

Corrigendum- II
Selection of Service Provider for Development & Implementation of the
Application Portal and Operation of AMA SASANA initiative of
Government of Odisha
(RFP No.: OCAC-SEGP-MISC-0028-2024-25005)

[The Corrigendum is to be read along with Response Sheet published with this corrigendum and the Original RFP document published on the website www.ocac.in, www.odisha.gov.in & eNivida Portal]

SI #	Existing Clause	Revised Clause
1	7.1 Pre-Qualification Criteria, Similar relevant Experience, Page 20	<p>The Bidder should have successfully implemented at least one solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value of ₹15 crore</p> <p>Documents : Completion Certificate or work order or any other documentary evidence which proves that the system is implemented for any Department in State/Central Government/Govt. PS U/Govt. Autonomous body</p> <p>For on-going projects, it must have completed Go-live phase.</p>
2	7.1 Pre-Qualification Criteria, Point (e), Certifications, Page no-20	<p>– The bidder must have following certifications (with validity):</p> <p>– CMMI DEV - Level 5 (from CMMi Institute) published in CMMi website</p> <p>– ISO 27001</p> <p>– ISO 20000</p> <p>– ISO 9001:2015</p>
3	<p>Pg. 13 2.8 TRAINING</p> <p>a) The Service Provider is required to undertake training of the Department Users.</p> <p>d) The Service Provider shall set up the IT infra such as computer, network, LED, etc as required for providing the training in a successful manner.</p>	<p>a) Training to be provided to the users of Government Department (Tentative 500 nos) after Application Go-live and as & when required during the entire period of support either in virtual mode or at venue decided by user Departments</p> <p>N.B. No of trainees may vary based on the final team structure and operational needs.</p> <p>d) The Service Provider shall arrange the IT infra such as computer, network, LED, etc as and when required for providing the training in a successful manner. This setup would be required to simulate the actual working environment, ensuring trainees are prepared for their roles.</p> <p>Rest as per RFP</p>

SI #	Existing Clause	Revised Clause
4	In the event of delay in execution of work, specified in this Contract /furnishing of deliverables, the Service Provider shall be liable to a penalty 1% of the value of work order for the respective component/item, for delay of 15 days or part thereof, up to a maximum of 20%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order forfeiting of Performance Guarantee., increase of penalty percentage etc.)	In the event of delay in execution of work, specified in this Contract /furnishing of deliverables, the Service Provider shall be liable to a penalty 1% of the value of work order for the respective component/item, for delay of 15 days or part thereof, up to a maximum of 10%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order forfeiting of Performance Guarantee., increase of penalty percentage etc.)
5	The Bidder should have technically qualified workforce of at least 200 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-12-2024 on its payroll.	<p>The Bidder should have technically qualified workforce of at least 200 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-12-2024 on its payroll.</p> <p>Certificate from HR/Director Head on the company letterhead, detailing the resources with their qualifications and skill</p>
6	Pre-Qualification Criteria Earnest Money Deposit(page no. 22)	<p>Bidders shall submit, along with their Bids, an EMD of Rs. 70,00,000/- (Rupees Seventy lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank OR Insurance Surety Bond in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.</p> <p>EMD exemption allowed for Micro & Small Enterprises (MSE) against proper documentary evidence</p> <p>Rest as per RFP</p>
7	<p>7.1 Pre-Qualification Criteria Page No. 22</p> <p>m) Original Equipment Manufacturer Authorization Form</p> <p>The bidder should submit an OEM MAF as part of bid submission</p>	<p>MAF for the Hardware infrastructure, Enterprise license/subscription software and third party tools as quoted by bidder (however, MAF is not required if the bidder shall use any open source community supported version of tool)</p> <p>Rest as per RFP</p>

SI #	Existing Clause	Revised Clause
8	8.6 Performance Guarantee b) PBG would be 10% of the total Project cost excluding taxes and valid for 66 months from the date of submission of PBG.	PBG would be 5% of the total Project cost excluding taxes and valid for 66 months from the date of submission of PBG.
9	Tender Schedule	<p>Last date for submission of bids: 10.02.2025, 4 PM in e-Nivida Portal (www.enivida.odisha.gov.in)</p> <p>Opening of Pre-Qualification-cum-Technical Bids: 10.02.2025, 4.30 PM</p> <p>Technical Presentation: To be notified later via email</p> <p>Opening of Commercial Bids: To be notified later via email</p>

Prebid Response

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
1	7.1 Pre-Qualification Criteria, Similar relevant Experience, Page 20	The Bidder should have successfully implemented at least one solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value of ₹15 crore.	Does Smart Governance Experience that includes components - customised dashboard, interfacing IOT, Help Desk with Direct Voice calling, recording, Geo tagging & analysis will be considered as relevant experience?	Pls refer Corrigendum
2	7.1 Pre-Qualification Criteria, Certifications, Page 20	<ul style="list-style-type: none"> – The bidder must have following certifications (with validity): – CMMI DEV - Level 5 (from CMMi Institute) published in CMMi website – ISO 27001 – ISO 20000 – ISO 9001:2008 	We request you to please change CMMI Dev Level 5 to CMMI Dev Level 3 for wider participation	Pls refer Corrigendum
3	7.2 Technical Evaluation Scoring Matrix, Point b- General e-Governance Experience Clause (iv), Page no- 24 of PDF Doc	The bidder should have implemented similar solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with Minimum order value of 10 cr. Each project 5 marks up to 10 marks.	Request to kindly clarify if work orders and experience of Smart Governance Portal shall be acceptable	As per RFP
4	General Addition		Please add a PQ clause stating " The Bidder shall be empanelled by CERT-in as an IT Security Auditing Organization "	No change. As per RFP
5	FORM FIN-2: Financial Bid, Pg. 44	F2.1 Cost Summary 3. 10-seater Contact Centre Setup Cost including 3-year support and AMC (Sub-total of F2.3) Call Centre setup cost including all S/W, H/W and accessories	Request you exclude the Contact Centre Setup, infra procurement and setup and civil work from bidder scope	No change. As per RFP

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
6	FORM FIN-2: Financial Bid, Pg. 45	F2.1 Cost Summary 4. One time cost for civil work for setting up call center at Bhubaneswar convenient to bidder (Sub-total of F2.4) Room furnishing, furniture etc.	Request you exclude the Contact Centre Setup and civil work from bidder scope	No change. As per RFP
7	FORM FIN-2: Financial Bid, Pg. 46	F2.1 Cost Summary Rent & electricity charges	Request you to please remove rent and electircity charges from bidder scope	No change. As per RFP
8	FORM FIN-2: Financial Bid, Pg. 47	F2.3 Call Centre Setup (IT Infrastructure)	Request to remove IT Infrastructure setup from bidder scope.	No change. As per RFP
9	FORM FIN-2: Financial Bid, Pg. 48	F2.4 Call Centre Setup (Civil Infrastructure)	Request to remove Civil Infrastructure setup from bidder scope.	No change. As per RFP
10	RFP AMA-SASAN VOL-II, Section 2.8, Pg. 13	2.8 TRAINING a) The Service Provider is required to undertake training of the Department Users. d) The Service Provider shall set up the IT infra such as computer, network, LED, etc as required for providing the training in a	Kindly ellaborate tentative no. of trainees to undertake training. Request to remove Training centre infrastructure setup clause from bidder scope.	Pls refer Corrigendum
11	RFP AMA-SASAN VOL-II, Section 3.3, Pg. 31	3.3 CONTACT CENTRE INFRASTRUCTURE The bidder will setup a 10-seater contact Centre at Bhubaneswar only. All the cost related to Contact Centre will borne by Service	Request remove the CONTACT CENTRE INFRASTRUCTURE set up from bidder scope	No change. As per RFP
12	RFP AMA-SASAN VOL-II, Section 3.4, Pg. 34	3.4 CONTACT CENTRE MANAGEMENT 3.4.4 Contact Centre Infrastructure The service provider will bring following devices to manage the operation. The devices must be brand new from reputed OEM.	Request to remove any hardware procurement from bidder scope	No change. As per RFP
13	RFP AMA-SASAN VOL-II, Section 4, Pg. 39	The platform must operate on a secure and scalable cloud infrastructure to ensure high reliability, real-time data access, and uninterrupted citizen interaction for feedback management.	Kindly clarify that the cloud infrastucture to be facilitate by the department.	No change. As per RFP

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
14	Additional comment		Request you to kindly include: “In accordance with standard industry practice, our aggregate liability under this RFP and in connection with any work order/agreement and in connection with the services shall be for direct damages only and shall, in all circumstances and events, be limited to one time the fees paid to us under the engagement. We shall not be liable for any indirect or consequential losses.” Kindly Confirm	Shall be finalised during signing of contract after award of work
15	Additional		Request to extend the Bid submission by 03 weeks post the publication of Pre-Bid response by the Department	See revised timeline in Corrigendum
16	RFP AMA-SASAN VOL-II, Section 6.1, During Implementation	In the event of delay in execution of work, specified in this Contract /furnishing of deliverables, the Service Provider shall be liable to a penalty 1% of the value of work order for the respective component/item, for delay of 15 days or part thereof, up to a maximum of 20%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order forfeiting of Performance Guarantee., increase of penalty percentage	Request to consider the clause as follows:- In the event of delay in execution of work, specified in this Contract /furnishing of deliverables, the Service Provider shall be liable to a penalty 1% of the value of work order for the respective component/item, for delay of 30 days or part thereof, up to a maximum of 10%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order forfeiting of Performance Guarantee., increase of penalty percentage etc.)	Pls refer Corrigendum
17	2.9 Deployment & Configuration	The Service Provider shall deploy the application / portal over the hardware infrastructure provided by the OSDC or any other infrastructure provided by OCAC.	Will OSDC / OCAC provide test and development environment during the development phase and post go live for O&M phase	Test & Development environment is the responsibility of SI
18	General	Transaction volume	What is the expected volume of user transactions and YoY increase	Transactions per month would be about 70,000 with 20% increase YoY
19	3.4.4 Contact Centre Infrastructure	The service provider will bring following devices to manage the operation	Installation of infrastructure components as firewall, storage have to be done by bidder?	Yes
20	Page 20/48. 7.1 Pre Qual Criteria Section-d	The Bidder should have technically qualified workforce of at least 200 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-12-2024 on its payroll.	Requesting you to allow providing Certificate with details of resources signed by HR Head only	Pls Refer Corrigendum

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
21	General		We request bid Authority to allow project/credential/Work Order from the same member firms/Network firm/group entities in India.	No change. As per RFP
22	Vol-1 7.1 Pre-Qualification Criteria		Request department to also include PQs for the Cloud Service Providers.	No change. As per RFP
23	Vol-2 Page 10 Project Scope in brief	All the software solutions should be cloud enabled	Request to opt for Cloud as development platform for the following benefits. 99.9% availability Infrastructure is ready from Day 1 Flexibility in usage for ex. The Non-prod infrastructure will be used 10 hours a day Auto provisioning , autoscaling etc. Multiple choice of technologies, OS, tools etc.	No change. As per RFP
24	Vol-2 Page 10 Project Scope in brief	The bidder has to furnish unpriced Bill of Quantities of the items they have quoted in Technical bid.	Request to add the Cloud Hosting Cost as part of unpriced Bill of Quantities in Technical bid.	No change. As per RFP
25	Vol-2 Page 13 2.9 DEPLOYMENT & CONFIGURATION	a) The Service Provider shall deploy the application / portal over the hardware infrastructure provided by the OSDC or any other infrastructure provided by OCAC.	Request to add the Cloud option also. a) The Service Provider shall deploy the application / portal over the hardware infrastructure provided by the OSDC or any other infrastructure provided by OCAC or OCAC may procure and commission necessary & sufficient cloud infrastructure/services (only from MeitY empaneled Cloud Service Providers) required for smooth performance of the system.	No change. As per RFP
26	Vol-2 Page 17 2.15 GUIDING PRINCIPLES		Request to add Cloud Hosting Standards The SI should architect a Platform as a Service (PaaS) on Public Cloud (as per MeitY) of a MEITY Empaneled Cloud Service Provider. SI shall assess the infrastructure requirements (including OS Instances, Storage, Networking, Security etc.) for hosting and maintaining all required applications/services. The SI shall provide the services in conformance with the SLAs as described in the RFP.	No change. As per RFP
27	Pre-Qualification Criteria Earnest Money Deposit (page no. 22)	Rs. 70,00,000/- (Rupees Seventy lakhs). Details under Clause 6.4.3.	We are requested you to allow the MSME exemption.	Pls refer Corrigendum

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
28	7.1 Pre-Qualification Criteria, Similar relevant Experience, Page 20	The Bidder should have successfully implemented at least one solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with minimum order value	Will a Smart Governance Project Experience be considered as relevant experience?	Pls refer Corrigendum
29	7.1 Pre-Qualification Criteria b) Consortium bidding / Subcontracting Page No. 20	Consortium of any kind is not allowed. However, the bid should comply with State ICT Policy 2022, Clause 8.18 -Self Declaration	is there any collaboration required with local vendor at the time of bid submission or it will be after award of contract, please confirm	The bidder should comply to State ICT Policy 2022, Clause 8.18
30	7.1 Pre-Qualification Criteria d) Manpower Page No. 20	The Bidder should have technically qualified workforce of at least 200 having minimum qualification of B.E/B. Tech/MCA or higher as on 31-12-2024 on its payroll. Certificate from HR/Director Head (in Company	As PF challan showing only number of resources on payroll. Qualification & Name not mentioned in the PF challan & All employees not availing PF in company, please confirm resources list with qualification and undertaking from HR/Director Head will suffice for this clause.	Pls refer Corrigendum
31	7.1 Pre-Qualification Criteria, Page No. 22 m) Original Equipment Manufacturer Authorization Form	The bidder should submit an OEM MAF as part of bid submission	Please specify for which component MAF is required	Pls refer Corrigendum
32	7.2 Technical Evaluation Scoring Matrix General e-Governance Experience (iv)	The bidder should have implemented similar solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with Minimum order value of 10 cr. Each project 5 marks up to 10 marks.	We assume the projects having a component of Helpdesk/IVRs/Manpower deployment/Grievance Management System for support can be considered under this clause. Please clarify and confirm	No change. As per RFP
33	Scope of Work, Vol-II, Section 2.4	Can you specify the maximum number of integrations expected during the project?	Limit integrations to 20 as mentioned, beyond which additional integrations should follow a change request process.	Pls refer RFP
34	Scope of Work, Vol-II, Section 3.1.6	Is the GIS-enabled mobile app intended for both Android and iOS platforms?	Specify explicitly if both platforms are mandatory and include timelines for respective deployments.	Yes, both iOS and Android mobile application are in scope. Timelines are as per RFP section 5, Project Timelines.

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
35	Analytics, Vol-II, Section 3.7	Define the expected level of customization for analytical dashboards.	Limit customization to predefined templates with minor adjustments.	The analytical dashboards shall adhere to standard, interpretable designs aligned with industry best practices. Bidder to propose and shall be customised as per project requirement
36	SLAs, Vol-II, Section 6.3	Clarify the penalty structure for SLA violations post- implementation.	Cap Penalties at 10% of monthly payment.	As per RFP
37	SLAs, Vol-II, Section 6.2	Define the escalation matrix for SLA issues.	Include standard response times (Critical: 4 hours, High: 24 hours, Low: 72 hours).	As per RFP
38	Technology, Vol-II, Section 2.2	Confirm the preferred technology stack.	Allow bidders to propose open-source or proprietary technologies aligned with specified standards.	Bidders are encouraged to propose the technology stack as per project requirement.
39	Analytics, Vol-II, Section 3.7.4	Are there specific AI/ML frameworks preferred for analytics?	Specify preferred frameworks or let bidders propose based on suitability.	Bidder to propose
40	Data Security, Vol-II, Section 2.15.5	What are the data retention policies for citizen feedback and analytics?	Specify a retention period (e.g., 3 years) and compliance with GDPR-like standards.	The retention period should align with industry-standard practices and be tailored to the project's specific scope and contract duration. Bidders to suggest a clear retention period based on the contractual requirements and operational needs, while also ensuring that the policy reflects best practices in data protection and privacy in the project plan for approval.
41	Data Security, Vol-II, Section 2.6	Will the service provider bear the cost of periodic CERT-In audits post- implementation?	Limit responsibility to one annual audit, with additional audits funded separately by the client.	As per RFP
42	Timelines, Vol-II, Section 2.10	Is the 2-month development timeline flexible?	Allow a 2-week buffer for valid delays caused by dependencies.	As per RFP
43	Deployment, Vol-II, Section 2.9	Can deployment and go- live phases be split?	Implement a phased rollout for critical and non-critical modules.	As per RFP

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
44	Commercial Terms, Vol-I, Section 6.4.3	Will contact centre setup costs be reimbursed separately?	Include a fixed allowance for setup and maintenance in the financial bid.	As per RFP
45	Payments, Vol-II, Section 7	Will payments be milestone-based or quarterly?	Specify milestone- based payments for implementation and quarterly for O&M.	As per RFP clause 7
46	Exit Management, Vol- II, Section 2.18	What is the scope of knowledge transfer during the exit phase?	Limit to documented processes, walkthroughs, and two training sessions for handover.	Pls refer clause of RFP for Exit process Finalisation of Exit plan will be done as per timeline
47	Financial Turnover	₹150 crore in the last 3 financial years	₹50 crore in the last 3 financial years	No change. As per RFP
48	Minimum Turnover for Eligibility	₹200 crore	₹100 crore	No change. As per RFP
49	Experience in Feedback Application	₹5 crore worth of feedback application work	₹2 crore worth of feedback application work, IT firms with indirect but relevant experience, allowing them to provide innovative and effective solution.	No change. As per RFP
50	7.2 Technical Evaluation Scoring Matrix & b)General e-Governance Experience ii)	23	The bidder should have experience in implementation of e-Governance application with minimum user base of 5000 or more during last 10 years as on bid Submission date for any Government Department / Government Agency / PSU in India [Each project will be awarded 5 mark max up to 10 marks]	Declaration with any documentary evidence such as screenshot
51	7.2 Technical Evaluation Scoring Matrix & b)General e-Governance Experience iv)	24	The bidder should have implemented similar solution including Contact Centre and Feedback management Application with Analytics for any Department in State/Central Government/Govt. PSU/Govt. Autonomous body with Minimum order value of 10 cr. Each project 5 marks up to 10 marks.	No change. As per RFP
52	8.6 Performance Guarantee b)	28	PBG would be 10% of the total Project cost excluding taxes and valid for 66 months from the date of submission of PBG.	Pls refer Corrigendum

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
53	Section-7.1-Pre Qualification Criteria,Point (b)	Consortium of any kind is not allowed. However, the bid should comply with State ICT Policy 2022, Clause 8.18	An undertaking form, from bidders may be obtained towards strict compliance of clauses set in section 8.18 of State ICT policy 2022. Further , the workorders, containing bidder name , as Joint Venture partner may also be considered for evaluation.Necesssary changes may be made in all applicable sections.	As per RFP
54	Section-3.7 - Data Analytics and Quality Monitoring		The technical specification of two numbers of tools such as i)Data Analytics tool , ii) BI and Data Visualization tool may be given in the RFP to arrive at cost estimation.As both the tolls has different set of work to do.Under Data Analystics tool , different techniques shall be applied over the data set such as regression,corelation and other statistical methods.such detailed statistical analysis , a BI & Analytical tool never go with such detailed expcept few basic analysis such as What If,Grouping,Pivot etc.. Further , Availability of all the features as mentioned in RFP such as AI/ML/Statistical Analysis/BI & Vizualizationn in a single tool is very limited in the market.hence specification for two different tools may be provided in the RFP as mentioned above. Is open source technology allowed??	As per RFP
55	Section-7.1-Pre Qualification Criteria-Original Equipment Manufacturer Authorization Form	Original Equipment Manufacturer (OEM) Authorization Form in OEM Letter Head as per the template in this tender.	Kindly provide Bill of Materials along with Technical Specification of all the third party software tools proposed to be implemented in this project along with Open Source tool specification (If any) for better understanding of the requirement and accordingly OEM MAF shall be given.	Pls refer Clause 3.4.4 of RFP Bidder to suggest any other third party tool to meet the project requirement

Sl#	RFP Document Reference(s) (Section & Page No(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response From OCAC
56	Section-7.2 - Technical Evaluation Scoring Matrix-b-ii	The bidder should have experience in implementation of e-Governance application with minimum user base of 5000 or more during last 10 years as on bid Submission date for any Government Department / Government Agency / PSU in India	<p>The clause specifically asking for user base count only from eGovernance application, as it is a composite project , the user base of contact centre solution also may be considered.The modified clause suggested as below.</p> <p>"The bidder should have experience in implementation of e-Governance application or Contact Centre solution with minimum user base of 5000 or more during last 10 years as on bid Submission date for any Government Department / Government Agency / PSU in India"</p>	As per RFP
57	FORM FIN-2: Financial Bid-Financial Bid		<p>Is Bidder free to open contact centre in any location at Bhubaneswar Municipal Area Locations (BMC)? Kindly Confirm</p> <p>From Financial Bid Format , it is understood , OCAC shall be paying for one time civil work cost and 10 seater contact centre set up cost and operation and maintainance for a period of 3 years , after the contract period , who shall own the contact centre ,Is it OCAC or Bidder?</p>	<p>Location under Bhubaneswar Municipal Area</p> <p>OCAC is the owner</p>
58	2.1-Scope of Work-Vol-II		Can Bidder propose SaaS based solution on subscription basis besides the bespoke solution development (wherever applicable) for a period of 5 years?.The SaaS based solution to be hosted in Meity emapnelled CSP's data centre.	<p>The bidder can propose solution as per project requirement - customised or bespoke appication</p> <p>Hosting infrastructure will be provided by OCAC</p>
59	Data Analysis		The data analysis or analysis of data does not happen real time, it is always a near real time data showed in a dashboard for public view.Hence , the real time data alysis may be replaced with near real time data analysis (wherever in the RFP).	As per RFP