	REF No.: OCAC-SEGP-SPD-0029-2024-25048			Annexure I	
Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification		Clarification/ Views of OCAC & Department
1	Section – Pre-Qualification Criteria , Compliance to State ICT policy -2022 6.1 – b) Page Number- 20	As per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation the bidder need to make collaborative arrangement with local enterprises with minimum value of 25% for deployment and maintenance components for implementation having adequate experience and know-how.	If Local bidder how to make collaborative arrangement ?		As per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation, the bidder need to make collaborative arrangement with local enterprises with minimum value of 25% for deployment and maintenance components for implementation. In consideration of the above mandate and for better implementation of the project, the local bidder should preferably have at least 3 years experience in providing software maintenance services. The bidder must decalre the name of the local bidder and submit the credential of local bidder w.r.t. software development or/and software maintenance work along with the bid.
2	Section - Pre-Qualification Criteria , Financial Turnover 6.1 – c) Page Number- 20	The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	Request for consider as Start-up Odisha and Start-up India. If the Bidder is Start-up Odisha and Start-up India The Bidder must have minimum average annual turnover of INR 5Cr (Rupees Five Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.		The bidder should have been Positive Net worth .
3	Section - Pre-Qualification Criteria , Manpower 6.1 – d) Page Number- 20	The Bidder should have technically qualified workforce of at least 150 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.	Request for consider If the Bidder is Start-up Odisha and Start-up India The Bidder should have technically qualified workforce of at least 80 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.		The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.

4	Section - Pre-Qualification Criteria , Certification 6.1 – e) Page Number- 21	The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification c) ISO 27001:2013 for Information Security Management System or equivalent certification d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	Request for Consider If the Bidder is Start-up Odisha and Start-up India CMMI level 3 certificate (from CMMi Institute) published in CMMi website)	As per RFP
5	Section - Pre-Qualification Criteria , Earnest Money Deposit 6.1 – k) Page Number- 23	Rs. 15,00,000/- (Rupees Fifteen lakhs). Details under Clause 6.4.3.	Start-ups registered under Start-up Odisha and/or Start-up India are eligible for exemption from prior experience and prior turnover criteria while participating in open tender public procurement. Participating Start-ups are also exempted from Earnest Money Deposit (EMD). As per the Finance Department notification- 13681/F, Dtd 19.04.2018 Copy Attached. Request for Clarification and consider as Start-up Odisha and Start-up India, EMD should exempted.	As per RFP
6	Section – Technical Evaluation Scoring Matrix , Organization Profile & Resource Strength 6.2 – i) Page Number- 24	Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. ⬜ =50 Cr: 5 Marks [Additional 1 mark for each additional 10 crore subject to maximum 10 marks]	Request to accommodate as Startup odisha and Startup india. Notification No 1696/MSME. Dtd : 13.03.2018 Copy Attached.	As per RFP
			Request for Consider	

7	Section – Technical Evaluation Scoring Matrix , Organization Profile & Resource Strength 6.2 – ii) Page Number- 24	The Bidder must have at least 150 full time technical resources in its payroll as on date of submission of bid. ☐ = 150 Resources: 5 Marks [Additional 2.5 mark for each additional 25 resources subject to maximum 10 marks]	If the Bidder is Start-up Odisha and Start-up India The Bidder must have at least 80 full time technical resources in its payroll as on date of submission of bid. ☐ = 80 Resources: 5 Marks [Additional 2.5 mark for each additional 10 resources subject to maximum 10 marks]	The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.
8	Section – Technical Evaluation Scoring Matrix , General e-Governance Experience 6.2 –b) iii) Page Number- 25	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling or Similar Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	As per RFP
9	General		Request for an amendment to allow consortium bidding for this tender also the technical qualification should be consider from either of the consortium bidder	consortium is not allowed , howeverAs per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation the bidder need to make collaborative arrangement with local enterprise.

1	6.1 Pre-Qualification Criteria C) Financial Turnover Page 20	The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all three financial years	We respectfully request the turnover requirement be revised to INR 15 Crores, considering the scope of the project and to encourage wider participation from capable and experienced service providers.	The bidder should have been profitable and Positive Net worth
2	6.1 Pre-Qualification Criteria d) Manpower Pg 20	The Bidder should have technically qualified workforce of at least 150 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll	We request that this requirement be relaxed to 100 such professionals, to ensure that competent organizations with lean yet highly capable teams are not excluded.	The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.
3	6.1 Pre-Qualification Criteriae) Certifications Pg 21	The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification c) ISO 27001:2013 for Information Security Management System or equivalent certification d) CMMI level 5 certificate (from CMMi Institute) published in	We kindly request you to consider bidders having a valid CMMI Level 3 certification instead. This level also signifies robust and mature processes, and would enable participation from competent mid-sized organizations with proven capabilities	As per RFP

1	**RFP OSSC Vol. 1 Page No. 21 6.1 f) Technical Capability**	The Bidder should have Go-Live/completed the design & development of similar e-governance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the last 5 years (I,e. from 1st jan 2020) - 1 project not less than 6 Cr. (design, development, implementation, O&M having value of same) OR - 2 projects not less than 4 Cr. (design, development, implementation, O&M having value of same) each OR - 3 projects not less than 2 Cr. (design, development, implementation, O&M having value of same) . The work order related to the third-party software or sale licensed cost base product and manpower projects is not considered. Work Order + Work Completion certificate/Go-Live Certificate from the client. Or Work Order + Self certificate of Completion (certified by the statutory Auditor) Or Work Order +Final/Go-Live Completion Certificate from the client.	**We Request you to amend the clause as under:** The Bidder should have Go-Live/completed the design & development of similar e-governance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the **last 7 years (I,e. from 1st jan 2018)** - 1 project not less than 6 Cr. (design, development, implementation, O&M having value of same) OR - 2 projects not less than 4 Cr. (design, development, implementation, O&M having value of same) each OR - 3 projects not less than 2 Cr. (design, development, implementation, O&M having value of same) . The work order related to the third-party software or sale licensed cost base product and manpower projects is not considered. Work Order + Work Completion certificate/Go-Live Certificate from the client. Or Work Order + Self certificate of Completion (certified by the statutory Auditor) Or Work Order +Final/Go-Live Completion Certificate from the client.	As per RFP

2	**RFP OSSC Vol. 1 Page No. 25 6.2 b)General e-Governance Experience i)**	The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Work Order + Project completion / Go-live certificate.	**We Request you to amend the clause as under:** The Bidder must have experience of Completed/Ongoing project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Work Order + Project completion / Go-live certificate. Or Work Order + Self Certificate (certified by the statutory Auditor) Or Work Order + Phase completion/Peformance Certificate from Client	As per RFP
3	**RFP OSSC Vol. 1 Page No. 25 6.2 b)General e-Governance Experience iii)**	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Work Order + Project Completion & Client Certificate	**Kindly amend the clause as suggested below:** The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Work Order + Project Completion/Client Satisfactory Certificate Or Work Order+ Self Certificate(certified by the statutory Auditor)	As per RFP

4	**RFP OSSC Vol. 1 Page No. 26 6.2 b)General e-Governance Experience iv)**	The bidder must have an experience in implementing IT/ICT solution in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/Digilocker/Aadhar e) User Interface/ User Experience Work Order + Project Completion & Client Certificate	**We request you to kindly add the following clause:** Work Order + Project Completion & Client Certificate Or Work Order + Phase Completion/Client Certificate Or Work Order +Self Certficate(certified by the statutory Auditor)	The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Digilocker/ Aadhar e) User Interface/ User Experience Each Project 5 Marks max up to 10 Marks Documents Required Work Order + Project Completion & Client Certificate or Go-Live Certificate
1	6.1 Pre-Qualification Criteria Section 6.1, (**Financial Turnover**) Page No. 20	The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have **been profitable** and Positive Net worth for all these three financial years. ** Govt. of India (General Procurement Guideline – Annexure 12, Sl. 3; Mandate guideline for Positive Net worth only; how ever you may seek for P/L statement along with balance sheet for Turnover criteria.	**Kindly Amend the clause as below** The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have Positive Net worth for all these three financial years.	The bidder should have Positive Net worth for all these three financial years.
2	6.1 Pre-Qualification Criteria Section 6.1, (**Certification**) Page No. 21	The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification c) ISO 27001:2013 for Information Security Management System or equivalent certification d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	**Request for Amendment as given below;** a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification **c) ISO 27701:2013 for Personal Data Security (during execution of Project, especially for recruitment of candidate and their data need to be protected, as per DPDP Act, 2023)** d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	As per RFP

| 3 | 6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 25 | b.i) The Bidder must have experience of successfully Go-Live / completed executing project(s) during last **five** years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR.

Each Project 5 Marks max up to 20 Marks

Documents Required

Work Order + Project completion / Go-live certificate. | **Kindly Amend the clause as below**

b.i) The Bidder must have experience of successfully Go-Live / completed executing project(s) during last **seven** years in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR.

Each Project 5 Marks max up to 20 Marks

Documents Required

Work Order + Project completion / Go-live certificate.
Or
Work Order + Self certificate of Completion/ Phase Completion (certified by the Statutory Auditor/ CA) | As per RFP |

| 4 | 6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 25 | b.iii) The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Job Search/ Job Apply/Job related Activities/ Interview Scheduling Process Activity during the last 5 years for any central /state Government Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020)

Each Project 5 Marks max up to 10 Marks

Documents Required

Work Order + Project Completion & **Client Certificate** | **Kindly Amend the clause as below**

b.iii) The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Job Search/ Job Apply/Job related Activities/ Interview Scheduling Process Activity during the last 5 years for any central /state Government Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last **7 years (from 1st jan 2019)**

Each Project 5 Marks max up to 10 Marks

Documents Required

Work Order + **Project Completion/ Client Certificate** | As per RFP |

5	6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 26	b.iv) The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/ Digilocker/ Aadhar e) User Interface/ User Experience Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + Project Completion & Client Certificate	**Kindly Amend the clause as below** b.iv) The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/ Digilocker/ Aadhar e) User Interface/ User Experience f) **LCNC/ AI/ML/ Microservices** Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + Project Completion & Client Certificate or **Work Order + Project Completion/ Client Certificate/ Supporting Documents related Project Completion or Phase Completion**	The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Digilocker/ Aadhar e) User Interface/ User Experience Each Project 5 Marks max up to 10 Marks Documents Required Work Order + Project Completion & Client Certificate or Go-Live Certificate
6	Vol-II Terms of Reference, 2 Detailed Scope of Work Page | 7 of 29	2.1.2 Creation of Online Application form	Since the required functionality of the form builder—such as drag-and-drop field creation—can be achieved using Low-Code/No-Code (LCNC) platforms, is the selected bidder expected to use LCNC technology, or is the bidder permitted to propose a custom-developed solution instead?	It is up to the bidder to decide, based on the client's requirements and financial implications, and not the responsibility of the department.
7	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.3 Candidate One Time Registration with Aadhaar-Based Authentication Page | 9 of 29	**Verification:** This module uses AI to verify the authenticity of the photo ID submitted by the candidates. The system can use OCR technology to read the information on the ID and verify its authenticity from the ID service provider.	Should the system be able to match the face in the uploaded photo ID with a live/selfie image of the applicant for liveness or identity check?	Yes, the system should be able to match the face in the uploaded photo ID with a live/selfie image of the applicant. This process should utilize AI to ensure an accurate identity check and verify liveness, confirming that the candidate presenting the ID is indeed the same individual as in the uploaded image.

	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.3 Candidate One Time Registration with Aadhaar-Based Authentication Page | 9 of 29	**Verification:** This module uses AI to verify the authenticity of the photo ID submitted by the candidates. The system can use OCR technology to read the information on the ID and verify its authenticity from the ID service provider.	Is there any requirement for training a custom AI model for ID verification, or can off-the-shelf AI/OCR solutions be used?	The system should be able to check the candidate's uploaded photo ID against a live photo using AI to match both images. While off-the-shelf AI/OCR solutions can be used for reading and verifying the ID details, the system must also employ AI for facial recognition to compare the uploaded photo ID with the live photo of the candidate for identity verification. Customization may be needed to integrate the face-matching AI, but a fully custom AI model for ID verification is not required if suitable off-the-shelf solutions are available.
8				
9	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.5 Exam Venue Allotment Page | 9 of 29	**Invigilator Management:** This module is responsible for managing the invigilators assigned to each exam room. The system can assign invigilators based on their availability, experience, and location.	Is the bidder expected to develop an AI-based invigilator assignment system that utilizes available data such as availability, experience, and location, or can a rule-based assignment system be proposed instead?	Yes, the bidder is expected to develop an AI-based invigilator assignment system. The system should utilize available data, including invigilator availability, experience, and location, to intelligently assign invigilators to the exam rooms. This approach will ensure optimal assignments and improve the efficiency of the invigilator management process.
10	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.5 Exam Venue Allotment Page | 9 of 29	**Communication:** This module is responsible for communicating the room allocation and invigilator details to the candidates and the invigilators. The system can send automated emails or SMS messages to notify them of the details.	Will the SMS and email gateway services be provided by OCAC or is the bidder responsible for provisioning and managing these services? who shall be procuring the same SI or OCAC ?	
11	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.5 Exam Venue Allotment Page | 9 of 29	**Communication:** This module is responsible for communicating the room allocation and invigilator details to the candidates and the invigilators. The system can send automated emails or SMS messages to notify them of the details.	Who will bear the cost of SMS communications? Kindly also specify the expected volume of SMS and email communications to be handled daily during peak event periods.	
12	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.5 Exam Venue Allotment Page | 9 of 29	**Communication Management:** This module is responsible for communicating with the candidates regarding their exam centre allotment, including the exam centre address, date, and time, and any other relevant information.	Will this module be limited to one-way communication—such as sending notifications regarding center allotment, exam venue, date, and time—or is the bidder also expected to implement a two-way communication system, such as an automated chatbot for handling candidate queries related to the exam details?	The module will be limited to one-way communication. It will send notifications regarding center allotment, exam venue, date, and time to the candidates' email, SMS, or WhatsApp number. The system will focus on delivering important information to the candidates, without implementing a two-way communication system such as an automated chatbot for handling queries.
13	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.1.6 Admit Card Generation Page | 10 of 29	**Admit Card Verification**: This module is responsible for verifying the authenticity of the admit cards, to ensure that the candidate presenting the admit card is the same as the one who registered for the test.	Should the system be able to match the face in the uploaded photo ID with a live/selfie image of the applicant for liveness or identity check?	Yes, the system should be able to match the face in the uploaded photo ID with a live/selfie image of the applicant. This process should be powered by AI to ensure an accurate identity check and verify liveness, ensuring that the candidate presenting the admit card is indeed the one who registered for the test.

14	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.2.1 Attendance Management System Page | 11 of 29	**Candidate Check-In:** This module is responsible for checking in the candidates once they arrive at the exam centre. The system can verify the identity of the candidate as described above, and mark their attendance once they are cleared.	Does this module include automated candidate check-in and check-out functionality based on geolocation or other digital means, or will the process be handled manually through physical verification at the exam center?	The candidate check-in process will be automated using face validation technology powered by AI. Once the system verifies the candidate's identity through biometric or facial recognition, the check-in will be applied automatically. This eliminates the need for manual physical verification at the exam center and ensures a more efficient and secure process.
15	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.2.1 Attendance Management System Page | 11 of 29	**Court Case Registration:** This module is responsible for registering the candidates who file court casea gainst the exam. The system can store the details of each candidate, including their name, contacinformation, and the nature of the case.	Do the bidder need to track which levels of the judiciary are to be supported by the system? (e.g., District Court, High Court, Supreme Court, Tribunals)	No, the system does not require tracking of the levels of the judiciary. The focus is on registering the candidates who file court cases and storing relevant case details, without the need to differentiate between various levels of the judiciary.
16	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.6 Design & Development of Court Case Management System Module Page | 12 of 29	**Document Management**: This module is responsible for managing the documents related to the court case. The system can store the court orders, legal notices, and other relevant documents related to the case.	Are scanned copies or digital uploads of legal documents (e.g., petitions, court orders) to be stored within the system? If so, are there any size or format restrictions?	Yes, all constraints regarding document uploads (such as size and format) will be dynamic and configurable based on system requirements and usage needs. The system will allow flexibility to adjust these constraints as necessary, ensuring smooth operation while maintaining security and data integrity.
17	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.6 Design & Development of Court Case Management System Module Page | 12 of 29	**Case Status:** This module is responsible for tracking the status of the court case. The system can provide regular updates to the candidates about the status of their case.	Is integration with any court data systems (e.g., e-Courts services, NIC court APIs) expected for case status tracking or document retrieval?	No, integration with court data systems such as e-Courts services or NIC court APIs is not expected. The case status will be updated manually by the department, and once the update is made, the system will notify the candidates accordingly. The process will rely on departmental updates rather than automated integration with external court systems.
18	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.6 Design & Development of Court Case Management System Module Page | 12 of 29	**Communication**: This module is responsible for communicating with the candidates regarding the court case and any updates related to the exam. The system can send automated emails and SMS messages to the candidates to keep them informed.	Should the system send automated alerts or notifications (e.g., upcoming court dates, judgments) to internal users or candidates?	Yes, the system should send automated alerts and notifications to both internal users and candidates. These alerts will include important updates related to the court case, such as upcoming court dates, judgments, and any other relevant information. The notifications will ensure timely communication and keep all stakeholders informed throughout the process.
19	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.7 Design & Development of Objection Management System Module Page | 13 of 29	**Track Questions:** This module allows authorized users, such as administrators or instructors, to track individual questions across multiple question sets. Users can search for specific questions by question number or other criteria and view their occurrences in different sets. This functionality facilitates quality control, consistency checks, and content analysis across assessments.	Will there be an integration with a question bank or assessment engine, or is this a standalone module?	No, there will be no integration with a question bank or assessment engine. The module will function as a standalone system. The master key set of questions will be uploaded by the department for handling question objections. The focus is on tracking individual questions across multiple sets rather than integrating with external systems.

20	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.17 TRAINING Page | 13 of 29	b) Training would be done at State Headquarter in Bhubaneswar	Who will provide the necessary training infrastructure, such as, equipment or training related items ?	The training infrastructure, including equipment and training-related items, will be provided by the Service Provider. This includes any tools or materials needed to facilitate training sessions. The Service Provider is responsible for ensuring that all necessary resources are available to conduct effective training regarding the developed module, enabling departmental users to easily understand and use the system.
21	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.17 TRAINING Page | 13 of 29	e) The schedule / training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with OCAC, anddepartment officials. The Service Provider shall submit a hardcopy of the trainingmaterial to OCAC before every training session.	Will the training contents and user manuals be provided in a single language or bilingual format? Who is will be responsible for traslation if bilingual.	The user manual and training contents should be provided in English format. If a bilingual format is required in the future, the responsibility for translation will be clarified and assigned accordingly. However, for now, the training materials should be developed and submitted in English.
22	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.21 DATA MIGRATION Page | 19 of 29	The Data Migration to be performed by the Service Provider shall be preceded by an appropriate Data Migration Strategy & Methodology which is to be prepared by the Service Provider and approved by OCAC.	What is the expected size of the legacy data that needs to be migrated into the developed system	It can't be ascertained now.During implementation, it shall be absessed
23	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.21 DATA MIGRATION Page | 19 of 29	j) This template should have basic sanity check to prevent entry of incorrect information. E.g. numerals should not be allowed in patient name etc.	Should the bidder needs to handle data cleansing, ETL (Extract, Transform, Load) processes, or any other preparatory steps in the scope of data Migration.	The bidder should ensure that data migration involves the transfer of provided data without making any changes. The focus should be on maintaining the integrity of the data as provided. While basic sanity checks, such as preventing incorrect information (e.g., numerals in patient names), are required, the bidder is not expected to perform data cleansing, ETL processes, or other preparatory steps that alter the data. The main objective is to ensure accurate migration with no changes to the original data.
24	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.21 DATA MIGRATION Page | 19 of 29	g) Ensure migration of all data is completed by the time of Go Live	Is there any data in hard copy that needs to be digitized? If so, who will be responsible for the digitization process, and what is the expected volume of data to be converted?	Softcopy

25	Vol-II Terms of Reference, 2 Detailed Scope of Work 2.22.2 Operational Support Page | 21 of 29	The Service provider will also provide **one** Technical Support Executive for handholding support for a period of 12 Months. The work profile of the resource are as follows. The desired experience and qualification of the resource are as follows. **Position | Qty | Skill** Technical | | B.E./B.Tech/MCA/BCA/BSc(IT/Comp. Sc.) Support | **2** | with working experience in e-Governance Executive | | projects shall be preferred with working experience of minimum 2 years in IT Industry.	There is a discrepancy regarding the number of technical resources required during the post-implementation support phase. The narrative section mentions the deployment of *'one Technical Support Executive for handholding support for a period of 12 months'*, whereas the quantity column in the corresponding table specifies '**2**'. Kindly clarify the exact number of technical resources to be deployed during the post-implementation support period.	The Service provider will also provide **one** Technical Support Executive for handholding support for a period of 12 Months.
26		General Query	Kindly mention tentative count of external systems to be integrated ?	As per actual
27		General Query	who shall be providing API's for the integration of same?	The APIs for the integration shall be provided by the client
28		General Query	Kindly specify total count of Concurrent users ?	As per actual
29		General Query	Kindly specify the tentative count of total number of User's ?	As per actual
30		General Query	Does application needs to be bilingual or Multilingual ? If yes then kindly specify languages and who shall be responsible for providing content for same language ?	English
31		General Query	Kindly confirm whether the requirement is for DC, DR, or both.	Both
32		General Query	Is Active Directory (AD) Integration & SSO is expected?	Yes, both Active Directory (AD) integration and Single Sign-On (SSO) are expected.
33		General Query	Kindly confirm the daily data generation for replication purpose.	As per actual
34		Hosting and Deployment	Is the bidder also responsible for provisioning the hosting infrastructure or platform for deploying the web portal and mobile application, or will the necessary hosting environment be provided by OCAC/ OSSC?"	OCAC

35		Hosting and Deployment	Is there any need of the Domain, Firewall ? If Yes, who will provide the same	OCAC
36		Hosting and Deployment	Though it's a Critical Application will deploy in SDC, confirm the necessary Active DR should be available; if not kindly provide a provision, where Spervice Provider will not be responsible if loss of of DATA due to any sort of Natuaral Disaster/ loss of Power supply to SDC. Who will be responsible in this case.	Responsibility of OCAC
1	Vol-I, Section 6.1 (Page ~20)	Manpower requirement of minimum 150 technical staff	Request to reduce minimum technical manpower requirement from 150 to 50 resources.	The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.
2	Vol-I, Section 6.1 (Page ~20)	CMMI Level 5 Certification mandatory	Request to allow CMMI Level 3 certified organizations to participate.	As per RFP
3	Vol-II, Section 2.1 (Page 7-14)	Extensive list of features in pre-exam, exam-day, and post-exam modules	Request for prioritization or phasing of module development and go-live.	As per RFP
4	Vol-II, Section 2.18 (Page 16)	Timeline of 6 months for full development and implementation	Request for extension of timeline from 6 months to 9 months.	As per RFP
5	Vol-II, Section 2.15 (Page 15)	Mandatory CERT-In Empanelled Auditor Audit	Clarify whether the cost for periodic security audits post go-live will be borne by client or service provider.	Service provider
6	Vol-II, Section 2.24 (Page 21)	Project Management Requirement	Clarify whether a dedicated onsite Project Manager is expected full-time for the 1 year O&M phase post Go-Live.	Full time
7	Vol-I, Section 6.1 (Page ~20)	Similar Project Experience Criteria	Request to allow projects of value 4 crore executed in the last 10 years instead of restricting to last 5 years.	As per RFP

#	Reference	Clause / Requirement	Query	Response
1	Vol-I, 5.4.3 Earnest Money Deposit, Page 11	EMD of INR 15,00,000, refundable within 60 days for unsuccessful bidders.	We request the inclusion of exemption criteria for the primary bidder when associated with a local partner registered with NSIC or recognized by DPIIT(Department for Promotion of Industry and Internal Trade), as follows: Proposed Exemption Criteria: 1. Exemption from EMD: If the primary bidder collaborates with a local partner registered with NSIC (as an MSE) or recognized by DPIIT as a startup, the primary bidder may be exempted from submitting the EMD of Rs. 15,00,000/-, in line with the Public Procurement Policy for MSEs (Order 2012) and Startup India benefits, provided the local partner submits a valid NSIC certificate or DPIIT recognition certificate	As per RFP
2	Vol-I, 6.1 Pre-Qualification Criteria, Page 20	Financial Turnover: Minimum average annual turnover of INR 50 Cr from IT/ITeS projects for the last 3 financial years (ending 31st March 2024).	Can the turnover include revenue from both software development and IT services contracts, or is it limited to software development projects only? Is there flexibility for consortiums to combine turnover to meet this criterion?	As per RFP
3	Vol-I, 6.1 Pre-Qualification Criteria, Page 21	Technical Capability: Experience in e-governance software projects with specific project values (1 project ≥ INR 6 Cr, or 2 projects ≥ INR 4 Cr, or 3 projects ≥ INR 2 Cr).	Does the project value include only the software development component, or can it include implementation and O&M costs? Are projects involving third-party software customization eligible?	It include software development , implementation and O&M costs.
4	Vol-I, 6.2 Technical Evaluation Scoring Matrix, Page 25	Recruitment Management System Projects: Experience in development, implementation, and management of Recruitment Management Systems.	Are projects involving partial recruitment management functionalities (e.g., only pre-exam or post-exam activities) eligible for scoring under this criterion? Can university or PSU projects outside India be considered?	As per RFP
5	Vol-I, 6.2 Technical Evaluation Scoring Matrix, Page 26	Key resources (Project Manager, Technical Architect, Business Analyst) with specific qualifications and experience.	Are these key resources required to be dedicated full-time to the project? Can the same resource fulfill multiple roles (e.g., Project Manager and Technical Architect) if they meet the qualifications?	As per the Requirement

6	Vol-I, 6.2 Technical Evaluation Scoring Matrix, Page 26	Project Manager :- (B.E/B.Tech/MCA) with MBA with valid PMP certification & total experience of minimum 10 years with minimum 5 e-governance projects	Suggested Change: Project Manager :- (B.E/B.Tech/MCA/MS/MBA) with valid PMP certification & total experience of minimum 10 years with minimum one e-governance projects.	As per RFP
7	Vol-I, 6.2 Technical Evaluation Scoring Matrix, Page 26	Technical Architect: - (B.E/B.Tech/MCA) with TOGAF/PMP certification & total experience of minimum 10 years with minimum 5 e-governance projects- 3 Marks	Suggested Change: Technical Architect: - (B.E/B.Tech/MCA/MS) with TOGAF/PMP certification & total experience of minimum 10 years with minimum one e-governance projects- 3 Marks	As per RFP
8	Vol-I, 6.2 Technical Evaluation Scoring Matrix, Page 26	Business Analyst / Domain Expert:- (B.E/B.Tech/MCA) Total experience of minimum 10 years with minimum 5 e-governance Projects	Suggested Change: Business Analyst / Domain Expert:- (B.E/B.Tech/MCA/MS/MBA) Total experience of minimum 10 years with minimum one e-governance Projects	As per RFP
9	Vol-I, 7.6 Performance Guarantee, Page 31	PBG of 10% of the total project cost, valid for 24 months.	Can the PBG be submitted in installments or as a combination of Bank Guarantee and Insurance Surety Bond? Is there a provision for reducing the PBG amount post the 12-month O&M period?	PBG of 10% of the total project cost, valid for 32 months with O&M periods
10	Vol-II, 2.1.3 Candidate One Time Registration, Page 8	Aadhaar Authentication: Integration with UIDAI for OTP-based eKYC or biometric authentication.	What is the expected volume of Aadhaar authentications per recruitment cycle? Are there any specific performance requirements (e.g., response time) for the UIDAI integration? Will OCAC provide API access or support for UIDAI integration?	As per Actual
11	Vol-II, 2.8 Digi Locker Integration, Page 13	Integration with DigiLocker for document retrieval and verification.	Can you specify the types of documents (e.g., educational certificates, ID proofs) to be retrieved from DigiLocker? Is there a fallback mechanism for candidates without DigiLocker accounts? Will OCAC provide API documentation or support for DigiLocker integration?	OCAC will facilitate for digilocker integration
12	Vol-II, 2.10 Implementation of AI and OCR Technology, Page 13	Use of AI and OCR for verifying photo IDs submitted by candidates.	Are there specific AI/OCR tools or platforms preferred by OCAC? What are the expected accuracy levels for OCR extraction and AI-based verification? Will OCAC provide access to ID verification databases or services?	No, Its up to bidder

13	Vol-II, 2.11 Communication Channel, Page 13	Communication via SMS, Email, and WhatsApp for stakeholders.	What is the estimated volume of SMS, Email, and WhatsApp messages per recruitment cycle? Will OCAC provide the SMS/Email/WhatsApp gateway, or is the bidder responsible for procuring these services? Are there specific templates or formats for these communications?	As per actual, OCAC will facilitate
14	Vol-II, 2.18 Timeline, Page 16	Project timeline for development and implementation is 6 months, followed by 1 year of O&M.	Can you provide a detailed breakdown of milestones within the 6-month development phase? Is there flexibility in the timeline for unforeseen delays, such as third-party integration issues?	As per RFP
15	Vol-II, 2.19 Deployment and Configuration, Page 18	Deployment on OSDC or OCAC-provided infrastructure.	Will OCAC provide detailed specifications of the OSDC infrastructure (e.g., server capacity, OS, database)? Is the bidder responsible for procuring any additional hardware or software licenses?	OCAC will responsible
16	Vol-II, 2.21 Data Migration, Page 19	Data migration from the existing system to the new ORMS.	Can you provide details on the volume, format, and structure of the existing data to be migrated? Is there a specific database technology used in the current system? Will OCAC provide access to the existing system for data assessment?	As per actual, no its up to bidder
17	Vol-II, 2.15 Third Party Security Audit, Page 15	Security audit by a CERT-In empaneled auditor before go-live and periodically as per OSDC policy.	How frequently are periodic audits required post go-live? Are there specific CERT-In guidelines or checklists that must be followed? Will OCAC approve the selected auditor?	You can choose any agency from CERT-In Empanelled list. 2 times a year
18	Vol-II, 2.16 SSL Certification, Page 16	SSL certification for secure connection between client and server.	Is the bidder responsible for procuring the SSL certificate, or will OCAC provide it? What is the expected validity period of the SSL certificate beyond the initial 1-year term?	OCAC will provide * SSL
19	Vol-II, 2.17 Training, Page 16	Training for department users at Bhubaneswar, with logistics facilitated by OCAC.	What is the expected number of trainees and training sessions? Are there specific training formats (e.g., hands-on, virtual) required? Will OCAC provide training facilities, or is the bidder responsible for arranging them?	As per actual, depending on requirements at that time

20	Vol-II, 2.23 Post Implementation Support, Page 20	Application support includes fixing bugs, minor changes, and ensuring uptime.	Can you define the scope of "minor changes"? Are there limits on the number of change requests? What are the specific uptime requirements beyond the 99.5% mentioned in SLA?	Minor changes are adjustments that: 1. Do not significantly impact the overall functionality, architecture, or core requirements of a system or project. 2. Are low in complexity and quick to implement. 3. Have minimal or no cost implications. 4. Do not require re-approval from stakeholders or changes to project scope documentation. Like UI text changes, minor bug fixes, adding a field to a report.
21	Vol-II, 2.22.2 Operational Support, Page 21	Two Technical Support Executives for 12 months with specific qualifications.	Are the Technical Support Executives required to be on-site in Bhubaneswar, or can remote support be provided? Are there specific working hours or shift requirements for these resources?	Technical Support Executives are required to be on-site in Bhubaneswar
22	Vol-II, 2.30 Service Level & Penalty, Page 25-26	Penalties for delay in implementation (0.25% per 15 days, up to 10%) and post-implementation uptime penalties.	Are penalties cumulative across different SLA parameters? Is there a cap on total penalties? Can penalties be waived for delays caused by OCAC or third-party dependencies?	As per RFP
23	Vol-II, 3 Payment Terms, Page 28	Payment terms for application development: 20% on SRS approval, 40% on UAT approval, 30% on go-live, 10% after 12 months or PBG submission.	Can you clarify the expected timeline for SRS and UAT approvals by OCAC? Are there specific deliverables required for each payment milestone? Is there flexibility in payment terms for early delivery?	As per RFP
24	Vol-II, 2.24.5 Data Security, Page 22	Strategies for data security at application, database, and messaging/middleware levels.	Are there specific encryption standards (e.g., AES-256) or security protocols (e.g., OWASP Top 10 compliance) that must be followed? Will OCAC provide security guidelines or frameworks?	No, Its up to bidder
25	Vol-II, 2.28 Exit Plan, Page 24	Systematic exit plan and knowledge transfer to OCAC three months before project closure.	Can you specify the format and scope of the exit plan? Are there specific deliverables or training sessions required for knowledge transfer? Will OCAC provide resources to participate in the knowledge transfer process?	Yes
26	Vol-II, 2.13 Development, Page 14	Use of open-source technology for software development and database design as per MeitY IT Policy.	Are there specific open-source technologies (e.g., PostgreSQL, Java) preferred by OCAC? Is there flexibility to use proprietary tools for specific functionalities if justified?	No, Its up to bidder

27	Vol-II, 2.4 Unified Recruitment Web Portal, Page 11	Integration of all modules into a unified recruitment web portal.	Are there specific UI/UX standards or branding guidelines that the portal must adhere to? Will OCAC provide a style guide or reference portal for design inspiration?	No, Its up to bidder
28	Vol-II, 2.5 Grievance Management System, Page 11	Comprehensive end-to-end grievance management system.	What is the expected volume of grievances per recruitment cycle? Are there specific SLAs for grievance resolution timeframes? Will OCAC provide existing grievance data for analysis?	No, Its up to bidder
29	Vol-II, 2.6 Court Case Management System, Page 12	Modules for court case registration, document management, and compliance with court orders.	Are there specific legal or regulatory requirements for court case data storage and access? Will OCAC provide templates for court-related documents or communications?	No, Only document can store within the database
1	Volume 1, Page No. 21, Section 6.1 f)	Technical Capability: The Bidder should have Go-Live/completed the design & development of similar e-governance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the last 5 years (i.e. from 1st jan 2020)	We request that any type of eGovernance project be allowed of value more than 10 Cr.	As per RFP
2	Volume 1, Page No. 21, Section 6.1 f)	Technical Capability: The Bidder should have Go-Live/completed the design & development of similar e-governance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the last 5 years (i.e. from 1st jan 2020)	As more than one KPMG entities deliver projects within India sharing common resources and knowledge infrastructure, we request project experience/credentials of KPMG member/affiliated entities operating in India also be considered.	As per RFP
3	Volume 1, Page No. 21, Section 6.1 f)	Technical Capability: Work Order + Work Completion certificate/Go-Live Certificate from the client. Or Work Order + Self certificate of Completion (certified by the statutory Auditor) Or Work Order +Final/Go-Live Completion Certificate from the client.	We request that for ongoing projects, we be allowed to submit phase completion certificate OR self declaration on the ongoing state of the projects as compliance evidences. This is required as some of the projects are in various stages of implementation/support.	As per RFP

4	Volume 1, Page No. 25, Section 6.2 b) iii)	General e-Governance Experience: The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020)	We request that the criteria be changed to: The Bidder must have successfully completed/ ongoing projects related to **CONSULTING OR** development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020)	As per RFP
5	Volume 1, Page No. 25, Section 6.2 b) i) - iv)	Work Order + Project Completion & Client Certificate	We request that we be allowed to submit phase completion certificate OR self declaration on the completion state of the projects as compliance evidences for points Section 6.2 b) i) - iV) of 6.**2 General e-Governance Experience**. This is required as some of the projects are in various stages of implementation/support.	As per RFP
6	Volume 2, Page No. 6, Section 1.2		Kindly clarify whether there is any existing application that the department is using at present. In case if there is a any application present, then request you to pls provide the volumetrics of the existing application.	As per actual
7	Volume 2, Page No. 18, Section 2.19 (a)	Scope of Work - General The Service Provider shall deploy the application / portal over the hardware infrastructure provided by the OSDC or any other infrastructure provided by OCAC.	Please clarify if there is a requirement for disaster recovery environment or not. If yes, then request you to please provide the RPO and RTO details.	Responsibility of OCAC
8	Volume 2, Page No. 18, Section 2.19 (b)	The Service Provider shall be responsible for the end-to-end management of hosting and deployment of the application.	Please clarify who shall be responsible for the maintenance of the hardware, OS patching, antivirus etc.	Responsibility of OCAC
9	Volume 2, Page No. 19, Section 2.21	Data Migration - General	Please clarify the following: a. The volume of data to be migrated. b. The data to be migrated is in structured format or unstructured format.	As per actual
10	General	General	Please specify the number of department users who would need access to the system? Also the approximate number of users at peak load?	As per the Requirement

11	General	General	Please specify if enterprise support is required for the software (databases, application server, etc.) during support period, or the applications can be fully implemented using open-source software without enterprise support?	Its upto the bidder
1	Sl No (C) of Financial Turnover of Pre-Qualification Criteria	The Bidder must have minimum **average annual turnover of INR 50 Cr** (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	We are requesting to department kindy amend this clause as ; The Bidder must have minimum **average annual turnover of INR 30 Cr** (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	**As per RFP**
2	Sl No (D) of Manpower of Pre-Qualification Criteria	The Bidder should have technically qualified workforce of **at least 150** having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.	Though this is application development tender we are request to reduce the manpower requirment in Pre-Qualification Criteria The Bidder should have technically qualified workforce of **at least 100** having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.	The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.
3	Sl No (e) of Certification of Pre-Qualification Criteria	The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification c) ISO 27001:2013 for Information Security Management System or equivalent certification d) **CMMI level 5 certificate** (from CMMi Institute) published in CMMi website)	we kindly request your consideration to revise the Pre-Qualification Criteria as under below; The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification c) ISO 27001:2013 for Information Security Management System or equivalent certification d) **CMMI level 3 certificate** (from CMMi Institute) published in CMMi website)	As per RFP

4	Sl No (e) of Technical Capability of Pre-Qualification Criteria	The Bidder should have GoLive/completed the design & development of similar egovernance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the last 5 years (I,e. from 1st jan 2020) ▢ 1 project not less than 6 Cr. (design, development, implementation, O&M having value of same) OR ▢ 2 projects not less than 4 Cr. (design, development, implementation, O&M having value of same) each OR ▢ 3 projects not less than 2 Cr. (design, development, implementation, O&M having value of same) . The work order related to the third-party software or sale licensed cost base product and manpower projects is not considered. Work Order + Work Completion certificate/Go-Live Certificate from the client.	We kindly request your department to accept **Phase Completion Certificates** along with the Work Order as proof of project experience under Clause 6.1 (Technical Capability) of the RFP. Work Order + Phase Completion Certificates/Work Completion certificate/Go-Live Certificate from the client.	As per RFP
5	Sl No (i) of Organization Profile & Resource Strength of Technical Evaluation Scoring Matrix	Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. =50 Cr: 5 Marks [Additional 1 mark for each additional 10 crore subject to maximum 10 marks]	We are requesting to department kindy amend this clause as ; Average sales turnover of the Bidder from IT/ ITeS project for the preceding 3 financial years ending on 31st March 2024. =30 Cr: 5 Marks [Additional 1 mark for each additional 2.5 crore subject to maximum 10 marks]	As per RFP

6	Sl No (i) of General e-Governance Experience of Technical Evaluation Scoring Matrix	The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: 　　Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks	We are requesting to department kindy amend this clause as ; The Bidder must have experience of successful Go-Live / completed project(s) **during last (10) ten years** (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: 　　Project shall include **Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 2 CR.** Each Project 5 Marks max up to 10 Marks	As per RFP
7	Sl No (iii) of General e-Governance Experience of Technical Evaluation Scoring Matrix	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	We are requesting to department kindy amend this clause as ; The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of **Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity** during the **last 15 years** for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, **during last 15 years (from 1st jan 2010)** Each Project 5 Marks max up to 10 Marks	As per RFP
8	Request to Add this cluase	We propose adding the following clause under Technical Evaluation Scoring Matrix to align with the AI-related scope of work in the ORMS project:	The Bidder must have successfully completed/ ongoing projects related to development & implementation of AI in India for any government department and PSU's in India with minimum order value of Rs. 50 Lakhs. One Project 5 Marks	As per RFP

9	Request to Add this cluase	We propose adding the following clause under Technical Evaluation Scoring Matrix to align with the Mobile App related scope of work in the ORMS project.	The Bidder must have experience in web application development & implementation having Mobile APP as a component for any government department and PSU. One Project 5 Marks	As per RFP
1	6 Criteria for Evaluation - Technical Evaluation Scoring Matrix (Page No. 24)	Organization Profile & Resource Strength The Bidder must have at least 150 full time technical resources in its payroll as on date of submission of bid. - = 150 Resources: 5 Marks [Additional 2.5 mark for each additional 25 resources subject to maximum 10 marks]	Please confirm whether we need to consider the Group Companies for calculating the Resource Strength.	No, As per RFP
2	6.1 Pre-Qualification Criteria (Point No. d) Manpower), Page No. 20	Document Required - Certificate from HR/ Director Head (in Company letter head) showing the details of resources with qualification with latest PF copy.	We would like to inform that, many of the employees are not interested in the deduction of PF, and therefore it would be difficult to provide PF copies for those whose PF has not been deducted. Hence, we kindly request you to relax this condition	As per RFP
3	6.1 Pre-Qualification Criteria (Point No. d) Manpower), Page No. 20	Manpower - The Bidder should have technically qualified workforce of at least 150 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.	The provided clause is restrictive in terms of the mentioned qualifications. We kindly request you to amend the clause as follows: The Bidder should have technically qualified workforce of at least **100** having minimum qualification of MBA IT/B.E/B.Tech/MCA/BCA or higher as on submission of bid on its payroll.	The Bidder should have technically qualified workforce of at least 100 having minimum qualification of MBA IT/B.E/B.Tech/MCA or higher as on submission of bid on its payroll.

4	6 Criteria for Evaluation - Technical Evaluation Scoring Matrix (Page No. 24)	Organization Profile & Resource Strength The Bidder must have at least 150 full time technical resources in its payroll as on date of submission of bid. - = 150 Resources: 5 Marks [Additional 2.5 mark for each additional 25 resources subject to maximum 10 marks]	The provided clause is restrictive in terms of the mentioned qualifications. We kindly request you to amend the clause as follows: The Bidder must have at least **100** full time technical resources in its payroll as on date of submission of bid. - = 100 Resources: 5 Marks [Additional 2.5 mark for each additional **10** resources subject to maximum 10 marks]	As per RFP
5	6.2 Technical Evaluation Scoring Matrix b) General e-Governance Experience (Page No. 25)	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	Please confirm whether the department will consider COTS ERP work orders under which the HRMS module, including the Recruitment sub-module, has been provided.	As per RFP
6	6.2 Technical Evaluation Scoring Matrix b) General e-Governance Experience (Page No. 26)	The bidder must have an experience in implementing IT/ICT solution in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/Digilocker/Aadhar e) User Interface/ User Experience Each Project 5 Marks max up to 10 Marks	Please confirm whether the bidder can provide multiple work orders to cover all four functionalities.	As per RFP

1	Financial Turnover Page No. 20 (Vol 1)	The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	We would like to request please modify this clause as below: The Bidder must have minimum average annual turnover of INR **100 Cr** (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have been profitable and Positive Net worth for all these three financial years.	As per RFP
2	Page No. 13 (Vol 2)	2.8 Digi Locker Integration 2.9 Integration with UIDAI 2.11 Communication Channel via SMS, Email & WhatsApp	API & reoccurring cost of third party solutions will be provided by the department, please clarify	Its upto the bidder
3	2.22.2 Operational Support Page No.21 (Vol 2)	The desired experience and qualification of the resource are as follows.	Technical Support Executive quantity mentioned two whereas in financial format One resource asked, please clarify	Its One
4		General Queries	Please provide tentative number of exams per year and respective applications per exam	As per requirements
1	6.1 Pre-Qualification Criteria Section 6.1, (**Financial Turnover**) Page No. 20	The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. The bidder should have **been profitable** and Positive Net worth for all these three financial years. ** Govt. of India (General Procurement Guideline – Annexure 12, Sl. 3; Mandate guideline for Positive Net worth only; how ever you may seek for P/L statement along with balance sheet for Turnover criteria.	**Request to remove "Profit" in Financial Turnover & <u>Kindly Amend the clause as below</u>** The Bidder must have minimum average annual turnover of INR 50 Cr (Rupees Fifty Crores) from IT/ ITeS project for the preceding 3 financial years ended with 31st March 2024. **The bidder should have Positive Net worth** for all these three financial years.	The bidder should have Positive Net worth

2	6.1 Pre-Qualification Criteria Section 6.1, **(Certification)** Page No. 21	The bidder must have following certifications (with validity): a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification **c) ISO 27001:2013 for Information Security Management System or equivalent certification** d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	**Request for Amendment as given below;** a) ISO 9001:2008 or equivalent. b) ISO 20000:2011 for IT Service Management or equivalent certification **c) ISO 27701:2013 for Personal Data Security (during execution of Project, especially for recruitment of candidate and their data need to be protected, as per DPDP Act, 2023)** d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	As per RFP
3	6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 25	b.i) The Bidder must have experience of successfully Go-Live / completed executing project(s) during last **five years** (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks **Documents Required** Work Order + Project completion / Go-live certificate.	**Kindly Amend the clause as below** b.i) The Bidder must have experience of successfully Go-Live / completed executing project(s) during last **seven** years in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks **Documents Required** Work Order + Project completion / Go-live certificate. Or **Work Order + Self certificate of Completion/ Phase Completion (certified by the Statutory Auditor/ CA)**	As per RFP

4	6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 25	b.iii) The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Job Search/ Job Apply/Job related Activities/ Interview Scheduling Process Activity during the last 5 years for any central /state Government Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last **5 years (from 1st jan 2020)** Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + Project Completion & **Client Certificate**	**Kindly Amend the clause as below** b.iii) The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Job Search/ Job Apply/Job related Activities/ Interview Scheduling Process Activity during the last 5 years for any central /state Government Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last **7 years (from 1st jan 2019)** Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + **Project Completion/ Client Certificate**	As per RFP

5	6.2 Technical Evaluation Scoring Matrix b General e-Governance Experience, Page No. 26	b.iv) The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/ Digilocker/ Aadhar e) User Interface/ User Experience Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + Project Completion & Client Certificate	**Kindly Amend the clause as below** b.iv) The bidder must have an experience in implementing IT/ICT in any central/State/PSU with any four of the following functionalities :- a) Visualization & Reporting b) Digital Signature/E-Sign c) Grievance Redressal Solution d) Integration with Payment Gateway/ Email Gateway/SMS/Email gateway/ Digilocker/ Aadhar e) User Interface/ User Experience f) **LCNC/ AI/ML/ Microservices** Each Project 5 Marks max up to 10 Marks **Documents Required** Work Order + Project Completion & Client Certificate or **Work Order + Project Completion/ Client Certificate/ Supporting Documents related Project Completion or Phase Completion**	As per RFP
Prodevans Technologies Private Limited				
1	6.1 Pre-Qualification Criteria, page no-21, point- F	The Bidder should have Go Live/completed the design & development of similar e governance software projects for at least the following number of project for any Department (state/center)/ Government Agency/PSU in the last 5 years (I,e. from 1st jan 2020)	Please make this point clear ''Smilar''	As per RFP

SI.no	RFP Document Reference (Section & Page No)	Content of RFP Requiring Clarification (s)	Points of Clarification	
1	c) Financial Turnover (Volume 1 Page no 20)	The Bidder must have minimum average annual turnover of INR 50 Cr from IT/ITeS projects for the preceding 3 financial years.	In order to encourage wider participation from competent MSME bidders, we kindly request that the average annual turnover requirement be relaxed to INR 20–25 Cr. A higher threshold of INR 50 Cr may discourage capable MSME firms from participating, limiting competition and innovation.	As per RFP
2	f) Technical Capability (Volume 1 Page no 21)	The Bidder should have completed design & development of similar e-governance software projects for any Department (State/Central)/ Government Agency/ PSU in the last 5 years.	To encourage broader participation and leverage wider industry experience, we request that relevant experience with reputed private sector organizations also be considered in addition to Government/PSU clients. This will allow capable bidders with significant private sector expertise to participate and contribute.	As per RFP
3	k) Earnest Money Deposit (Volume 1 Page no 23)	Rs. 15,00,000/- (Rupees Fifteen lakhs). Details under Clause 6.4.3.	We request exemption of EMD for MSME bidders as per the Government of India's MSME Policy and Procurement Guidelines to promote MSME participation. Kindly confirm if EMD exemption for valid MSME certificate holders can be allowed.	As per RFP
4	iii) Technical Experience Criteria (Volume 1 Page no 25)	The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of Recruitment Management System project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any Central/State Government Recruitment Body/PSU/University/Staff Selection Commission/Public Service Commission in India (from 1st Jan 2020).	We request that experience with private sector organizations and similar portal development projects also be considered for eligibility. A scale or weightage-based evaluation can be adopted to assess the vendor's ability based on the size, complexity, and user base of completed projects, ensuring broader participation without compromising quality. Kindly confirm if private sector project experience can be included.	As per RFP
		Points of Clarification from Volume 2		
SI.no	RFP Document Reference (s) (Section & Page No)	Content of RFP Requiring Clarification (s)	Points of Clarification	
1	1.1 Current Challenges (pg no 5)	Security and Fraud Risks	Is integration with Aadhaar and DigiLocker mandatory for all candidates, or will alternative verification methods be allowed?	Integration with Aadhaar or DigiLocker for AI-based photo matching is mandatory for verification purposes. Alternative verification methods may be considered, but Aadhaar or DigiLocker integration will be the preferred and prioritized method for candidate authentication.

2	**2.1.1 Requisition by Departments (Pg.no 7)**	Job Requisition Module	Will the job requisition and approval workflows vary between different departments, and if so, can you provide a sample workflow for each?	The Job Requisition Module will follow a generic workflow applicable across departments, with minimal variations. However, the system should be designed to allow configurable workflows to accommodate department-specific needs in the future.
3	**2.1.2 Creation of Online Application Form (Pg.no 7)**	Form Builder	Please confirm if there is a preferred form builder framework (e.g., open-source, low-code) or if bidders can propose their own solution.	Its upto the bidder
4	**2.1.3 Candidate One Time Registration (Pg. no 8)**	Aadhaar Authentication	Will OSSC provide access to the UIDAI Aadhaar authentication gateway, or is the bidder expected to arrange for the necessary API access and certifications?	OCAC will facilitate
5	**2.1.3 Candidate One Time Registration (Pg. no 8)**	Education Qualification Verification	Is DigiLocker integration compulsory for qualification verification, or can candidates manually upload documents if verification is unsuccessful?	Integration is compulsory , not compulsory for qualification verification
6	**General**	Scalability and Cost Savings	Are there any initial load/user estimates (number of concurrent users, expected application volume) that the system must be designed to handle?	As per actual
7	**2.1.5 Invigilator Management (Pg. no 10)**	Assignment & Scheduling	Will integration with existing HRMS or external invigilator databases be required, or will the bidder build a standalone invigilator management system?	Stand alone system
8	**2.1.6 Admit Card Generation (Pg.no 10)**	QR Code Integration & Security	What are the security standards expected for QR code generation and verification (e.g., encryption level, GDPR compliance)?	As per standard
9	**2.1.7 Mobile Application (Pg.no 10)**	Candidate Mobile App	Should the mobile app support **offline functionality** (for poor connectivity exam centers) or will it be fully **cloud-connected**?	Yes, the mobile app should support offline functionality.
10	**2.2.1 Attendance Management System (Pg. no 11)**	Biometric or Device-Based Check-in	Is biometric verification mandatory for check-in/check-out? If yes, will the provisioning of biometric devices (hardware) be in bidder's scope?	AI based Mobile application may be verify the checkin & check out of exam
11	**2.2.2 Verification of Candidates (Pg.no 11)**	AI-Based ID Verification	Should bidders build a custom AI/ML-based ID verification engine or integrate with an external verified identity service provider (like Aadhaar eKYC)?	Yes, Its up to bidder
12	**2.4.1 Unified Recruitment Web Portal (Pg.11)**	Portal Integration Scope	Will existing legacy systems/modules be integrated into the Unified Portal via APIs, or is a full rebuild from scratch expected?	As per requirements

13	**2.3.1 Certificate Verification System (Pg.11)**	Real-Time Verification	Will real-time digital certificate verification require integration with platforms like DigiLocker, NAD (National Academic Depository), or will a custom database be built?	As per the Requirement
14	**2.8 DigiLocker Integration (Pg.no 13)**	Integration with DigiLocker	Will the Odisha SSC provide access credentials (API keys) for DigiLocker integration, or should the bidder initiate a fresh empanelment with MeitY?	OCAC will facilitate
15	**2.9 UIDAI Integration (Pg.no 13)**	Aadhaar Authentication	Will the bidder be responsible for securing UIDAI certification (ASA/AUA license) or will a third-party UIDAI partner be provided for Aadhaar authentication?	OCAC will facilitate
16	**2.10 AI and OCR Technology (Pg.no 13)**	AI-based ID Verification	Is the expectation for bidders to develop an **in-house AI & OCR engine**, or can integration with external AI/OCR providers (e.g., AWS Rekognition, Azure Computer Vision) be proposed?	Its upto the bidder
17	**2.11 Communication Channel (Pg.no 13)**	SMS, Email & WhatsApp	Will government-approved SMS/WhatsApp gateways be provided or should the bidder procure and manage licensed communication gateways independently?	OCAC will facilitate
18	**2.12 Admin Console Management (Pg.no 13)**	User & Role Management	Are there any pre-existing standards for User Role Hierarchy and Access Management (RBAC), or should the bidder propose a fresh RBAC structure?	As per the Requirement
19	**2.13 Technology Stack (Pg.no 14)**	Open-Source Compliance	Apart from general Open-Source guidelines, are there any **specific mandatory technologies** or **preferred frameworks** (e.g., Node.js, Django, PostgreSQL) mandated by OCAC?	Its upto the bidder
20	**2.15 Security Audit (Pg.no 15)**	Third Party Security Audit	Will Odisha SSC/OCAC nominate a CERT-In empaneled auditor, or should the bidder engage and coordinate directly with a CERT-In auditor at their own cost?	Cost will be borne by the bidder.
21	**2.16 SSL Certification (Pg.no 16)**	SSL Implementation	Will SSL certificates be provided by OCAC/state infrastructure provider, or should the bidder procure and install SSL certificates independently?	OCAC will provide * SSL
22	**2.19 Deployment and Configuration (Pg.no 18)**	Hosting infrastructure by OSDC/OCAC	Will the provided hosting infrastructure (OSDC or otherwise) include pre-configured environments (OS, DBMS, middleware) or will the Service Provider need to provision/configure the full stack?	OCAC will facilitate

23	**2.21 Data Migration (Pg.no 19)**	Data Migration from existing system	Will OCAC provide database structure, data mapping templates, and sample dumps of the existing system upfront to plan a seamless migration strategy?	Bidder responsibilities
24	**2.21 Data Migration (Pg.no 19)**	Data Upload by Departments	What volume of citizen data uploads through Excel templates is anticipated (daily/monthly)? Will there be a size limit or specific validation rules expected?	As per actual
25	**2.22 Audit (Pg.no 20)**	Ownership of Source Code & Technical Documents	Please confirm if the complete IPR (Intellectual Property Rights) for developed source code and technical documents must be transferred to OCAC without any licensing restrictions.	As per RFP
26	**2.23 Post Implementation Support (Pg.no 20)**	Technical Support Executive for 12 months	Will OCAC define the exact skillset, minimum qualifications, and working hours/location (remote/onsite) expectations for the dedicated Technical Support Executive?	As per RFP
1	RFP Vol 1 - 1 Fact Sheet pg. 8	Last date and time for receipt of proposals from Bidders - 15-05-2025 by 2:00PM	We request to extend the date of submission by 3 weeks after publishing of corrigendum	
2	RFP Vol 2 - 2.21 DATA MIGRATION	The Data Migration to be performed by the Service Provider shall be preceded by an appropriate Data Migration Strategy & Methodology which is to be prepared by the Service Provider and approved by OCAC.	Is there an ongoing application data or legacy data which is required to be migrated to the new proposed ORMS application?	Yes
3	RFP Vol 2 - 1.2 SCOPE OF WORK	The bidder has to furnish approach and Methodology including platform details for software applications as well as hosting requirements in Technical Bid	Is there any data centre or cloud set up availble at OSSC? In case yes, Kindly share the details. In case new solution infrastructure is to be proposed, kindly clarify how the infrastructure charges will be managed.	OCAC will facilitate
4	RFP Vol 2 - 2.1.6 Admit Card Generation	Admit Card Verification: This module is responsible for verifying the authenticity of the admit cards, to ensure that the candidate presenting the admit card is the same as the one who registered for the test	Requesting to elaborate the requirement.	It can be provided at the time of Preparation of SRS
5	RFP Vol 2 - 2.11 Communication Channel via SMS, Email & WhatsApp	A communication channel through SMS, e-mail and WhatsApp should be facilitated in the proposed system which will be communicated to all the stakeholders.	Please confirm that the SMS, Email Gateway, Whatsapp gateway will be provided by OSSC for integration	OCAC will facilitate
6	RFP Vol 2 - Background	General	We request to provide last 3 years application count to access the hosting requirement	As per RFP
7	RFP Vol 2 - Background	AI-based security measures, ensuring compliance with regulatory requirements.	We request to eloborate the scope / cases under AI-based security measures	Scope can be elaborate at the time of Preparation of SRS, bidder to ascertain during detailed system study

8	RFP Vol 2 - Project Scope in brief	Candidate One-Time Registration (OTR) System with Aadhaar-Based Authentication	We understand that Aadhaar APIs will be provided by the department. Also confirm the ways of authentication like OTP, Biometric , Demigraphy based authentication	Yes, the Aadhaar-based authentication will be facilitated by the department through the necessary APIs and integration support. The mode of Aadhaar authentication to be used is: OTP-based authentication, using the mobile number linked with the candidate's Aadhaar. At this stage, biometric or demographic-based authentication is not required. The system should, however, be developed in a modular and extensible manner, allowing for additional modes of authentication to be integrated in the future if required.
9	RFP Vol 2 - Project Scope in brief	Design & development of Exam Day Activity Modules a) Attendance Management System	We need clarification that attendance marking feature required at center head level, invigilator level or only attendance summary from the center would be required	The Attendance Management System should be designed to capture and consolidate attendance at the center level. It is clarified that: The requirement is for attendance summary from each exam center,
10	RFP Vol 2 - Project Scope in brief	Design & Development of Post Exam Day Activity Modules a) Certificate Verification System for Candidates	By certificate we understand that its about Admit Card Certificate only, we request to eloborate in case of any other certificate	The Certificate Verification System is not limited to Admit Card verification. It includes verification of all relevant documents submitted by the candidate as part of the post-exam process. This may include, but is not limited to: Birth Certificate Educational Qualification Certificates and Marksheets Category/Reservation Certificate (SC/ST/OBC etc.) PH (Persons with Disabilities) Certificate, if applicable Domicile Certificate Other documents as required by the recruitment rules or department-specific criteria
11	RFP Vol 2 - 2.1.2 Creation of Online Application form	This sub-module allows the user to create an online application form, set up validation rules by dragging and dropping fields such as name, address, educational qualifications, experience, etc. into the form.	We ubderstand that department is looking for low-code , no-code dynamic form builder , we request you to remove the word " by dragging and dropping fields" as dynamic forms can be achieved by many other ways.	It is up to the bidder

| 12 | RFP Vol 2 - 2.1.3 Candidate One Time Registration with Aadhaar-Based Authentication | Verification - This module uses AI to verify the authenticity of the photo ID submitted by the candidates. The system can use OCR technology to read the information on the ID and verify its authenticity from the ID service provider. | Use of AI for photo ID verification depends upon image quality , data availibility in ID etc. We request to re-look at the clause | The intent of this module is to utilize AI and OCR technologies to the extent feasible for: Reading key details (e.g., name, DOB, ID number) from the submitted ID using OCR, Matching the photograph on the ID with the live-captured image and application photo using AI-based facial similarity scoring, and Generating a confidence score or flagging low-confidence matches for manual review. It is clarified that: The system should be designed to handle varying ID formats and image qualities, and A fallback mechanism should be included for cases where automated verification fails or is inconclusive. The clause aims to promote intelligent automation where feasible, without mandating rigid AI-only implementation. Bidders are encouraged to propose an optimal blend of AI and manual validation mechanisms as part of their technical solution. |

	RFP Vol 2 - 2.2.1 Attendance Management System	Candidate Check-In: This module is responsible for checking in the candidates once they arrive at the exam centre. The system can verify the identity of the candidate as described above, and mark their attendance once they are cleared.	We understand that required infrastructure like computer system , internet connectivity would be available at the exam center	Yes, it is understood that basic infrastructure such as computer systems and internet connectivity will generally be available at the exam centers. However, we recognize the potential for network issues or remote center constraints. Therefore, the bidder is encouraged to develop an offline-capable check-in module that can: Capture a live photo of the candidate during check-in, Match the live photo with the pre-uploaded application photo using local AI-based facial recognition, Log the check-in time and verification result locally, and Sync the data with the central server once connectivity is restored. This approach will ensure uninterrupted operations even in low or no connectivity environments, with subsequent synchronization for centralized reporting and monitoring. The system should also include error handling, duplicate prevention, and a secure audit trail of all check-in activities. Would you like a sample technical specification or flow diagram for this offline check-in module?
13				

14	RFP Vol 2 - 2.2.2 Verification of Candidates	ID Verification: This module uses AI to verify the authenticity of the photo ID submitted by the Candidate	Use of AI for photo ID verification depends upon image quality , data availibility in ID etc. We request to re-look at the clause	The use of AI for photo ID verification is intended to enhance the authenticity and reliability of candidate identification. However, we acknowledge that the effectiveness of AI-based verification may vary depending on image quality, data availability on the ID, and other technical constraints. That said, the system should leverage AI to the best possible extent to: Validate the live photo with the photo ID, Extract basic demographic parameters such as gender and approximate age, and Flag any mismatches or low-confidence results for manual review. The clause is meant to be flexible and adaptive, depending on the technical feasibility and data quality. The bidder may propose suitable AI-based methods and fallback mechanisms (e.g., manual verification) in scenarios where automated checks are insufficient.
15	RFP Vol 2 - 2.16 SSL CERTIFICATION	The Service Provider shall carry out SSL certification.	SSL certification requires , client related documents to verify the entity for which certificate to be issued. We request that client should provide the SSL.	OCAC will provide * SSL
16	RFP Vol 2 - 2.18 TIMELINE	Software Development, Testing, Deployment, Configuration T+16 weeks	We request to increase the timeline for this track to T+20 weeks	As per RFP
17	General	SLA and Penalty	We request to cap the maxium penalty at 10% of project value	As per RFP
18	General	Limitation of Liability	We request to cap the limitation of liability at 1x (total project cost)	As per RFP

1	6.1 Pre-Qualification Criteria / Page No. 21	Information Security Management System or equivalent certification d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	We request a revision of the clause requiring a CMMI Level 5 certification to a more inclusive requirement of CMMI Level 3 certification. While CMMI Level 5 reflects a high degree of process maturity, CMMI Level 3 also ensures well-defined, standardized, and quality-driven processes that are suitable for delivering reliable and consistent project outcomes. Many competent and experienced organizations operate successfully at CMMI Level 3 and have delivered large-scale government and enterprise projects without compromising on quality or efficiency. Relaxing the requirement to CMMI Level 3 will allow broader competition, encourage participation from more qualified vendors, and foster innovation, while still maintaining rigorous quality standards.	As per RFP
2	6.1 Pre-Qualification Criteria / Page No. 22	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.	Request you to kindly allow bidders to submit Board Resolution copy in place of Power of Attorney.	The bidder shall submit Board Resolution copy, Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder.
3	6.2 Technical Evaluation Scoring Matrix / / Page No. 25	The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks	Request you to kindly change the clause as The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system /Conduct of Computer Based Test with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks	As per RFP

4	6.3 Technical Evaluation Scoring Matrix / / Page No. 25	The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre & Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	Request you to kindly change the clause as The Bidder must have successfully completed/ ongoing projects related to development, implementation, and management of Recruitment Management system project having Pre/ During/ Post Exam Activity/Resource Pool/Interview Scheduling Process Activity during the last 5 years for any central /state Government Recruitment Body/public sector Unit (PSU)/ University/ Staff selection Commission/Public Service commission in India, during last 5 years (from 1st jan 2020) Each Project 5 Marks max up to 10 Marks	As per RFP
1	2.2.1 Attendance Management System	Candidate Check-In: This module is responsible for checking in the candidates once they arrive at the exam centre. The system can verify the identity of the candidate as described above, and mark their attendance once they are cleared. Candidate Check-Out: This module is responsible for checking out the candidates once they complete the exam. The invigilator marks the check-out time of the candidate in the system. Record Keeping: This module is responsible for keeping a record of the attendance of the candidates. The system can generate a report that lists the attendance of each candidate, along with their identity verification details. Automated Alerts: This module is responsible for sending automated alerts to the concerned authorities if a candidate does not check in or check out on time, or if there is any other unusual activity.	a) How are attendance to be captured ? Will there be a biometric form to capture the attendance?	Attendance of candidates will be captured through live photo capture at the time of check-in and check-out. This will be used for identity verification and record keeping. At this stage, biometric verification is not mandated; however, the system should be capable of integrating biometric attendance if required in the future. The primary mode of attendance tracking will involve real-time photograph capture along with time-stamping and identity verification

2	2.8 Digi Locker Integration	Integrating with Digi Locker typically involves linking an online service or platform with the Digi Locker system, allowing users to access their documents and certificates stored in Digi Locker seamlessly. For the "Online Recruitment Management System" of Odisha Staff Selection Commission, integration with Digi Locker could enhance the user experience by providing a secure and centralized location for storing and sharing essential documents.	a) We understand that the APIs for integration would be provided by the department. Hope our understanding is correct ?	OCAC/OSSC will facilitate
3	2.17 TRAINING	a) The Service Provider is required to undertake training of the Department Users. b) Training would be done at State Headquarter in Bhubaneswar c) OCAC will facilitate the training logistics. 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. e) The schedule / training calendar and the training material for imparting training shall be developed by the Service Provider in consultation with OCAC, and department officials. The Service Provider shall submit a hardcopy of the training material to OCAC before every training session. f) In case of modifications, either in the training plans or substitutions of the regular trainers, proper communication with OCAC and Participating Department need to be made. g) If required, the Service Provider may conduct the training in virtual mode.	a) What are the levels of training required ? B) Will training be an ongoing process ? C) How many resources are to be trained ?	a) What are the levels of training required? Training will be provided to departmental users on the developed modules to ensure they understand and can efficiently use the system. The training will be structured based on user roles and responsibilities within the department. Initial training will cover basic system usage, while advanced sessions may be arranged for users requiring deeper operational understanding. b) Will training be an ongoing process? Training is primarily planned as a one-time activity at the State Headquarters in Bhubaneswar. However, refresher or additional training sessions may be organized as required due to updates in the system or inclusion of new users. The Service Provider may also be requested to conduct training in virtual mode if necessary. c) How many resources are to be trained? The exact number of departmental users to be trained will be finalized in consultation with OSSC and the Participating Department. The Service Provider should be prepared to accommodate batch-wise training depending on the department's availability and schedule.

4	2.18 TIMELINE	3. Software Development, Testing, Deployment, Configuration o Source Code o System Design Document o Test Plans & Test cases o Operation manual o Configuration Manual o Administration Manual o Security Policy document o FAQs o Hosting of Application in the staging environment o Load Testing report o Performance tuning parameters for fine-tuning applications on the server T+16 Weeks	Software Development will start only after approval. Hence since Approval is T+5, Development would start T+6 . We request 16 weeks for development after T+5	As per RFP
5	2.21 DATA MIGRATION	The Data Migration to be performed by the Service Provider shall be preceded by an appropriate Data Migration Strategy & Methodology which is to be prepared by the Service Provider and approved by OCAC. Data Migration should be carried out as per industry practice and all care must be taken to log in each error. The Service Provider should clearly define the data migration strategy in the proposal. The following activities will be carried out as part of the Data Migration: a) Define all the specifications that are needed to populate the data into the new system b) Prepare the Data cleaning and migration plan and submit to concern authority for approval. c) Prepare uniform codification of all data sets	a) Need to understand the volume of data required for migration ? B) Will data cleansing be required ? C) Will data entry be required ? D) Will data digitization be required ?	As per actual
6	2.23 POST IMPLEMENTATION SUPPORT 2.22.1 Application Support	c) Minor changes to the business process will be addressed except new table, database etc.	a) How are changes classified as Minor ?	Minor changes are adjustments that: 1. Do not significantly impact the overall functionality, architecture, or core requirements of a system or project. 2. Are low in complexity and quick to implement. 3. Have minimal or no cost implications. 4. Do not require re-approval from stakeholders or changes to project scope documentation. Like UI text changes, minor bug fixes, adding a field to a report.

7	2.24.3 Integration	The integrated solution design should include framework for integration of both internal and external applications and services using suitable architecture.	Hope the department would share the APIs for all integrations required .	OSSC will facilitate
8	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	As per actual
9	General	Max Transaction per Day	What is the number of transactions per day	As per actual
10	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As per Actual
11	General	Any Document Upload Permitted	Is there any document upload required	Yes
12	General	Max Size of File in MB	What is the file Upload size in MB	As per actual
13	General	Max Files per User	What is the file upload per user required	As per actual
14	General	Database Backup Policy	What is the database back policy	NA
15	General	Database Retention Policy	What is database retention policy	NA
16	General	DC - DR Policy	What is Data recovery policy	NA
17	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	NA
18	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	NA
19	General	Data Archival Policy	What is the current data archival policy	NA
20	General	Budget	What is the Project Budget ?	NA
	6.1 Pre-Qualification Criteria / Page No. 21	Information Security Managenment System or equivalent certification d) CMMI level 5 certificate (from CMMi Institute) published in CMMi website)	Request you to kindly change the clause as Information Security Management System equivalent certification d) CMMI level 3 certificate	As per RFP
	Technical Evaluation Scoring Matrix Page No. 25	The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 4 CR. Each Project 5 Marks max up to 20 Marks	The Bidder must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/ Public Sector Unit of below mentioned project value in India: Project shall include Application development / customization / configuration and Operations & maintenance of IT system with minimum order value of 1 CR. Each Project 5 Marks max up to 20 Marks	As per RFP