of 1000 or more for any Department in State/ Central Government/ Govt. PSU/ Govt. Autonomous body with Minimum order value of 1.0 cr. Each project 5 marks up to 15 marks	Number of resources required on-site? If yes please mention their count, designation and duration	Bidders responsibility, As per service window and SLA