

**RFP FOR SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT, OPERATION & MAINTENANCE
OF FARMERS' ADVISORY PORTAL**

RFP Reference No. OCAC-SEGP-SPD-0028-2022/22068

Corrigendum-4

SL#	Clause /Section	Existing Clause	Revised Clause
1.	Tender Schedule	<p>Last date for submission of bids: 08.08.2022, 3 PM in e-Nivida Portal (www.enivida.odisha.gov.in)</p> <p>Opening of Pre-Qualification-cum-Technical Bids: 08.08.2022, 4 PM</p> <p>Technical Presentation: 10.08.2022, 12 Noon onwards (Through VC using MS Teams)</p> <p>Opening of Commercial Bids: To be notified later</p>	<p>Last date for submission of bids: 20.01.2023, 3 PM in e-Nivida Portal (www.enivida.odisha.gov.in)</p> <p>Opening of Pre-Qualification-cum-Technical Bids: 20.01.2023, 4 PM</p> <p>Technical Presentation: 21.01.2023, 12 Noon onwards (Through VC using MS Teams)</p> <p>Opening of Commercial Bids: To be notified later</p>
2.	1	Factsheet: 5. Consortium/ Joint Venture is not allowed for this bid.	Bidder can have multiple partners to provide the best possible solution to the customer. However, all the responsibility will lie with the bidder for delivery of end-to-end solution to the customer.
3.	5.4	Consortium/ Joint Venture: Consortium/ Joint Venture is not allowed for this bid.	
4.	1	Factsheet: 5. QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation).	Criteria for Evaluation: Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (80:20) i.e. the bidder who will secure highest Composite Score will be awarded the work.
5.	6	Criteria for Evaluation: Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure highest Composite Score will be awarded the work.	
6.	6.1	Pre-Qualification Criteria: 1. Legal Entity: The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of 31st March 2022.	Pre-Qualification Criteria: 1. Legal Entity: The Organization must be registered under the Indian Companies Act 1956/2013 or a partnership firm registered under LLP Act, 2008 and must have been in operation for a period of at least 5 (Five) years as of 31st March 2022.

SL#	Clause /Section	Existing Clause	Revised Clause
7.	6.1	<p>Pre-Qualification Criteria:</p> <p>3. Sales Turnover: Requirement- Responding Firm/ Company's average annual turnover during the last Three (3) financial years as on 31st March 2022 must be minimum ₹60 Crore. This turnover should be on account of IT / ITES services and implementation only. Compliances - Certificate from Statutory Auditor.</p>	<p>Pre-Qualification Criteria:</p> <p>3. Sales Turnover: Requirement- Responding Firm/ Company's average annual turnover during the last Three (3) financial years as on 31st March 2022 must be minimum ₹60 Crore. This turnover should be on account of IT / ITES Services or Software Development or Data Analytics implementation only. Compliances - Certificate from Statutory Auditor / Chartered Accountant / Company Secretary. (This certificate must clearly mention the turnover on account of IT / ITES Services or Software Development or Data Analytics implementation)</p>
8.	6.1	<p>Pre-Qualification Criteria:</p> <p>4. Net Worth: Compliances - Certificate from Statutory Auditor</p>	<p>Pre-Qualification Criteria:</p> <p>4. Net Worth: Compliances - Certificate from Statutory Auditor / Chartered Accountant / Company Secretary.</p>
9.	6.1	<p>Pre-Qualification Criteria:</p> <p>10. Projects in Odisha: The bidder should have experience in development/ consulting/ implementation/ management of any IT/ITES project in Odisha at the time of bid submission.</p>	<p>This clause is deleted.</p>
10.	7.7	<p>Performance Guarantee:</p> <p>1. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.</p>	<p>Performance Guarantee:</p> <p>1. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 30 days from the date of notification of award. Submission of PBG will be as per latest FD circular issued by Government of Odisha.</p>
11.	8.12	<p>Technology Components: The development of the application should be done preferably using an open-source platform. The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution.</p>	<p>Technology Components: The development of the application should be done preferably using an open-source platform i.e. the bidder shall propose Open Source Solution. However, the open-source software shall be backed by enterprise support. And adequate license for this purpose (required Database & other tools etc) must be procured by the Bidder in the name of DAFE, Govt. of Odisha keeping in view the requirement.</p>

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12.	9	<p>Functional Specification: The system is expected to be used by 7.5 lakh farmers on a daily basis at the end-state. The number of concurrent users is expected to be ~2.5lakh.</p>	<p>Functional Specification: At the end state, the system is expected to be used by 2 lakh farmers on a daily basis. The number of concurrent users is expected to go upto ~5,000</p>
13.	10.1	<p>10.1. Intellectual Property Rights (IPR):</p> <p>The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC/DAFE after Go-live of the application.</p>	<p>10.1. Intellectual Property Rights (IPR):</p> <p>i) Products and fixes All products and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the Purchaser even after termination of this Agreement. Bidder would be responsible for arranging any licenses associated with the products.</p> <p>ii) Bespoke development The IPR rights for any bespoke development done during the term of the project will vest exclusively with the Purchaser.</p> <p>iii) Pre-existing work All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party or its sub-contractors under this Agreement (“pre-existing work”) including any enhancement or modification thereto may remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the bidder shall grant Purchaser a non-exclusive, perpetual, fully paid-up license to</p>

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			<p>use the pre-existing work in the form delivered to Purchaser as part of the service or deliverables only for internal business operations of the Purchaser. The foregoing license does not authorizes Purchaser to</p> <p>(a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand-alone product for marketing to others;</p> <p>(b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the bidder pre-existing work/IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or</p> <p>(c) except as specifically and to the extent permitted by the bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the bidder pre-existing IP.</p> <p>iv) All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ bidder’s licensor and Purchaser shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p> <p>v) Residuals In no event shall bidder be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables, set-out in this Agreement or Annexure. Subject to</p>

SL#	Clause /Section	Existing Clause	Revised Clause
			the confidentiality obligations, bidder may use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services. However, bidder will not use any proprietary or confidential information attained during this Project for its independent business.
14.	11.8	Formats for Response 11.8. Integrity Pact	Clause 11.8 is deleted.

6.3 Revised Technical Evaluation Criteria

Sl#	Requirements	Score (Max)	Compliances
a)	Financial & Resource Strength	30 Marks	
i)	The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid. <ul style="list-style-type: none"> ▪ = 100 Resources : 5 Marks ▪ Thereafter 2 mark for additional 10 resources Subject to maximum 15 marks	15	Copy of the latest EPF deposit challan or Declaration from HR
ii)	Average Annual Turnover in last Three (5) years ending with 31 st March 2022 from IT /ITES services and implementation only. <ul style="list-style-type: none"> ▪ ₹60 Cr. : 5 Marks ▪ Thereafter 1 mark for additional ₹2 Cr. Subject to max 15 mark.	15	Certificate from Statutory Auditor for Year ending March, 2022.
b)	General e-Governance Project Experience	15 Marks	
i)	Experience on application development and maintenance projects covering integrations with other Applications for any Central / State Govt. / PSU in India during last Five (5) years as on 31 st March 2022. Criteria: Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 10 Marks	10	Work Orders + Ongoing or completion certificate [Only Go-live projects will be considered for evaluation]
ii)	The firm/ company should have developed and implemented Mobile Application for any	5	Work order along with documentary evidence confirming

Sl#	Requirements	Score (Max)	Compliances
	Department in State / Central Government/Govt. PSU/Govt. Autonomous/ Private body in India with minimum downloads of 50K. <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project Subject to Maximum 5 Marks		downloads
c)	Quality & Projects in Odisha	15 Marks	
i)	Bidder having: <ul style="list-style-type: none"> ▪ CMMI-5 : 6 Mark ▪ CMMI-3 : 4 Mark ▪ ISO/IEC 27001-2013 : 3 Mark ▪ ISO/IEC 20000 : 3 Mark Subject to Maximum 12 Marks	12	Copy of certificates
ii)	The bidder should have experience in development/ consulting/ implementation/ management of IT/ITeS project in Odisha at the time of bid submission <ul style="list-style-type: none"> ▪ 1 mark for each project Subject to Maximum 3 Marks	3	Copy of Work Order and Completion / Go-live / On-going certificate
d)	Presentation and Demonstration	40 Marks	
i)	Proposed Solution	10	Technical Proposal & Presentation
ii)	Approach and Methodology	5	
iii)	Detailed Work Plan with Activities / Tasks, Duration, Milestones & Staff Engagement	5	
iv)	Demo/ Presentation covering capability/ prototype/ Approach for the following modules/ components: [Content Management, content consumption from multiple sources (using API integration/other mechanism), portal/mobile app with external embedded interfaces, recommendation engine for personalization, Dashboard & Reports, Tools and technology etc]	20	Prototype Demonstration/ Presentation: The bidder is free to demonstrate single or multiple products during the session. The objective is to assess the technical competency of the potential bidders.

Revised Clause: 10.3 Timeline and Deliverables

The project will be implemented in 2 phases as indicated below:

Phase-I	Phase-II
<ul style="list-style-type: none"> • Content Management System • Content Delivery Network • Content Viewing & Engagement • Telemetry • Integration with DAFE systems (Krushak Odisha database/ADAPT Decision Support System) • Integration with You Tube (for content Communication (User Aware ChatBot, Notifications, Support, Audio & Video Calls) GIS Tagging • Recommendation Engine • Awarding Users with Points (Offline awards) • Referral of Application • Uploading Best Practices • Data Visualisation • User Management • Integrations with Whatsapp, email and SMS 	<ul style="list-style-type: none"> • Integration with Ecosystem Applications and Services • Awarding Users with Points (Online awards - integrated UPI voucher/e rupee voucher, scheme subsidy etc) • Integrations with DAFE Systems (GO SUGAM, SAFAL- Credit Portal, Seed DBT, Automated Weather Systems)

SI#	Activity	Tentative Deliverables	Timeline
1.	Project Kick off	<ul style="list-style-type: none"> - Detailed Team Structure with team members - Point of Contact 	T+1 Week
2.	System Study & Prototype Design	<ul style="list-style-type: none"> - Draft FRS/SRS Document - Screen prototypes Phase - I 	T+6 Weeks
3.	Tools and Licenses (Database, other tools etc)	<ul style="list-style-type: none"> - Delivery of all tools 	T+8 Weeks
4.	Design, Development & Implementation	<ul style="list-style-type: none"> - Test Plans & Test Cases - Operation Manual - FAQs - Load Testing report - Hosting in staging environment 	T+ 12 Weeks (Phase-I) T+ 24 Weeks (Phase-II)
5.	UAT, Training & Go-live	<ul style="list-style-type: none"> - Preparation Test Cases - UAT certificate - Training users and providing training completion reports. - Movement of application from Staging to the Production environment - Safe to host certificate issued by Cert-in empaneled firm 	T+ 16 Weeks (Phase-I) T+ 28 Weeks (Phase-II)

6.	Change Management Team	– Deployment of dedicated team	From the date of Go live of Phase-I
7.	Operation & Maintenance	– Issue Logs – Quarterly Activities report – Enabling functionality extensions	Five years from the date of Go live of Phase -I

10.6 Revised Payment Terms

SI#	Category	Payment Terms
a)	Design, Development & Implementation	– 20% payment on SRS Approval – 40% payment after Phase-I: Development, UAT, Go-Live – 20% payment after Phase-II: Development, UAT, Go-Live – Balance 20% will be paid after successful operation for 3 months after Go-Live of Phase -II
b)	Operation & Maintenance (Application Support, Software Maintenance, System Support)	100% cost of this item equally divided into 20 quarters
c)	Security Audit cost	100% payment on submission of Safe-To-Host Certificate
d)	SSL certificate	100% payment on submission of configuration report
e)	DB License	100% Payment after submission of license in the name of DAFE
f)	Other Tools - OEM license	100% Payment after submission of license in the name of DAFE
g)	Change Management Team	Quoted cost equally divided by duration (quarter) after submission of quarterly activity report

Additional Clause

1. The bidder shall submit unpriced bill of material comprising quantities/no of license for the hardware/appliances (if any) and software with year of OEM support for its proposed solution as part of the Technical Bid. This BOM should cover all the items mentioned in the technical architecture as per format 10.8 of RFP. Non-submission of BOM may lead to rejection of technical bid.
2. The price calculation should be as per BOM (Technical & Financial bid)
3. If required, OCAC may ask to produce the MAF from the OEM by the bidders for the Software & Hardware mentioned in BOM. Non-submission may lead to rejection.
4. The integrations mentioned in the RFP of the Farmer Advisory Portal are to be made with the end objective of developing this system as a Unified Farmer-facing Web Portal and Mobile Application for all schemes and services by DAFE. The Service Provider is expected to provide solutions with this end objective in mind.
5. Addition to Clause 10.4:

Notwithstanding anything contained in this Agreement of the RFP the maximum aggregate penalty including liquidated damages shall not exceed 5 percent of the value of the delayed milestone or undelivered services and can be imposed for reasons that are solely applicable to the SI.

Other terms and conditions of the RFP remain unchanged.

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1	1	6	Factsheet: 9. Last date and time for receipt of proposals from Bidders:15-11-22	Extend the bid submission date by at least four (4) weeks.	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
2	1	6	Factsheet: 5. Consortium/ Joint Venture is not allowed for this bid.	Allow Consortium bidding / Sub-contracting	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
3	5.4	11	Consortium/ Joint Venture: Consortium/ Joint Venture is not allowed for this bid.	Allow Consortium bidding / Sub-contracting	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
4	6	21	Criteria for Evaluation: Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure highest Composite Score will be awarded the work.	Requests the following modification: The RFP is unique and strategic with high possibility of future scope addition. Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (80:20) i.e. the bidder who will secure highest Composite Score will be awarded the work.	Refer Corrigendum.	TATA Consultancy Services
5				Considering the criticality and size of the assignment more importance should be given to quality. So, we request to change the evaluation criteria ratio to 80:20 to ensure more importance is given to quality.		Ernst & Young LLP
6	6.1	21	Pre-Qualification Criteria: 1. Legal Entity: The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation for a period of at least 5 (Five) years as of 31st March 2022.	Currently as per this clause only Organization registered under the Indian Companies Act 1956/2013 can participate in the bidding process. This clause is restricting participation of Limited Liability Partnership (LLP) Firms. We request to allow Limited Liability Partnership (LLP) Firms also to participate in the bidding process.	Refer Corrigendum.	Ernst & Young LLP
7	6.1	22	Pre-Qualification Criteria: 3. Sales Turnover: Requirement- Responding Firm/ Company's	Requests the following modification: Please accept certificate from Chartered Accountant / Company Secretary also.	Refer Corrigendum.	TATA Consultancy Services

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8			average annual turnover during the last Three (3) financial years as on 31st March 2022 must be minimum ₹60 Crore. This turnover should be on account of IT / ITES services and implementation only. Compliances - Certificate from Statutory Auditor.	The clause may be changed to: "Average Annual Turnover of the bidder from IT solutions and services, Software/IT Software Development and Data Analytics." During the last three financial years, i.e., from 2018-19 to 2020-2021 should be at least Rs. 200 Crore (Same shall not include Hardware, infrastructure & Third-party software license procurement projects).		Ernst & Young LLP
9	6.1	22	Pre-Qualification Criteria: 4. Net Worth: Compliances - Certificate from Statutory Auditor	Requests the following modification: Please accept certificate from Chartered Accountant / Company Secretary also.	Refer Corrigendum.	TATA Consultancy Services
10	6.1	22	Pre-Qualification Criteria: 5. Technical Capability: The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022 of value specified herein: ● One project not less than the amount ₹6 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹18 Crore	Amend this clause to:- The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services for any Government Department / Government Agency / PSU in India during last 7 years as on 31st March 2022 of value specified herein: ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore	As per RFP.	Bahwan CyberTek

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11				<p>Amend this clause as:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore 		SOURCE ONE INC BANGALORE
12	6.1	22	<p>Pre-Qualification Criteria:</p> <p>5. Technical Capability:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● <input type="checkbox"/> One project not less than the amount ₹6 Crore; OR ● <input checked="" type="checkbox"/> Two projects not less than the amount ₹12 Crore; OR ● <input type="checkbox"/> Three projects not less than the amount ₹8 Crore 	<p>Amend this clause as:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore 	As per RFP.	SourceDOTcom Pvt. Ltd.

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13				<p>Amend this clause as:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore 		Logix Net Solutions Pvt. Ltd.
14	6.1	22	<p>Pre-Qualification Criteria:</p> <p>5. Technical Capability:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore 	<p>Amend this clause as:</p> <p>The bidder must have successfully developed and implemented at least the following numbers of online applications/ IT or ITES services / IT Consulting for any Government Department / Government Agency / PSU in India during last 10 years as on 31st March 2022 of value specified herein:</p> <ul style="list-style-type: none"> ● One project not less than the amount ₹16 Crore; OR ● Two projects not less than the amount ₹12 Crore; OR ● Three projects not less than the amount ₹8 Crore 	As per RFP.	Maclogy Consulting Services (P) Limited
15	6.1	23	Pre-Qualification Criteria:	Delete this clause.	Refer Corrigendum.	Bahwan CyberTek

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16			<p>10. Projects in Odisha: The bidder should have experience in development/ consulting/ implementation/ management of any IT/ITES project in Odisha at the time of bid submission.</p>	<p>This restricts the participation which would further limit the state to not get a competitive quotes/financial bid, further limiting the companies who have experience in this area of work not to participate do consider to relook. Hoping a due consideration.</p>		Business Fundamental Consulting (BFC)
17	6.3	26	<p>Technical Evaluation Criteria_Financial & Resource Strength: a.i. Requirements:The bidder must have at least 100 full time technical resources in its payroll as on date of submission of bid. Compliances:Copy of the latest EPF deposit challan & Declaration from HR</p>	<p>Accept declaration from HR only as compliances. Submission of EPF deposit challan may require time.</p>	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
18	6.3	26	<p>Technical Evaluation Criteria_General e-Governance Project Experience: b.i. Experience on application development and maintenance projects covering integrations with other Applications for any Central / State Govt. / PSU in India during last Five (5) years as on 31st March 2022. Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks</p>	<p>Modify the marks as follows: -1 project: 3 mark - 1 mark for each additional similar project Subject to Maximum 5 Marks</p>	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
19				<p>Amend this clause to:- Experience im implementing eGovernance Projects covering integrations with other Applications for any Central / State Govt. / PSU in India during last Five (7) years as on 31st March 2022. Criteria : One Project not less than the amount Rs 16 Cr - 5 Marks Or Two projects not less than the amount ₹12 Crore - 5 Marks Or Three projects not less than the amount ₹8 Crore - % Marks</p>		Bahwan CyberTek

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20	6.3	26	Technical Evaluation Criteria_General e-Governance Project Experience: b.i. Experience on application development and maintenance projects covering integrations with other Applications for any Central / State Govt. / PSU in India during last Five (5) years as on 31st March 2022. Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks	Experience on application development and maintenance projects covering integrations with other Applications/IT Solutions/ITES for any Central / State Govt. / PSU in India during last Ten (10) years as on 31st March 2022. Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks	Refer Corrigendum.	SOURCE ONE INC BANGALORE
21			Experience on application development and maintenance projects covering integrations with other Applications/IT Solutions/ITES for any Central / State Govt. / PSU in India during last Ten (10) years as on 31st March 2022. Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks	SourceDOTcom Pvt. Ltd.		
22			Experience on application development and maintenance projects covering integrations with other Applications/IT Solutions/ITES for any Central / State Govt. / PSU in India during last Ten (10) years as on 31st March 2022. Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks	Logix Net Solutions Pvt. Ltd.		

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23	6.3	26	<p>Technical Evaluation Criteria_General e-Governance Project Experience:</p> <p>b.i. Experience on application development and maintenance projects covering integrations with other Applications for any Central / State Govt. / PSU in India during last Five (5) years as on 31st March 2022.</p> <p>Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks</p>	<p>Experience on application development and maintenance projects covering integrations with other Applications/IT Solutions/ITES for any Central / State Govt. / PSU in India during last Ten (10) years as on 31st March 2022.</p> <p>Criteria : Total value of all projects having each project of minimum value of ₹5 Cr For each ₹5 Cr: 1 Mark Subject to Maximum 5 Marks</p>	Refer Corrigendum.	Maclogy Consulting Services (P) Limited
24	6.3	26	<p>Technical Evaluation Criteria:</p> <p>b.ii. General e-Governance Project Experience: The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K.</p> <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project <p>Subject to Maximum 5 Marks</p>	<p>Modify the clause as follows:</p> <p>"The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India"</p>	Refer Corrigendum.	Deloitte Touche Tohmatsu India LLP
25	6.3	26	<p>Technical Evaluation Criteria:</p> <p>b.ii. General e-Governance Project Experience: The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K.</p> <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project <p>Subject to Maximum 5 Marks</p>	<p>Amend this clause to:-</p> <p>The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body/Private Entity</p> <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project <p>Subject to Maximum 5 Marks</p>	Refer Corrigendum.	Bahwan CyberTek

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26			Subject to Maximum 5 Marks	Amend this clause as: The firm/ company should have developed and implemented Mobile/web Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India 1 project: 3 mark 1 mark for each additional similar project Subject to Maximum 5 Marks		SOURCE ONE INC BANGALORE
27				Amend this clause as: The firm/ company should have developed and implemented Mobile/web Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India 1 project: 3 mark 1 mark for each additional similar project Subject to Maximum 5 Marks		SourceDOTcom Pvt. Ltd.
28	6.3	26	Technical Evaluation Criteria: b.ii. General e-Governance Project Experience: The firm/ company should have developed and implemented Mobile Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India with minimum downloads of 50K. <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project Subject to Maximum 5 Marks	Amend this clause as: The firm/ company should have developed and implemented Mobile/web Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India 1 project: 3 mark 1 mark for each additional similar project Subject to Maximum 5 Marks	Refer Corrigendum.	Logix Net Solutions Pvt. Ltd.

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29			Subject to Maximum 5 Marks	Amend this clause as: The firm/ company should have developed and implemented Mobile/web Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India 1 project: 3 mark 1 mark for each additional similar project Subject to Maximum 5 Marks		Maclogy Consulting Services (P) Limited
30	6.3	25	Technical Evaluation Criteria c.i. Quality & Projects in Odisha: The bidder should have experience in development/consulting/ implementation/ management of IT/ITeS project in Odisha at the time of bid submission <ul style="list-style-type: none"> ▪ 1 project: 3 mark ▪ 1 mark for each additional similar project Subject to Maximum 5 Marks	Delete this clause and factor the marks i.e. 5 in "Presentation and Demonstration"	Refer Corrigendum.	Bahwan CyberTek
31	6.3	26	Technical Evaluation Criteria_Presentation and Demonstration: d.iv: Demo covering the following modules: [Content Management, content consumption using API integration, mobile app with external embedded interfaces, recommendation engine for personalization, Dashboard & Reports, Tools and technology etc]	Requests the following clarifications: Do you require the demo of all mentioned functionalities from a single product or can multiple product be demonstrated independently for each requirement?	Refer Corrigendum.	TATA Consultancy Services
32	7.7	30	Performance Guarantee: 1. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the date of notification of award.	Requests the following modification: 1. OCAC will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 30 days from the date of notification of award.	Refer Corrigendum.	TATA Consultancy Services

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
33	8.1	32	<p>Scope of Work: The broad scope of the project is the development of an Advisory Portal for Farmers along with both Android and iOS-based mobile applications to be used by the Department of Agriculture & Farmers' Empowerment (DAFE) for providing personalized and relevant agronomic advisory to farmers in Odisha.</p>	<p>Requests the following clarifications: Please confirm if the department will bear the cost for hosting the mobile app on the respective IOS and Android platform.</p>	OCAC/Department will bear the cost for hosting the mobile app on the respective platforms.	TATA Consultancy Services
34	8.1	32	<p>Scope of work: The broad scope of the project is the development of an Advisory Portal for Farmers along with both Android and iOS-based mobile applications to be used by the Department of Agriculture & Farmers' Empowerment (DAFE) for providing personalized and relevant agronomic advisory to farmers in Odisha.</p>	<p>Requests the following clarifications: Is there any proto-type developed or is any consulting document on Portal and Apps available – if yes, can that be seen or made available ?</p>	Indicative prototype has been provided in the RFP. The bidder is free to propose the best possible solution to the customer.	TATA Consultancy Services
35	8.1	32	<p>Scope of work: The broad scope of the project is the development of an Advisory Portal for Farmers along with both Android and iOS-based mobile applications to be used by the Department of Agriculture & Farmers' Empowerment (DAFE) for providing personalized and relevant agronomic advisory to farmers in Odisha.</p>	<p>Requests the following clarifications: Kindly confirm that the Portal will be USED only by DAFE executives and NOT accessed by farmers – so DAFE persons will trigger information to farmers devices? But Android and iOS App will be used by farmers, is that correct ?</p>	<p>_The application will be used by department officials/ other authorised officials/ farmers. _Department would provide personalized and relevant advisory to farmers including sending push notifications to the farmers. _Both Android and iOS-based mobile applications will be used by farmers.</p>	TATA Consultancy Services

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
36	8.1	32	<p>Scope of work: The broad scope of the project is the development of an Advisory Portal for Farmers along with both Android and iOS-based mobile applications to be used by the Department of Agriculture & Farmers' Empowerment (DAFE) for providing personalized and relevant agronomic advisory to farmers in Odisha.</p>	<p>Requests the following clarifications: What is the proportion of iOS vs Android users - to understand if iOS is really required in the farmer ecosystem ?</p>	iOS users will be less compared to Android users.	TATA Consultancy Services
37	8.1	32	<p>Scope of work: The indicative scope of work of the bidder will be as follows: 1. Requirement Analysis, System Requirement Specification for the proposed application.</p>	<p>Requests the following clarifications: For design and SRS, apart from DAFE team will some farmers be also accessible to consult and obtain design inputs ? This has to be arranged by GoO.</p>	The bidder is free to obtain input from farmers on their own arrangement.	TATA Consultancy Services

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
38	8.1	32	<p>Scope of work: The indicative scope of work of the bidder will be as follows: 4. Configuration, installation, and hosting of the developed application in High Availability mode at Odisha State Data Centre/Cloud service.</p>	<p>We assume, required infrastructure to host the new application shall be provided by the department however required sizing to be provided by the system integrator (SI). Please clarify.</p> <p>Also we would request you to provide clarification on the below assumption, "Apart from the Production environment, all required environments for the application development, testing and UAT to be provided by the department".</p>	<p>Required infrastructure i.e.Hw & System Sw (OS) to host the new application shall be provided by the Department/OCAC.</p> <p>The bidder shall furnish the hardware and software sizing for hosting of its solution in staging/production environment.</p> <p>The development of the application should be done preferably using an open-source platform i.e. the bidder shall propose Open Source Solution. However, the open-source software shall be backed by enterprise support. And adequate license for this purpose (required Database & other tools etc) must be procured by the Bidder in the name of DAFE, Govt. of Odisha keeping in view the requirement.</p> <p>Application development, testing and UAT shall be done by the bidder in its own environment</p> <p>Staging (before security audit) & Production environment shall be provided by Department</p>	Deloitte Touche Tohmatsu India LLP
39				Where will the hosting be done ? Is it in State data center for both staging and production ?		OASYS Cybernetics Pvt. Ltd.
40	8.1	32	<p>Scope of work: The indicative scope of work of the bidder will be as follows: 5. SSL Certification as per requirement & Cyber Security Audit of the application.</p>	<p>We assume, cost of the SSL certificate and Cyber Security Audit to be borne by the department. SI shall provide support to configure the SSL and fix the security issues. Kindly provide clarification on the above assumption.</p>	<p>The bidder shall propose the cost for SSL & Cyber Security Audit in the financial bid and shall provide support to configure the SSL & fix the security issues</p>	Deloitte Touche Tohmatsu India LLP

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41	8.6	34	Testing:	Requests the following clarifications: Will GoO experts be involved in Testing phase, Go-Live phase – to what extent involvement be there ?	Department users will only be involved in the User Acceptance Testing (UAT)	TATA Consultancy Services
42	8.9	35	Deployment & Configuration: 6. Enterprise grade database should be provisioned for the proposed application, the service provider needs to consider the aforementioned database license.	Requests the following modification / clarifications: As per Section 8.9 point # 5, Based on the sizing submitted by the Service Provider, the required hardware & software will be provided by DAFE. So, will the licences be provided by DAFE or will they have to be procured and provided by Service provider? Please clarify.	Pls Refer to Sl.38	TATA Consultancy Services
43	8.9	35	Deployment & Configuration: 1. The solution is proposed to be hosted in Cloud Service to be provided by DAFE.	Requests the following clarifications: 1. Please confirm whether all the hardware (Compute, Network, Security, MPLS and Internet Connectivity as well as VPN) and system software licenses, for all the production and non-production environment , will be provisioned by the department. 2. If not, then please specify clearly what needs to be provisioned by the bidder for different environments.	Pls Refer to Sl.38	TATA Consultancy Services

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44	8.9	35	<p>Deployment & Configuration:</p> <p>5. Post-award of contract, the Service Provider will be expected to furnish detailed hardware & software sizing including server, storage, security devices, and related system software required for operationalization of the solution. Based on the sizing submitted by the Service Provider, the required hardware & software will be provided by DAFE.</p> <p>6. Enterprise grade database should be provisioned for the proposed application, the service provider needs to consider the aforementioned database license.</p> <p>7. The Service provider shall procure all necessary License which includes, necessary middleware, Integration tool, Data encryption & security and other required licenses required for this project in name of DAFE for a period of 66 months.</p>	<p>Requests the following clarifications:</p> <p>1. To assess the quantity of these licenses the bidder needs to do the system sizing while in point no 5, it is mentioned that the sizing will be done post award of the contract. We therefore request you to give you the detailed volumetrics in terms of number of users for portal, mobile app etc, peak concurrency. number of internal and external users.</p>	Pls Refer to Sl.38	TATA Consultancy Services
45	8.7	35	<p>Security Audit:</p> <p>5. Carry out the periodic audit & certification as and when required as per the OSDC policy.</p> <p>6. The audit shall be performed at least on the below-mentioned aspects.</p> <p>a. Functional Testing</p> <p>b. Accessibility Testing</p> <p>c. Application Security Audit</p> <p>d. Vulnerability Testing</p>	<p>Requests the following clarifications:</p> <p>We have understood that security audit has to be conducted by the SP once before go-live by a CERT-in impanelled auditor, obtain the safe-to-host certification and the entire cost has to be borne by the SP. However, please confirm that</p> <p>1. The cost of engaging the auditor for any security audit during O&M phase of 5 years have to be borne by the department. The SP will support the audit.</p> <p>2. Also, kindly confirm that the frequency of such audits will not be more than twice a year.</p>	<p>_Security audit has to be conducted by the SP before go-live by a CERT-in empanelled auditor and obtain the safe-to-host certification.</p> <p>_The frequency of audit is preferably once every six months after Go_Live.</p> <p>_The Service Provider shall appoint a CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution and the department will pay the cost of security audit as per the financial proposal.</p>	TATA Consultancy Services

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46	8.9	35	Deployment & Configuration: 2. The service Provider shall deploy the new application/portal over the hardware infrastructure provided by the Cloud Service provider.	Requests the following clarifications: Can you please share the Name of the Cloud Service Provider so that cloud native services can be considered while proposing/ designing the solution.	Cloud Service providers empanelled with Miety	TATA Consultancy Services
47	8.9	35	Deployment & Configuration: 5. Post-award of contract, the Service Provider will be expected to furnish detailed hardware & software sizing including server, storage, security devices, and related system software required for operationalization of the solution. Based on the sizing submitted by the Service Provider, the required hardware & software will be provided by DAFE.	Requests the following clarifications: As per RFP, Bidder understands that the Hardware and software licences procurement including security devices will be borne by department. Bidder is only responsible for providing the Tentative sizing. Please confirm.	Bidder to provide the sizing for Hosting infrastructure only Pls Refer SI 38	TATA Consultancy Services
48	8.9	36	Deployment & Configuration: 7. The Service provider shall procure all necessary License which includes, necessary middleware, Integration tool, Data encryption & security and other required licenses required for this project in name of DAFE for a period of 66 months.	Requests the following clarifications: As per Section 8.9 point # 5, Based on the sizing submitted by the Service Provider, the required hardware & software will be provided by DAFE. So, will the licences be provided by DAFE or will they have to be procured and provided by Service provider? Please clarify.	Refer sl 38	TATA Consultancy Services
49	8.9	36	Deployment & Configuration: 7. The Service provider shall procure all necessary License which includes, necessary middleware, Integration tool, Data encryption & security and other required licenses required for this project in name of DAFE for a period of 66 months.	Requests the following clarifications: As per RFP, Storage will be provided by DAFE. Kindly confirm whether Bidder can leverage native storage encryption functionality for data security (Data at Rest) provided by CSP.	Cloud Service providers empanelled with Miety	TATA Consultancy Services
50				We assume, License cost (if any) to be borne by the department, however SI shall provide support to procure the required licenses if any. Please clarify.	SI shall quote the required licenses for its proposed solution in the financial bid Pls Refer SI 38	Deloitte Touche Tohmatsu India LLP

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51	8.9	36	<p>Deployment & Configuration: 8. The Service Provider shall carry out the necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.</p>	<p>Requests the following clarifications: 1. Please provide the total number of internal and external users. 2. Are internal users using intranet or internet OR both ?</p>	<p>Internal(Department) users will be around 100-200 Refer Corrigendum. The portal will be accessed over Internet</p>	TATA Consultancy Services
52	8.9	36	<p>Deployment & Configuration: 9. The Service Provider will be required to develop the solution in their own test environment.</p>	<p>Requests the following clarifications: 1. Please confirm our understanding that a. SP provided environments (on their infra) - Development - Testing - Staging b. SP will create the environments on the departments' provided infra - Production - Training 2. If the above understanding is true, then please confirm that the actual data will be allowed to be transferred from production to the development and testing environments for the replication of defects/ testing etc.</p>	<p>1. Pls refer Pt. 38 _Training will be provided in staging environment 2. No</p>	TATA Consultancy Services

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
53	8.11	36	<p>Training & Handholding Support:</p> <p>1. The Service Provider is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.</p> <p>2. The schedule/training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with DAFE. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer/download it for their own personal reference as and when needed.</p> <p>3. The Service Provider shall also provide hand-holding support to Department users as and when required during the contract period.</p>	<p>Requests the following clarifications:</p> <p>1. Please let us know how many training sessions have to be taken and at what frequency.</p> <p>2. Please confirm that all the training are to be conducted at central location.</p> <p>3. Training infrastructure will be provided by the department - like seating space, projector, whiteboard etc.</p> <p>4. Please conform, that all training material will be delivered in electronic format (no hard copies).</p> <p>5. Training will be provided in English Only.</p> <p>6. Please confirm in case SP staff have to travel for handholding to different cities, in that case, all the boarding lodging will be paid by the department.</p> <p>7. Please allow remote handholding sessions using collaboration tools.</p>	<p>1. The batch size mentioned in the RFP is indicative and may vary based on requirement.</p> <p>2. Preference would be given to virtual training sessions. However, the Service Provider shall also provide hand-holding support to Department users at Bhubaneswar as and when required during the contract period.</p> <p>3. Training material/user manual can be delivered in electronic format</p> <p>4. The Service Provider must make travel and logistical arrangements for training in Bhubaneswar as per requirements.</p> <p>5. Training infrastructures (for the trainer) viz; computers and other logistics required for the training shall be provided by the bidder, Department will only provision space for training including projectors, white boards & connectivity.</p>	TATA Consultancy Services
54	8.11	36	<p>Training & Handholding Support:</p> <p>1. The Service Provider is required to undertake training for a batch size of 30 people (approx.) in the technical and process aspects of the application.</p>	<p>Requests the following clarifications:</p> <p>Will training be for only 1 batch of 30 size ?</p> <p>Are more batches expected ?</p> <p>Will this be online or physical ?</p>	Pls Refer Sl.53	TATA Consultancy Services
55		Request you to let us know whether training will be conducted onsite or offsite?		SOURCE ONE INC BANGALORE		
56		Request you to let us know whether training will be conducted onsite or offsite?		Logix Net Solutions Pvt. Ltd.		
57		Request you to let us know whether training will be conducted onsite or offsite?		Maclogy Consulting Services (P) Limited		

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58	8.11	37	Training & Handholding Support: 3. The Service Provider shall also provide handholding support to Department users as and when required during the contract period.	Requests the following clarifications: The bidder understands that this will be on a chargeable basis. Please confirm if the understanding is correct.	Handholding will be free of cost	TATA Consultancy Services
59	8.11	37	Training & Handholding Support: 2. The schedule/training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with DAFE. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer/download it for their own personal reference as and when needed.	Requests the following clarifications: We understand that the training of department officials. Infrastructure like PC, projector, Internet connectivity etc. will be provided by the department. Please confirm.	Training infrastructures (for the trainer) viz; computers and other logistics required for the training shall be provided by the bidder, Department will only provision space for training including projectors, white boards & connectivity.	TATA Consultancy Services
60	8.12	37	Technology Components: The development of the application should be done preferably using an open-source platform. The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution.	Requests the following clarifications: We understand that Enterprise version of the Database software will be procured and implemented by the bidder. Please confirm that the bidder can propose Open source COMMUNITY version software / tools for others like middleware, Integration tool, testing tools, Analytics, Data encryption & security , apart from the database.	Refer Corrigendum.	TATA Consultancy Services
61	8.12	37	Technology Components: The development of the application should be done preferably using an open-source platform. The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution. If the	Requests the following clarifications: As per RFP section 8.9, Bidder understand that security devices will be procured and provided by DAFE. Please give clarification on security licences which shall be procured by Service provider.	Refer Corrigendum & Sl. 38 of Response	TATA Consultancy Services

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62			requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, an adequate license must be procured in the name of DAFE, Govt. of Odisha, and the cost towards the same will be borne by the bidder. However, the bidder shall use only the Enterprise version of the Database software and procure the same in the name of DAFE, Government of Odisha as per its quoted price. Other middleware, Integration tool, Analytics, Data encryption & security license for this project in name of DAFE shall be procured by the Service provider as per the bill of quantity mentioned in this RFP and proposed in its technical proposal as well.	<p>Request to include Enterprise Open Source platform or alternatively Open Source Platform with OEM support ; this will bring many advantages such as no security vulnerabilities, availability of updates, upgrades, patches, OEM support, etc.</p> <p>Also, since the free versions of open source platforms tend to have insatiability and security, we would request to make it mandatory for portal platform to be an Enterprise Open Source versions only.</p> <p>Request to include Enterprise versions for Portal and CMS as well along with other specifications such as Perpetual licenses, no user limitation, no vendor lock-in etc that will add significant benefits to DAFE</p>		Liferay DXP
63				<p>Do you have any preference in terms of Technologies of development for Web and mobile application? If any please do let us know.</p> <p>Do you need Web application firewall? If yes, then any prefernce from your end regarding the technology and data base of the website?</p>		SOURCE ONE INC BANGALORE
64				<p>Do you have any preference in terms of Technologies of development for Web and mobile application? If any please do let us know.</p> <p>Do you need Web application firewall? If yes, then any prefernce from your end regarding the technology and data base of the website?</p>		Maclogy Consulting Services (P) Limited

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
65	8.12	37	Technology Components: The development of the application should be done preferably using an open-source platform. The bidder is free to use the software available with OSDC/Cloud service like application server, any third-party software, etc. as per the requirement of their proposed solution.	Requests the following clarifications: What are the software available in OSDC/Cloud services that will be required to be used for Application – please provide listing details ?	Pls. Refer Corrigendum & Pt.38 of Response	TATA Consultancy Services
66	8.13.2	38	Software Maintenance: 1. The Service Provider shall provide support through Telephone/ Email/ Video Conferencing/ Installation visits as required.	Requests the following clarifications: 1. Does SI need to provide any toll free no facility. 2. Please confirm if department will provide the video conferencing facility. 3. What is meant by installation visits. 4. please confirm if department will bear the cost (transport, lodging and boarding) of such installation visits.	1. SI need not provide Toll free facility 2. The SI shall provide Software maintenance support though Telephone/ Email/ Video Conferencing/ Installation visits (Department office) during O & M period as per requirement 4. The cost will be borne by SI	TATA Consultancy Services
67	8.13.2	38	Software Maintenance: 2. The Service Provider shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Service Provider (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.	If Enhancements/Customizations are classified as GAPS then they would have to be estimated.	As per RFP.	OASYS Cybernetics Pvt. Ltd.
68	8.13.3	38	Project Team Structure: The Service Provider shall allocate 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.	Will the resources allocated for the project be dedicated resources ? Will the department pay for these resources as specific skills and experience and qualifications are suggested ?	The bidder shall deploy the resources based on the project requirement for timely delivery of solution. All recurring and fixed cost related to the project team shall be borne by the service provider.	OASYS Cybernetics Pvt. Ltd.
69		Do you have any specific requirement of resource like - Experience, Qualification at the time of Maintenance if any please do let us know?		SOURCE ONE INC BANGALORE		

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70				Do you have any specific requirement of resource like - Experience, Qualification at the time of Maintenance if any please do let us know?		Logix Net Solutions Pvt. Ltd.
71				Do you have any specific requirement of resource like - Experience, Qualification at the time of Maintenance if any please do let us know?		Maclogy Consulting Services (P) Limited
72	8.13.4	40	Change Management Team: Required software licenses, network, computing infrastructure, etc for creation of development environment, testing environment and staging environment will be the responsibility of the bidder. The above environments for the change management team would be set-up by the bidder. The team lead shall be available physically at Bhubaneswar as and when it is required for requirement gathering, review meetings and discussion.	Requests the following clarifications: 1. Please confirm our understanding that a. SP provided environments (on their infra) - Development - Testing - Staging b. SP will create the environments on the departments' provided infra - Production - Training 2. If the above understanding is true, then please confirm that the actual data will be allowed to be transferred from production to the development and testing environments for the replication of defects/ testing etc.	As per RFP for "Change Management Team"	TATA Consultancy Services
73	8.13.4	40	Change Management Team: 1-Sr. Software Engineer: BE/B.Tech/MCA with minimum 5 years of experience in application development.	What are the software languages needed in Application Development ?	As per RFP for "Change Management Team"	OASYS Cybernetics Pvt. Ltd.
74			2-Required software licenses, network, computing infrastructure, etc for creation of development environment, testing environment and staging environment will be the responsibility of the bidder.	_We understand the 3 non-Production environments are required to be provisioned: Development, Training and Staging. Please confirm is this is the right understanding. _Please confirm if Disaster Recovery is also required to be provisioned. If yes, pls specify the DR compute (e.g.: 50% or 100% of DC)		Liferay DXP

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75	9	42	Functional Specification:	Requests the following clarifications: What all data will be provided by OCAC and will have to be used for the Portal and user end applications ? Can details of all data listing (farmer data, cadastral data and RoR data, agricultural & allied sector data, farm produces/crop information, weather forecasts data, data on Farmers/Extension Workers/Department officials/Suppliers/Dealers/Manufacturers/Entrepreneurs etc) be made available ?	Data available with department would be shared with bidder. However other informations required for the application shall be collected by the bidder.	TATA Consultancy Services
76	9	42	Functional Specification:	Requests the following clarifications: The RFP does not require any data related activity to be undertaken – either any type of data collection, survey, data organisation/engineering, mapping, data analytics etc. Will Portal/App ready data be made available on OSDC and the same has to be accessed and used for Portal and User Apps – is this correct ?	Information gathered from multiple sources is available with the Department. The bidder may leverage the same.	TATA Consultancy Services
77	9	42	Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 1. A content management system that allows department officials to tag (in English, Odia, and Hindi) content.	We need to develop the system of content management ? All the content will be provided by the Agriculture & Farmer's Empowerment, Government of Odisha/OCAC	As per RFP	SOURCE ONE INC BANGALORE
78			We need to develop the system of content management ? All the content will be provided by the Agriculture & Farmer's Empowerment, Government of Odisha/OCAC	Logix Net Solutions Pvt. Ltd.		
79			We need to develop the system of content management ? All the content will be provided by the Agriculture & Farmer's Empowerment, Government of Odisha/OCAC	Maclogy Consulting Services (P) Limited		

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80	9	42	Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 5. Integrations with government systems including Krushak Odisha, GO SUGAM, Credit Portal, Seed DBT Portal, Automatic weather stations etc.	Requests the following clarifications: What is meant by ".....integration with Krushak Odisha, GO SUGAM, Credit Portal, Seed DBT Portal, Automatic weather stations etc" - is integration at data level or App level ? Can details of these systems be provided ?	_Please refer Section 9.4.1 for the requirement. _Both the bidder & the respective 3rd party application would be developing the APIs for integration as per requirement. _Department will facilitate the integrations with government systems.	TATA Consultancy Services
81		Will all the APIs be provided by the department for integration to all portals ?		OASYS Cybernetics Pvt. Ltd.		
82		Who will provide the all this government system APIs? We are assuming these APIs will be provided by the Client and we will integrate those.		SOURCE ONE INC BANGALORE		
83		Who will provide the all this government system APIs? We are assuming these APIs will be provided by the Client and we will integrate those.		Maclogy Consulting Services (P) Limited		
84	9	42	Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 6. Integrations with ecosystem players' applications to enable access to advisory content and value-added services.	Requests the following clarifications: What is meant by "Integrations with ecosystem players' applications to enable access to advisory content and value-added services" - can details of these eco-system apps be provided ?	_Please refer Section 9.4.1 for the requirement. _Both the bidder & the respective 3rd party application would be developing the APIs for integration as per requirement. _Department will facilitate the integrations with government systems.	TATA Consultancy Services
85		Requests the following clarifications: Please name all the eco-system players applications. This is required for accessing the integration effort. We assume OCAC & DAFE will co-ordinate with respective vendors to finalize the integration scope and respective application SI to handle their intigration efforts.		TATA Consultancy Services		
86		Who will provide the all this government system APIs? We are assuming these APIs will be provided by the Client and we will integrate those.		SOURCE ONE INC BANGALORE		

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87				Who will provide the all this government system APIs? We are assuming these APIs will be provided by the Client and we will integrate those.		Logix Net Solutions Pvt. Ltd.
88				Who will provide the all this government system APIs? We are assuming these APIs will be provided by the Client and we will integrate those.		Maclogy Consulting Services (P) Limited
89	9	42	Functional Specification: 9. Recording of user engagement with content and system – telemetry.	Requests the following clarifications: Please detail out this requirement with average size of such recordings, file type, how many such recordings are to be uploaded on the portal every day.	Bidder to Propose	TATA Consultancy Services
90			Elaborate this point in more detailed.	SOURCE ONE INC BANGALORE		
91			Elaborate this point in more detailed.	Logix Net Solutions Pvt. Ltd.		
92			Elaborate this point in more detailed.	Maclogy Consulting Services (P) Limited		
93	9	42	Functional Specification: 11. Rewarding users with points for engagement and referrals. 12. Redemption of points for rewards by users.	Request you to let us know the reward and loyalty points will be the third party integration or we need to developed it from scratch?	The bidder is free to propose the best possible solution to the customer.	SOURCE ONE INC BANGALORE
94				Request you to let us know the reward and loyalty points will be the third party integration or we need to developed it from scratch?		Maclogy Consulting Services (P) Limited

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95	9	42	<p>Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 14. Point and boundary mapping of farm plots.</p>	<p>Requests the following clarifications: Will GoO provide "Point and boundary mapping of farm plots" as mentioned in RFP Functional Specs ? Is mapping to be a live GIS mode or a static image mode ?</p>	<p>1. For visualisation, the point and boundary locations will be provided by the Govt. They have to be shown as static as per the data received by through APIs</p> <p>2. For tagging farm plots, the GPS survey functionality is required, but only limited to tagging the point and boundary locations of the farm plot.</p> <p>3. There is no existing GIS application, and Service Providers may use an open source platform to enable the same</p>	TATA Consultancy Services
96	9	42	<p>Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 14. Point and boundary mapping of farm plots.</p>	<p>Requests the following clarifications: GIS Tagging is to be done based on Cadastral Map database with RoR provided by GoO ? Is GPS survey for plots expected by GoO as part of scope ?</p>	Pls Refer Sl.95	TATA Consultancy Services
97		Request to clarify if there is any existing GIS application or not. Also request to clarify if Open-source platform can be used.		Deloitte Touche Tohmatsu India LLP		
98		Elaborate this point in more detailed.		SOURCE ONE INC BANGALORE		
99		Elaborate this point in more detailed.		Maclogy Consulting Services (P) Limited		
100	9	42	<p>Functional Specification: The advisory portal and mobile application have the following broad functionalities in place: 16. Schedule and conduct video calls with a set of users.</p>	<p>Does this means integration with readily available 3rd party solution or should be developed by us? If it is 3rd party then, we are assuming that the API will be provided by the client and we will integrate it.</p>	<p>Actual functional requirement would be finalised during the requirement gathering.</p> <p>However, system shall allow initiating audio/video call from the application.</p>	SOURCE ONE INC BANGALORE

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101				Does this means integration with readily available 3rd party solution or should be developed by us? If it is 3rd party then, we are assuming that the API will be provided by the client and we will integrate it.	Actual functional requirement would be finalised during the requirement gathering. However, system shall allow initiating audio/video call from the application.	Maclogy Consulting Services (P) Limited
102	9	42	Functional Specification: The system is expected to be used by 7.5lakh farmers on a daily basis at the end-state. The number of concurrent users is expected to be ~2.5lakh.	Requests the following clarifications: If daily 7.5 lakh farmers (2.5 lakh concurrent) usage is limit expected – what is the connectivity available for user devices and are there any performance measures ?	Pls Refer Corrigendum.	TATA Consultancy Services
103				_Based on our experience, 2.5 lakh concurrency is huge for the envisaged system. It could be active sessions but for a better picture, please suggest the user concurrency per second or the number of users logging in/ visiting per second. _Although the functional specifications cover major CMS functionalities, search capabilities are not mentioned in the section. Hence, we would propose the CMS platform to have in-built Enterprise Search Engine with capabilities such as free-text, fuzzy and multilingual searches, searches on documents and content and metadata.	_ Refer Corrigendum _Bidder to propose the solution.	Liferay DXP
104	9	42	Functional Specification:	Requests the following clarifications: For how many user devices will Apps be used – is there a minimal and upper limit of devices ?	As per Pt. 51	TATA Consultancy Services

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105	9	42	Functional Specification:	Requests the following clarifications: Is it that smartphone is assumed available by all farmers – Is that true? What about connectivity for farmers – that too in farm-sites – is that guaranteed? For farmers not having smartphone then what happens to services for them?	Department to facilitate connectivity	TATA Consultancy Services
106	9	42	Functional Specification: The system is expected to be used by 7.5lakh farmers on a daily basis at the end-state. The number of concurrent users is expected to be ~2.5lakh.	Requests the following clarifications: From Portal, How does DAFE expect to push data to 7.5 lakh farmers daily – or conversely how 7.5 lakh farmers access DAFE Portal ? What is the expectation ?	Refer Corrigendum	TATA Consultancy Services
107	9.2	43	Content Delivery Network: Web Portal Only: The portal should have a content delivery network with geographically distributed servers and data centres which is to be enabled as a layer to host content and deliver content to users. Mini.io, an object storage system API compatible with Amazon S3 cloud storage service may be leveraged to enable the same. The hardware agnostic, minimal and scalable MinIO Server may be bundled with the application stack.	Requests the following clarifications: 1. Does this mean that the department will provide the hosting services on AWS. 2. Can the bidder propose AWS cloud native services in the solution.	_The department is having a storage infrastructure "Amazon Simple Storage Service (Amazon S3)". Informations are gathered from multiple sources and stored in this Amazon S3. The bidder may leverage the same. _The Bidder may also propose their own solution _Pls Refer Sl. 38	TATA Consultancy Services
108	9.2	44	Content Delivery Network: Web Portal Only: 2. Identity & access management compatibility with Krushak Odisha.	Requests the following clarifications: A.Please confirm if there is existing IAM solution if no, Please confirm bidder can propose open source software. B.Please confirm no. of IAM users.	No IAM solution exists. The bidder is free to propose the best possible solution to the customer including open source software.	TATA Consultancy Services

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109	9.4.1	46	<p>Integrations: Web Portal and Mobile Application: The Advisory System is envisioned to be a gateway to integrations to diverse systems running within and beyond the government's ecosystem.</p>	<p>Requests the following clarifications: 1. Are the systems, mentioned in Table, ready to be integrated. 2. Please confirm that any delay in the integration from these government and private systems will not be attributed to the bidder. 3. Please confirm that in case the go-live is dependent on these integrations and these (external) systems are not ready to be integrated then in that case the bidder will be compensated for this delay on pro-rata basis over and above the contract value.</p>	<p>1. Systems mentioned in the table are developed and already live. 2. The delay in integration for these systems is not attributable to the bidder 3. Neither Penalty will be applicable nor bidder will be compensated. However, in such cases bidder has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.</p>	TATA Consultancy Services
110	9.4.1	46	<p>Integrations: Web Portal and Mobile Application: The Advisory System is envisioned to be a gateway to integrations to diverse systems running within and beyond the government's ecosystem.</p>	<p>Requests the following clarifications: In Section 9.4.1 a series of mobile Apps are mentioned – but will data be ready for these Apps or is it that raw/primary data has to be processed/analysed to generate these App products real-time ? For ex weather updates – weather data to user digestible weather products in App ?</p>	<p>The APIs for integration (be it government or private systems) will be facilitated by the Government to the service provider. The service provider shall be responsible for integrating the APIs into the Farmer Advisory System. The decisions on API integration of ecosystem players will be taken during development by the government and communicated to the Service Provider. The Service Provider will be responsible for integrating the same.</p>	TATA Consultancy Services

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111	9.4.1	47	Integrations: Web Portal and Mobile Application: f. SMS	Requests the following clarifications: 1. Please confirm that department will provision for SMS gateway. 2. In case bidder needs to provision for the cost of SMS gateway a. please provide the average number of SMSs to be sent each month. b. Please confirm that in case the number of SMSs increase, the department will pay for these SMSs over and above the contract value on pro-rata basis.	OCAC shall provide the required API for sending SMS to the stakeholder and the bidder have to integrate the API.	TATA Consultancy Services
112	9.4.1	47	Integrations: Web Portal and Mobile Application: g. WhatsApp	Requests the following clarifications: Please confirm that department will bear the capex and opex cost of using WhatsApp business functionality.	API for WhatsApp Integration will be provided by OCAC. However, Bidder has to integrate free of cost and submit report on WhatsApp transactions. The cost of WhatsApp transactions will be borne by the Department	TATA Consultancy Services
113	9.4.3.1	48	Content Linkage: Integrations should be enabled with private companies that offer advisory services to farmers in order to facilitate linkages to content developed by them. Content from private applications should be ingested into the Advisory System and there should be a provision of redirecting users to private companies' applications.	To cater to this requirement, we would suggest the CMS to be Headless in nature so that contents developed in portal can be consumed by mobile application or vice-versa for external system integration. This will not only speed up implementation but will also bring consistency in contents.	The bidder is free to propose the best possible solution to the customer.	Liferay DXP
114	9.5	50	Communication: A communication layer will allow communication over the following channels amongst department officials and citizens:	Request you to let us know who will provide the Email, SMS Gateway and Chatbot? We are assuming it will be provided by the Client and we will integrate it.	OCAC shall provide the required API for sending SMS & email to the stakeholder and the bidder have to integrate the API.	SOURCE ONE INC BANGALORE
115			1. Email 2. Short message service (SMS) 3. In-system notifications 4. ChatBot	Request you to let us know who will provide the Email, SMS Gateway and Chatbot? We are assuming it will be provided by the Client and we will integrate it.		Maclogy Consulting Services (P) Limited

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116	9.5.1	50	<p>User Aware Chatbot: Web Portal and Mobile Application:</p> <p>1. The responses of ChatBot should be linked with the farmer information present on Krushak Odisha database. This database should be leveraged by the ChatBot system to prompt more relevant questions, provide accurate responses, and enable streamlined query resolution.</p>	<p>Requests the following clarifications:</p> <p>What is the type of Krushak Odisha database i.e. RDBMS, NO SQL ,MS. Etc ?</p> <p>What is the volume of DB? What type of Data it Stores and total Number of Tables ?</p>	<p>Department will facilitate the integrations with government systems. And the bidder shall propose a solution which must have provision for integration with any application having any database.</p>	TATA Consultancy Services
117	9.5.1	50	<p>User Aware Chatbot: Web Portal and Mobile Application:</p> <p>2. The system should be able to escalate queries on the Chatbot to video calls and audio calls with agronomists to allow users access to the most relevant and verifiable advisory.</p>	<p>Requests the following clarifications:</p> <p>What are the use case required for Audio/Video call as listed below ?</p> <p>1- Audio Call IVR bot use case - Where Farmer will call on the toll number# and IVR bot will pick the call and ask few query to understand the user Intent then provide the response accordingly to user and disconnect the call.</p> <p>2- For Audio call - Chat bot will schedule meeting with Agronomist and provide Audio call meeting link to both the party (Expert and Farmer) to Join the Audio call.</p> <p>3- For Video Call - chat bot can schedule the meeting with expert based and provide video call meeting link to both the party (Expert and Farmer) to Join the Video call.</p> <p>will it suffice the requirement ?otherwise detailed out the requirement ?</p>	<p>Actual functional requirement would be finalised during the requirement gathering.</p> <p>However, system shall allow initiating audio/video call from the application.</p>	TATA Consultancy Services
118	9.5.1	50	<p>User Aware Chatbot: Web Portal and Mobile Application:</p> <p>3. The ChatBot should also be linked with the content management system so that existing pieces of content can be pushed to farmers if they are identified as accurate solutions to queries.</p>	<p>Requests the following clarifications:</p> <p>Provide the brief about the content Management . Does it store data in Structure (RDBMS,CSV,TEXT) or Unstructure format (PDF,WORD)</p>	<p>The queries and responses to this ChatBOT shall be structured</p> <p>The bidder is free to propose CMS solution to the customer.</p>	TATA Consultancy Services

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119	9.5.1	51	<p>User Aware Chatbot: Web Portal and Mobile Application: Unified Communications Interface e.g. Sunbird (https://uci.sunbird.org/) may be used and modified to enable the ChatBot functionality in the Advisory System which will allow for dynamic modification of channels of communication (SMS, email, messaging services such as WhatsApp, Telegram etc, and more) and customisation of engagement with individual users.</p>	<p>Requests the following clarifications: Customer to provide the API for connecting with Telegram, WhatsApp SMS,..etc.</p>	OCAC shall provide the required API for WhatsApp, SMS, eMail integration and the bidder have to integrate with the API.	TATA Consultancy Services
120	9.5.3	51	<p>Support for technical challenges: The portal will have a section addressing frequently faced challenges to report any technical issues faced by the user.</p>	We would suggest the platform to have GUI based drag and drop Form Builder and Workflow so that any kind of dynamic and complex Forms and Workflows can be created to capture information such as Feedback, Grievances, Complaints, etc from users	The bidder is free to propose the best possible solution to the customer.	Liferay DXP
121	9.7	53	<p>GIS Tagging: Mobile Application: Farmers should be able to plot the locations of their farms with GIS coordinates. Point and polygon mapping should be allowed. These coordinates should then be updated on the Krushak Odisha database.</p>	<p>The bidder requests the following clarifications: What is the proposed use of GIS Mapping of Plot App in Section 9.8 - Will accuracy from different devices be assured ? – Will it not create data location mis-match in-accuracies on Krushak database and across plots?</p>	Pls Refer Sl.95	TATA Consultancy Services
122		We are assuming that the client will provide us provide Satellite Map account and we will do the development and integration?		SOURCE ONE INC BANGALORE		
123		We are assuming that the client will provide us provide Satellite Map account and we will do the development and integration?		Maclogy Consulting Services (P) Limited		

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124	9.8	54	<p>Recommendation Engine: Web Portal and Mobile Application: Recommendations are provided based on many metrics, some of which are: 8. Recommendations based on data entered by the farmers into their workplans</p>	<p>Requests the following clarifications: Please elaborate the work plan details ?</p>	<p>_Actual functional requirement would be finalised during the requirement gathering. _However, system shall allow initiating audio/video call from the application. _The department is having an open-source personalised recommendation engine "Metarank". The bidder may leverage the same.</p>	TATA Consultancy Services
125	9.8	55	<p>Recommendation Engine: Web Portal and Mobile Application: Two approaches may be adopted for developing the same: 1. Amazon Web Services (AWS) Personalize: 2. Metarank:</p>	<p>Requests the following clarifications: Are you open for TCS IP safe solution for recommendation system ?</p>	<p>The bidder is free to propose the best possible solution to the customer.</p>	TATA Consultancy Services
126	9.8	55	<p>Recommendation Engine: Web Portal and Mobile Application: Two approaches may be adopted for developing the same: 1. Amazon Web Services (AWS) Personalize: 2. Metarank:</p>	<p>Requests the following clarifications: What are the data source for recommendation engine available apart from Krushak Odisha database. What is the data source available for popular view content ?</p>	<p>The primary data source for recommendation engine will be the Krushak Odisha database. Krushak Odisha is also integrated with 12+ external tech and data systems, the data flowing from these external systems will also be the source for the recommendation engine. The viewership data emitted by the Advisory System will in-turn act as the primary data source for the popular view content.</p>	TATA Consultancy Services

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127	9.10	58	Redemption of points: Users should be able to redeem their rewards against rewards on the application. Users, at any point in time, will be given a limited list of rewards that they can redeem their points against..... These rewards will be facilitated by the government (UPI transfers, subsidy, national visits, discount coupons, phone recharge etc).	What are the basis of points calculation ? What are the basis and conditions for redemption ?	The API for integration with different systems required to enable redeeming of rewards will be provided by the government after discussions with the Service Provider and ecosystem players. Once the API and methodology has been provided the Service Provider shall perform the necessary integrations The bidder is also free to propose the best possible solution to the customer.	OASYS Cybernetics Pvt. Ltd.
128	9.12	58	Uploading Best Practices: Farmers should be able to upload their best agronomic practices on the web portal and mobile application. Uploads can be made in the form of text, videos, and images. These pieces of content would surround best practices	We is assuming that the best practices will be published only after verification.	1. The size limit of uploads shall be decided by the Service Provider and Government during the time of development based on functional requirements 2. Samples of uploaded content shall be verified by the government officials through	SOURCE ONE INC BANGALORE
129		We is assuming that the best practices will be published only after verification.		Maclogy Consulting Services (P) Limited		
130		What is the size of data permitted for farmers to upload their best agronomic practices ?		OASYS Cybernetics Pvt. Ltd.		
131	9.13	60	Data Visualisation: Web Portal: The visualisation module of the system will consist of the following components – 1. Configurable reports and dashboards: This module will need to be used to create all the reports and dashboards for the farmer and official-facing facing system. The interface to configure dashboards should have the feature of adding tables, charts, links, and photographs in the dashboards, and also download the reports	Requests the following clarifications: What and how many are the Dashboards expected ? – Is there any listing or type of Dashboards ?	User dashboard should be developed for easy visualization of data showing key performance indicators. And KPIs would be finalised during requirement gathering.	TATA Consultancy Services
132		We request you to provide us the parameters for the dashboard and which types of report you are expecting in to the system? This will help us to understand the concept in more detailed and well manner.		SOURCE ONE INC BANGALORE		
133	9.16	62	Other features: Web Portal and Mobile Application: 3. Trilingual interface: The system should provide trilingual interface/labels in languages of English, Odia, and Hindi.	Requests the following clarifications: Bidder understands that multi language (Odia and Hindi) is required only for labels and there is no requirement of any other data and data entry to be done in these languages. Rest of the data and data entry will only be in English. Please confirm.	1. All 'advisory content' will be available in the same language as they are uploaded 2. All website labels shall be available in English, Odia, and Hindi. They Department Shall assist in translation of labels into Odia 3. All integrated labels (from ecosystem applications) shall be available in the languages as available in the native	TATA Consultancy Services

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134				Requests the following clarifications: Is Portal required in 3 languages – Odia, Hindi and English ? - Are Farmer Apps also required in these 3 languages ?	languages as available in the native application	TATA Consultancy Services
135			We are assuming that this will be applicable to Labels only. Content, Best Practices will be published as it is put by User or admin. It will not be auto translate.	SOURCE ONE INC BANGALORE		
136			We are assuming that this will be applicable to Labels only. Content, Best Practices will be published as it is put by User or admin. It will not be auto translate.	Maclogy Consulting Services (P) Limited		

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SL#	Section#	Page#	Content of RFP requiring Clarification(s)	Points of clarification	Response	Bidder
137	10.1	63	<p>10.1. Intellectual Property Rights (IPR): The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with OCAC/DAFE after Go-live of the application.</p>	<p>Requests the following modification:</p> <p>i) Products and fixes All products and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the Purchaser even after termination of this Agreement. Bidder would be responsible for arranging any licenses associated with the products.</p> <p>ii) Bespoke development The IPR rights for any bespoke development done during the term of the project will vest exclusively with the Purchaser.</p> <p>iii) Pre-existing work All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party or its sub-contractors under this Agreement ("pre-existing work") including any enhancement or modification thereto may remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the bidder shall grant Purchaser a non-exclusive, perpetual, fully paid-up license to use</p>	Refer Corrigendum.	TATA Consultancy Services

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138	10.1	63	Intellectual Property Rights (IPR): The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department.	The bidder requests the following clarifications: Can the vendor bring their pre-existing IP's relevant to the project ?	Refer Corrigendum.	TATA Consultancy Services
139	10.3	64	Timeline and Deliverables: 1. Project Kick off T+ 1 week 2. System Study & Prototype Design T+ 4 weeks 3. Tools and Licenses (Database, 3rd Party, etc.) T+ 4 weeks 4. Design, Development & Implementation T+ 10 weeks (Phase I) T+ 20 weeks (Phase II) 5. UAT, Training & Go-live T+ 14 weeks (Phase I) T+ 24 weeks (Phase II)	Requests the following clarifications: 4. It is requested to extend the implementation timeline to 12 months (phase 1) and 15 months (phase 2). 2. Considering the quantum of effort involved towards these activities in order to complete mentioned deliverables, we would hereby request to kindly extend the specified timeline of 4 weeks to a reasonable limit and accordingly timeline of subsequent deliverables in cascaded manner, which will facilitate us in quality delivery.	Refer Corrigendum.	TATA Consultancy Services
140						Ernst & Young LLP

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141			<p>6. Change Management Team From the date of Go live of Phase-I</p> <p>7. Operation & Maintenance Five years from the date of Go live of Phase-I</p>	<table border="1"> <thead> <tr> <th>SI#</th> <th>Activity</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Project Kick off</td> <td>T+ 1 week</td> </tr> <tr> <td>2.</td> <td>System Study & Prototype Design</td> <td>T+ 6 weeks (Phase I) T+ 8 weeks (Phase II)</td> </tr> <tr> <td>3.</td> <td>Tools and Licenses (Database, 3rd Party, etc.)</td> <td>T+ 6 weeks</td> </tr> <tr> <td>4.</td> <td>Design, Development & Implementation</td> <td>T+ 20 weeks (Phase I) T+ 30 weeks (Phase II)</td> </tr> <tr> <td>5.</td> <td>UAT, Training & Go-live</td> <td>T+ 24 weeks (Phase I) T+ 36 weeks (Phase II)</td> </tr> <tr> <td>6.</td> <td>Change Management Team</td> <td>From the date of Go live of Phase-I</td> </tr> <tr> <td>7.</td> <td>Operation & Maintenance</td> <td>Five years from the date of Go live of Phase-I</td> </tr> </tbody> </table>	SI#	Activity	Timeline	1.	Project Kick off	T+ 1 week	2.	System Study & Prototype Design	T+ 6 weeks (Phase I) T+ 8 weeks (Phase II)	3.	Tools and Licenses (Database, 3rd Party, etc.)	T+ 6 weeks	4.	Design, Development & Implementation	T+ 20 weeks (Phase I) T+ 30 weeks (Phase II)	5.	UAT, Training & Go-live	T+ 24 weeks (Phase I) T+ 36 weeks (Phase II)	6.	Change Management Team	From the date of Go live of Phase-I	7.	Operation & Maintenance	Five years from the date of Go live of Phase-I		Deloitte Touche Tohmatsu India LLP
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142	10.4	65	Performance Requirements – Service Levels (SLAs) & Penalty:	<p>Requests the following additional to the clause: Notwithstanding anything contained in this Agreement of the RFP the maximum aggregate penalty including liquidated damages shall not exceed 5 percent of the value of the delayed milestone or undelivered services and can be imposed for reasons that are solely applicable to the SI.</p>	Refer Corrigendum.	TATA Consultancy Services																								

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143	10.4	65	Performance Requirements – Service Levels (SLAs) & Penalty: d. Resolution Time (Only for Bug fixing): Time taken by the service provider to fix the problem - within 48 hours from the time of reporting.	Requests the following clarifications: Not all the bug fixes can be done in 48 hrs. The timeline for bug fix should be mutually agreed depending the impact of change and the amount of effort required. Please change this clause accordingly.	As per RFP.	TATA Consultancy Services
144	11.9	85	11.9. Master Service Agreement	Requests the following clarifications: MSA is not available to review and suggest modifications, if any. Please provide.	MSA will be made in-line to the clauses mentioned in the RFP including contractual clauses, scope of work, deliverables, SLA, payment, etc. with mutual consent	TATA Consultancy Services
145	86	This section is currently blank.		Ernst & Young LLP		
146			Generic Queries	Requests the following clarifications: We understand that the bidder is only confined to installation, configuration, maintenance & support for the Application production environment as there are no DC-DR concept. Is there any DR requirement ? If Yes, please specify.	As per RFP.	TATA Consultancy Services
147		Do you have any plan ready for Data Back Up and Recovery? What will the size of HardDisk is required for Back Up? What will be the frequency of the Back Up?		SOURCE ONE INC BANGALORE		
148		Do you have any plan ready for Data Back Up and Recovery? What will the size of HardDisk is required for Back Up? What will be the frequency of the Back Up?		Maclogy Consulting Services (P) Limited		
149			Generic Queries	Requests the following clarifications: As per the RFP, we understand that the Backup and restoration solutioning part is out-of-scope from bidder. Please confirm.	As per RFP.	TATA Consultancy Services

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150			Standard Contract Clauses	<p>Requests the following standard clauses to be included in the contract/Master Service Agreement:</p> <p>Validity of Proposal</p> <p>This proposal will remain valid for acceptance for a period ofweeks from the proposal date.</p> <p>Language for Communication</p> <p>The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language.</p> <p>Letter of Acceptance</p> <p>As the first step for the assignment, the BUYER will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance.</p> <p>Lead Time</p> <p>Bidder will commence work within weeks of receiving the requisite advance payment.</p> <p>Execution Infrastructure</p> <p>The BUYER will provide necessary and adequate</p>	Refer Sl.144	TATA Consultancy Services
151			Generic Queries	<p>Please let us know, SEO (Digital Marketing) will be the part of the maintainance or not? We are assuming it will not. Need your insights on this.</p>	SEO of the web portal will be part of the scope to be undertaken by the selected vendor	SOURCE ONE INC BANGALORE

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152				Please let us know, SEO (Digital Marketing) will be the part of the maintainance or not? We are assuming it will not. Need your insights on this.		Maclogy Consulting Services (P) Limited
153			Generic Queries	Since this is an Advisory Portal , we believe there should be user collaboration capabilities as well. Hence, we suggest the CMS to have in-built functionalities to create Blogs, knowledge articles, Discussion Forums, polls and surveys, etc	The bidder is free to propose the best possible solution to the customer.	Liferay DXP
154			Generic Queries	We would request the proposed platform to have in-built Document and Digital Asset Management capabilities so that e-books, documents can be stored with relevant metadata and can be viewed by users by in-system document viewer, version management and extensive searches on metadata.	The bidder is free to propose the best possible solution to the customer.	Liferay DXP

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155				<p>a. With the intention of delivering wholistic project to farmers we would like to know the specific intention and benefits to farmers expected and other users by using the app and portal.</p> <p>b. Other than content, chatbot, is there any option for farmers to raise a helpdesk ticket for help or clarifications this would be a 24 hours helpline.</p> <p>c. If farmers are having specific problem which can't be explained in writing, is there any way to take photo and use AI to identify the potential problem and suggest a solution or pesticide or fertilizer that would help in visualizing the problem and addressing the same could be made more fact based.</p> <p>d. In Page 23, it is mentioned that , bidder should have Odisha experience this restricts the participation which would further limit the state to not get a competitive quotes/financial bid, further limiting the companies who have experience in this area of work not to participate do consider to relook. Hoping a due consideration.</p> <p>e. Any technology preference for mobile apps (like Flutter, React Native etc)? Should Android and iOS versions are required?</p>	<p>Pls refer to RFP & prebid response of respective clause</p>	<p>Business Fundamental Consulting (BFC)</p>

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				<p>f. Should the video content to be uploaded in Department On premise data center or Department owned cloud? Or we can leverage Youtube for video content?</p> <p>g. Is there any minimum version of Android / iOS phones to be supported? Or only latest version of OS to be supported? (Farmers may not have latest phones)</p> <p>h. Can we leverage open free maps or we should use Govt provided maps like Indian Geo Platform Bhuvan from ISRO only?</p> <p>i. Is there any Geo Spatial features intended in the app?</p> <p>j. Will there be any eCommerce and Payment integrations required?</p>		
				<p>k. Like private players can sell their products or services to farmers, can Farmers also sell their products or services or lease land through the platform?</p> <p>l. What are the different types of users or personas to be considered? Farmer, Agronomist, Govt official, private companies, anymore?</p> <p>m. Will Chatbot be available for all users? Or only Farmers?</p> <p>n. Is there any collaboration or social network planned for farmers to discuss with other farmers facing similar problems nearby? Or only the communication is all with agronomists, officials?</p> <p>o. Is it ok to use open source libraries like Jitsi for audio / video calls? Is there any group calls involved?</p>		

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				<p>p. What is the use of GIS tagging? Is it only to locate farmer and field? Or any more functionalities like Farmer to choose which crop he is planning, how much seed he is using, which fertilizer and pesticide he is using and its quantity , number of workers in a daily basis etc.</p> <p>q. Is there any need to correlate with weather prediction and what is the potential damage to the crop due to a storm, whether his land is affected etc? If there is such damage, is there any way for farmer to record the crop loss using video and raise compensation if any?</p> <p>r. Is voice search required? Some of the farmers may not know reading / writing.</p> <p>s. Document details lot of solution elements than problem. It would be great if you could elaborate the problem which this app is intended to solve and benefit for farmers, govt, and other stakeholders (pls list all stakeholders too)</p> <p>t. Reward points can be redeemed as UPI payments, subsidy etc. Do you need integration for all these or these reward transactions will happen outside of the system?</p>		

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				<p>u. What all reports are required? How many reports? Who will use the reports? Please elaborate.</p> <p>v. There is a need for information on the infrastructure required for implementation including cloud instances kindly provide those details</p> <p>w. Nonfunctional requirements for app and portal like response time for loading a page or every api call etc. are missing. (Not SLAs around service performance). Please share.</p>		
156	6.4.8	27	<p>6.4. Evaluation of Commercial Bids</p> <p>8. Although cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual.</p>	<p>It is mentioned in RFP (page 41) that "The Change Request team shall be deployed initially for a period of two years after Go-Live of Phase-I. Thereafter, depending upon the requirement, further extension of the CR team (in full or part) may be considered as per the rate discovered in the tender process". FORM FIN-3: Change Management Team is also designed as per that. Request to kindly confirm if "Software Enhancement Service and Support resources" is referring to the Change Request team. In that case, request to kindly confirm if payment for the team (7 resources) will be for 2 years or will be made based on total man-month consumed/number of resources engaged as per actual.</p>	<p>1. "Software Enhancement Service and Support resources" refers to the Change Request team</p> <p>2. The team will be initially deployed for 2 years which may be extended if required.</p>	Ernst & Young LLP
157	11.8	85	<p>11.8. Integrity Pact</p>	<p>The integrity agreement is not available as part of tender/bid documents.</p>	Refer Corrigendum	Ernst & Young LLP