

PRE-BID RESPONSES

RFP Reference No. OCAC-IFITP-PROP-0003-2026-26023

RFP for Selection of System Integrator for Implementation, Operation & Maintenance of AI Based Solutions for delivery of various G2C Services of Government.

SL	RFP Document Reference(s) (Section & Page Number (s))	Type Of Query	Content of RFP requiring Clarification(s)	Point of Clarification	Clause Amendment or modification or clarification
1	Factsheet: Page No 7	General	6 months development & implementation 3 years of operation and maintenance (Including Above 6 Months)	<p>1. Timeline Extension: AI models require time for learning and stabilization. Request to extend development from 6 months (120 days) to 9 months.</p> <p>2. Phased Go-Live: Can the website search (C2) and enterprise agents (C3) have staggered go-live dates?</p>	<p>1. As per RFP / No Change. The 6-month timeline stands.</p> <p>2. Clarification: Phased/staggered rollout approaches are allowed, subject to approval by OCAC during project planning.</p>

2	Pre Qualification Criteria: Point 2 : Certifications : Page No 21 of 49	PQ	<p>The Bidder (Any member in case of consortium) should have the following valid Certifications :</p> <p>ISO 9001 ISO 27001 ISO 42001</p> <p>The certificate should be valid as on date of submission of bid . In case of Consortium , either party can submit the certificate</p>	<p>1. Exemption / Extension for ISO 42001: Bidders highlighted that ISO 42001 (published Dec 2023) is a nascent standard with limited global adoption. Requests were made to:</p> <ul style="list-style-type: none"> • Make it optional or applicable only for technical scoring. • Accept a formal undertaking to obtain it within 6-12 months post-award. <p>2. Alternative Frameworks: Requests to accept equivalent frameworks in lieu of ISO 42001, such as ISO/IEC 23894, ISO 20000-1, or CMMi Level 3/5.</p> <p>3. Applicability (CSP vs. Bidder): Request to clarify if the ISO 42001 certification from the Cloud Service Provider (CSP) fulfills this condition.</p>	Please refer corrigendum
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3	<p>Pre Qualification: Criteria 7: Project hosting & management of application including data migration & Maintenance and support (Page No 22 of 49)</p>	PQ	<p>The bidder must have successfully completed a project on hosting and management of application /Enhancement/ Data Migration and maintenance and support in State Data Centre. for value not less than 10 crores in last 10 Financial Years for any Central Government/ State Government/ PSU / Large Public Listed Companies</p> <ul style="list-style-type: none"> • 1 (One) project of not less than value of ₹10 Crore. <p>OR</p> <ul style="list-style-type: none"> • 2 (Two) projects of similar nature not less than the value of ₹ 8 crore each. <p>OR</p> <ul style="list-style-type: none"> • 3 (Three) projects of similar nature not less than the value of ₹5 Crore each <p>Project citation supported with Work order along with Client Certificate/ Ongoing / Partial Certificate OR Work order along with certificate from CA/ Statutory Auditor certifying value of project etc.</p>	<p>1. Inclusion of Cloud Environments: Multiple requests to amend "State Data Centre" to include MeitY-Empaneled Cloud, Public Cloud, or Private Cloud.</p> <p>Justification: Modern AI projects are cloud-first, and the RFP's own solution architecture mandates MeitY cloud, making the strict State Data Centre requirement contradictory and restrictive.</p> <p>2. Value & Client Revision: Requests to reduce the required financial values and include Private Sector clients.</p> <p>3. Ongoing Projects & MSME Relaxation: Requests to consider under-implementation projects and relax criteria for startups.</p>	See Revised Corrigendum Clause.
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4	Pre Qualification : Point 12 Local office in Odisha , Page No : 23 of 49	PQ	<p>The bidder should have at least one office in any district of Odisha. Billing/ Invoice should be made from any of these offices located in Odisha only.</p> <ol style="list-style-type: none"> 1. The bidder shall have GST number allotted in Odisha and billing shall be from Odisha office only. 2. If the bidder does not have office in Odisha, the bidder shall submit the undertaking stating that the office will open within 30 Days from the date of signing of contract/ Purchase Order, beyond that 5% penalty shall be deducted on invoice value. 3. Self-declaration with competitive executive duly authorized by apex body of the organization should be submitted to this effect 	<ol style="list-style-type: none"> 1. Exemption & Timeline: Request to omit the mandatory local office/state GST requirement to allow pan-India participation and reduce costs. Alternatively, request confirmation that submitting an undertaking to open the office/obtain GST within 30 days of the contract award is acceptable. 2. Consortium Applicability: In the case of a consortium, if the Consortium Partner already has an office and a registered GST number in Odisha, does it fulfill this criterion? 	<ol style="list-style-type: none"> 1. Accepted / Refer RFP: Opening the office post-award is permitted. As explicitly stated in the RFP, bidders can submit an undertaking to set up the office within 30 days of winning the contract. (For GST specific updates, See Revised Corrigendum Clause). 2. Not Acceptable for Partner: The Lead Bidder must have the office in Odisha, and invoices must be generated using the GST Number of the Lead Bidder.
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5	Technical Evaluation Criteria : Point 10 , Page No 29 of 49	TQ	<p>The Bidder/CSP must have any of the 4 following Certifications as on Bid submission Date:</p> <ol style="list-style-type: none"> 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 22301 5. ISO 27017 6. ISO 27018 7. CMMi Level 3 or Above <p>OR</p> <p>Bidder/CSP:</p> <ul style="list-style-type: none"> • Any 3 ISO Certificates: 2 Marks • Any 4 ISO Certificates: 4 marks • Any 5 ISO Certificates: 6 marks • Any 6 ISO Certificates: 8 marks • CMMi Level or above – 2 marks(to be verified from CMMi institute) 	<p>We request the department that Cmmi is a Quality certification issued by various Quality certifying agencies , asking for CMMI Level from Cmmi Institute is a restricting clause , as most of OCAC RFP's only ask for general Cmmi Level certification , we request you to kindly amend the Cmmi Level Clause from Cmmi Institute only to any Quality International institution</p>	Refer Corrigendum
6	Technical Evaluation Criteria : Point 11 , Page No 29 of 49	TQ	<p>the bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks</p> <p>Thereafter 1 mark for additional 50 resources</p>	<p>We request You to please amend the same and ask for 50 Full Time Technical resources , as no AI company keeps 450 Plus Full Time technical Resources . We request the department to kindly amend the clause to 50 Full Time and thereafter 1 Mark each for every 5 additional resource for larger Participation</p>	Refer Corrigendum

7	<p>Technical Evaluation Criteria : Point 12 , Page No 30 of 49</p>	TQ	<p>the bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.Each Project 5 Mark max upto 20 Marks</p>	<p>Please Change this clause for better Participation , as having 4 AI projects from State / Central Govt or PSU's is a restricting clause , We request you to please ask for Cloud experience instead which is a relevant part of scope of work</p> <p>The Bidder should have similar experience of Cloud Services / On-Premise / Hybrid in India during the last 5 years of date of submission of the bid .</p> <p>The Bidder should have executed similar Cloud / On-Premise/ Hybrid project experience / work order as follows :</p> <p>1) Similar work means services of Cloud / On-Premise infrastructure on Meity empanelled cloud or on Premise for Central govt / State Govt in India . Such Similar works should cover minimum infrastructure as below , as on date of submission of the bid :</p> <p>500 Servers /Vm's Enterprise Networking Solution Enterprise Security Solutions 500 tb Storage Enterprise Grade Firewall Data Migration from the Premises server Cloud of Over 500 TB</p> <p>2) For the above experience , only completed /On-Going projects shall be considered .</p> <p>No of Servers 500 to 550 -5 Marks 551-600-10 Marks More Than 601 -20 Marks</p>	Refer Corrigendum
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8	Penalty terms : penalty terms for quality of services : Page 29 of 39	General	If outage is due to successful Bidder except application related malfunction, then 10% penalty of month bill will be imposed	<p>1. Penalty Caps: Requests to cap the cumulative SLA penalty per month/quarter at 5% or 10% of the billing value, rather than having unlimited exposure.</p> <p>2. Liability & Indemnity: Requests to insert a "Limitation of Liability" clause capping exposure to 1x the contract value.</p> <p>3. SLA Tooling: Will SLA tools be provided by OCAC or the bidder?</p>	<p>1. As per RFP. Penalties are subject to a maximum cap per billing cycle as defined in the contract.</p> <p>2. As per RFP.</p> <p>3. Clarification: Bidder to propose monitoring tools as part of the solution; measurements will be system-generated.</p>
9	2.11.1. AI-based Website Search and Summarization bar with chatbot interface Page no 11 of 39 (Vol-II)	Tech	The development process should include an AI platform that integrates large language models. These advanced LLMs enhance chatbot performance by retrieving relevant information from a vector database, generating more accurate, factually correct, and contextually appropriate responses based on the government curated datasets.	Is there any restriction or preference for LLM providers (open-source vs proprietary vs CSP-native)?	CSP native to be Considered
10	3.1.5. Cloud Portal Service Provisioning, Page 22 of 39 (Vol-II)	Cloud	Public Documentation of every API along with examples available in popular programming languages including CLI, Java, Python, Node.js etc.	Should all APIs be exposed publicly or restricted within secure networks?	Restricted within secured networks
11	3.1.6. Web Application Firewall, Page 23 of 39 (Vol-II)	Cloud	Service provider WAF should be able to set a limit to the maximum number of simultaneous requests to the web server and should drop requests if the number of requests exceed the threshold limit.	Are alert thresholds to be predefined by OCAC or configured by the bidder?	Will be informed to successful bidder
12	3.1.4. General Cloud Service Requirement, Page 20 of 39 (Vol-II)	Cloud	Service should be able to produce a detailed list of security findings prioritized by the level of severity.	Is there a requirement for periodic security audits or third-party assessments?	Please Refer RFP clause - Security audit to be carried out as per OCAC requirement

13	3.1.5. Cloud Portal Service Provisioning, Page 22 of 39 (Vol-II)	Cloud	Public Documentation of every API along with examples available in popular programming languages including CLI, Java, Python, Node.js etc.	Is API documentation expected to be delivered as part of project deliverables?	Yes, API design documentation is required along with overall design.
14	Severity Level : Section 8.8 , Page No 36 of 39 (Vol-II)	Tech	Severity 1 : More than 50% of users affected for more than one hour	Considering the innovative nature of AI solutions and their continuous learning capabilities , would department consider slightly adjusting the severity definition for example Severity 1 : response window to align with industry practices for similar AI Implementations	Refer RFP Clause
15	Point : Billing and Discounting , Section 8.2 Page 29 of 39 (Vol-II)	General	The Billing for each line item should be calculated either based on the quoted price or the current public pricing (After Applying discount) whichever is lower as on billing date	<p>1. Pricing Volatility: Cloud pricing fluctuates. Request for an annual price revision mechanism (CPI/WPI) to mitigate 3-year lock-in risks.</p> <p>2. Taxes: Are the financial bids inclusive or exclusive of GST/Taxes?</p> <p>3. Normalization & Anti-dumping: How are commercial bids normalized?</p>	<p>1. No price revision accepted. Prices remain frozen based on the CSP pricing model as bid.</p> <p>2. Clarification: Financial bids must be quoted inclusive of tax as per Form Fin-1 and Fin-2.</p> <p>3. Clarification: Anti-dumping clause applies if technical score is below 70. For normalization, refer to Vol-I Financial Formula.</p>
16	Section 5.3 / Page 9	Tech	AI-based conversational platform	Please clarify preferred LLM approach (Open-source / Proprietary / NIC-based) and hosting requirements within India.	CSP Native to be considered
17	Section 5.3 / Page 9	Tech	AI accuracy & response	What are the expected accuracy benchmarks and acceptable hallucination thresholds for AI responses?	The solution shall use RAG and AI guardrails to minimize hallucinations and ensure responses are generated only from

					approved Government sources. Detailed accuracy measurement methodology and confidence mechanisms may be proposed by the bidder as part of the solution.
18	Section 5.3 / Page 9	Tech	Data sources	Will centralized access to all departmental data be provided or should SI perform data crawling and indexing?	SI should perform
19	Section 5.3 / Page 9	Tech	Data formats	What formats will data be Available in (PDF, HTML, APIs, scanned docs)?	Standard document formats will be provided along with Raw Text
20	Section 5.3 / Page 9	Tech	Multilingual capability	Are there any approved datasets/models for Odia/Hindi NLP and speech processing?	No specific datasets/models are mandated. Bidder may propose suitable industry-standard multilingual NLP, Speech-to-Text, and Text-to-Speech models supporting Odia, Hindi, and English as part of the solution.
21	Section 7.2 / Page 24	Cloud	Cloud (CSP)	Is there any preferred MeitY empanelled CSP or can bidder propose any compliant CSP?	Refer RFP Clause - Yes, Bidder can propose any CSP that qualifies the given criterial in the RFP
22	Section 7.2 / Page 24	Cloud	Cloud cost	Should cloud infrastructure cost be included in bid or treated separately?	To be included in the Bid
23	Section 7.4 / Page 27	Tech	Security	What specific Govt security compliance (CERT-In, STQC, MeitY) is mandatory?	Yes, Mandatory
24	Section 5.3 / Page 9	Tech	Analytics	What level of analytics dashboard and reporting is expected?	Bidder Scope

25	Section 7.4 / Page 30	Tech	Technical demo	Will sample dataset or sandbox environment be provided for demonstration?	Bidder Scope
26	Section 7.4 / Page 30	Tech	Demo scope	Can bidders use pre-built accelerators/products for demonstration?	Yes, bidders may use pre-built accelerators/products/components as part of the proposed solution, subject to compliance with the functional, technical, security, and integration requirements defined in the RFP.
27	Section 7.1 / Page 20	Tech	Scope	Does scope include data digitization and manual tagging/ontology creation?	As per RFP
28	Page 21 - PQ.	PQ	Rs.75 Crores (Rupees Seventy-Five Crores only) (Average Annual Turnover of bidder, in case of sole bidder and cumulative in case of consortium, during the last 3 consecutive financial years (i.e., 2022-23, 2023-24, and 2024-25)	<p>1. Turnover Threshold Revision: Request to reduce the Rs. 75 Crore requirement (Alternatives suggested: Rs. 30-35 Cr, Rs. 40 Cr, Rs. 50 Cr, or 15-25% of bid value).</p> <p>Justification: AI projects are not infrastructure-heavy; lower thresholds promote wider participation and align with GFR guidelines.</p> <p>2. Consortium Structure Expansion: Request to allow a three-entity consortium (Prime Bidder + One Consortium Member + CSP) instead of capping at two entities.</p> <p>3. Financial Calculation Clarifications:</p> <ul style="list-style-type: none"> • Does the calculation exclude GST? • Is the combined average of both consortium members evaluated cumulatively? 	<p>1. No Change.</p> <p>As per RFP Pre-Qualification clause point 3.</p> <p>2. Not Acceptable.</p> <p>Consortium can be formed by One Lead Bidder along with one other member only (other than CSP). CSP has to fulfill OEM MAF along with CSP criteria.</p> <p>3. Clarifications:</p> <ul style="list-style-type: none"> • Average annual turnover shall be considered excluding GST. • Yes, for consortium bids,

					turnover eligibility is evaluated based on the combined average annual turnover of the consortium members during the specified financial years.
29	2.11.1 / Page 11	Cloud	RAG-based AI architecture	<i>Justification:</i> AI projects are not infrastructure-heavy; lower thresholds promote wider participation and align with GFR guidelines.	As per RFP Pre-Qualification clause point 3
30	2.11.1 / Page 11	Cloud	LLM usage	No clarity on whether model fine-tuning is required or only prompt-based RAG approach expected. Kindly confirm scope.	Model fine-tuning is required
31	2.8 / Page 8-9	Tech	Data sources	Will OCAC provide list of approved websites, APIs, and datasets?	Will be informed to successful bidder
32	2.8 / Page 8-9	Tech	Data ingestion	Is bidder responsible for OCR, data cleaning, and structuring of scanned documents?	Yes, Bidder scope
33	2.8 / Page 8	Cloud	AI guardrails	2. Consortium Structure Expansion: Request to allow a three-entity consortium (Prime Bidder + One Consortium Member + CSP) instead of capping at two entities.	See Revised Corrigendum Clause - AI best practice to be followed that meet or accede the expectation of the Responsible AI
34	2.8 / Page 8	Tech	Data conflict handling	How should system handle conflicting information from multiple sources?	Successful Bidder to work with department to close gap
35	3.1.1 / Page 13	Cloud	Multilingual support	What is expected accuracy for Odia language NLP and speech processing?	Bidder is expected to propose industry-standard NLP and speech processing capabilities for Odia language with best possible accuracy and

					continuous improvement mechanisms as part of the solution. Minimum 90% accuracy has to be maintained for Odia text
36	3.1.1 / Page 13	Tech	Speech services	Are third-party STT/TTS APIs allowed or only CSP-native services?	No , Refer RFP Clause
37	2.9.1.1 / Page 9	Tech	WhatsApp integration	Will APIs or BSP support be provided for WhatsApp integration?	Necessary APIs, BSP access, and integration support for WhatsApp shall be facilitated by the concerned authority/WhatsApp service provider subject to applicable approvals, policies, and project requirements.
38	3.1.2 / Page 15	Tech	E-Office integration	Will APIs and secure access be provided for E-Office integration?	Required APIs, access, and integration support for E-Office shall be facilitated by the concerned department/authority subject to applicable security and access control policies.
39	3.1.1 / Page 14	Cloud	Cloud hosting	Is there any preferred MeitY empanelled CSP or bidder can choose?	Refer RFP Clause - No, Bidder can propose any CSP that qualifies the given criterial in the RFP
40	3.1.1 / Page 14	Tech	Infrastructure	<ul style="list-style-type: none"> Does the calculation exclude GST? 	The Calculation shall be inclusive of GST

41	2.11.2 / Page 12	Cloud	Cloud cost	Should cloud infrastructure cost be included in bid or treated separately?	Yes, Cloud infrastructure cost is inclusive in the price bid
42	3.1.4 / Page 18	Tech	Security compliance	Is CERT-In / STQC certification mandatory?	No Change , refer RFP clause
43	2.10 / Page 10	Tech	VAPT	<ul style="list-style-type: none"> Is the combined average of both consortium members evaluated cumulatively? 	In case of a consortium, the average annual turnover requirement shall be evaluated on a cumulative basis, i.e., by aggregating the turnover of all consortium members for the last three financial years. However, the lead member shall meet at least 60% of the total turnover requirement and each consortium member shall meet at least 20% as per the conditions specified in the RFP.
44	2.8 / Page 8	Tech	Analytics	What KPIs are expected in analytics dashboard?	Will be informed to successful bidder
45	2.4-2.5 / Page 6	Tech	Testing & UAT	Will OCAC provide test datasets and acceptance criteria for UAT?	Will be informed to successful bidder
46	2.9 / Page 9	Tech	Scope	Does scope include data digitization and ontology creation?	As per RFP
47	2.6 / Page 7	Tech	Training	What is expected number of users and training mode (online/offline)?	As per RFP

48	5 / Page 24-25	General	Exit management. Source code handover. 3-month exit transition period.	1. Intellectual Property: Will proprietary accelerators or existing OEM COTS platforms be claimed by OCAC, or only the custom-developed configurations? 2. Exit Compensation: Will the bidder be compensated separately for resources deployed during the 3-month Knowledge Transfer (KT) exit period?	1. Clarification: Source code and IPs generated for this project shall be the property of OCAC. 2. No additional payment. Exit management is part of the contract scope.
49	Technical Qualification - Past AI Experience	TQ	The bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.	Please clarify if copy of work order / PO should be acceptable	As per RFP
50	Pre Qualification - CSP	PQ	CSP should have native capabilities for delivering advanced AI/ML services including GPU's	Please consider relaxing this condition to "CSP should have capabilities for delivering AI/ML services including GPU's"	As per RFP
51	Pre Qualification - CSP	PQ	CSP should have a public facing Self- declaration from the Authorized calculator and pricing for the mentioned signatory	Please consider relaxing this condition	The RFP conditions are defined to ensure transparency and standardized commercial evaluation. No change is envisaged in this requirement. The requirement for a public-facing pricing calculator is essential to ensure transparency, standardized commercial evaluation, and verifiable cost estimation for cloud services in line with MeitY empanelment guidelines. Bidders must ensure the proposed CSP complies

					with this requirement as specified in the RFP
52	Vol-I, Section 7.1, Page 20	PQ	Consortium / Joint Venture is allowed (Prime + Any one Member). 25% mandatory local participation per State ICT Policy 2022.	<p>Please clarify: (a) In a consortium bid, is there a minimum turnover or manpower threshold that the Lead Bidder must independently meet, or is there no floor as long as the combined totals reach the prescribed thresholds?</p> <p>(b) What constitutes '25% local participation' -- is it 25% of contract value, 25% of deployment manpower, or 25% of maintenance team based in Odisha?</p> <p>(c) Can a local Odisha-based firm serve as the consortium partner to satisfy the local participation requirement?</p> <p>(d) Must the consortium agreement be submitted at the time of bid, or can it be finalized post-qualification?</p>	<p>a) : Please Refer RFP clause , Sum of Average annual turnover of (Lead Bidder + Consortium partner) will be Considered , for Manpower Same Combined Manpower Strength will be considered (Refer Clause)</p> <p>b):The 25% local participation requirement refers to participation through deployment of manpower/resources and operational presence in Odisha for project execution and support activities.</p> <p>c): Refer RFP clause , Yes , But GST has to be in Name of lead Bidder</p> <p>d): Yes , The Agreement should clearly lay the Roles and Responsibilities of both the Partners</p>

53	Vol-I, Section 7.1, Criteria 5, Relevant Past Experience, Page 22	PQ	<p>The Bidder / any member of the Consortium Partner should have undertaken projects in the areas of IT /IT Infrastructure including Supply, Installation & Commissioning, Implementation, Delivery and Operation and Maintenance as on the Bid Submission Date from State Govt, Central Govt/ PSU/Large Public Listed Companies in India</p> <p>Minimum 1 project of the value of minimum Rs.15 Crores OR Minimum 2 projects of the value of minimum Rs.10 Crores each OR Minimum 3 projects of the value of minimum Rs.7 Crores each</p> <p>Project citation supported with Work order along with Client Certificate OR Partial Work Completion OR Ongoing Certificate from CA/ Statutory Auditor certifying value of project etc.</p>	<p>1. Financial Threshold Reduction: Requests to reduce project values (e.g., 10/7/5 Cr or 5/3/2 Cr) to enable wider MSME/Startup participation, arguing AI projects are technology-intensive, not capital-heavy.</p> <p>2. Client Expansion: Requests to include projects executed for Private Companies, unlisted entities, or foreign clients (if executed from India).</p> <p>3. Scope Clarification:</p> <ul style="list-style-type: none"> • Do pure AI/ML, ITeS, or software projects qualify without hardware infrastructure? • Can self-developed, production-grade AI platforms count for startups? <p>4. General Clarifications:</p> <ul style="list-style-type: none"> • Are ongoing/partially completed projects eligible? • Does value mean total contract or executed value? 	<p>1, 2 & 3. See Revised Corrigendum Clause.</p> <p>(Note: For specific startup/MSME relaxations and scope revisions, bidders are directed to the Corrigendum).</p> <p>4. Authority Clarifications issued:</p> <ul style="list-style-type: none"> • Ongoing projects: Acceptable, subject to relevant work order/client certification. • Project Value: Refers to the total contract/work order value. • Foreign Clients: No, only Indian projects executed for Indian clients are acceptable. • Scope: AI/ML specific projects are not mandatory; any eligible IT/IT Infra project qualifies. • Consortium: Experience can be cited from the Prime Bidder and/or Consortium Partner.
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54	Vol-I, Section 7.1, Prequalification Criteria 6 - Manpower Strength: , Criteria #6, Page 22 AND Section 7.2 / Instructions to Bidder:	PQ	<p>The bidder must have at least 200 full-time technical resources on its payroll as on date of submission of bid.</p> <p>Documents Required: Certificate from the HR Head. In case of Consortium, the combined manpower strength of all members shall be considered.</p> <p>Bidder must submit the CVs of the proposed team resources for Project Execution.</p>	<p>1. Manpower Threshold Reduction: Multiple requests to reduce the requirement from 200 to 150, 100, or 50 full-time technical resources.</p> <p>Justification: AI projects are technology and skill-intensive, not labor-intensive. The 200-resource threshold is highly restrictive, limits participation of capable Indian MSPs, and reduces fair competition.</p> <p>2. Resource Definitions & Applicability:</p> <ul style="list-style-type: none"> • Request to clarify the definition of "technical resources" (e.g., does it include Project Managers, BAs, QA, and DevOps, or just developers/data scientists?). • Request to allow the manpower criteria to be fulfilled by the Cloud Service Provider (CSP) in addition to the MSP. • Request to allow execution team resources to be drawn from any consortium partner (with the Lead Bidder maintaining overall responsibility). <p>3. CV Submission Format: Request to clarify if a prescribed template is required for CV submissions or if standard organizational formats are acceptable.</p>	<p>1 & 2. See Revised Corrigendum Clause.</p> <p>(Note: Almost all responses point to the upcoming Corrigendum for changes regarding the manpower threshold and consortium resource definitions).</p> <p>3. Clarification regarding CVs: Bidders may use their Standard organizational Format for CV submissions.</p>
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55	Vol-II, Section 2.9.1.1, Page 8-9	Tech	AI Website Search and Summarization with Chatbot Solution (C2) -- scope includes crawling and indexing of government websites, Government Orders integration, news feeds, archival system.	<p>Please clarify:</p> <p>(a) How many government websites are currently in scope for Phase 1 vs. the total 400? Is there a prioritized list?</p> <p>(b) Will OCAC provide a master list of all 400 government website URLs and their content structure?</p> <p>(c) For websites that require authentication or are behind firewalls, will OCAC facilitate API access or provide data dumps?</p> <p>(d) What is the expected total data volume (pages/documents) across all 400 websites?</p>	<p>a) Final list is 400 websites</p> <p>b) They are public Odisha websites</p> <p>c) OCAC will facilitate</p> <p>d) Bidder to figure out</p>
56	Vol-II, Section 2.9.1.2, Page 9-10	Tech	Gen AI Employee Productivity -- Enterprise Search + AI Agents (C3) with E-Office integration, 100 licenses, 10 AI Agents.	<p>Please clarify:</p> <p>(a) What version of E-Office is currently deployed in Odisha government?</p> <p>(b) Does E-Office expose APIs for integration, or will the SI need to develop custom connectors?</p> <p>(c) What are the 10 AI Agent use cases envisioned -- are these pre-defined by OCAC or to be proposed by the bidder?</p> <p>(d) What types of documents will the enterprise search need to process (e.g., PDFs, scanned images, Word documents, spreadsheets)?</p>	<p>a) Standard version of e-office used</p> <p>b) E-office will expose API's</p> <p>c) As per RFP</p> <p>d) Standard format of documents</p> <p>Rev Answer: The indicative AI Agent use cases are to be proposed by the bidder in line with the objectives, scope, and functional requirements defined in the RFP.</p>

57	Vol-II, Section 3.1, Page 14-15	Tech	Technical requirements specify RAG architecture, multimodal LLM, language detection/translation models, semantic search, vector database.	<p>Please clarify:</p> <p>(a) Does OCAC have a preference for specific LLM models (e.g., GPT-4, Gemini, Llama, or India-specific models like Bhashini/AI4Bharat)?</p> <p>(b) Is there a requirement for the LLM to be hosted within India, or can cloud-based LLM APIs hosted in global regions be used if data residency for stored data is maintained in India?</p> <p>(c) What is the expected accuracy/relevance threshold for AI-generated responses (e.g., BLEU score, human evaluation benchmarks)?</p>	As Per RFP
58	Vol-II, Section 3.1, Page 15-16	Tech	Cross-language search requirement: query in one language, retrieve content from another language. Voice input/output in Odia and English.	<p>Please clarify:</p> <p>(a) For Odia language support, will OCAC provide Odia language training data or domain-specific terminology for government services?</p> <p>(b) Is the Odia voice (STT/TTS) expected to handle multiple Odia dialects, or is standard literary Odia sufficient?</p> <p>(c) For Hindi support -- is this full Hindi search and response, or only Hindi query with English/Odia response?</p>	<p>(a) Relevant government content and data sources shall be made available by the concerned department/authority as applicable. Bidder is expected to propose suitable multilingual AI models and implementation approach for Odia language support.</p> <p>(b) Standard Odia language support is envisaged under the current scope. Bidder may propose enhanced dialect handling capabilities as part of the solution.</p> <p>(c) The solution is expected to support Hindi queries and provide responses in Hindi.</p>

59	Vol-II, Section 2.8, Page 7-8	Tech	WhatsApp integration for citizen access channel.	<p>Please clarify:</p> <p>(a) Will OCAC procure the WhatsApp Business API license, or is this the SI's responsibility to provision and include in pricing?</p> <p>(b) Is the WhatsApp chatbot expected to have full feature parity with the web chatbot (including voice messages, multi-turn, multilingual)?</p> <p>(c) What is the expected concurrent user load on the WhatsApp channel?</p>	<p>(a) Bidder shall include all required components/licenses/services necessary for proposed solution implementation, unless specifically excluded in the RFP.</p> <p>(b) The WhatsApp integration is expected to support core chatbot functionalities in line with the proposed solution capabilities.</p> <p>(c) Bidder is expected to propose suitable scalable architecture considering anticipated user growth and concurrent usage requirements.</p>
60	Vol-II, Section 3.1, Page 16	Cloud	Data residency: all data and processing must remain within Odisha. CMEK (Customer-Managed Encryption Keys) and VPC-SC required.	<p>Please clarify:</p> <p>(a) 'Within Odisha' -- does this mean the cloud data center must be physically in Odisha, or is any India-region data center acceptable with logical isolation? No major CSP has a data center in Odisha. (b) If processing within Odisha is strictly required, how should LLM inference (which may run on GPU clusters in Mumbai/Hyderabad regions) be handled?</p>	<p>Modified Clause - Data residency: all data and processing must remain within India. CMEK (Customer-Managed Encryption Keys) and VPC-SC required.</p>

61	Vol-I, Section 7.4, Criteria #8, Page 28-29	Cloud	LLM Evaluation: CSP provides its own multi-modal LLM model hosted in India = 2 marks. CSP provides open source/3rd party (not own by CSP) = 1 mark.	<p>Please clarify:</p> <p>(a) This criterion gives full marks only to CSPs with their own proprietary LLM models. Currently, only a very limited number of CSPs (potentially only Google with Gemini and possibly one or two others) meet this. Does OCAC intend to limit the effective CSP choice to these providers?</p> <p>(b) Would a CSP that has fine-tuned and deployed an open-source model (e.g., Llama) on dedicated India infrastructure qualify for full marks? (c) How does this align with the goal of competitive pricing?</p>	The requirement of the RFP is to take CSP native services and the application will be hosted on cloud. CSP native LLM Models to be considered.
62	Vol-I, Section 7.4, Criteria #13, Page 30	General	Technical Demonstration (42 marks): Bidder must give a live demo of the proposed cloud platform. 'The date & time for the demonstration shall be communicated later.'	<p>Please clarify:</p> <p>(a) How much advance notice will bidders receive for the technical demonstration?</p> <p>(b) Must the demo be built on the actual proposed CSP infrastructure, or can it be on any cloud environment?</p> <p>(c) Should the demo use actual Odisha government website content, or can it use representative/sample content?</p> <p>(d) Is the demo evaluated on a working prototype or is a presentation/mockup acceptable for some criteria?</p>	<p>OCAC will give ample time for Technical bid demonstration</p> <p>Any Environment</p> <p>Odisha Public websites</p> <p>Working prototype and Tech demo shall jointly be evaluated</p>

63	Vol-I, Section 8.8.2, Page 35	General	Termination for Convenience: OCAC may terminate the contract by 30 days written notice at any time for its convenience.	<p>The RFP does not specify compensation to the SI upon termination for convenience.</p> <p>(a) Will the SI be compensated for:</p> <p>(i) work completed but not yet paid,</p> <p>(ii) committed costs (e.g., cloud subscriptions, team mobilization), and</p> <p>(iii) unamortized setup costs?</p> <p>(b) Can OCAC include a termination for convenience compensation clause in the contract?</p>	<p>No, OCAC shall not compensate</p> <p>Termination clause is as per RFP clause</p>
64	Vol-I, Section 7.1, Page 20-24 (General Pre-Qualification)	PQ	Consortium bids: Prime Bidder + One Consortium Partner. Various eligibility criteria allow combined credentials.	<p>For consortium bids, please provide explicit clarity on which criteria allow pooling of consortium members' credentials and which require the Lead Bidder to independently qualify:</p> <p>(a) Turnover -- combined or Lead Bidder minimum?</p> <p>(b) Manpower -- combined or Lead Bidder minimum?</p> <p>(c) Relevant experience -- either partner or Lead Bidder only?</p> <p>(d) SDC hosting experience -- either partner or Lead Bidder only?</p> <p>(e) Certifications -- clearly stated as 'any member'; confirming this.</p> <p>(f) What is the minimum qualifying contribution expected from the Consortium Partner (e.g., minimum % of turnover or manpower)?</p>	<p>(a) Turnover criteria may be fulfilled through combined eligibility of consortium members as specified in the RFP.</p> <p>(b) Manpower strength may be considered on combined basis of consortium members.</p> <p>(c) Relevant experience may be cited from the Prime Bidder and/or Consortium Partner.</p> <p>(d) Eligible experience may be cited from the Prime Bidder and/or Consortium Partner, subject to RFP conditions.</p> <p>(e) Certifications may be</p>

					<p>provided by any consortium member, unless specifically stated otherwise in the RFP.</p> <p>(f) The consortium structure, roles, and responsibilities shall be clearly defined by the bidders as part of the consortium arrangement and project execution plan.</p>
65	Pre- Qualification Criteria Page – 24/49 Vol 1	PQ	<p>Consortium - Consortium bids are permitted. Consortium can be formed by maximum two parties only (Prime Bidder + One Consortium Partner)</p>	Please clarify if consortium means prime bidder + one other partner (other than CSP)	Yes , consortium Can be Formed by Two parties (Lead Bidder + One More Bidder) other than CSP
66	Background Page – 5/39 Vol 2	Tech	<p>Objective - The project focuses on building an AI-enabled government website search, summarization, and chatbot platform that allows citizens to easily find information across multiple Odisha government websites using text or voice queries.</p> <p>The solution will also include Generative AI–based enterprise search and AI agents for government employees, enabling them to quickly retrieve policies, documents, and departmental information from various government data sources to improve productivity and decision-making</p>	<p>Phased Delivery and Implementation Timeline - Can we break the delivery into two phases? Phase 1 would focus solely on public website data and be delivered in an AWS production environment 3 months after the start. Phase 2 would focus on internal E-Office data read and write integrations. The exact timeline for Phase 2 will depend on the comprehensive list of systems we need to read from and index, whether those integrations are real-time or batch, and how stale data will be removed from the knowledge base.</p> <p>[Reason] - It's likely that separating the public-facing components from the internal enterprise integrations is an acceptable project</p>	As per RFP

				management strategy that aligns with the phased hosting plans.	
67	Technical & Functional Requirements Page – 16/39 Vol 2	Tech	<p>3.1.2 Gen AI based employee productivity capability for Enterprise Search and AI agents</p> <p>The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data into Agent AI solution for AI Processing; build a two-way context bridge for Agent AI solution can reference EOffice documents and process existing departmental datasets. This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.</p>	<p>E-Office Internal Data Sources (Read Integrations) - Under the E-Office umbrella, which specific internal data sources and departmental datasets do you want the AI system to read from? What are the available interfaces (e.g., REST APIs, database connections) for this data extraction, and should these read integrations be real-time or batch-processed?</p> <p>[Assumption] - It's likely that E-Office comprises multiple underlying databases and datasets, and that clear interface documentation for the System Integrator will be provided to programmatically extract this data.</p>	<p>The E-Office integration is primarily envisaged via standard REST APIs/web services provided by the platform. The bidder is expected to handle document ingestion and metadata extraction. For the purpose of the bid, assume standard API-based integration. Detailed documentation and staging environment access will be provided by OCAC during the requirement study.</p>

68	Technical & Functional Requirements Page – 16/39 Vol 2	Tech	<p>3.1.2 Gen AI based employee productivity capability for Enterprise Search and AI agents</p> <p>This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.</p>	<p>E-Office Internal Systems (Write Integrations) - Which specific internal systems or modules within E-Office do you want the AI agents to write to, and what are the supported interfaces available to execute these write operations securely?</p> <p>[Assumption] - AI agents are required to push structured data or drafted text directly back into active transactional workflows within the E-Office ecosystem.</p>	As per RFP
69	Technical & Functional Requirements Page – 16/39 Vol 2	Tech	<p>3.1.2 Gen AI based employee productivity capability for Enterprise Search and AI agents</p> <p>Envisaged solution should provide leading search technology across all an enterprise's data with access control to preserve data security</p>	<p>Access Control and Interfaces - What are the existing access control interfaces within E-Office, and how is the AI system expected to map these user permissions to restrict the internal enterprise search results?</p> <p>[Assumption] - AI system must dynamically inherit the existing Role-Based Access Control (RBAC) of the E-Office system to ensure employees can only retrieve documents they are explicitly authorized to view.</p>	As per RFP
70	Scope of work Page – 8/39 Vol 2	Tech	<p>2.8 High level scope of work</p> <p>The system shall include mechanisms for automated content crawling, ingestion, indexing, and periodic updates to ensure that the information repository remains up to date</p>	<p>Knowledge Base Maintenance and Stale Data - For both public and internal data, what is the expected mechanism and protocol for identifying and removing stale or deprecated data from the knowledge base to ensure the AI does not reference outdated policies?</p> <p>[Assumption] - Source systems utilize metadata or versioning flags that the AI ingestion pipeline can use to accurately identify and purge outdated information during its periodic syncs.</p>	Assumption is correct

71	Technical Qualification - CSP	Tech	<p>The CSP should have the following services with SLA of:</p> <p>Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM</p> <p>Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99%</p>	<p>Kindly consider changing this to <i>"The CSP should have the following services with SLA of:</i> <i>Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM</i></p> <p>Single Instance SLA: >= 99.5% and Instances in Multiple Zones: >= 99.9%"</p>	3. No Change in the SLA. 99.9 is to be met by CSP
72	Technical Qualification - CSP	Tech	<p>The proposed Cloud should have Native security services</p> <p>-</p> <ol style="list-style-type: none"> 1) WAF & DDoS Protection with enterprise features such as Threat Intelligence, Third-party named IP address & Adaptive Protection 2) Threat detection, Vulnerability Assessment, Bot management with captcha Integration 3) Cloud Native Security services for both - IDS and IPS and Cloud-native SaaS SIEM solution from the CSP without any dependency on third party 4) Continuous virtual red teaming including attack paths, risk scoring, and toxic combinations, 5) Cloud security and risk management for multi- cloud environments 6) Security posture management, attack paths, threat detection, and compliance monitoring Subscription-based pricing for multi-cloud 	<p>Kindly consider changing this to <i>"The proposed Cloud should have Native security services</i> <i>-</i></p> <ol style="list-style-type: none"> 1) WAF & DDoS Protection with enterprise features such as Threat Intelligence, Third-party named IP address & Adaptive Protection 2) Threat detection, Vulnerability Assessment, Bot management with captcha Integration 3) Security services for both - IDS and IPS and SaaS SIEM solution 4) Continuous virtual red teaming including attack paths, risk scoring, and toxic combinations, 5) Cloud security and risk management for multi- cloud environments 6) Security posture management, attack paths, threat detection, and compliance monitoring Subscription-based pricing for multi-cloud" 	4. Point 3: Cloud native security services for IDS, IPS and Cloud-native SaaS SIEM solution from the CSP are to be considered. No Deviation accepted here
73	Functional & Technical Requirement Specification (RFP Vol 2)	Tech	3. 1.2. Gen AI based employee productivity capability for Enterprise Search and AI agents- Page 16 says "Data residency: keeping data and processing within Odisha"	Kindly consider changing this to "Data residency: keeping data and processing within India"	5. See Modified Clause in the Corrigendum

74	Technical Evaluation Criteria : Point 12 , Page No 30 of 49	TQ	the bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.Each Project 5 Mark max upto 20 Marks	<p>Please Change this clause for better Participation , as having 4 AI projects from State / Central Govt or PSU's is a restricting clause , We request you to please ask for Cloud experience instead which is a relevant part of scope of work</p> <p>We request OCAC that Moreover AI Projects are Inseperable from Cloud infrastructure . Not having experience of Cloud and Asking for experince of AI that too from Government sector is a Restructive caluse , as most of the governments are doing pilot projects only , we request you to please amend the clause as below .</p> <p>The Bidder should have similar expoeerience of Cloud Services / On-Premise / Hybrid in India during the last 5 years of date of submission of the bid .</p> <p>The Bidder should have executred similar Cloud / On-Premise/ Hybrid project experience / work order as follows :</p> <p>1) Similar work means services of Cloud / On-Premise infrastructure on Meity empanelled cloud or on Premise for Central govt / State Govt in India . Such Similar works should cover minimuim infrastructure as below , as on date of submission of the bid :</p> <p>500 Servers /Vm's Enterprise Networking Solution Enterprise Security Solutions 500 tb Storage Enterprise Grade Firewall Data Migration from the Premises server Cloud of Over 500 TB</p> <p>2) For the above experience , only complited /On-Going projects shall be considered .</p>	See Revised Corrigendum Clause
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				<p>No of Servers 500 to 550 -5 Marks 551-600-10 Marks More Than 601 -20 Marks</p> <p>Storage 500 TB to 550 TB -5 Marks 551 TB to 600 TB -10 Marks More Than 601 TB -20 Marks</p> <p>Data Migration from on Premise Servers to Cloud 500 Tb to 1000 TB -5 Marks Above 1000 TB -20 Marks</p>	
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75	Technical Evaluation Criteria : Point 11 , Page No 29 of 49	TQ	the bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks Thereafter 1 mark for additional 50 resources	We request OCAC to ask for 100 Full Time Technical resources and 5 Marks Thereafter for any additional 5 resources as stated above AI projects Requirec specilized technical skills not the Quantum of manpower to define the requirements . We hereby Certify that we have enough skills to deliver the said project	See Revised Corrigendum Clause
76	Technical Evaluation Criteria : Point 10 , Page No 29 of 49	TQ	The Bidder/CSP must have any of the 4 following Certifications as on Bid submission Date: 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 22301 5. ISO 27017 6. ISO 27018 7. CMMi Level 3 or Above OR Bidder/CSP: • Any 3 ISO Certificates: 2 Marks • Any 4 ISO Certificates: 4 marks • Any 5 ISO Certificates: 6 marks • Any 6 ISO Certificates: 8 marks • CMMi Level or above – 2 marks(to be verified from CMMi institute)	We request the department that Cmmi is a Quality certification issued by various Quality certifying agencies , asking for CMMI Level from Cmmi Institute is a restricting clause , as most of OCAC RFP's only ask for general Cmmi Level certification , we request you to kindly amend the Cmmi Level Clause from Cmmi Institute only to any Quality International institution	See Revised Corrigendum Clause
77	2.8. High-level scope of work	Tech	The platform shall include mechanisms for continuous improvement and governance of the AI system. This shall include the ability to capture citizen feedback on AI-generated responses, such as indicating whether the response was helpful or requires improvement	Kindly confirm whether continuous improvement (feedback loop) requires periodic retraining/fine-tuning of models or only knowledge base updates. Kindly confirm whether the solution should support continuous updates of content without downtime.	As per RFP

78	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Contextual Responses: Generate accurate, contextually relevant answers from the content of the websites using LLM model and provide a list of related website links for additional information.	Is there a predefined list of websites and document sources that will be shared at project initiation?	As per RFP
79	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution, Page 15	Tech	Cloud Platform should be hosted on a MeitY approved cloud provider, the Cloud provider shall meet all MeitY specifications.	Will the CSP be selected by OCAC or proposed by the bidder?	As per RFP
80	3.1.2. Gen AI based employee productivity capability for Enterprise Search and AI agents, Page 16	Tech	Planned Agentic AI solutions should encapsulate all the Enterprise readiness of Cloud: Compliance and regulatory protections such as:	Should enterprise agents be customizable by departments?	As per RFP
81	3.1.4. General Cloud Service Requirement, Page 21	Cloud	Encryption Key Management o CSP should offer a fully managed service to create and manage encryption keys. o fully managed key management service should be able to control encryption across a wide range of cloud services and applications. o The fully managed key management service should be FIPS 140-2 compliant. o fully managed key management service should be able to provide the logs of all key usage to help meet our regulatory and compliance.	Can the bidder propose alternative encryption key management approaches if compliant with standards?	As per RFP

82	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution, Page 14	Tech	Proposed solution should make best use of a scalable, fully managed multi-modal AI service that processes and understands various data types (text, images, audio) within a single platform, enhancing AI solutions with comprehensive data analysis capabilities	It is suggested to allow bidders to leverage both CSP-native and third-party AI/ML services, subject to compliance.	As per RFP
83	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution, Page 15	Tech	Proposed solutions should have an AI Platform that support inputs in multiple formats like text or audio for initiating search and should aptly leverage Language Detection and Translation models, Text-to-Speech, Speech-to-Text models in the backend for rendering these features. It is preferred that well tested natural language processing models are used for Translation and Text to Speech and Speech to text pre-trained models.	To improve feasibility, it is suggested that Odia speech and translation accuracy expectations be finalized during the design phase.	As per RFP
84	3.1.5. Cloud Portal Service Provisioning, Page 22	Cloud	Public Documentation of every API along with examples available in popular programming languages including CLI, Java, Python, Node.js etc.	To ensure maintainability, it is suggested that API documentation standards be defined during implementation.	As per RFP-Bidder to suggest API best practices and document during project rollout

85	6.4.3 Earnest Money Deposit Page No.12	General	<p>b) Bidders shall submit, along with their Bids, EMD of Rs. 35,00,000/- (Rupees Thirty-five lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of Odisha Computer Application Centre” payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.</p> <p>Bid Submission - Kindly clarify file size limits and format constraints for document upload on e-Nivida portal.</p> <p>Termination for default.</p> <p>Force Majeure</p> <p>PBG equivalent to 3% of total project cost, valid for 48 months from date of submission.</p>	<p>1. EMD Exemptions: Requests to exempt MSMEs/Startups from the Rs. 35 Lakh EMD, or allow Insurance Surety Bonds instead of BGs.</p> <p>2. Extensions: Requests for a 2-week bid submission extension post-corrigendum release.</p> <p>3. Legal Additions: Requests to add new clauses for Arbitration and Force Majeure.</p> <p>4. Bid Submission via e-Nivida portal - size constraints.</p> <p>5. Please clarify 'total project cost' for PBG calculation — does it refer to the entire 3-year O&M contract value plus one-time setup cost, or only the one-time development/implementation cost? A 48-month PBG validity on the full contract value creates significant financial burden. Please confirm if PBG can be submitted in tranches aligned with project phases.</p>	<p>1. As per RFP / No Relaxation. EMD and PBG must be submitted as per the RFP formats.</p> <p>2. Accepted. Ample time shall be provided from the date of release of the Corrigendum.</p> <p>3. No additional queries/clauses accepted.</p> <p>4. Please refer the eNivida uploading procedure</p> <p>5. Performance Bank Guarantee (PBG) requirements, value calculation, validity, and submission conditions shall be governed as per the terms and conditions specified in the RFP and contract.</p>
86	Volume-I Section 7.1, Criteria 13, Page 24	PQ	Power of attorney	<p>Since we are a Partnership Company, request to allow to submit "Board Resolution" instead of Power of Attorney. We therefore, request to modify the clause as under "The bidder shall submit Power of Attorney/Board Resolution, for authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder"</p>	Accepted

87	Vol-I, Sec 7.1, PQ Criterion 14 (OEM MAF), Page 23	PQ	OEM Authorization - The bidder should submit an OEM MAF for any software /cloud licenses quoted as part of bid submission	For proposals built entirely on open-source software (no proprietary licenses), is the OEM MAF requirement waived? If cloud IaaS licenses are the only licensed components, does the OEM MAF need to be from the cloud provider only, or from all upstream software vendors as well?	OEM MAF is Mandatory Requirement
88	Vol-I, Sec 7.2, CSP PQ Criterion 11, Page 25,	PQ_CSP	Archival Storage - The CSP's archival storage must "support sub-second data retrieval and must be backed by SSDs." Volumes must support 64 TB per volume with Sub-millisecond latency.	1. Archival Storage Realities: Bidders argue that "sub-second SSD retrieval" contradicts the nature of cold archival storage. Requests made to allow two-tier storage (hot SSD + cold archive) or standard immediate retrieval. 2. Volume Limits & Latency: Mandating 64 TB with "sub-millisecond latency" is extremely expensive. Requests to allow 1-5 ms latency for large volumes, or reduce the capacity requirement to 32 TB.	1. As per RFP. (No deviations accepted for archival storage). 2. Clarification (Latency/Networking): Bidders are permitted to offer equivalent services to achieve the required capability.
89	Vol-I, Sec 7.4, Q#8, Page 28, Technical Scoring — LLM	Tech	Evaluation criterion Q#8 awards 2 marks for CSP's own LLM hosted in India and 1 mark for open-source/3rd-party models.	Given that open-source LLMs (a) can be hosted entirely within India on MeitY-approved infrastructure ensuring data sovereignty, (b) eliminate vendor lock-in risk, and (c) can be fine-tuned on Odisha government data — will OCAC reconsider awarding full marks to open-source deployments meeting these criteria? Alternatively, will additional marks be awarded for demonstrating Odia language fine-tuning?	The technical evaluation shall be carried out strictly as per the criteria specified in the RFP. Bidders are encouraged to propose solutions best aligned with the project objectives and requirements.
90	Vol-I, Sec 7.4, Q#13.1, p.30 Technical Demo — Chatbot	Tech	The technical demonstration requires the chatbot to respond only from Odisha government website content.	For the demonstration: (a) Will OCAC provide a test dataset of government website content to index before the demo, or must bidders crawl and index live government sites? (b) How much advance notice will bidders receive before the demo date? (c) Will the demo environment need to be hosted on the proposed production CSP, or can bidders use their own infrastructure for the PoC?	As per RFP

91	Vol-I, Sec 7.4, Q#12, p.29 AI Project Experience	TQ	Criterion Q#12 awards 5 marks per AI-based solution project (State/Central Govt/PSU, min. Rs. 2 Cr, last 5 years), up to 20 marks.	Please clarify: (a) Does an AI component within a larger IT project qualify, or must the project be primarily AI-focused? (b) Will AI consulting or AI strategy advisory engagements qualify? (c) Can projects delivered to private sector clients be considered if Central/State Govt citations are insufficient?	See Revised Corrigendum Clause
92	Vol-II, Sec 9.1, Payment Schedule C2, p.37 Payment — Website Milestones	General	The payment schedule for C2 references milestones for "an additional 100 departmental websites" and "an additional 200 departmental websites," implying a total of 400 websites for full payment. Payments generally within 30 days. Milestone payments for 100, 200, and 400 websites.	1. Processing Time: Request to reduce invoice processing time from 30 days to 10 days to support cash flow. 2. Milestone Clarity: Clarification requested on what constitutes a "live" website and if alternate phasing (e.g., 50 -> 150) is allowed. 3. Invoice Structure: In a consortium, does the Lead Bidder handle all invoicing?	1. As per RFP. Payments within 30 days. 2. No alternate phasing acceptable. Must follow the 100/200/400 batch structure. 3. Clarification: Yes, only the Prime/Lead Bidder shall raise invoices. OCAC shall provide the list of website to the successful bidder
93	Vol-II, Sec 3.1.2, p.16 E-Office Integration	Tech	The scope requires integration with the Government of Odisha's E-Office application, including two-way data exchange and the ability to write summaries and recommendations back to E-Office.	Please share: (a) API documentation or integration specification for the E-Office system. (b) Supported data formats (REST/SOAP/file-based). (c) Whether a sandbox/test environment will be provided during development. (d) Whether the E-Office vendor will provide integration support as part of the project or if the bidder must independently reverse-engineer the interface.	As per RFP

94	Vol-II, Sec 2.8, p.8 Human-in-the-Loop (HITL)	Tech	The platform must include a human-in-the-loop (HITL) mechanism for administrators to review AI responses and update the knowledge base.	Please clarify the expected HITL workflow: (a) Is human review asynchronous (batch review via dashboard) or real-time (inline intervention during citizen interaction)? (b) What is the expected volume of responses to be reviewed per day? (c) Will OCAC designate and train HITL administrators, or is the bidder responsible for staffing this function?	As per RFP
95	Vol-II, Sec 2.8 & 2.9.1.1, p.8-9 Web Crawling Authorization	Tech	The scope requires automated crawling, ingestion, and indexing of all Odisha government websites.	Will OCAC provide written authorization letters to all relevant government departments permitting the bidder to crawl and index their websites? Will access credentials be provided for any restricted/intranet government content? How will the bidder handle websites that block crawlers via robots.txt?	Necessary coordination and access support from concerned departments shall be facilitated by OCAC/authorized authorities as required for project implementation, subject to applicable security and access control policies.
96	Vol-II, Sec 3.1.7, p.24 SIEM/SOAR Requirement	Tech	The RFP mandates "a fully managed Cloud-native SaaS SIEM/SOAR/UEBA solution from the CSP without any dependency on third parties."	Will OCAC accept an open-source SIEM stack (e.g., OpenSearch Security Analytics + Wazuh for threat detection + Shuffle for SOAR automation) hosted on MeitY-approved infrastructure as an equivalent? If only proprietary CSP-native SIEM is acceptable, will this component be evaluated and procured separately from the AI solution?	As per RFP
97	Vol-II, Sec 3.1.3, p.19 Geospatial Features	Tech	The CSP compliance checklist requires "native support for Geospatial features including both raster and vector geospatial analysis."	This requirement appears unrelated to the AI chatbot or enterprise search use cases described in the RFP. Please clarify: (a) Is this a mandatory functional requirement for this project, or is it a general cloud platform baseline? (b) Will open-source geospatial tools (PostGIS, GeoServer, GDAL) deployed on the cloud platform satisfy this requirement?	As per RFP

98	Vol-II (ToR), Page 8–9, Section 2.8 (Scope of Work)	Tech	General Conditions	The RFP does not explicitly specify the presence of any existing systems in scope. Kindly clarify whether the proposed solution is to be developed as a greenfield implementation or requires integration with existing applications/systems. In case of the latter, request OCAC to provide details of such systems, including technology stack, APIs/interfaces, and data formats, to enable accurate technical and commercial assessment.	The proposed solution is envisaged as a new implementation with required integrations to existing government platforms/systems as specified in the RFP. Relevant integration details and access support shall be provided during the requirement study and implementation phase, as applicable.
99	Vol-II, Pg 8	Tech	High-Level Scope of Work	The RFP outlines integration with multiple government websites and data sources; however, the overall data volume and scale are not explicitly defined. Kindly provide details on the estimated number of websites, documents, and total data volume to be indexed, along with expected data growth and update frequency, to enable accurate solution sizing and commercial estimation.	No Change , ISO 42001 is a Mandatory requirement
100	Vol-II, Pg 9	Tech	Knowledge Base	The RFP mentions periodic data ingestion and human-in-the-loop validation; however, the frequency of updates and ownership of content validation are not explicitly defined. Kindly clarify the expected frequency of data updates (e.g., real-time, batch-based) and the roles and responsibilities for content validation and approval between OCAC and the bidder.	As per RFP

101	Vol-II, Pg 14–15	Tech	Technical Specs	With reference to Section 3.1 (Technical Specifications) of Vol-II, while the RFP mandates the use of MeitY empanelled cloud and CSP-native AI services, the preferred technology stack is not explicitly defined. Kindly clarify whether bidders have the flexibility to propose their own choice of cloud service provider, AI/LLM models, and supporting technology components (within compliance requirements), or if any specific OEM/platform preferences or restrictions are applicable.	As per Bidder's scope
102	Vol-II, Pg 15	Cloud	RAG Architecture	The RFP specifies the use of a RAG-based architecture leveraging vector databases and embeddings; however, the specific implementation approach is not explicitly defined. Kindly clarify whether the selection of vector database, embedding models, and retrieval approach is to be proposed by the bidder, or if any predefined architecture or components are mandated by OCAC.	See Revised Corrigendum Clause
103	Vol-II, Pg 12	Cloud	Cloud Billing	Kindly clarify the commercial model for cloud and AI service consumption. Specifically, whether the costs associated with cloud usage (including compute, storage, and API-based AI services) are to be included as part of the bidder's fixed price or will be reimbursed based on actual consumption. Additionally, please clarify how variations in usage and scaling requirements will be handled.	As per RFP-Cloud infrastructure cost is inclusive in the price bid
104		Cloud	Quantity for Cloud services and AI engines is mentioned as "As per functionality".	We request OCAC to provide a baseline metric for sizing. Please specify the estimated Monthly Active Users (MAU), peak Concurrent Users, and total Data Storage Volume (in TB) expected for Year 1, Year 2, and Year 3.	Refer Corrigendum Clause

105	Vol 1, Section 7.2 (Pre-Qual for CSP), Page 24	PQ_CSP	<p>The CSP must meet strict criteria (MeitY empaneled, 1000 Cr turnover, etc.).</p> <p>OEM Authorization Form for software/cloud licenses</p>	<p>1. CSP Relationship: Does the CSP need to be a formal Consortium Partner, or is a standard Manufacturer Authorization Form (MAF) sufficient?</p> <p>2. Evaluation Roles: Clarification requested on how credentials will be evaluated independently vs. jointly in a three-entity setup.</p> <p>3. Experience & CVs: Can the 500 virtual server experience be cumulative? Is a specific CV format required?</p>	<p>1. Clarification: The bidder may associate with the proposed CSP in accordance with the consortium/authorization provisions and eligibility requirements specified in the RFP.</p> <p>2. See Revised Corrigendum Clause.</p> <p>3. Clarifications: Server references shall be interpreted in the context of standard cloud provisioning. CVs can be submitted in Standard Organizational Format.</p>
106	Vol 2, Section 2.11.1 (Deliverables), Page 11 & Section 3.1.2, Page 16	Tech	The use of Large Language Models (LLMs) and "Agentic AI".	Clarification Requested: Given the sensitivity of government data, please clarify the deployment model for the LLMs. Are bidders allowed to use secure API-based commercial foundational models (e.g., Azure OpenAI, Google Gemini API), or must the models be strictly self-hosted (open-source) within the MeitY-empaneled Cloud Virtual Private Cloud (VPC)?	Bidders may propose suitable deployment architecture and AI models in compliance with the data security, data residency, MeitY cloud compliance, and RFP requirements.
107	Vol 2, Section 8.7 (Operations Phase SLAs), Pages 32-34	Tech	Various SLAs requiring immediate response and resolution.	Clarification Requested: Could OCAC please clarify the operational hours for the SLA measurements? Are the response and resolution times calculated on a 24x7x365 basis, or are they calculated against standard Government Business Hours (e.g., 9:00 AM to 6:00 PM, Monday to Friday)?	See Revised Corrigendum Clause

108	Vol 2, Section 3.1.1 (Multilingual Search), Page 15	Tech	"Proposed solution should support multilingual search capabilities in English, Odia..."	Clarification Requested: Will the underlying content on the 400+ Odisha Government websites be provided to the SI primarily in Odia, or will it be a mix of English and Odia? Does the system need to perform real-time translation of documents, or just translation of the user's conversational query?	Standard organizational Format
109	Vol 1, Section 8.8.3 (Consequences of Termination), Page 35	General	"Handover all developed codes, related documentation..."	Clarification Requested: As a system integrator leveraging proprietary accelerators and commercial-off-the-shelf (COTS) AI platforms to deliver this solution quickly, please confirm that the "handover of code" applies only to the custom configurations and integration scripts built specifically for OCAC, and does not include the SI's or OEM's pre-existing Intellectual Property (IP) or core platform source code.	IP and Source code shall be the property of OCAC
110	Vol 2, Section 2.9.1.1 & Section 9.1 (Payment Schedule), Pages 9 & 37	General	Scope mentions "all Odisha government websites". Payment schedule mentions "Final UAT Signoff for all 400 websites". Voice support, WhatsApp integration, Yearly VAPT, Enterprise Search (AI Agents).	1. Commercial Boundaries: Who bears the consumption costs for WhatsApp API messaging? What is the total data volume/daily query estimation? 2. Security & DR: Must the Yearly VAPT be done by a 3rd party CERT-In auditor? Can DR be Active-Passive? 3. AI Scope Details: Is handwritten Odia OCR required? Are the 10 AI Agents human support staff or automated workflows?	1. Bidder's Scope. WhatsApp costs and cloud sizing for 400 websites must be modeled by the bidder based on anticipated growth. 2. Clarification: 3rd Party CERT-In Auditor is required for VAPT. Bidders may propose Active-Active or Active-Passive DR per MeitY rules. 3. Clarification: Yes, handwritten Odia OCR and rural dialects are

					required. The "10 Agents" refers to AI workflow agents, not humans.
111	Vol 2, Section 2.8 & 3.1.1, Pages 7 & 14	Tech	"support Text-to-Speech (TTS) functionality... in English, Hindi, and Odia languages."	Clarification Requested: While English and Hindi STT/TTS models are highly mature, Odia models are still developing. Will OCAC provide access to any existing Bhashini/State Odia language models, or is the SI expected to procure/train commercial Odia STT/TTS APIs independently?	Bidder's Scope
112	Vol 2, Section 3.1.2 (Gen AI based employee productivity), Page 16	Tech	"The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data..."	Clarification Requested: Could OCAC confirm if the current E-Office application has secure, standard REST APIs available for data ingestion and writing back summaries? If not, will the E-Office vendor provide the necessary support to build these integrations at no cost to the SI?	OCAC shall provide necessary API's for intergations.
113	Vol 2, Section 3.1.7 (CSP Native SIEM Solution), Page 24	Cloud	"The platform must provide a fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties..."	Relaxation Requested: To avoid vendor lock-in and encourage a broader choice of top-tier Managed Security Providers, we request OCAC to allow industry-leading, Gartner Magic Quadrant 3rd-party SIEM/SOAR solutions (e.g., Splunk, IBM QRadar, Palo Alto) hosted on the proposed cloud, rather than restricting it exclusively to the CSP's native SIEM.	As per RFP-CSP Managed native solution offer best in class security, performance and quality of the services for the application required. Hence, no dependency on 3rd parties ensures ownership, quality and future upgrades and roadmap from CSP.
114	Vol 2, Section 2.8 (High Level Scope), Page 8	Tech	"...archival capability to store and retrieve historical information where required."	Clarification Requested: What is the required retention period for the archival of historical news feeds and government orders? Please specify the duration (e.g., 3 years, 5 years, or indefinitely).	The archival and retention requirements shall be finalized during the requirement study phase in consultation with the concerned department/authority.

115	Vol 2, Section 2.10 (Bill of Quantity), Page 10	Cloud	Quantity for Cloud services and AI engines is mentioned as "As per functionality".	Clarification Requested: We request OCAC to provide a baseline metric for sizing. Please specify the estimated Monthly Active Users (MAU), peak Concurrent Users, and total Data Storage Volume (in TB) expected for Year 1, Year 2, and Year 3.	As per RFP-Sizing parameters and volumetrics are as mentioned in the Corrigendum
116	Vol 1, Section 7.1 (Team Structure), Page 26 & Vol 2, Page 28	General	Composition of 7 key resources (Project Manager, Solution Architect, Data Scientists, etc.)	Clarification Requested: Could OCAC confirm if this 7-member core team is required on a full-time basis <i>only</i> for the 6-month Development & Implementation phase, or if they must be retained full-time for the entire 3-year Operation & Maintenance (O&M) phase as well?	As per RFP Vol-II
117	Vol 2, Section 2.11.1 (Deliverables), Page 11 & Section 3.1.2, Page 16	Tech	The use of Large Language Models (LLMs) and "Agentic AI".	Clarification Requested: Given the sensitivity of government data, please clarify the deployment model for the LLMs. Are bidders allowed to use secure API-based commercial foundational models (e.g., Azure OpenAI, Google Gemini API), or must the models be strictly self-hosted (open-source) within the MeitY-empowered Cloud Virtual Private Cloud (VPC)?	Bidders may propose suitable LLM deployment models, including secure API-based or self-hosted models, subject to compliance with data security, data residency, MeitY cloud compliance, and other RFP requirements.
118	Vol 2, Section 8.7 (Operations Phase SLAs), Pages 32-34	Tech	Various SLAs requiring immediate response and resolution.	Clarification Requested: Could OCAC please clarify the operational hours for the SLA measurements? Are the response and resolution times calculated on a 24x7x365 basis, or are they calculated against standard Government Business Hours (e.g., 9:00 AM to 6:00 PM, Monday to Friday)?	24x7x365 basis
119	Vol 2, Section 3.1.1 (Multilingual Search), Page 15	Tech	"Proposed solution should support multilingual search capabilities in English, Odia..."	Clarification Requested: Will the underlying content on the 400+ Odisha Government websites be provided to the SI primarily in Odia, or will it be a mix of English and Odia? Does the system need to perform real-time translation of	The content across government websites may comprise a mix of English and Odia languages. The proposed solution is expected to support

				documents, or just translation of the user's conversational query?	multilingual search and response capabilities, including translation support for user interaction and relevant content retrieval.
120	Vol 1, Section 8.8.3 (Consequences of Termination), Page 35	Tech	"Handover all developed codes, related documentation..."	Clarification Requested: As a system integrator leveraging proprietary accelerators and commercial-off-the-shelf (COTS) AI platforms to deliver this solution quickly, please confirm that the "handover of code" applies only to the custom configurations and integration scripts built specifically for OCAC, and does not include the SI's or OEM's pre-existing Intellectual Property (IP) or core platform source code.	Accepted

121	Technical Evaluation Criteria : Point 12 , Page No 30	TQ	<p>the bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.Each Project 5 Mark max upto 20 Marks</p>	<p>We respectfully request the department to kindly reconsider the current eligibility criteria. Given that even the India AI Foundation is presently undertaking only small-value pilot projects, it is practically impossible to furnish four AI purchase orders of ₹2 Cr and above from State or Central Government sources. If purchase orders are to be mandated, we propose a more practical alternative: requiring two purchase orders from the private sector of ₹50 Lacs each, which could be valued at 20 marks.</p> <p>Furthermore, since AI projects are inseparable from cloud infrastructure, the criteria should reflect this reality. In fact, similar RFPs issued by the Government of Andhra Pradesh have adopted such experience requirements, and we request that this model be considered here as well.</p> <p>The Bidder should have similar experience of Cloud Services / On-Premise / Hybrid in India during the last 5 years of date of submission of the bid .</p> <p>The Bidder should have executed similar Cloud / On-Premise/ Hybrid project experience / work order as follows :</p> <p>1) Similar work means services of Cloud / On-Premise infrastructure on Meity empanelled cloud or on Premise for Central govt / State Govt in India . Such Similar works should cover minimum infrastructure as below , as on date of submission of the bid :</p>	See Revised Corrigendum Clause
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				<p>500 Servers /Vm's Enterprise Networking Solution Enterprise Security Solutions 500 tb Storage Enterprise Grade Firewall Data Migration from the Premises server Cloud of Over 500 TB 2) For the above experience , only complited /On-Going projects shall be considered .</p> <p>No of Servers 500 to 550 -5 Marks 551-600-10 Marks More Than 601 -20 Marks</p> <p>Storage 500 TB to 550 TB -5 Marks 551 TB to 600 TB -10 Marks More Than 601 TB -20 Marks</p> <p>Data Migration from on Premise Servers to Cloud 500 Tb to 1000 TB -5 Marks Above 1000 TB -20 Marks</p>	
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122	Technical Evaluation Criteria : Point 11 , Page No 29 of 49	TQ	<p>the bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks</p> <p>Thereafter 1 mark for additional 50 resources</p>	<p>Based on the estimated workload and complexity of this project, 100 full-time technical employees are sufficient to ensure timely delivery, quality assurance, and operational continuity. This number adequately covers core functions such as development, testing, support, and project management without overstretching resources . we request Following revision</p> <p>- The bidder must have at least 100 full-time technical resources on its payroll as on the date of submission of the bid. - ≥ 100 resources – 5 Marks - Thereafter, 1 mark for every additional 5 resources.</p>	See Revised Corrigendum Clause
123	2.8. High-level scope of work	Tech	The system shall display relevant reference links from Odisha Government websites (odisha.gov.in) to allow users to access the original source content and verify the information.	Kindly confirm the list of government websites to be included under the solution scope.	As per RFP
124	3.1.3. Technical and Functional Compliance for Cloud Services Provider for the Web Site Search, Summarization with Chatbot Solution, Gen AI based Employee productivity	Tech	Cloud System cloud shall continuously monitor utilization across Virtual Machines and shall intelligently allocate available resources among the Virtual Machines.	Please confirm whether updates can be done with / without downtime.	As per RFP

125	2.8. High-level scope of work	Tech	The system should support API-based integration with external channels such as WhatsApp or similar messaging platforms to allow citizens to access the search and information services through additional digital touchpoints.	What would be the list of API's to be integrated?	As per RFP
126	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Comprehensive Coverage: Include all the Government of Odisha websites, Government orders, News Articles as mentioned by nodal agency including all the relevant documents in the search database to provide comprehensive search results.	Please clarify whether the search coverage will include only Odisha Government websites or also external linked resources.	As per RFP
127	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Proposed AI based Website search and summarization search bar and chatbot solution should be purpose built and include an AI Platform that leverages the foundational LLM model capabilities for retrieving the relevant and accurate information using vector search-based RAG architecture.	Can the bidder propose alternative AI architectures if they meet or exceed the performance of RAG-based systems?	No, As per RFP
128	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Proposed solution should make best use of a scalable, fully managed multi-modal AI service that processes and understands various data types (text, images, audio) within a single platform, enhancing AI solutions with comprehensive data analysis capabilities.	Should the solution support multimodal inputs (images, videos) from Day 1 or can this be phased?	As per RFP
129	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution, Page 15	Tech	Cloud Platform should be hosted on a MeitY approved cloud provider, the Cloud provider shall meet all MeitY specifications	It is proposed that performance benchmarks (latency, response time) be mutually agreed during solution design.	As per RFP

130	Vol-I, Section 1 – Glossary of Terms, Page 5; Vol-I, Section 7.2 (all sub-clauses), Pages 24–25; Vol-II, Section 3.1.3, Pages 16–19; Vol-I, Section 7.4 (all sub-clauses), Pages 27–30	Tech	The term "Native" is used more than 23 times across both volumes of the RFP — including "Native CDN Services," "Native SIEM," "Native Kubernetes," "Native AI/ML Platform," "Native Databases," "Native Security Services" — without any definition being provided in the Glossary or anywhere else in the RFP document. This absence of definition creates fundamental ambiguity in eligibility determination at the Pre-Qualification stage and in scoring at the Technical Evaluation stage.	We request OCAC to insert the following definition in Section 1, Glossary of Terms: "'Native Service' or 'Native Capability' means a cloud service or capability that is provisioned, operated, managed, and delivered by the CSP directly from its own infrastructure, irrespective of whether the underlying software, model, or technology stack was developed by the CSP, sourced from open-source communities, or integrated through OEM/technology partnerships, provided that: (a) the CSP retains full operational control of the service; (b) all data remains within India on MeitY-empanelled infrastructure; (c) the CSP provides direct SLA accountability to the purchaser; and (d) no separate licensing obligation or vendor relationship is imposed on the purchaser."	The terms, definitions, and evaluation criteria specified in the RFP shall remain applicable as defined in the bid document.
131	Vol-I, Section 7.2, S.No. 2, Page 24	PQ_CSP	The Pre-Qualification criterion for CSP stipulates a minimum average annual turnover of INR 1,000 Crores for last three financial years (FY 2021-22 to FY 2024-25). This threshold is calibrated exclusively to the revenue scale of global hyperscalers and effectively eliminates all Indian-origin, MeitY-empanelled sovereign cloud service providers from participation, directly contradicting: (a) MeitY Cloud Policy 2023; (b) DPDP Act 2023 data localisation mandate; (c) Make in India and Atmanirbhar Bharat directives; and (d) State ICT Policy 2022's own 25% local participation mandate. The threshold bears no rational relationship to the technical capability required for this project.	<p>1. Threshold Reduction: Requests to lower the INR 1000 Cr turnover requirement (Alternatives: INR 250 Cr, 500 Cr, or 700 Cr) and lower net worth to INR 125 Cr, arguing the current limit favors global hyperscalers and excludes sovereign/Indian CSPs.</p> <p>2. FY Clarification: Clarification requested on exactly which three financial years are evaluated out of the four listed, and if global parent company turnover is admissible.</p>	<p>1. Not Accepted / Refer RFP Clause.</p> <p>2. Clarification: The turnover eligibility shall be considered for the last three completed financial years preceding the bid submission date.</p>

132	Vol-II, Section 3.1.7, Paragraph 1, Page 24	Tech	<p>The RFP requires the SIEM platform to be a "fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties." The absolute prohibition on any third-party dependency has no precedent in Indian government cloud procurement and cannot be justified on any technical, security, or operational basis. Every enterprise-grade SIEM solution currently available — including those used by the most security-sensitive government agencies globally — involves third-party technology. MeitY's own empanelment framework imposes no restriction on use of third-party technology within managed cloud services. This language exclusively advantages one specific global CSP.</p>	<p>We request OCAC to replace "without any dependency on third parties that requires no maintenance or core monitoring" with: "with no separate third-party licensing cost or direct third-party vendor relationship imposed on the purchaser, with the CSP retaining full operational control, complete data residency within India, and end-to-end SLA accountability to OCAC." This preserves the legitimate intent — single-vendor accountability, no hidden costs, data sovereignty — while removing commercially impractical and exclusionary language.</p>	As per RFP
133	Vol-II, Section 3.1.7, Paragraph 6, Page 24	Tech	<p>The RFP mandates that the SIEM platform "must provide embedded hot storage by default for 12 months at no additional cost." This is a commercial pricing model requirement, not a technical capability requirement. 12 months of embedded hot storage at no additional cost is a pricing feature unique to one specific SIEM product in the global market. All other enterprise SIEM platforms charge for extended log retention as a separate commercial line item. Treating a proprietary pricing model of a single vendor as a mandatory pass/fail technical requirement is inconsistent with Government of India procurement principles of vendor neutrality.</p>	<p>We request OCAC to remove "at no additional cost" and replace the clause with: "The SIEM platform shall provide a minimum of 12 months of log data retention capability for retroactive search and forensic investigation purposes. The cost associated with this retention shall be included as a line item in the commercial bid." This preserves the security and compliance intent of 12-month retention while removing a commercially discriminatory constraint.</p>	As per RFP

134	Vol-II, Section 3.1.3, Page 19	Tech	<p>The RFP states: "Cloud system should natively provide support for Geospatial features including both raster and vector geospatial analysis as part of the cloud offerings." The scope of this RFP as defined in Vol-II Section 2 (Scope of Work) and Section 3.1.1 is exclusively: (a) an AI-powered citizen-facing chatbot and search interface; and (b) a GenAI-based enterprise search and agent capability. Neither deliverable has any functional dependency on geospatial raster or vector analysis. This is a highly specialised GIS capability used for spatial data processing and satellite imagery analysis — none of which appears anywhere in the functional or technical requirements of this project. Its inclusion serves exclusively to advantage CSPs with proprietary geospatial platforms while eliminating Indian sovereign cloud providers.</p>	<p>We formally request OCAC to remove the geospatial raster and vector analysis requirement from Section 3.1.3 of Vol-II entirely, as it has no functional relationship to the stated project scope and objectives. If OCAC believes geospatial capability is relevant to future project extensions, we request it be moved to a "desirable/optional" category with zero weightage in current evaluation. Retaining it as a mandatory cloud platform requirement for an AI chatbot project is a structural irregularity in the RFP.</p>	As per RFP
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135	Vol-I, Section 7.2, S.No. 8, Page 25	PQ_CSP	<p>The RFP requires at Pre-Qualification stage that "CSP must have Fully Managed Native CDN Services." CDN services are a content distribution and edge caching layer — not an AI infrastructure component, not a security-critical element, and with no direct bearing on the core deliverables of this project. Making proprietary CDN ownership a hard Pre-Qualification disqualifier for an AI-based citizen services project is disproportionate to project scope and structurally excludes Indian CSPs who deliver CDN through managed partnerships — a commercially standard arrangement not prohibited by MeitY empanelment standards.</p> <p>CSP Native SIEM Solution requirements: cloud-native SaaS SIEM without third-party dependency, integrated SOAR/UEBA, 12-month hot storage, SIEM delivered in-country.</p> <p>3) Cloud Native Security services for both - IDS and IPS and Cloud-native SaaS SIEM solution from the CSP without any dependency on third party</p>	<ol style="list-style-type: none"> 1. 3rd Party Dependencies (SIEM/CDN): Strict clauses mandating "native" tools restrict participation. Requests to use best-of-breed 3rd party solutions, partner ecosystems, or marketplace tools for CDN and SIEM. 2. ISO 42001 (AI Mgmt System): Multiple requests to relax or drop the mandatory ISO 42001 certification for the CSP due to its recent publication. 3. Added Security: Requests to add TLS inspection and URL filtering. 	<ol style="list-style-type: none"> 1. As per RFP. (Native services are required; the solution shall comply with the evaluation criteria). 2. No Change / Refer RFP Clause. ISO 42001 is a mandatory requirement. 3. As per RFP.
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136	Vol-II, Section 3.1.5, Pages 22–23; Vol-I, Section 7.2, S.No. 3 read with Vol-II Cl. 3.1.5, Pages 24–25	Tech	The RFP requires CSP to "support Active-Active/Active-Passive architecture having Business Continuity Plan with built-in fault tolerance." Read with the requirement for two DCs in different seismic zones 100km apart, this implies Active-Active across geographically separated data centres. True geo-redundant Active-Active with synchronous replication across DCs separated by 100+ km involves network latency constraints that make synchronous writes technically impractical without extremely high-cost dedicated dark fibre infrastructure available only to hyperscalers. The project's own SLA of 99.5% uptime does not necessitate cross-DC Active-Active architecture.	We request OCAC to clarify and amend the architecture requirement to read: "CSP shall support Active-Active architecture within a data centre facility (eliminating all intra-facility single points of failure) and Active-Passive architecture with automated failover across geographically separated data centres, with RTO and RPO as defined in the SLA. This architecture is deemed sufficient to meet all uptime and business continuity requirements specified in this RFP."	As per RFP
137	Vol-I, Section 7.4, S.No. 8, Page 29	TQ	The Technical Evaluation scoring matrix awards 2 marks to CSPs providing their own proprietary multi-modal LLM model and only 1 mark to CSPs providing open-source or third-party LLMs. This scoring differential awards higher marks based exclusively on LLM intellectual property ownership with no relationship to capability, performance, data sovereignty, or Odia language support. This is directly inconsistent with: (a) India's National AI Strategy and INDIAai Mission explicitly promoting open-source AI for government; (b) MeitY's BharatGen initiative; (c) AI4Bharat open-source models (IndicTrans2, IndicWhisper, IndicTTS) specifically developed for Indian languages including Odia and demonstrably superior for Odia-language tasks. Rewarding LLM ownership over sovereign hosting will result in worse Odia language outcomes for citizens.	We request OCAC to replace the ownership-based scoring differential with: "CSP provides multi-modal LLM capability with demonstrated Odia and English language support, hosted entirely within India on MeitY-empanelled infrastructure — 2 marks, irrespective of whether the model is proprietary, open-source, or third-party, provided all model inference occurs within India and no citizen query data is transmitted outside India." This aligns with national AI policy and ensures data sovereignty.	No Change , As per RFP

138	Vol-I, Section 7.4, S.No. 4, Page 28; Vol-II, Section 3.1.3, Page 16–19	Tech	The RFP requires "Multi-AZ HA architecture with Sync replication" for managed PostgreSQL and MySQL databases. "AZ" (Availability Zone) is proprietary architectural terminology used exclusively by AWS, GCP, and Azure to describe their internal infrastructure segmentation model. Using proprietary infrastructure terminology as a mandatory technical requirement in a government RFP effectively specifies a brand architecture, inconsistent with procurement neutrality principles. Indian CSPs operating Tier III certified data centres provide equivalent HA through redundant physical infrastructure without the hyperscaler "AZ" naming convention.	We request OCAC to replace "Multi-AZ HA architecture with Sync replication" with: "High Availability database architecture with synchronous replication across physically redundant infrastructure nodes or failure domains, providing automatic failover with near-zero RPO, consistent with the uptime SLA requirements of this RFP."	As per RFP
139	Vol-I, Section 7.4, S.No. 2, Page 27	Tech	The RFP requires block storage volumes to be "Regional redundant to zero down the impact of single AZ failure." "AZ" (Availability Zone) is proprietary terminology specific to AWS, Azure, and GCP infrastructure models. Indian CSPs with Tier III certified data centres provide block storage redundancy through separate physical failure domains delivering equivalent protection against storage failure without using the hyperscaler AZ model. Using this terminology as a scored evaluation criterion disadvantages Indian CSPs.	We request OCAC to replace "Regional redundant to zero down the impact of single AZ failure" with: "Block storage volumes shall be redundantly replicated across separate physical failure domains within the CSP infrastructure, providing protection against single hardware failure without data loss, with automatic failover. CSPs shall demonstrate this capability via their self-provisioning portal."	As per RFP

140	Vol-I, Section 7.4, S.No. 5, Page 28	Tech	The Kubernetes managed service evaluation criterion includes "Binary Authorization — Secure Verified Container Images for software supply-chain security" as a sub-criterion. "Binary Authorization" is a trademark and proprietary product of Google Cloud Platform (GKE). It is not a generic term, not an industry standard, and not available on any other CSP's Kubernetes offering. Using a Google trademark as an evaluation criterion in a government RFP is equivalent to specifying a brand name in a tender specification, violating technology-neutral procurement principles.	We request OCAC to replace "Binary Authorization — Secure Verified Container Images for software supply-chain security" with: "Container image signing and admission control capability ensuring only cryptographically verified and approved container images are deployed to production clusters, implementable through any CNCF-approved or equivalent open-source or managed tooling."	As per RFP
141	Vol-I, Section 7.4, S.No. 3, Pages 27–28	Tech	The WAF and DDoS evaluation criterion requires "Threat Intelligence, Third-party named IP address lists, and Adaptive Protection." The terms "Third-party named IP address lists" and "Adaptive Protection" are specific features and terminology of Google Cloud Armor — Google's proprietary WAF and DDoS product. No other CSP uses this exact terminology for equivalent capability. Using proprietary feature names as evaluation criteria in a government RFP constitutes implicit brand specification and is a procurement irregularity.	We request OCAC to replace proprietary feature names with functional descriptions: Replace "Third-party named IP address lists" with "integration with external threat intelligence IP feed sources"; Replace "Adaptive Protection" with "ML-based adaptive DDoS threat detection and automatic mitigation capability."	As per RFP

142	Vol-I, Section 7.4, S.No. 6, Page 28	Cloud	<p>The API Management evaluation criterion specifies "CSP Native Enterprise Grade API Management turnkey solution (*Not API Gateway)." The parenthetical "(*Not API Gateway)" explicitly excludes a specific AWS product by name. Using a specific vendor's product name as an exclusion criterion is equally impermissible under procurement neutrality as positively specifying a brand. The functional distinction between an API Gateway and a full API Management platform should be expressed through capability requirements, not by naming a product for exclusion.</p>	<p>We request OCAC to remove the parenthetical "(*Not API Gateway)" entirely and replace with a functional capability description: "CSP shall provide an Enterprise-grade API Management platform — whether proprietary or open-source-based — offering full API lifecycle management including: developer portal, API security controls (bot detection, rate limiting, threat protection), API analytics and monitoring, and multi-environment deployment capability. Platforms limited to basic API routing and proxying without the above management capabilities do not qualify."</p>	<p>Clause revised as follows- CSP Native Enterprise Grade API Management turnkey solution for publishing APIs to external and internal consumers through an integrated out of the box developer portal, Monetization, Advanced API Security like Bot Detection and API configuration security scoring, and should be able to deploy as a SaaS cloud offering and multi-clouds deployment option for the data plane.</p> <p>API Gateway is the standard terms used in IT industry and hence used to define the requirement. Ignore the term if it matches the name of the service offered by any CSP. The intent of the OCAC is to use general terms of the technology so that it will not create any ambiguity in the requirements.</p>
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143	Vol-I, Section 7.4, S.No. 7, Pages 28–29	Tech	<p>The Technical Evaluation criterion requires a "PBs scale Serverless Data Lake Service with SLA of >=99.99% and capabilities of GenAI Integration and built-in ML models; End-to-end ML using SQL applications." This description specifically maps to Google BigQuery's unique architectural characteristics: serverless model, 99.99% SLA, and BigQuery ML's SQL-based ML training feature — no other CSP's data lake product combines all these simultaneously. Further, the project scope — an AI chatbot and website search system — has no functional requirement for a PB-scale serverless data analytics warehouse.</p>	<p>We request OCAC to: (a) Justify the functional requirement for PB-scale serverless data lake within this specific project scope; and (b) Replace with: "CSP shall provide a managed data analytics and AI/ML platform capable of storing and processing data volumes required by this project, with GenAI integration capability and an SLA consistent with the overall project uptime requirement of 99.5% as specified in Vol-II Section 8.1."</p>	As per RFP
144	Vol-II, Section 3.1.3, Page 19; Vol-II, Section 3.1.4, Page 20	Cloud	<p>The RFP requires "Fully managed cloud-based HSM, FIPS 140-2 Level 3 compliant" and "Fully managed KMS, FIPS 140-2 compliant." FIPS 140-2 is a US NIST certification. India's own cybersecurity standards framework (CERT-In, MeitY guidelines) references FIPS 140-2 as acceptable but does not mandate it exclusively over equivalent international standards. Many enterprise HSM and KMS deployments use FIPS 140-2 Level 2 certified hardware which provides strong cryptographic security for government workloads.</p>	<p>We request OCAC to clarify: (a) Whether FIPS 140-2 Level 3 specifically is mandatory, or whether FIPS 140-2 Level 2 or equivalent international cryptographic standards (Common Criteria EAL4+) are acceptable; and (b) Whether HSM delivered through an OEM partnership arrangement, where the CSP operates and manages the HSM within India with full operational control, qualifies as "fully managed cloud-based HSM."</p>	<p>As per RFP</p> <ol style="list-style-type: none"> 1. CSP managed encryption key management ensures the quality and ownership of the CSP 2. CSP managed offerings best in class encryption software and increase the security of the application 3. CSP managed offerings ensure the best in class security offerings

145	Vol-II, Section 3.1.2, Page 16	Tech	<p>The RFP references "VPC-SC: Restricting the services to within the network perimeter of the customer" as an enterprise readiness requirement. "VPC-SC" (VPC Service Controls) is an exclusive proprietary product of Google Cloud Platform — not a generic networking term, not an industry standard, and not available on any other CSP's platform. The functional security objective — restricting cloud service API access to within a defined customer network perimeter — is achievable through multiple approaches on any CSP platform.</p>	<p>We request OCAC to replace "VPC-SC: Restricting the services to within the network perimeter of the customer" with: "Network perimeter controls: The CSP shall provide capability to restrict cloud service access to within the customer's defined private network boundary, preventing unauthorised external access to services and data, implementable through any combination of private endpoints, network security policies, service access controls, or equivalent mechanisms available on the CSP's platform."</p>	As per RFP
146	Vol-I, Section 7.4, S.No. 9, Page 29; Vol-II, Section 3.1.2, Page 16	Tech	<p>The AI/ML Platform evaluation criterion requires "Language translation service in speech-to-speech, speech-to-text, text-to-speech, and text-to-text for Indian languages" as part of the unified AI/ML platform. The RFP does not clarify whether these services must be proprietary to the CSP or whether integration with MeitY-recognised and government-funded open-source Indian language AI models (such as AI4Bharat's IndicTrans2, IndicWhisper, IndicTTS — developed under MeitY funding at IIT Madras) is acceptable. These models are specifically optimised for Odia and are the most capable available for Odia language tasks.</p>	<p>We request OCAC to confirm: "Indian language translation and speech services may be delivered through integration with open-source, government-funded, or third-party Indic language AI models (including AI4Bharat, IndicTrans2, IndicWhisper, IndicTTS, Sarvam AI, and similar MeitY-recognised models), provided all model inference occurs within India on MeitY-empowered infrastructure and no citizen speech or query data is transmitted outside India. CSPs shall not be required to have developed these language models independently."</p>	As per RFP

147	Vol-I, Section 7.4, S.No. 5, Page 28	Cloud	The Kubernetes evaluation criterion requires "Native Kubernetes backup and restore service" as a scored sub-criterion. In the Kubernetes ecosystem, backup and restore is universally delivered through dedicated tooling rather than being embedded in the Kubernetes orchestration layer. The de facto standard is Velero — a CNCF graduated open-source project. Even major hyperscalers implement Kubernetes backup as a separate managed add-on service rather than an inbuilt Kubernetes feature. Subject to the definition of "Native" in Query 1 being clarified, this requirement should be understood as requiring managed backup capability, not a feature embedded in the Kubernetes control plane.	We request OCAC to confirm: "'Native Kubernetes backup and restore service' means a managed backup and restore capability for Kubernetes workloads and persistent volumes, delivered either as an inbuilt feature or as a managed add-on service operated by the CSP, including through open-source tooling such as Velero or equivalent CNCF-graduated projects. CSPs shall not be required to have developed a proprietary Kubernetes backup solution independently."	As per RFP-CSP Kubernetes service with backup capability will help ensuring no loss of state and configurations of the containers. Native backup capability ensures best quality of services and peace of mind in comparison to opensource backup tools
148	Vol-I, Section 7.4, S.No. 1, Page 27	Cloud	The cloud platform evaluation criterion requires "Instances in Multiple Zones: SLA >=99.99%" demonstrated via self-provisioning portal URL. "Zones" or "Availability Zones" is proprietary architectural terminology specific to AWS, GCP, and Azure. Indian CSPs operating redundant Tier III certified data centre infrastructure provide equivalent multi-instance redundancy through physically separate failure domains without using the "Zone" or "Availability Zone" naming convention, which may cause them to score lower despite providing equivalent or superior redundancy.	We request OCAC to clarify that "Instances in Multiple Zones" means "instances deployed across physically redundant infrastructure within the CSP's environment" and that Indian CSPs demonstrating equivalent redundancy through Tier III certified infrastructure — without using the specific Zone/Availability Zone terminology — shall be considered compliant, provided they demonstrate a committed SLA of >=99.99% for redundant multi-node deployments via their self-provisioning portal.	As per RFP-CSP offer their SLA's across zones and as well on single instance. This is a standard practice among CSP's
149	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Cloud	Cloud Billing	Cloud services are to be billed monthly; however, it is unclear whether cloud cost is pass-through or to be included in bidder's quote. Kindly clarify cost treatment.	Bidder's Scope-Bidder to produce invoice for the CSP services on the interval agreed between bidder and OCAC.

150	Volume-II, Section No.-2.1, Page no. 10	Tech	BOQ (As per functionality)	BOQ does not define quantities (users, data volume, transactions). Kindly provide baseline assumptions for uniform commercial bidding.	Bidders are expected to assess and propose suitable sizing, architecture, and commercial estimates based on the scope and requirements defined in the RFP. Relevant details, if required, shall be finalized during the requirement study phase.
151	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	Integration Scope	The number and type of government portals/websites for integration are not specified. Kindly provide detailed inventory for effort estimation.	As per RFP
152	Volume-II, Section No.- 2.9.1.2, Page no. 10	Tech	e-Office Integration	Kindly confirm availability of APIs, documentation, and support for integration with e-Office systems.	e-Office /Oswas integration details Will be provided to successful Bidder at the time of system study.
153	Volume-II, Section No.-2.8, Page no. 8	Tech	Multilingual Data	RFP requires multilingual AI (English, Hindi, Odia). Kindly clarify if curated datasets will be provided or bidder must prepare training data.	As per RFP
154	Volume-II, Section No.-2.8, Page no. 8	Tech	Data Crawling	Continuous crawling of government websites is required. Kindly clarify handling of unstructured, outdated, or inconsistent content.	As per RFP
155	Volume-II, Section No.- 2.11.1, Page no. 11	Tech	RAG Architecture	Kindly define acceptance criteria and measurable benchmarks for AI response accuracy during UAT.	As per RFP
156	Volume-II, Section No.-8, Page no. 28–32	Tech	SLA & Penalty	SLA metrics and penalty computation methodology are not clearly defined. Kindly provide detailed KPI definitions and penalty formulas.	As per RFP

157	Volume-II, Section No.- 2.11.2.1.2, Page no. 12	Tech	CSP Compliance	Kindly clarify whether bidder must onboard MeitY empaneled CSP independently or if empaneled CSP will be provided by OCAC.	As per RFP
158	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Tech	Auto-scaling	No baseline for peak load or concurrent users is provided. Kindly specify expected system load for capacity planning.	As per RFP
159	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	WhatsApp Integration	Kindly clarify ownership of WABA account, BSP onboarding, and messaging charges (bidder vs department).	Bidder to propose as part of solution.
160	Volume-II, Section No.- 2.11.2.1, Page no. 12	Tech	LLM Usage Cost	Kindly clarify whether LLM/API usage cost (token-based billing) is included in bidder scope or will be reimbursed separately.	Bidder to propose as part of solution.
161	Volume-II, Section No.-2.7, Page no. 7	Tech	O&M Scope	O&M includes upgrades and enhancements at no additional cost. Kindly define boundary between minor enhancements and change requests.	As per RFP
162	Volume-II, Section No.-2.5, Page no. 6	Tech	UAT	Kindly clarify timelines for UAT sign-off and whether deemed acceptance applies in case of delays from department side.	As per RFP
163	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Tech	Capacity Scaling	Kindly clarify whether additional infra cost due to user growth will be payable separately or included in fixed cost.	As per RFP
164	Volume-II, Section No.- 3.1.5–3.1.7, Page no. 22–24	Tech	Security Tools	WAF and SIEM requirements are mentioned but sizing and licensing are not defined. Kindly clarify scope for costing.	As per RFP
165	Volume-II, Section No.-2.8, Page no. 8	Tech	HITL Model	Kindly clarify whether Human-in-the-loop operations (review, validation) will be managed by bidder or department.	As per RFP

166	Volume-II, Section No.- 2.11.2.1.3, Page no. 12	Tech	Documentation	Kindly confirm if any predefined documentation standards/templates must be followed.	As per RFP
167	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	AI Source Restriction	AI responses must be limited to govt sources. Kindly clarify bidder liability in case of incorrect or outdated source data.	As per RFP
168	Volume-II, Section No.- 2.9.2, Page no. 10	Tech	Enhancements	“Minor enhancements” are included in scope. Kindly define threshold (in effort or scope terms) for classification.	As per RFP
169	Volume-II, Section No.- 2.11, Page no. 11	Tech	Analytics	Kindly specify expected KPIs, reporting frequency, and integration requirements for analytics dashboard.	As per RFP
170	Volume-II, Section No.- 3.1.2, Page no. 16	Tech	Enterprise AI Data	Kindly confirm availability, format, and access permissions for departmental data required for enterprise AI solution.	As per RFP
171	Volume-II, Section No.- 2.11.2.1, Page no. 12	Cloud	Cloud Managed Services	It is mentioned that bidder shall provision and manage cloud resources. Kindly clarify whether cloud tenancy will be owned by OCAC or bidder, and implications on billing and control.	OCAC-Cloud tenancy will be owned by OCAC and bidder will be managing it on the behalf of OCAC
172	Volume-II, Section No.- 3.1.5, Page no. 22	Cloud	Cloud Provisioning API	Cloud system should support API-based provisioning. Kindly clarify if existing enterprise cloud environment exists or bidder must provision greenfield setup.	As per RFP-Bidder to consider it as green field setup and must consider the efforts and cost incurred on services to setup cloud foundation
173	Volume-II, Section No.- 3.1.3, Page no. 16	Tech	Data Residency	Data residency requirement mentions “within Odisha”. Kindly clarify if state DC/GSDC infra is to be used or only logical residency on CSP is acceptable.	Data residency: all data and processing must remain within India. CMEK (Customer-Managed

					Encryption Keys) and VPC-SC required.
174	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	Government Orders (GO) ingestion	RFP mandates ingestion of GOs from multiple sources. Kindly clarify availability of centralized repository vs manual ingestion effort.	As per RFP
175	Volume-II, Section No.-2.8, Page no. 8	Tech	Archival System	System must support archival of historical data. Kindly clarify expected data retention period and storage sizing assumptions.	The archival and retention requirements shall be finalized during the requirement study phase in consultation with the concerned department/authority.
176	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	Multimodal AI Capability	Requirement includes multimodal AI (text, audio, images). Kindly clarify if image/video ingestion is mandatory in phase-1 or future scope.	As per RFP
177	Volume-II, Section No.- 2.11.2.2.2, Page no. 12	Tech	IAM & User Roles	IAM implementation required across departments. Kindly clarify number of user roles, departments, and expected IAM complexity.	As per RFP
178	Volume-II, Section No.- 2.11.1, Page no. 11	Tech	LLM Integration	RFP requires integration with LLM models but does not specify whether open-source or proprietary models allowed. Kindly clarify.	CSP-native are to be considered
179	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	AI Model Training	No clarity on whether model fine-tuning is required or only prompt-based RAG approach expected. Kindly confirm scope.	Model fine-tuning is required
180	Volume-II, Section No.-2.8, Page no. 8	Tech	Feedback Mechanism	Feedback capture required but no SLA on response improvement or retraining defined. Kindly clarify expected turnaround timelines.	As per RFP

181	Volume-II, Section No.- 2.9.2, Page no. 10	Tech	Technical Support	Technical support required for citizens and employees. Kindly clarify support model (L1/L2/L3), working hours, and multilingual support expectation.	As per RFP
182	Volume-II, Section No.- 3.1.1, Page no. 15	Tech	Data Encryption	Encryption required but no clarity on key management (CMEK vs CSP-managed keys). Kindly clarify.	CSP-native are to be considered
183	Volume-II, Section No.- 2.11.2.1, Page no. 12	Tech	DR Requirement	Disaster recovery requirement mentioned but RTO/RPO not defined. Kindly provide expected targets.	Bidder is expected to propose suitable DR architecture and RTO/RPO targets in line with industry best practices and project criticality as part of the proposed solution.
184	Volume-II, Section No.- 2.10.1, Page no. 11	Tech	Enterprise Users (100 users)	Enterprise AI mentions 100 users but scalability not defined. Kindly clarify if future scaling will be paid separately.	As per RFP
185	Volume-I, Section No.-6.2, Page no. 10	Tech	Proposal Completeness	Clause mandates full compliance but no deviation matrix format provided. Kindly confirm if deviations allowed and format.	As per RFP
186	2.8, High-Level Scope of work	Tech	The platform shall support configurable source management allowing authorized administrators to onboard, approve, or remove government websites and knowledge sources.	For the Human-in-the-Loop (HITL) mechanism, will OCAC provide operational personnel for giving list of websites?	Yes
187	3.1.1. AI- enabled Website Search and Summarization with Chatbot Solution, Page 14	Tech	Automated Updates and Maintenance: Implement automated processes for regular updates and maintenance of the search system to ensure ongoing accuracy and relevance of the search results.	Is there any requirement for version control of indexed documents?	As per RFP

188	3.1.2. Gen AI based employee productivity capability for Enterprise Search and AI agents, Page 16	Tech	Planned Agentic AI solutions should encapsulate all the Enterprise readiness of Cloud: Compliance and regulatory protections such as: Data residency: keeping data and processing within Odisha	It is recommended that data residency and security configurations be aligned with CSP capabilities during design phase.	As per RFP
189	3.1.3. Technical and Functional Compliance for Cloud Services Provider for the Web Site Search, Summarization with Chatbot Solution, Gen AI based Employee productivity, Page 19	Cloud	Cloud System must ensure that there are sufficient graphical reports of cloud resource utilization and available capacity	Are there any expectations for dashboard visualization formats (graphs, tables, etc.)?	This will be discussed with selected bidder. OCAC will discuss and direct the selected bidder on the requirement from dashboard.
190	Vol-1, Clause 7.4 – Technical Evaluation, Parameter 12, Page 30	TQ	AI-based solutions for Govt/PSU with minimum ₹2 Cr value	OCAC may kindly clarify whether AI project experience of the AI OEM , where the OEM has played a critical role in AI model development or chatbot implementation, may be considered independently or jointly with the Prime Bidder for technical evaluation, subject to Prime Bidder retaining delivery responsibility.	See Revised Corrigendum Clause
191	Vol-1, Clause 7.4 – Parameter 12, Page 30	TQ	Minimum ₹2 Cr value per AI project	OCAC may kindly consider whether multiple AI projects of similar scope and production usage , executed for Govt/PSU entities with individual values slightly below ₹2 Cr, may be considered cumulatively or awarded partial marks for technical evaluation.	See Revised Corrigendum Clause

192	Vol-1, Clause 7.4 – Parameter 10 (ISO / CMMi), Page 29	PQ	ISO / CMMi scoring criteria	OCAC may kindly clarify whether ISO certifications of an AI OEM , when officially associated as a technical partner, may be considered independently or jointly for technical scoring, without impacting contractual or SLA responsibility of the Prime Bidder or CSP.	The technical evaluation and consideration of certifications shall be carried out strictly as per the eligibility and evaluation criteria defined in the RFP. There will be no change and will be considered jointly for technical scoring
193	Vol-1, Clause 7.4 – Technical Demonstration, Pages 30–31	TQ	Demonstration of AI search and chatbot	OCAC may kindly clarify whether the technical demonstration of AI search and chatbot capabilities may be conducted by the AI OEM on behalf of the Prime Bidder, while the Prime Bidder retains overall explanation and responsibility.	Refer RFP Clause
194	Vol-1, Clause 7 & 8 – Consortium & Execution	PQ	Consortium vs subcontracting	OCAC may kindly clarify whether sub-contracting of specific components , such as specialized AI development or analytics, is permitted in addition to consortium arrangements, and whether any approval or limits apply.	No , Sub Contracting is Not Allowed
195	Vol-2, Clause 4.2 – Terms of Reference, Page 8	Tech	Scope of Work demarcation	OCAC may kindly clarify the demarcation of responsibilities between SI, CSP, and AI OEM with respect to AI model development, chatbot logic, prompt engineering, AI tuning and governance , versus cloud infrastructure provisioning and management.	As per RFP
196	Vol-2 – Scope & Functional Requirements	Tech	AI IP and artifacts	OCAC may kindly clarify the ownership, usage rights, and handover expectations for AI models, prompt libraries, embeddings, and AI artifacts developed or configured during the project, particularly where OEM technologies are used.	As per RFP

197	Vol-2 – Scope of Work	Tech	Reuse of AI platforms	OCAC may kindly clarify whether the solution allows reuse/customization of existing AI or chatbot platforms already developed by the bidder or its technology partners, as opposed to mandatory fresh development.	As per RFP
198	Vol-2 – Functional Requirements	Tech	AI performance & acceptance	OCAC may kindly clarify the acceptance and evaluation criteria for AI performance including chatbot response accuracy, contextual relevance, multilingual quality, hallucination control, and response latency.	The AI solution shall be evaluated during implementation, UAT, and operations based on relevance, contextual correctness, multilingual capability, response quality, latency, and compliance with the functional and technical requirements defined in the RFP.
199	Vol-2 – O&M Scope	Tech	Knowledge updates & content	OCAC may kindly clarify whether content curation, knowledge validation, and updates during O&M are the responsibility of the bidder or provided by the department.	The bidder shall be responsible for operation, maintenance, and management of the solution during the contract period. Relevant content/data support and validation inputs, wherever required, shall be facilitated by the concerned department/authority.
200	Vol-2 – O&M Scope	Tech	AI retraining & continuous learning	OCAC may kindly clarify whether AI retraining, fine-tuning, and continuous learning during O&M are included within the fixed O&M scope and cost.	No Change , Refer RFP Clause

201	Vol-2 – Data & Security	Tech	AI data usage & retention	OCAC may kindly clarify provisions regarding data usage, retention, anonymization, and reuse of interaction logs for analytics and AI improvement.	No Change , Refer RFP Clause
202	Vol-2 – Support & SLA	Tech	AI-specific issues	OCAC may kindly clarify the support and escalation model for AI-specific issues such as hallucinations, incorrect responses, or language inaccuracies, and how these are SLA-tracked.	As per RFP
203	Vol-II, Section 8.3 & 8.4 (Pages 30–31)	General	Service Level Agreement – Applicability	Kindly clarify the exact commencement date of SLA measurement i.e., whether SLAs start from Contract Signing, Go-Live (T7), or after a stabilization / hand-holding period.	From Contract signing
204	Vol-II, Section 8.3 (Page 30)	General	SLA applicability during initial period	Please confirm whether a stabilization / grace period post Go-Live is considered during which SLA penalties shall not be applicable.	Complete implementation of the project should be completed in 6 Months a sper RFP
205	Vol-II, Section 8.6 (Page 31)	General	Service Levels Monitoring	Kindly confirm whether SLA measurements will be system-generated and tool-based, and whether such tools/reports will be mutually accessible and auditable by the successful bidder.	Yes
206	Vol-II, Section 8.6 (Page 31)	General	SLA Reporting & Validation	Please clarify the approving authority for SLA reports and whether bidder-submitted clarifications on SLA computation will be considered before penalty deduction.	OCAC
207	Vol-II, Section 8.5 – Definitions (Page 30)	Tech	Scheduled Maintenance Time	Please confirm that approved scheduled maintenance (with 15 days’ prior approval) shall be fully excluded from SLA availability and penalty calculations.	As per RFP
208	Vol-II, Section 8.7, SLA No. 12 (Pages 35–36)	General	Security breach penalty	Kindly clarify whether the INR <<5 Lakhs>> per incident security breach penalty is over and above the overall SLA penalty cap and whether it applies only when breach is attributable to bidder negligence.	The security breach penalty provisions shall be applicable as defined in the RFP and contract conditions, based on

					assessment of the incident by OCAC/authorized authority.
209	Vol-II, Section 8.6 & 8.7 (Pages 31–32)	Tech	Rectification window	Request consideration for a reasonable cure / rectification period for non-critical SLA breaches before levy of penalties.	As per RFP
210	Vol-II, Section 8.1 – last bullet (Page 29)	Tech	Repeated SLA failure	Please clarify the process and bidder safeguards before OCAC exercises its right to re-look at the contract and redefine SLAs / penalties upon repeated SLA failures.	As per RFP
211	Vol-II, Section 8.6 – MeitY reference (Page 32)	Tech	SLA alignment with MeitY	Kindly clarify that in case of any conflict between OCAC SLA measurements and MeitY guidelines, MeitY SLA definitions shall prevail and be limited accordingly.	The SLA provisions and measurements applicable for this project shall be governed as per the terms and conditions specified in the RFP and contract.
212	RFP_Vol_II_Final_2_Apr_2026.pdf 3. 1.2.Gen AI based employee productivity capability for Enterprise Search and AI agents- Page 16	Cloud	Data residency: keeping data and processing within Odisha	No Hyperscaler CSP provides Data centre in Odisha only. AWS has data centre(s) in India and can declare about data residency within India.	Refer RFP clause

213	RFP_Vol_II_Final_2_Apr_2026.pdf 3.1.7. CSP Native SIEM Solution	Cloud	The platform must provide a fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties that require	The clause requiring a fully managed, cloud-native SaaS solution delivered directly by the cloud service provider (without third-party dependencies) specifically applies to Azure. AWS takes a different approach by offering SIEM solutions via the AWS Marketplace, which typically involves third-party security vendors rather than AWS-native SIEM capabilities. Kindly remove this clause.	As per RFP- SIEM and SOAR is one of the most critical security components of the security architecture. CSP native offerings will ensure best in quality of services. In addition CSP native services ensure ownership, quality and future upgrades and roadmap from CSP. Azure has SIEM native (Sentinal) solution offerings
214	RFP_Vol_II_Final_2_Apr_2026.pdf Sec 2 Scope of Work Page 9	Tech	2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution	Should we consider only website search in scope or we should consider documents in the form of PDF, Doc files etc to be in scope while searching.	The proposed solution shall consider relevant website content, documents, Government Orders, PDFs, and other authorized digital content sources as part of the searchable knowledge base in line with the RFP scope.
215	RFP_Vol_II_Final_2_Apr_2026.pdf Sec 2 Scope of Work Page 9	Tech	2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution	Will APIs, database access, or bulk data dumps be provided for ingestion, or is web scraping expected only?	As per RFP

216	RFP_Vol_II_Final_2_Apr_2026.pdf Sec 2 Scope of Work Page 11	Tech	2.11.1. AI-based Website Search and Summarization bar with chatbot interface	If documents are in scope, kindly specify the types and formats of documents to be ingested across departments (e.g., PDF, DOC/DOCX, XLS/XLSX, PPT, HTML pages, scanned images, audio/video transcripts).	The solution should support ingestion and indexing of commonly used document and content formats including web pages, PDF, DOC/DOCX, XLS/XLSX, PPT, and other relevant digital content formats as applicable to the project scope.
217	RFP_Vol_II_Final_2_Apr_2026.pdf Sec 2 Scope of Work Page 11	Tech	2.11.1. AI-based Website Search and Summarization bar with chatbot interface The deliverables should also include these. 1) Advanced search system using AI to enhance information/ document searchability. 2) Integration with the Odisha government's websites. Government Orders, News feeds	What percentage of documents are scanned (requiring OCR) versus digitally searchable text?	The exact proportion of scanned and digitally searchable documents is not defined currently. Bidder is expected to propose suitable OCR and document processing capabilities as part of the solution.
218	RFP_Vol_II_Final_2_Apr_2026.pdf Sec 2 Scope of Work	Cloud	Gen AI based employee productivity capability for Enterprise Search and AI agents	What would be the role of AI agent apart from searching and summarizing? Are there any workflows involved for agentic AI implementation?	As per RFP-The details mentioned as part of the scope of the project. Bidder has to build the design and architecture of the RFP as per the requirements mentioned in the RFP
219	RFP_Vol_II_Final_2_Apr_2026.pdf Technical Specifications Page 15	Tech	The proposed solution should implement an AI-powered search system that delivers real-time, accurate search results from a vast array of government documents, external websites, and PDF files.	What is the estimated number of documents/files to be indexed initially across all identified government websites and internal repositories? Kindly indicate the total data size (in GB/TB) of the documents/content to be indexed during initial implementation.	The exact volume and size of documents/content to be indexed shall be finalized during the requirement study phase. Bidder is expected to propose

					scalable architecture considering future growth and expansion requirements.
220	RFP_Vol_II_Final_2_Apr_2026.pdf Technical Specifications Page 15	Tech	The proposed solution should use the native AI platform services from CSP for foundational LLM models and expose it as an API that can be integrated with the chat application seamlessly.	Kindly clarify whether the solution is expected to leverage cloud-based LLMs (e.g., OpenAI, Gemini) or deploy locally hosted LLMs. Additionally, please specify any data residency, privacy, or regulatory constraints that may restrict the use of external APIs, as this will significantly impact architecture design, model selection, infrastructure sizing (GPU requirements), and overall cost.	CSP-native are to be considered
221	7.4 Technical Evaluation Criteria Page No. - 29 Sl. No. - 11	TQ	The bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks Thereafter 1 mark for additional 50 resources	The bidder must have at least 100 full-time technical resources in its payroll as on date of submission of bid. ≥ 100 Resources – 6 Marks Thereafter 2 mark for additional 10 resources	See Revised Corrigendum Clause
222	Vol-II, Sec 2.8, Page 7	Tech	"The system shall enable citizens to submit queries through text as well as voice input in English, Hindi, and Odia languages."	NLP/Model Query: Odia Speech-to-Text (STT) and Text-to-Speech (TTS) models are highly specialized. Does OCAC have a preferred/pre-trained model (e.g., Bhashini) that the SI can leverage via API, or is the SI expected to bear the cost of licensing/training commercial Odia NLP models?	As per RFP
223	Vol-II, Sec 3.1.2, Page 15	Tech	"The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data..."	Integration Scope Query: Please clarify the current architecture of the E-Office application. Does it currently expose REST/SOAP APIs for data ingestion and two-way context bridging, or will the SI be required to build custom database-level connectors? Who will provide the API Gateway access?	The E-Office integration is primarily envisaged via standard REST APIs/web services provided by the platform. The bidder is expected to handle document ingestion and metadata extraction. For the purpose of the bid,

					assume standard API-based integration. Detailed documentation and staging environment access will be provided by OCAC during the requirement study.
224	Vol-II, Sec 2.9.1.1, Page 9	Tech	"Solution should be capable to be integrated with WhatsApp based applications via API"	Commercial/Licensing Query: For the WhatsApp integration, who will bear the recurring costs of the Meta WhatsApp Business API conversation charges and the associated BSP (Business Solution Provider) licensing fees? Should this be factored into the O&M commercial bid?	Bidder to propose as part of solution.
225	Vol-I, Sec 7.4, Page 30	Tech	"Data Migration/Management of over 500TB."	Volume & Sizing Query: The PQ criteria mentions 500TB+ of data migration. Is this 500TB the expected volume of unstructured data (PDFs, HTML, Docs) that needs to be processed, chunked, and indexed into the Vector Database for the RAG architecture? Please provide the estimated total token count or document count, as this drastically impacts Vector DB sizing and LLM processing costs.	: The 500TB reference in the eligibility criteria pertains to past experience requirements and should not be construed as the project data volume for this implementation. Bidder is expected to propose suitable scalable architecture and sizing based on the scope defined in the RFP.
226	Vol-II, Sec 2.11.1, Page 11	Cloud	"The development process should include an AI platform that integrates large language models... based on the government curated datasets."	LLM Hosting Query: Vol-I, Page 29 states "CSP provides its own multi model & model to be hosted in India". Are we restricted to using CSP-native foundational models (e.g., AWS Bedrock, Azure OpenAI), or is the SI permitted to deploy and fine-tune Open-Source models (e.g., Llama 3, Mistral) on provisioned GPU instances within the MeitY cloud?	Bidder can offer LLM as an API which is running on CSP native AI/ML platform-Bidder can offer embedding models, LLM and other technical components of the solution that qualifies the

					technical criteria mentioned in the RFP
227	Vol-II, Sec 8.7, Page 31	Cloud	"Availability/ Uptime of cloud services Resources for Production Environment... >=99.5%"	SLA & Concurrency Query: To accurately architect for 99.5% uptime and auto-scaling, please provide the anticipated Peak Concurrent Users (PCU) and estimated monthly API hits for the citizen-facing search and chatbot portal across the 400 departmental websites.	As per RFP-The volumetrics and capacity requirements are mentioned in the corrigendum
228	Vol-II, Sec 3.1.7, Page 22	Cloud	"The platform must provide a fully managed Cloud-native SaaS solution from the CSP... integrated SIEM/ SOAR/ UEBA functionalities"	Security Tooling Query: The RFP mandates native SIEM/SOAR/UEBA from the CSP. If a MeitY-empaneled CSP does not have a native UEBA/SOAR tool that meets all listed drag-and-drop playbook requirements, is the SI permitted to propose a third-party enterprise solution (e.g., Splunk, QRadar, Palo Alto XSOAR) hosted on the CSP?	As per RFP-SIEM and SOAR is one of the most critical security components of the security architecture. CSP native offerings will ensure best in quality of services. In addition CSP native services ensures ownership, quality and future upgrades and roadmap from CSP.
229	Vol-II, Sec 3.1.4, Page 18	Cloud	CSP must only provide OS disks scalable to 64 TB from Day 1 in the Entire Solution, this will be vetted by the Technical Committee.	Architecture Query: Standard cloud architectures restrict OS (boot) disk sizes to much smaller volumes for performance and stability, while utilizing scalable attached block/object storage for large data volumes up to 64TB+. Please confirm if providing a standard OS disk alongside attached block/object storage scalable up to 64TB+ is acceptable.	As per RFP-The requirement is scalability from Block storage. Please architect solution with the single disk volume that can scale to required limit.

230	Vol-II, Sec 3.1.1.1, Page 13	Tech	Comprehensive Coverage: Include all the Government of Odisha websites, Government orders, News Articles... in the search database	Data Ingestion Query: For the documents (specifically Government Orders and PDFs) hosted on these 400 websites, are they digitally native, or do they include scanned, image-based PDFs? If they include scanned images, the SI will need to provision robust Optical Character Recognition (OCR) pipelines before vectorization. Please clarify the approximate percentage of scanned vs. digital documents.	The document repository may include both digitally searchable and scanned/image-based documents. The exact proportion is not defined currently, and bidders are expected to propose suitable OCR and document processing capabilities as part of the solution.
231	Vol-II, Sec 2.11.1, Page 11	Tech	Integration with the Odisha government's websites... Vol-II, Page 36 mentions Go-Live for 400 websites	Frontend Integration Query: For deploying the search bar and chatbot across the 400 departmental websites, will the SI be responsible for modifying the source code of all 400 unique sites, or will the state departments embed a unified, standardized JavaScript snippet/iframe provided by the SI?	The bidder is expected to propose a suitable and scalable integration approach for deployment across departmental websites in consultation with OCAC and concerned departments during implementation.
232	Vol-II, Sec 2.10.1, Page 10	Tech	Gen AI based employee productivity capability for Enterprise Search and AI Agents (10 Licenses and 10 Agents)	AI Agent Scope Query: Please precisely define the scope of the "10 Agents". Does this refer to 10 distinct, custom-built AI workflows/bots (e.g., an HR Agent, a Finance Agent, a Policy Drafting Agent) that the SI needs to engineer, or does it mean something else in the context of the platform?	The AI Agent capabilities are envisaged as use-case-based intelligent assistants/workflows for enterprise productivity and information access. Detailed use cases and implementation scope shall be finalized during the requirement study phase in consultation with OCAC.

233	Vol-II, Sec 3.1.2, Page 15	Tech	Solution should support multi-modal AI features aptly supported by GenAI LLM Models with intrinsic ability to understand images and videos, stream Video and Audio	Multi-modal AI Query: What is the specific use case for streaming video and audio analysis within the scope of this project? Are there large repositories of government video/audio files that must be continuously ingested, transcribed, and indexed into the vector database for citizen semantic search? If so, please provide an estimated storage volume for multimedia.	The multi-modal AI capability requirement is intended to support future-ready extensibility and enhanced AI processing capabilities. The exact scope, use cases, and volume of multimedia content, if any, shall be finalized during the requirement study phase in consultation with the concerned department/authority.
234	Vol-I, Sec 7.2, Page 25	Cloud	Archival Storage provided by CSP must support Sub Second Data Retrieval and must be backed by SSD's	Storage Architecture Query: Archival storage is typically implemented using cold storage tiers (HDD/Tape) to optimize costs, and retrieval times can range from minutes to hours. Requiring sub-second retrieval backed by SSDs essentially defines "Hot/Standard Storage". Please clarify if standard Cloud Object Storage (Hot Tier) is expected here instead of a traditional Archival tier.	As per RFP-Archieve storage should not restrict and make users wait if data is expected to be retrieved from Archive tier. The capability of sub-second data retrieval help user with instance response and better user satisfaction. Multiple CSP's offer this capability from their archival storage tier

235	Vol-II, Sec 3.1.4, Page 19	Cloud	The hardware security module should be FIPS 140-2 Level 3 compliant... support deployment in Single/Multi-tenant mode	Cryptography Query: Will OCAC accept the use of the CSP's native managed Cloud Key Management Service (KMS) that is backed by FIPS 140-2 Level 3 compliant HSMs, or is a dedicated, single-tenant Cloud HSM instance strictly mandatory for this project?	As per RFP 1. CSP managed encryption key management ensures the quality and ownership of the CSP 2. CSP managed offerings best in class encryption software and increase the security of the application 3. CSP managed offerings ensure the best in class security offerings
236	Vol-II, Sec 2.8, Page 8	Cloud	The system shall also support a human-in-the-loop (HITL) mechanism enabling authorized administrators to review responses... and update the knowledge base	AI Governance Query: Since RAG responses are generated dynamically in real-time per user query, does the requested HITL mechanism refer to asynchronous auditing of the chatbot's historical conversation logs, or does it refer to an approval workflow for the underlying ground-truth documents before they are indexed into the Vector DB?	As per RFP-Build application with HITL (Human In The Loop) brings application flexibility to improve in the results with time. This is a standard practice to improve the results of the GenAI application.
237	Vol-II, Sec 3.1.6, Page 22	Cloud	Service provider WAF should be able to perform packet inspection on every request covering all 7 layers.	Network Security Query: Deep Packet Inspection (DPI) across all 7 OSI layers for every single request can introduce significant latency to the citizen portal. Please clarify if a standard Layer 7 Web Application Firewall (WAF) is sufficient, or if a dedicated Next-Gen Firewall (NGFW) with full DPI capabilities is mandatory for inbound web traffic.	Clause Revised as Follows:- Service provider WAF should be able to perform packet inspection on every request.

238	Vol-II, Sec 2.8, Page 7	Cloud	support cross-language search capabilities enabling users to submit queries in supported languages while retrieving relevant information from content available in other languages.	Cross-Lingual RAG Architecture Query: To achieve cross-language retrieval, is the expectation that the SI translates the user query to English, searches the Vector DB, retrieves the English/Odia document chunks, and then instructs the LLM to generate the final summary in the user's requested language?	As per RFP-Multi model LLM has the capability to achieve this capability. Other 3rd party LLM donot offer this
239	Vol-II, Sec 8.5, Page 30	Cloud	Recovery Point Objective (RPO) / Recovery Time Objective (RTO)	Disaster Recovery Query: The RFP mentions tracking RPO and RTO but does not specify the target metrics. To accurately design the replication frequency and failover architecture between the two seismic zones, please specify the mandatory RPO (e.g., 15 minutes, 1 hour) and RTO (e.g., 4 hours) targets for the production workloads.	As per RFP-Solution donot demand DR solution but requires services those can be extended with capability to offer DR. Hence the requirement mentioned in the RFP.
240	Vol-II, Sec 3.1.4, Page 20	Cloud	The SSO service should support built-in SAML integrations... use existing corporate credentials to access all the assigned accounts	Identity & Access Management Query: For the employee-facing Enterprise Search portal, does the Government of Odisha already possess a centralized Identity Provider (IdP) (e.g., NIC Parichay, Azure AD) that the proposed application must integrate with via SAML/OIDC, or does the SI need to deploy a new active directory/identity store?	Bidder's Scope-Solution donot demand DR solution but requires services those can be extended with capability to offer DR. Hence the requirement mentioned in the RFP.
241	Vol-II, Sec 2.8, Page 8	Tech	mechanisms for automated content crawling, ingestion, indexing, and periodic updates to ensure that the information repository remains up to date.	Data Pipeline Sizing Query: To accurately size the web scraping infrastructure, vector embedding compute, and database IOPS, please specify the expected frequency of crawling for the 400 websites. Is the SI expected to perform real-time, daily, or weekly crawls of the government web estate?	Daily

242	Vol-II, Sec 3.1.2, Page 15	Tech	This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.	E-Office Write-Back Query: Writing data back to a secure, core government system like E-Office is highly complex. Please specify the exact technical mechanism for this (e.g., Does E-Office have exposed REST APIs for POST/PUT requests for classifications, or will this require a database-level write?).	The exact technical integration mechanism, APIs/interfaces, and write-back approach for E-Office integration shall be finalized during the requirement study and implementation phase in consultation with the concerned department/authority.
243	Vol-II, Sec 3.1.7, Page 23	Cloud	The platform must automatically enrich events at data ingestion... embedded hot storage by default for 12 months to cater for extended retroactive search	SIEM & Logging Sizing Query: To accurately architect and size the "12 months of hot storage" for the Native SIEM/SOAR solution, please provide an estimate of the expected log volume generation per day (in GBs) or the Events Per Second (EPS) across the targeted cloud infrastructure.	Bidder to estimate and design the solution. Bidder to design and define the log volume size for the project and it has to be provided as per of the design
244	Vol-II, Sec 8.5, Page 29	Tech	Time elapsed from the moment an incident is reported to the Helpdesk either manually or automatically through the system	ITSM/Helpdesk Tooling Query: For logging incidents and measuring SLAs, does OCAC already have an existing centralized ITSM / Ticketing Tool (e.g., ServiceNow, Jira Service Desk) that the SI must integrate with, or is the SI expected to procure, provision, and configure a new Helpdesk tool as part of this scope?	Existing tools/systems, if any, and integration requirements shall be shared during the requirement study phase. Bidder may propose suitable ITSM/helpdesk approach as part of the solution in line with the RFP requirements.
245	Vol-I, Sec 7.4, Page 30	Tech	Technical Demonstration (Use Case) ... AI-generated answer to the query should also be available in the audio format in the language of the query	Technical Evaluation Query: For the mandatory Technical Demonstration of the proposed platform, will OCAC provide a sample dataset or a specific list of test queries to the shortlisted bidders in advance so that models can be appropriately grounded prior to the live demo?	Bidder to propose as part of solution.

246	Vol-II, Sec 3.1.5, Page 21	Tech	Automated Backup of data with IDAM based Access Control... Automatic Failover without manual intervention.	Database Architecture Query: Does "Automatic Failover without manual intervention" apply strictly to the underlying Cloud Infrastructure, or is the SI expected to design Multi-AZ Active-Active/Active-Passive database clusters (for the Vector DB and relational DBs) with automated sub-minute DNS routing failover?	The proposed solution is expected to ensure high availability, resiliency, and automatic failover capabilities as part of the overall architecture design in line with the RFP requirements and industry best practices.
247	Vol-II, Sec 3.1.2, Page 15	Tech	provide leading search technology across all an enterprise's data with access control to preserve data security	RBAC & Vector Search Query: For the employee-facing Gen AI search, enforcing document-level Access Control (RBAC) inside a Vector Database is technically complex (it requires metadata filtering per user query). Will the state provide a centralized directory (e.g., Active Directory) mapping users to specific document permissions, and what is the maximum acceptable latency for permission-filtered vector searches?	Relevant user access controls, directory integration requirements, and security policies shall be finalized during the requirement study phase in consultation with the concerned department/authority. Bidder is expected to propose suitable secure and scalable architecture to meet the project requirements.
248	Vol-II, Sec 3.1.2, Page 15	Cloud	enterprise connectors and ability to go across enterprise data and applications... spread across multiple data sources.	Enterprise Connector Sizing Query: Please list the specific underlying technologies for the ""enterprise data sources"" (e.g., Oracle DB, MS SharePoint, physical File Transfer Protocol (FTP) servers, proprietary legacy web applications) the AI Agents need to connect to. This is strictly required to determine if out-of-the-box data connectors exist or if custom API/connector development is required.	As per RFP-This clause is raised to ensure the solution is flexible to integrate with Drive, Sharepoint, salesforce etc so that if required the integration will be achieved. As per initial scope this will not be considered as deliverable

249	Vol-II, Sec 3.1.3, Page 15	Cloud	multidimensional auto-scaling of cloud services where resources like RAM and CPU will scale vertically as well systems should scale horizontally	Vertical Auto-Scaling Query: True automated vertical scaling (dynamically adding CPU/RAM to a live VM without a restart) relies heavily on specific OS kernel support and is often not viable for stateless containerized workloads (Kubernetes). Please clarify if standard horizontal auto-scaling (adding more VM instances/pods) combined with right-sizing alerts is acceptable in lieu of live automated vertical scaling.	Bidders are permitted to offer equivalent services to achieve the required capability-Kuberenetes has the flexibility to scale with multi dimensions. More matured Kubernetes service like GKE autopilot is needed.
250	Vol-II, Sec 3.1.1, Page 13	Tech	Real-time translation, voice command support, and responses... Text-to-Speech	Audio Latency SLA Query: Processing Voice-to-Text -> LLM Inference -> Text-to-Voice introduces compounding latency (Time to First Audio). Is there a specific end-to-end latency SLA (in milliseconds/seconds) expected for the voice conversational chatbot from the end of the citizen's speech to the start of the AI's audio response?	No specific latency SLA is defined currently for voice interactions. Bidder is expected to propose an optimized architecture ensuring responsive and user-friendly conversational experience in line with industry best practices and RFP requirements.
251	Vol-II, Sec 3.1.5, Page 21	Cloud	Self-heal capability to detect health of underlying hardware and restore services on a different physical host without any manual intervention.	Cloud Self-Healing Architecture Query: Does this requirement imply the need for a hypervisor-level High Availability feature (like VMware HA that restarts a VM on a new host), or is a modern cloud-native approach acceptable where an Auto Scaling Group (ASG) detects an unhealthy instance, terminates it, and automatically spins up a fresh instance in a healthy availability zone?	Bidders are permitted to offer equivalent services to achieve the required capability -Google service like live migration brings this capability on table and this feature help application to have maximum possible availability and uptime.

252	Vol-II, Sec 2.8, Page 8	Tech	automated content crawling, ingestion, indexing, and periodic updates	Web Scraping & Firewall Query: Crawling 400 government websites at high frequencies will likely trigger anti-bot, WAF, or DDoS protections on those respective sites. Will OCAC centrally facilitate the whitelisting of the SI's crawler IP addresses across all 400 departmental firewalls, or must the crawler operate strictly within standard public rate limits?	As per RFP
253	Vol-I, Sec 7.4, Page 30 / Vol-II, Scope of Work	Cloud	Data Migration from on premises server to cloud 500TB to 1000 TB"" (Mentioned in Evaluation Criteria)	Data Migration Scope Query: While the Evaluation Criteria requires past experience of 500TB+ data migration, the actual Scope of Work (Vol-II, Sec 2.9) does not explicitly detail a legacy data migration component. Please clarify if there is a requirement to migrate legacy on-premises data into the new cloud environment as part of this project's execution, and if so, what is the volume and format?	No. There is no legacy data required to be migration. RFP scope does not mentioned any data migration but sort the capability of the bidder to ensure the skillset availabel with bidder
254	Vol-II, Sec 3.1.7, Page 23	Tech	The platform must have the capability to support integrating third party intelligence feed... out-of-the box threat intelligence content	Threat Intelligence Licensing Query: For the SIEM/SOAR platform, will OCAC provide its own subscriptions to specific third-party Threat Intelligence feeds (e.g., CERT-In feeds), or is the SI expected to procure and bundle commercial Threat Intelligence subscriptions (e.g., CrowdStrike, Mandiant) into the commercial bid?	Bidder to propose as part of solution.
255	Vol-II, Sec 3.1.2, Page 15	Tech	Models with intrinsic ability to understand images and videos, stream Video and Audio	Multi-Modal Compute Sizing Query: Processing streaming video/audio through multi-modal LLMs requires massive, sustained GPU compute compared to text-based RAG. Could you provide a baseline estimate of the concurrent video/audio streams the system is expected to process simultaneously, so we can accurately size the cloud GPU infrastructure?	No specific baseline for concurrent multimedia stream processing is defined currently. Bidder is expected to propose suitable scalable infrastructure and compute sizing aligned with the proposed solution architecture and project requirements.

256	Vol-I, Sec 7.4, Page 28	Cloud	CSP Native Enterprise Grade API Management turnkey solution (Not API Gateway) for publishing APIs... Monetization, Advanced API Security	<p>API Management Scope Query: The RFP explicitly excludes standard "API Gateways" and mandates an "Enterprise Grade API Management" solution with "Monetization" capabilities. Since this is a G2C citizen service portal, please clarify the use-case for API Monetization. Furthermore, will OCAC accept a standard, highly scalable Cloud API Gateway for chatbot backend integration in lieu of a heavy Enterprise API Management suite?</p>	<p>Clause revised as follows- CSP Native Enterprise Grade API Management turnkey solution for publishing APIs to external and internal consumers through an integrated out of the box developer portal, Monetization, Advanced API Security like Bot Detection and API configuration security scoring, and should be able to deploy as a SaaS cloud offering and multi-clouds deployment option for the data plane.</p> <p>A native API Management platform is necessary to ensure secure, high-speed, and governed access to government services. Native integration provides superior performance, unified identity management, and reduced latency compared to third-party or bolt-on solutions.</p>
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257	Vol-I, Sec 7.4, Page 29	Cloud	The proposed cloud data lake platform should have... PBs scale Serverless Data Lake Service... inbuilt Machine learning models	Data Lake Sizing Query: The RFP mandates a Petabyte (PB) scale serverless data lake. Given that the primary scope involves indexing 400 government websites and E-Office documents, the data volume is unlikely to approach Petabyte scale initially. Please clarify the expected Day-1 data volume (in TBs) to be ingested into the Data Lake to help us accurately estimate cloud storage and ML processing costs.	As per RFP - RFP scope demands the capability of the Data Lake services to handle PBs scale of data with inbuilt ML capabilities to ensure best in class solution offerings from CSP
258	Vol-I, Sec 7.4, Page 28	Cloud	Managed cloud native Kubernetes service with... Binary Authorization Secure Verified Container Images for software supply-chain security	Container Security Query: ""Binary Authorization"" is a terminology heavily associated with a specific Cloud Provider (Google Cloud). To ensure vendor neutrality across MeitY-empaneled CSPs, please confirm if equivalent Cloud-Native container supply-chain security mechanisms (e.g., Image Signing via Notary, AWS Signer, or Azure Policy for Kubernetes) are acceptable for compliance.	Bidders are permitted to offer equivalent services to achieve the required capability
259	Vol-I, Sec 7.4, Page 29	Tech	Unified End-to-End AI/ML Platform... Managed services for Model training... Centralized repository for managing, versioning, and tracking trained ML models	MLOps & GPU Sizing Query: The core requirement of the RFP relies on a RAG (Retrieval-Augmented Generation) architecture, which utilizes pre-trained Foundation Models. However, this clause mandates ""Model Training"" and ""MLOps workflows"". Please clarify if the SI is expected to fine-tune/train custom Large Language Models (LLMs) from scratch (which requires massive, dedicated GPU clusters), or if the MLOps requirement is strictly for managing custom embedding models and small-scale classifiers?	Bidder to propose as part of solution.

260	Vol-I, Sec 7.4, Page 28 / Vol-II, Sec 2.11.1	Cloud	...retrieving relevant information from a vector database... Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL	Vector Database Architecture Query: The evaluation criteria lists standard relational databases (PostgreSQL, MySQL, MSSQL) but the RAG architecture inherently requires a Vector Database. Does OCAC require a dedicated native Vector Database service (e.g., managed Milvus, Pinecone, Qdrant), or is it acceptable to use a relational database extension (e.g., PostgreSQL with the pgvector extension) to satisfy the vector search requirement?	As per RFP - Bidder are permitted to Offer solution that can handle the scale and capability of Vector DB. Bidder is free to choice Vector DB
261	Vol-II, Sec 3.1.6, Page 22	Cloud	The WAF should be able to set a limit to the maximum number of simultaneous connections per IP... limit allowed HTTP versions, request content type	Traffic Sizing & WAF Query: To accurately configure the Web Application Firewall (WAF) rate-limiting rules and size the Kubernetes Ingress controllers, please provide the expected baseline and peak Transactions Per Second (TPS) or queries per minute generated by citizens across the 400 websites during high-traffic events (e.g., exam result declarations or scheme announcements).	As per RFP - Bidder to design WAF rules and define threshold as per OCAC permission
262	Vol-II, Sec 2.9.1.1, Page 9	Tech	Solution should be capable to be integrated with WhatsApp based applications via API	Omnichannel Media Query: For the WhatsApp integration, citizens may inadvertently send images, voice notes, or PDF documents to the WhatsApp bot instead of text. Is the SI expected to architect the backend to process and respond to multi-modal inputs originating specifically from WhatsApp, or will the WhatsApp integration be strictly limited to text-based interactions?	As per RFP
263	Vol-II, Sec 5.1, Page 25	Tech	Transition-Out Services... exit management period starts, in case of expiry of contract, at least 3 months prior	Exit Management Query: During the 3-month transition-out period at the end of the 3-year O&M phase, will the SI be expected to migrate the Vector Database, LLM configurations, and conversational history to a different Cloud Provider or an On-Premises State Data Center? If so, who will bear the cloud data egress (outbound data transfer) costs?	As per RFP

264	Vol-II, Sec 2.10, Page 10	General	Bill of Quantity: Vulnerability Assessment and Penetration Test - Yearly (Once in a Year)	Security Audit (VAPT) Query: For the annual VAPT mentioned in the BOQ, is the SI required to engage an external, independent CERT-In empaneled auditor to conduct this test and issue the ""Safe to Host"" certificate, or can the SI utilize its own internal security team/tools to generate this report?	Third Party CERT-In empanelled Auditor to be utilized
265	Vol-II, Sec 3.1.2, Page 15	Tech	VPC-SC: Restricting the services to within the network perimeter of the customer	Cloud Vendor-Lock-In Query: The term ""VPC-SC"" (VPC Service Controls) is a proprietary, trademarked capability specific to Google Cloud Platform (GCP). To ensure vendor neutrality and allow participation using other MeitY-empaneled Tier-1 CSPs (AWS, Azure), please confirm if equivalent network perimeter security controls (e.g., AWS VPC Endpoints/PrivateLink or Azure Private Link) are fully acceptable to satisfy this requirement.	Equivalent security capabilities and controls offered by MeitY-empaneled CSPs shall be acceptable, subject to compliance with the functional, technical, and security requirements defined in the RFP.
266	Vol-II, Sec 3.1.3, Page 16	PQ_CSP	<p>The cloud virtual machine created by the portal should have at-least two virtual NIC cards. One NIC card should be used for internet traffic while another should be used for service traffic.</p> <p>CSP must have Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL.</p> <p>The CSP should have the following services with SLA of:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99%. 	<ol style="list-style-type: none"> 1. SLA Relaxations: Standard CSP SLAs for a single instance are typically 99.5%, not 99.9%. Requests to lower the single instance SLA requirement. 2. Networking (vNICs): Mandating dual vNICs is outdated; request to use modern cloud logical isolation (subnets, NAT gateways) instead. 3. Database Additions: Request to include Oracle Database as a fully managed native DB. 	<ol style="list-style-type: none"> 1. Clause Revised as Follows: Minimum SLA required is 99.9% for the VM section in the BoQ. 2. Clarification: Bidders are permitted to offer equivalent services to achieve the required capability. 3. As per RFP.

267	Vol-I, Sec 7.4, Page 28	Tech	Continuous virtual red teaming including attack paths, risk scoring, and toxic combinations	Security Tooling Query: "Continuous virtual red teaming" usually requires specialized Breach and Attack Simulation (BAS) or advanced Cloud Security Posture Management (CSPM) software. Is this required to be a native, built-in feature of the Cloud Provider, or can the SI fulfill this requirement by integrating a leading 3rd-party enterprise cybersecurity solution on the proposed cloud?	CSP native to be considered
268	Vol-I, Sec 7.4, Page 29	Tech	Language translation service in speech to speech, speech to text, text to speech and text to text for Indian languages.	Speech-to-Speech AI Architecture Query: "Speech-to-Speech" can be achieved via a cascaded pipeline (Speech-to-Text -> LLM Translation -> Text-to-Speech) or via a newer, unified native multi-modal Audio LLM. Does OCAC mandate a unified native Speech-to-Speech foundational model, or is a highly optimized cascaded pipeline acceptable for the Indian language translations?	CSP native to be considered
269	Vol-I, Sec 7.1, Page 20	PQ	...mandatory local participation, and collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises...	Local Enterprise Mandate Query: Please clarify how the "25%" is calculated. Does this mean 25% of the O&M Commercial Value must be subcontracted to a local enterprise, or does it mean 25% of the physical headcount? Additionally, what qualifies as a "local enterprise" (e.g., must they be registered as an MSME in Odisha, or just have a local branch office)?	RFP clearly states that the collaborative arrangements would be 25% for deployment and maintenance components for implementation with local enterprises.
270	Vol-II, Sec 8.1 - 8.7, Pages 27-34	General	Various SLA Penalties defined (e.g., 10%, 20%, 30% of Monthly Payment)	SLA Penalty Cap Query: The RFP defines severe individual penalties (e.g., up to 30% for uptime failures, 15% for resolution delays). However, there is no mention of a Maximum Penalty Cap. Standard industry and government contracts cap total penalties at 10% to 15% of the respective milestone or quarterly payout. Please confirm the Maximum Overall Penalty Cap per billing cycle.	The SLA and penalty provisions applicable for the project shall be governed as per the terms and conditions specified in the RFP and contract.

271	Vol-II, Sec 2.10, Page 10	Tech	Required cloud services and storage to operationalize the solution - As per functionality	Commercial Normalization Query: Because the BOQ for Cloud Services is ""As per functionality,"" different bidders will assume drastically different baseline architectures (e.g., Bidder A sizes for 100 TPS, Bidder B sizes for 1000 TPS), leading to unequal commercial comparisons. Will OCAC release a standardized, baseline Infrastructure BOQ (e.g., baseline vCPUs, RAM, Storage, API hits) via Corrigendum so all bidders are evaluated on a level financial playing field?	As per RFP
272	Vol-I, Section 7.1, Point 2, Page 29	PQ	<p>The Bidder must have CMMi Level 3 or above and CSP must have any of the 4 following ISO Certifications as on Bid submission Date:</p> <ol style="list-style-type: none"> 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 22301 5. ISO 27017 6. ISO 27018 <p>For Bidder:</p> <ul style="list-style-type: none"> • CMMi Level 3 - 2 Marks • CMMi Level 5 - 5 Marks 	<p>Request to kindly consider and amend to -</p> <p>For Bidder:</p> <ul style="list-style-type: none"> • CMMi Level 3 - 2 Marks • CMMi Level 3 & ISO 27001/20001 - 5 marks OR CMMi Level 5 - 5 Marks 	See Revised Corrigendum Clause

273	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	TQ	The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features: 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Multi - AZs HA architecture with Sync replication	Please change the terminology and statemnet, since this is pertaining to AWS. The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features: 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another region 5) HA architecture with Sync replication	As per RFP
274	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	Cloud	The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features: 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Multi - AZs HA architecture with Sync replication	Request to edit the IOPS in the storage layer for database. The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features: 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase with minimum IOPS of 15000 in MySQL and 70000 in PostgreSQL. 4) Automated replication/Automatic failover to another Zone 5) HA architecture with Sync replication	As per RFP. Adding IOPS will not make specific changes to the offerings. No need to change PQ at this stage

275	Vol-II, Sec 2.8 / Pg 7-8 & Sec 2.9.1.1	Tech	Integration with multiple govt. websites, Data ingestion & crawling	Please provide details of all data sources including websites, GOs, APIs, document repositories, along with access mechanisms (API/DB/crawling) and estimated data volume.	As per RFP
276	Vol-II, Sec 2.8	Tech	Multilingual support	Please clarify multilingual support scope (English/Hindi/Odia), including datasets/models and validation benchmarks for accuracy across text and voice.	The proposed solution is expected to support multilingual text and voice capabilities in English, Hindi, and Odia using suitable industry-standard models and datasets. Validation and performance assessment shall be carried out during implementation and UAT in line with the RFP requirements.
277	Vol-II, Sec 2.8	Tech	Voice-based interaction	Any preferred STT/TTS engines (Bhashini, Google, etc.) or open to bidder proposal?	Bidder is recommended to propose solutions with appropriate licensing terms handled by the bidder
278	Vol-II, Sec 2.8	Tech	HITL (Human-in-the-loop)	What will be the expected workflow, roles, and frequency of human validation?	Bidder to propose as part of the solution
279	Vol-II, Sec 2.6	Tech	Training requirements	Expected number of users and training locations/modes (online/offline)?	As per RFP
280	Vol-II, Sec 2.8	Tech	API integrations	Will OCAC provide all external APIs or bidder needs to provision it? Expected number of external integrations (WhatsApp, portals, etc.)?	Bidder to propose as part of solution.
281	Vol-II, Sec 3.1.1	Tech	Real-time updates	What is expected frequency of content refresh (real-time, hourly, daily)?	Bidder to propose solution that can refresh in real-time, on-demand, and various other configurable

					frequencies for latest updates
282	Vol-II, Sec 3.1.3	Tech	DR & HA requirements	Expected RPO/RTO for disaster recovery setup?	As per RFP
283	Vol-II, Sec 2.11.2	Cloud	Cloud billing	Will cloud cost be reimbursable (actuals) or included in bidder quote?	As per RFP-Bidders to bundle the cloud services costing in their financial bid
284	Vol-II, BOQ	Tech	"As per functionality"	Please provide estimated sizing (users, storage, compute) for accurate costing.	Bidder to propose and estimate as part of the solution
285	Vol-II	Tech	Licensing	Please clarify whether the licensing cost of all external integrations will be beared by OCAC or the bidder.	Bidder to propose as part of solution.
286	Vol-II, Sec 8 (SLA)	Tech	SLA accountability	How will SLA compliance and associated penalties be managed across different functional components such as infrastructure, application, and AI response quality?	SLA compliance and associated penalties shall be monitored and managed as per the service levels, performance parameters, and operational requirements defined in the RFP and contract.
287	Vol-II, Sec 2.4	Tech	Testing scope	Please provide detailed expectations on testing scope including functional, integration, regression, performance, security, accessibility, and multilingual validation.	As per RFP
288	Vol-II, Sec 3.1.1	Tech	AI response validation	Are there defined benchmarks or KPIs for evaluating AI-generated responses such as accuracy, relevance, completeness, and hallucination control?	Will be provided to successful Bidder

289	Vol-II	Tech	Performance testing	Please specify expected system load (concurrent users, queries per second) and performance benchmarks for response time.	Bidder to propose as per industry standard performance metrics as part of solution.
290	Vol-II	Tech	Security testing	Should vulnerability assessment and penetration testing be conducted by the bidder as part of scope, and are there any empanelment requirements (e.g., CERT-In)?	Security Testing must be performed by the Bidder
291	Vol-II, Sec 2.11	Tech	Model training & tuning	Please clarify scope of model training, fine-tuning, and whether access will be provided to datasets, vector DB, prompts, and pipelines for validation and optimization.	Model training and tuning is in bidder's scope. Access to website data is available in public domain
292	Vol-II, Sec 2.8	Tech	Continuous learning	Is there an expectation for implementing feedback-driven model improvement mechanisms (e.g., HITL workflows)?	Bidder to propose as part of the solution
293	Vol-II, Sec 2.8	Tech	Logging requirements	Please specify requirements for logging of user queries, AI responses, and system events, including retention period.	Bidder to propose as part of the solution
294	Vol-II	Tech	Observability framework	Are there any preferred tools or frameworks for monitoring application performance, AI response quality, and infrastructure health?	Bidder to propose as part of the solution
295	Vol-II	Tech	Release management	What is the expected process for release validation, regression testing, and deployment approvals?	Bidder to propose as part of the solution
296	Vol-II, SLA Section	Tech	SLA metrics	Please provide detailed SLA metrics covering application uptime, response time, AI accuracy, and issue resolution timelines.	As per RFP
297	Vol-II, Sec 2.7	Tech	O&M scope	During O&M phase, is continuous monitoring, validation, and periodic performance optimization expected as part of scope?	Yes
298	Vol-II	Tech	Change management	How will additional scope related to enhancements, model tuning, or extended validation be handled commercially?	Any additional scope or enhancements beyond the defined RFP requirements shall be

					handled as per mutually agreed terms and applicable contract provisions.
299	Vol-II	Tech	Tooling	Should the bidder provision necessary tools for automation, performance testing, and monitoring, or will any tools/platforms be provided by OCAC?	Bidder to propose as part of the solution

300	Section 7.1, Prequalification Criteria (General Bid), Point 9, Page 23	PQ	<p>Blacklisting & Pending Litigation: The bidder declared blacklisted/ ineligible/ debarred/ have any legal disputes/ pending litigation with any State or Central Government/ or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non- satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.</p> <p>Documents Required: Self-Declaration from authorized signatory of the firm (including consortium, if applicable).</p>	<p>The department has asked that the bidder/ MSP should not be blacklisted / debarred / ineligible etc. While conditions related to blacklisting and debarment are standard, the inclusion of the term “ineligible” is vague and may unnecessarily restrict participation.</p> <p>Please note that MSPs may be declared ineligible in previous tenders due to technical disqualifications for non-submission of certain documents, minor deviations in specifications or not meeting specific eligibility criteria of a particular bid. These do not reflect the MSP's credibility or performance, unlike blacklisting or debarment which are imposed due to serious issues like non-performance or unethical practices. Accordingly, the use of the term 'ineligible' which is open to interpretation may lead to unnecessary exclusion of MSPs and reduced competition.</p> <p>In addition, the current clause refers only to the MSP, whereas the project involves both MSP and CSP, who play an equally important role in execution. Limiting this condition only to the MSP may allow CSPs with a history of blacklisting/debarment or non-performance to participate in the tender, which may impact project execution.</p> <p>Therefore, it is requested that the department revise the clause as -</p> <p>"Blacklisting & Pending Litigation: The Managed Service Provider (MSP) and Cloud Service</p>	As per RFP
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				<p>Provider (CSP) declared blacklisted/ debarred/ have any legal disputes/ pending litigation with any State or Central Government/ or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non-satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.</p> <p>Documents Required: Self-Declaration from authorized signatory of the firm (including consortium, if applicable)."</p>	
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301	Section 7.2, Prequalification Criteria for CSP, Point 1, Page 24	PQ_CSP	<p>CSP should be MeitY empaneled as per the Ministry of Electronics and Information Technology (MeitY) empanelment process as on the last date of submission of the bid.</p> <p>Supporting Documents: Empanelment Certificate issued by MeitY or link to MeitY website.</p> <p>CSP should have at least two data centers in two different seismic zones and 100 km apart empaneled under MeitY.</p>	<p>1. MSP vs. CSP & GCC: Requests to allow Managed Service Providers (MSPs) to fulfill the MeitY criteria and to mandate Government Community Cloud (GCC) deployment for better data localization.</p> <p>2. Data Center Geography: Requests to clarify if DCs must reside strictly in India and a request to increase the seismic zone separation to 250 km.</p> <p>3. Specific Approvals: Are there specific CSPs already approved?</p>	<p>1 & 2. As per RFP. Any MeitY-empanelled CSP meeting the RFP criteria is eligible. Proposed data centers must comply with MeitY empanelment and data residency requirements.</p> <p>3. Clarification: No specific CSP has been mandated by OCAC.</p>
302	Evaluation Criteria for Managed Cloud Service Provider and Bidder- Page:27	PQ_CSP	<p>The CSP should have the following services with SLA of:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99% 	<p>Dear Sir, Typically, cloud service providers offer around 99.5% SLA for a single instance, while higher availability levels (up to 99.99%) are achieved when workloads are architected across multiple Availability Zones within a region. In view of this, we request you to kindly reconsider the 99.9% single-instance SLA requirement, as it may restrict broader participation.</p>	<p>Clause Revised as Follows:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Minimum SLA required 99.9% for the VM section in the BoQ
303	3. 1.2.Gen AI based employee productivity capability for Enterprise Search and AI agents- Page 16	Tech	<p>Data residency: keeping data and processing within Odisha</p>	<p>Currently, no Hyperscaler cloud service provider has a data centre located specifically in Odisha. However, leading providers do have data centres within India and can ensure data residency within the country. In view of this, it is requested that the requirement be aligned accordingly.</p>	<p>As per RFP</p>
304	SECTION A: SCOPE BOUNDARY & SCALE DEFINITION - Section 2.8 / 2.9	Tech	<p>Coverage Scope Definition</p>	<p>Kindly confirm whether the scope includes all existing Odisha Government websites and portals, and whether any phased onboarding or prioritization list will be provided.</p>	<p>List will be provided to the successful bidder</p>

305	SECTION A: SCOPE BOUNDARY & SCALE DEFINITION - Section 2.8 (content ingestion, indexing)	Tech	Content Volume & Ingestion Baseline	Please provide indicative baseline volume of content (documents, web pages, structured/unstructured data) and expected frequency of updates.	Bidder to propose solution that can refresh in real-time, on-demand, and various other configurable
306	SECTION A: SCOPE BOUNDARY & SCALE DEFINITION - Section 2.8	Tech	Departmental Onboarding Model	Will all departments be onboarded from Day-1, or will onboarding be progressive based on readiness and approvals?	As per RFP
307	SECTION A: SCOPE BOUNDARY & SCALE DEFINITION - Section 3.1 (implied performance requirements)	Tech	User Load & Performance Assumptions	Kindly provide indicative expected usage levels (daily users / peak concurrency) for both citizen-facing and internal platforms.	As per RFP
308	SECTION B: AI RESPONSE GOVERNANCE & LIABILITY - Section 2.8 (authoritative responses)	Tech	Response Validation & Accuracy Expectations	Is there a defined framework for validation of AI-generated responses, including acceptance criteria for correctness and completeness?	AI-generated responses shall be validated during implementation, UAT, and operational phases based on relevance, correctness, completeness, contextual accuracy, and compliance with the requirements defined in the RFP.

309	SECTION B: AI RESPONSE GOVERNANCE & LIABILITY - Section 2.8 (multi-source prioritization)	Tech	Handling of Ambiguous or Incomplete Source Data	In scenarios where source information is incomplete, outdated, or conflicting, what is the expected system behavior: - Suppress response - Provide partial response with disclaimer - Escalate for manual review	The proposed solution is expected to implement appropriate AI guardrails, confidence mechanisms, disclaimers, and human-in-the-loop review capabilities for handling incomplete, outdated, ambiguous, or conflicting information.
310	SECTION B: AI RESPONSE GOVERNANCE & LIABILITY - Section 2.8 (content from govt sources)	Tech	Responsibility for Source Data Quality	Please clarify whether data quality, consistency, and correctness of source systems is: - Responsibility of departments - Or expected to be managed/normalized by the bidder	As per RFP
311	SECTION C: ENTERPRISE INTEGRATION & DATA ACCESS - Section 3.1.2 (integration with e-Office and others)	Tech	Integration Readiness of Departmental Systems	Kindly confirm whether target systems for integration are: - Standardized and API-enabled - Or may require custom data extraction mechanisms	Both
312	SECTION C: ENTERPRISE INTEGRATION & DATA ACCESS - Section 3.1.2 (access control, security)	Tech	Access & Authorization Model for Enterprise Data	Will a centralized identity/access framework be provided, or is the bidder expected to integrate with multiple department-specific access systems?	Bidder to propose as part of the solution

313	SECTION C: ENTERPRISE INTEGRATION & DATA ACCESS - Section 3.1.2 (data protection, residency)	Tech	Data Residency & Access Constraints	Please clarify any restrictions on data movement across environments, especially for inter-departmental data access and processing.	Data access, movement, and processing shall comply with applicable Government security policies, access control mechanisms, data residency requirements, and other provisions defined in the RFP
314	SECTION D: CLOUD & INFRASTRUCTURE COMMERCIALS - BOQ (cloud services)	Cloud	Cloud Cost Treatment	Kindly clarify whether cloud infrastructure and consumption costs are: - To be included within the bidder's commercial bid - Or reimbursed separately based on actual usage	Bidder's Scope-Bidders to bundle the cloud services costing in their financial bid
315	SECTION D: CLOUD & INFRASTRUCTURE COMMERCIALS - Section 2.11.2 (scalability expectations)	Cloud	Elastic Scaling & Cost Control	Is there any guidance or constraint on scaling limits, or mechanisms expected for cost governance and optimization?	Bidder's Scope
316	SECTION D: CLOUD & INFRASTRUCTURE COMMERCIALS - Section 2.11.2	Cloud	Existing Infrastructure Utilization	Is there any existing infrastructure or shared services that the bidder is required or expected to utilize?	No. This is green field project and all services required for the project has to be included in the offerings from bidder
317	SECTION E: SERVICE LEVELS & OPERATIONS - SLA Section	Tech	SLA Baseline for AI Systems	Kindly specify SLA expectations for: - System availability - Response time (user query to output) - Data update latency	As per RFP

318	SECTION E: SERVICE LEVELS & OPERATIONS - Section 2.7 (maintenance & upgrades)	Tech	Handling of Model/Knowledge Updates	Will updates related to knowledge base expansion, model improvements, or new integrations be considered within base scope, or treated as change requests?	Base scope
319	RFP Volume 1 - Page No. 22 - , 7.4 Technical Evaluation Criteria - Point No. 12	TQ	The bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.	Please amend the clause as : "The bidder must have successfully executed AI-ML-based / Data Analytics / Automation / IoT analytics for delivery of various services for State Government / Central Government / PSUs in India in the last 5 years having a minimum project value of INR 2 Crore."	See Revised Corrigendum Clause
320	Vol-I Instructions to Bidder Evaluation Criteria for Managed Cloud Service Provider and Bidder Sr. No. 12 at Page#30	TQ	The bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.	As per the clause 7.1 Prequalification Criteria (General Bid): Consortium / Joint Venture is allowed (Prime + Any one Member of the consortium). Required experience from the any consortium partner may be consider. However, the lead bidder will remain wholly and solely responsible for the delivery of the project.	As per RFP
321	Vol-II, Section 1 – Background (Pg 5)	Tech	The engagement of a Bidder to work in collaboration with Bidder who will perform specific activities identified by OCAC for a mentioned period	Does this phrase imply that the selected bidder will work in collaboration with another external partner or with an internal OCAC team? Please clarify what is meant by “collaboration with Bidder... for a mentioned period” – is a separate agency/partner already identified for some activities, or will the SI be solely responsible for all activities outlined in the RFP?	Sole Bidder responsibility

322	Vol-II, Section 2.8 – High-Level Scope (Pg 7-8)	Tech	AI-enabled search across Odisha government websites; system supports English, Hindi, Odia with cross-language search and voice input; content from official sites, GOs, news.	Could OCAC provide a definitive list (or number) of the government websites and data sources to be integrated (~400 are mentioned in the RFP) and confirm the languages required? Are only English, Hindi, and Odia to be supported initially, or should the solution be designed to accommodate additional languages or content types in the future?	As per RFP
323	Vol-II, Section 2.9.1.2	General	Multilingual support (English, Hindi, Odia) including voice/text	Does OCAC have approved language glossaries or standardized Odia/Hindi terminology for schemes and services?	Bidder to propose as part of the solution
324	Vol-II, Section 2.9.1.1 – Chatbot Solution Scope (Pg 9)	Tech	Solution should be capable to be integrated with WhatsApp based applications via API.	Is the bidder expected to implement immediate integration with WhatsApp (or other messaging platforms) as part of the project deliverables, or is this a future capability to be enabled? If immediate, will OCAC provide access to any existing WhatsApp Business API or should the bidder account for setting up a new integration (e.g., WhatsApp business approval and phone number)?	As per RFP
325	Vol-II, Section 2.9.1.1 (Pg 9)	Tech	Ensure the AI model onboards real-time news feeds and sets up an archival system to store and retrieve historical articles for contextual analysis	What are the exact news sources OCAC expects the system to ingest?	Relevant government news feeds, announcements, and authorized information sources shall be identified and finalized during the requirement study phase in consultation with the concerned department/authority.

326	Vol-II, Section 3.1.2 – GenAI (Employee Search) Specs (Pg 16)	Cloud	Integration with E-Office and provision of “10 Agents” for the GenAI-based productivity solution (100 department users).	In the context of the GenAI enterprise search and AI agents: What is meant by “10 agents”? Does this refer to pre-defined AI assistant personas or processes? Also, please clarify which internal systems and data sources (beyond e-Office, if any) the solution must integrate with for the 100 users. Will APIs or data access for systems like e-Office be provided by OCAC, or is the bidder expected to develop connectors for data ingestion?	As per RFP-Bidder to offer solution with minim these capabilities. More details will be discussed with the selected bidders
327	Vol 2 2.11.2.1.2 (Page no. 12)	Cloud	The cloud service offerings of Bidder/CSP shall always remain Empaneled/ complied with the MEITY guidelines and standards. Bidder shall be responsible for the costs associated with implementing, assessing, documenting, and maintaining such Empanelment/Compliances.	Also, please confirm if there are specific cloud regions or data center requirements (for example, must all data and services be hosted within Odisha or within India to meet data residency rules ?).	The proposed solution shall comply with the data residency, MeitY empanelment, and hosting requirements specified in the RFP. Hosting within India on compliant MeitY-empaneled infrastructure shall be considered acceptable unless specifically stated otherwise in the RFP.

328	Vol-II, Section 7 – Project Timeline (Pg 26)	General	Project shall initially be for 3 years from go-live... O&M may be taken up for another two (2) years based on performance and requirement	Regarding the O&M extension: what criteria will determine if the additional 2-year extension is exercised? Should bidders anticipate this extension when preparing the financial proposal (i.e., quote for 5 years of support) or treat it as a separate future contract? Any guidance on how the extension would be priced or negotiated would be appreciated. Its also mentioned 'Maintenance may be taken up for another two (2) years based on performance and requirement of the Department', what does performance & requirement of the department gerrting referred here? is there some specific set of already defined criteria or things will get evaluated basded on the performance after 3 years of O&M tenure.	Based on successful bidder's performance and approval from department as per requirement.
329	Vol-II, Section 3 (Performance Requirements)	Tech	Expected accuracy, latency, uptime	Request clarification on minimum accuracy %, response latency thresholds, uptime SLAs.	The solution performance shall be governed by the SLA parameters and operational requirements defined in the RFP. Bidder is expected to propose industry-standard performance, accuracy, availability, and response benchmarks as part of the solution.
330	Vol-II, Section 2.9.2	Tech	Citizen user volume expectations	What is the expected user load: daily active users, peak search queries per second?	The exact user load and transaction volumes are not defined currently. Bidder is expected to propose suitable scalable architecture considering anticipated user growth, concurrency, and

					performance requirements.
331	Vol-II, Section 2.9.1 (Detailed Scope)	Tech	AI Search Bar must restrict responses only to authenticated Govt sources	Request OCAC to provide a definitive list of approved data sources, portals, repositories, and departments for indexing at go-live.	As per RFP
332	Vol-II, Section 2.9.1.1 (Pg 9)	Tech	Provide AI-generated responses in a simple format allowing citizens to understand clearly the actions to be taken to avail services	Will there be a sample for a simple format Shared by OCAC at the project initiation phase.	Yes
333	Vol-II, Cloud Infra Requirements	Tech	GPU-based AI/ML infrastructure	Does OCAC prefer specific GPU classes (e.g., NVIDIA A100/H100)? Any restrictions on cloud-managed LLM APIs?	As per RFP
334	Vol-II, Section 3 (Technical Requirements)	Tech	Enterprise Gen-AI search engine for government staff	A. What internal repositories (file servers, SharePoint, document archives) will be made available for indexing? B. Time consumes towards processing the access to the internal repositories, are provisioned in the project timelines?	As per RFP
335	Vol-II, Section 3 (Security Requirements)	Tech	Compliance requirements	Are CERT-In security audits mandatory before go-live? Will OCAC arrange them?	Bidder to propose as part of solution.
336	Vol-II, Section 2.7 (Annual Maintenance)	Tech	Model retraining & continuous learning	What frequency of AI/ML model retraining does OCAC expect (monthly/quarterly/on-demand)?	As per RFP
337	Vol-II, Section 2.9.1	Tech	Content validation workflow	Should every AI-generated structured responses need to be through approvers?	No
338	Vol-II, Section 2.7 (Helpdesk)	Tech	OM Support	What support tiers are expected from the bidder? Should a 24x7 helpdesk be provisioned for the first 3 years of O&M? We will wait for further details around O&M.	As per RFP

339	Vol-II, Section 3	Tech	Accessibility compliance	Is there a mandated WCAG version (2.0/2.1 AA)?	The proposed solution is expected to follow applicable accessibility standards and best practices for citizen-facing government platforms. Specific compliance requirements, if any, shall be finalized during implementation in consultation with OCAC.
340	Vol-II, Section 2.9.1	Tech	Use of open-source LLMs	Are open-source or fine-tuned models permitted as long as data residency and security guidelines are met?	CSP-native are to be considered
341	Vol-II, Section 3	Tech	Sandbox environment	Will OCAC provide sample/mock datasets for testing during development?	Relevant sample data, access, and support required for implementation and testing shall be facilitated by the concerned department/authority, as applicable during Development Phase
342	Vol II 2.11.2.1.2. Pg no. 12	Tech	Compliances	A.Does OCAC have detailed guardrails defined for AI Agent deployment using LLMs? If so, are these guardrails part of the mandatory compliance requirements, or do bidders have flexibility in designing and implementing appropriate guardrails? B. Please clarify what is meant by “compliance standards.” Do these refer to AI Agent operating standards? If yes, has OCAC defined specific AI Agent operating or governance standards that bidders are required to adhere to?	Bidder to propose as part of the solution

343	Vol-II, Section 2.9.1	Tech	Voice input/output support	Should the solution support IVR/telephony voice channels or only web/app-based voice input?	As per RFP
344	Vol-II, Admin Console Requirements	Tech	Analytics dashboards for usage & feedback	Any predefined KPI formats or reporting templates required by OCAC?	As per RFP
345	Vol-I, Section 5 (Bid Submission)	Tech	Language & formatting requirements	Will OCAC accept supporting documents in formats other than the prescribed annexures (e.g., additional CVs, architecture diagrams)?	Bidders may submit relevant supporting documents, including technical documents, architecture diagrams, and resource profiles, in their own formats in support of the proposal.

346	Technical Evaluation Criteria : Point 12 , Page No 30	TQ	<p>the bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.Each Project 5 Mark max upto 20 Marks</p>	<p>We respectfully request the department to kindly reconsider the current eligibility criteria. Given that even the India AI Foundation is presently undertaking only small-value pilot projects, it is practically impossible to furnish four AI purchase orders of ₹2 Cr and above from State or Central Government sources. If purchase orders are to be mandated, we propose a more practical alternative: requiring two purchase orders from the private sector of ₹50 Lacs each, which could be valued at 20 marks. Furthermore, since AI projects are inseparable from cloud infrastructure, the criteria should reflect this reality. In fact, similar RFPs issued by the Government of Andhra Pradesh have adopted such experience requirements, and we request that this model be considered here as well.</p> <p>The Bidder should have similar experience of Cloud Services / On-Premise / Hybrid in India during the last 5 years of date of submission of the bid .</p> <p>The Bidder should have executed similar Cloud / On-Premise/ Hybrid project experience / work order as follows :</p> <p>1) Similar work means services of Cloud / On-Premise infrastructure on Meity empanelled cloud or on Premise for Central govt / State Govt in India . Such Similar works should cover minimum infrastructure as below , as on date of submission of the bid :</p>	See Revised Corrigendum Clause
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				<p>500 Servers /Vm's Enterprise Networking Solution Enterprise Security Solutions 500 tb Storage Enterprise Grade Firewall Data Migration from the Premises server Cloud of Over 500 TB 2) For the above experience , only completed /On-Going projects shall be considered .</p> <p>No of Servers 500 to 550 -5 Marks 551-600-10 Marks More Than 601 -20 Marks</p> <p>Storage 500 TB to 550 TB -5 Marks 551 TB to 600 TB -10 Marks More Than 601 TB -20 Marks</p> <p>Data Migration from on Premise Servers to Cloud 500 Tb to 1000 TB -5 Marks Above 1000 TB -20 Marks</p>	
347	Penalty terms : penalty terms for quality of services : Page 29 of 39	General	If outage is due to successful Bidder except application related malfunction, then 10% penalty of month bill will be imposed	We request Department to consider reducing the maximum penalty to 5% of QGR Value to align with industry standards for similar AI projects in Government sector	As per RFP

348	Technical Evaluation Criteria : Point 11 , Page No 29 of 49	TQ	<p>the bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks</p> <p>Thereafter 1 mark for additional 50 resources</p>	<p>Based on the estimated workload and complexity of this project, 100 full-time technical employees are sufficient to ensure timely delivery, quality assurance, and operational continuity. This number adequately covers core functions such as development, testing, support, and project management without overstretching resources . we request Following revision</p> <p>- The bidder must have at least 100 full-time technical resources on its payroll as on the date of submission of the bid. - ≥ 100 resources – 5 Marks - Thereafter, 1 mark for every additional 5 resources.</p>	See Revised Corrigendum Clause
349	2.8. High-level scope of work	Tech	<p>The system shall display relevant reference links from Odisha Government websites (odisha.gov.in) to allow users to access the original source content and verify the information.</p>	<p>Kindly confirm the list of government websites to be included under the solution scope.</p>	<p>The solution scope envisages integration with approximately 400 Government websites. The detailed list of websites and authorized data sources shall be finalized during the requirement study phase in consultation with OCAC and concerned departments.</p>
350	3.1.3. Technical and Functional Compliance for Cloud Services Provider for the Web Site Search, Summarization	Cloud	<p>Cloud System cloud shall continuously monitor utilization across Virtual Machines and shall intelligently allocate available resources among the Virtual Machines.</p>	<p>Please confirm whether updates can be done with / without downtime.</p>	<p>As per RFP-Bidder can update the PROD environment with downtime as permitted by OCAC</p>

	with Chatbot Solution, Gen AI based Employee productivity				
351	2.8. High-level scope of work	Tech	The system should support API-based integration with external channels such as WhatsApp or similar messaging platforms to allow citizens to access the search and information services through additional digital touchpoints.	What would be the list of API's to be integrated?	As per RFP
352	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Comprehensive Coverage: Include all the Government of Odisha websites, Government orders, News Articles as mentioned by nodal agency including all the relevant documents in the search database to provide comprehensive search results.	Please clarify whether the search coverage will include only Odisha Government websites or also external linked resources.	The proposed solution is primarily intended to cover authorized Odisha Government websites, Government Orders, news feeds, and other approved government data sources as defined in the RFP.
353	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Proposed AI based Website search and summarization search bar and chatbot solution should be purpose built and include an AI Platform that leverages the foundational LLM model capabilities for retrieving the relevant and accurate information using vector search-based RAG architecture.	Can the bidder propose alternative AI architectures if they meet or exceed the performance of RAG-based systems?	CSP-native are to be considered
354	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution	Tech	Proposed solution should make best use of a scalable, fully managed multi-modal AI service that processes and understands various data types (text, images, audio) within a single platform, enhancing AI solutions with comprehensive data analysis capabilities.	Should the solution support multimodal inputs (images, videos) from Day 1 or can this be phased?	As per RFP

355	3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution, Page 15	Tech	Cloud Platform should be hosted on a MeitY approved cloud provider, the Cloud provider shall meet all MeitY specifications	It is proposed that performance benchmarks (latency, response time) be mutually agreed during solution design.	As per RFP
356	7.2 Pre-Qualification Criteria For CSP	PQ_CSP	4. CSP should have native capabilities for delivering advanced AI/ML services including GPU's	List of Native capabilities required.	As per RFP
357	Vol-II, §3.1.2, Pg 15	Tech	"VPC-SC: Restricting the services to within the network perimeter of the customer"	"VPC-SC" (VPC Service Controls) is a proprietary term specific to one CSP. To ensure fair competition, can this be amended to a CSP-neutral term such as "Network Perimeter Controls" or "Service Perimeter Isolation" that all MeitY-empanelled CSPs can comply with using their native equivalent services (e.g., Azure Private Link, AWS PrivateLink)?	As per RFP
358	Vol-I, §7.4 (Criteria 5), Pg 28	Tech	"Binary Authorization – Secure Verified Container Images for software supply-chain security"	"Binary Authorization" is a Google Cloud-specific service name . Can OCAC please amend this to a CSP-neutral requirement such as "Container Image Verification and Signing for supply-chain security" so that equivalent services from other CSPs (e.g., Azure Container Registry with Content Trust, Notation/Notary signing) are also accepted?	As per RFP

359	Vol-I, §7.4 (Criteria 8), Pg 29	Cloud	"CSP or parent company provided native state-of-the-art its own multi-modal LLM model...CSP provides its own multi-model & model to be hosted in India – 2 marks; CSP provides open source/3rd party – 1 marks"	This criterion gives higher marks to CSPs who own their own LLM (e.g., Google Gemini) vs. those providing industry-leading 3rd party models (e.g., Azure OpenAI GPT-4o, o1). Given that the quality, accuracy, and multilingual capability of the LLM matters more than ownership, can OCAC please revise this to award equal marks for any leading LLM model hosted natively on the CSP's Indian data centres , regardless of whether the CSP "owns" the model?	As per RFP-The customer requires a native multi-model LLM to maintain end-to-end control over data privacy, model governance, and security. A native ecosystem ensures that sensitive government data used for AI training and inference remains within the secure cloud perimeter, with full auditability and no third-party exposure.
360	Vol-II, §3.1.2, Pg 15	Cloud	"Data residency: keeping data and processing within Odisha"	No major MeitY-empanelled CSP currently has a data centre within Odisha . Azure, AWS, and GCP have data centres in Indian regions (Central India, South India, Mumbai, etc.). Can OCAC please clarify whether " within India " is the intended requirement, in line with MeitY Cloud empanelment guidelines?	As clarified in SI. No. 78
361	Vol-I, §7.2 (CSP PQ Criteria 11), Pg 25	Cloud	"Archival Storage provided by CSP must support Sub Second Data Retrieval and must be backed by SSDs"	Sub-second retrieval from archival storage backed by SSDs is a very narrow specification that may align with only one CSP's storage tier. Can OCAC please clarify the actual use case and acceptable latency range for archival storage? Standard archival tiers across CSPs (e.g., Azure Archive with rehydration, or Azure Cool/Hot tiers) serve different purposes. Would Hot or Cool storage tiers with low-latency access be acceptable alternatives?	As per RFP-CSP should have capability to offer disk with sub-millisecond latency to get the optimum performance. It will not increase the cost of the project.

362	Vol-I, §7.2 (CSP PQ Criteria 10) & Vol-II, §3.1.3, Pg 18	Cloud	"CSP must only provide OS disks scalable to 64 TB from Day 1 in the Entire Solution"	Can OCAC clarify if the requirement is for every OS disk in the solution to be 64 TB, or that the CSP should support scaling up to 64 TB per disk when needed? Azure supports up to 64 TB managed disks. Additionally, is this requirement for OS disks specifically or for data disks as well?	As per RFP-CSP should have capability to scale upto 64Tb when required.
363	Vol-II, §3.1.3, Pg 18	Cloud	"Cloud system should natively provide support for Geospatial features including both raster and vector geospatial analysis as part of the cloud offerings"	Can OCAC please clarify the specific geospatial use case relevant to this AI-based search and chatbot project? If geospatial analysis is not a core requirement of the solution, can this be treated as an optional/good-to-have criterion? Azure provides geospatial capabilities via Azure Maps, Azure Synapse, and PostgreSQL with PostGIS.	Bidders are permitted to offer equivalent services to achieve the required capability. Geospatial analysis are core part of majority of the Odisha operations.
364	Vol-II, §3.1.7, Pg 22–23	Cloud	"Cloud-native SaaS SIEM solution from the CSP without any dependency on third parties...embedded hot storage by default for 12 months...SIEM/SOAR/UEBA in single SaaS application"	This SIEM specification closely mirrors Google Chronicle SIEM . Can OCAC please confirm whether equivalent CSP-native SIEM solutions like Microsoft Sentinel (which provides integrated SIEM/SOAR/UEBA with 90-day free retention and configurable long-term retention up to 12 months) would be acceptable? Can "12 months hot storage at no additional cost" be amended to "12 months retention with appropriate tiering"?	As per RFP.
365	Vol-I, §7.4 (Criteria 7), Pg 28	Tech	"PBs scale Serverless Data Lake Service with SLA of >= 99.99% and capabilities of GenAI Integration and inbuilt Machine learning models"	Can OCAC clarify if Microsoft Fabric (which provide PB-scale serverless analytics with integrated AI/ML capabilities and 99.9% SLA) would meet this requirement? The 99.99% SLA for a serverless data lake is extremely high — can OCAC confirm if this is the intended target or if 99.9% is acceptable?	As per RFP

366	Vol-II, §2.9.1.1, Pg 9 & §9.1 (Payment C2), Pg 36	Tech	"AI-enabled Website Search...for all Odisha government websites"; Payment mentions "400 websites"	The RFP requires the AI system to index content from approximately 400 Odisha government websites and Government Orders. Could OCAC provide: (a) an estimated total data volume in GB/TB, (b) average crawl frequency expected (daily/weekly), and (c) whether GOs are available in structured format (PDF, HTML) or require OCR for scanned document	As per RFP
367	Vol-II, §2.8, Pg 7	Tech	"The system shall enable citizens to submit queries in English, Hindi, and Odia languages"	The RFP requires voice input and audio output in Odia language (both STT and TTS). Could OCAC specify the minimum acceptable quality threshold or benchmark for Odia speech recognition accuracy — and whether models fine-tuned on Odia (e.g., open-source IndicSTT/IndicTTS models) hosted on MeitY-empowered cloud infrastructure would be acceptable?	Bidder to propose as part of the solution
368	Vol-II, §3.1.2, Pg 15	Tech	"The proposed solution should support integration with E-Office application...automatically ingest E-Office data...write processed summaries to E-Office"	Can OCAC please provide details on the E-Office version currently in use, available APIs/integration mechanisms , and the types and volume of documents to be ingested from E-Office? Is E-Office hosted on NIC infrastructure or on the state data centre?	Shall be informed to successful bidder at the time of system study.
369	Vol-II, §2.10.1, Pg 10	Tech	"Gen AI based solutions...for 100 department users. Required licenses and cloud services as required should be suggested as part of the BOQ"	Can OCAC clarify whether the 100 licenses are for named users or concurrent users? Also, are these users from a single department or spread across multiple departments? What is the expected growth trajectory for user count over the 3-year O&M period?	The proposed solution shall support 100 department users as mentioned in the RFP. Detailed user management, allocation, and future scaling requirements shall be finalized during the requirement study phase in consultation with OCAC

					and concerned departments.
370	Vol-II, §2.11.1, Pg 11	Tech	"Development and implementation of RAG-based Website Search and Summarization engine"	Can OCAC confirm whether the LLM model/AI platform used for RAG must be deployed exclusively within the CSP's Indian data centres , or can API-based access to models hosted in other regions (with data residency for storage within India) be permitted? This is critical for accessing the latest and most capable LLM models.	CSP's Indian Data Centers to be used
371	Vol-II, §3.1.2, Pg 15	Cloud	"CMEK: enabling customers to bring their own keys to encrypt their data"	Azure supports Customer-Managed Encryption Keys (CMEK) across all major services via Azure Key Vault . Can OCAC confirm that CMEK support via a CSP-native Key Management Service (e.g., Azure Key Vault with HSM backing) is acceptable?	As per RFP. OCAC wish to have control on the Encryption keys and can be stored in their environment to maintain security.
372	Evaluation Criteria for Managed Cloud Service Provider and Bidder-Page:27	Cloud	The CSP should have the following services with SLA of: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99%	AWS offers a 99.5% single instance SLA. AWS compensates for this with a superior 99.99% SLA when workloads are architected across multiple Availability Zones within a region. Kindly relook at the 99.9% single instance point as it restricts participation.	Clause Revised as Follows: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Minimum SLA required 99.9% for the VM section in the BoQ
373	3. 1.2.Gen AI based employee productivity capability for Enterprise	Cloud	Data residency: keeping data and processing within Odisha	No Hyperscaler CSP provides Data centre in Odisha only. AWS has data centre(s) in India and can declare about data residency within India.	As clarified in Sl. No. 78

	Search and AI agents- Page 16				
374	3.1.7. CSP Native SIEM Solution	Cloud	The platform must provide a fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties that requir	The clause requiring a fully managed, cloud-native SaaS solution delivered directly by the cloud service provider (without third-party dependencies) specifically applies to Azure. AWS takes a different approach by offering SIEM solutions via the AWS Marketplace, which typically involves third-party security vendors rather than AWS-native SIEM capabilities. Kindly remove this clause.	<p>Bidders are permitted to offer equivalent services to achieve the required capability.</p> <p>The requirement for a native, SaaS-based SIEM/SOAR solution—without third-party or Marketplace dependencies—is essential to ensure unified accountability and seamless security orchestration across the cloud fabric. Relying on third-party integrations or Marketplace solutions introduces operational complexity and fragmented support models, which are not acceptable for mission-critical government security operations.</p>

375	Section 7.4, Evaluation Criteria for Managed Cloud Service Provider and Bidder, Sl.no. 12 ,Pg. no.	TQ	<p>The bidder must have successfully executed AI Based Solutions for delivery of various Services for State government /Central government / PSUs in India in last 5 years having minimum project value of 2 cr.</p> <p>Each Project 5 Mark max upto 20 Marks</p>	<p>AI solution development and deployment is a global capability, and several reputed System Integrators have delivered large-scale AI projects for global clients, Fortune 500 companies, and large private enterprises, which are often more complex and comparable in scale and criticality. Restricting experience only to Indian Government / PSU projects may significantly limit participation, excluding highly qualified and experienced bidders with proven global delivery credentials.</p> <p>We request OCAC to modify the clause as follows: “The bidder must have successfully executed AI-based solutions for delivery of services for State Government / Central Government / PSUs / Large Private Enterprises / Fortune 500 Companies/BFSIs, either in India or globally, within the last 5 years, having minimum project value of INR 2 Crores.”</p> <p>Each Project 10 Marks max upto 20 Marks</p>	See Revised Corrigendum Clause
376	Sect 2.8, Pg 8	General	General	<p>WhatsApp implements a consumption-based billing model. Bidders require absolute clarity to appropriately size the commercial bid without assuming unbounded financial liabilities for citizen messaging traffic.</p> <p>Will OCAC provide the enterprise WhatsApp Business API account, or must the Bidder procure and bear the recurring message costs?</p>	Bidders scope

377	Sect 3.1.2, Pg 16	General	General	<p>Establishing bidirectional integration requires a precise understanding of the exact protocols, authentication mechanisms (OAuth2/SAML), and payload structures of the existing proprietary infrastructure.</p> <p>Can the Department share technical API documentation (Swagger/OpenAPI) for the current state E-Office implementation?</p>	<p>Shall be informed to successful bidder at the time of system study.</p>
378	Sect 2.9.1, Pg 9	General	General	<p>Accurate traffic volume estimations are critical for sizing cloud compute resources, projecting LLM token consumption, and configuring horizontal scaling parameters accurately in the financial model.</p> <p>What is the estimated daily or monthly query volume expected from citizens across the target 400 web portals?</p>	<p>The exact citizen query volumes are not defined currently. Bidder is expected to propose suitable scalable architecture and sizing considering anticipated user growth, concurrency, and performance requirements across the envisaged ~400 government websites.</p>
379	Sect 2.8, Pg 7	General	General	<p>Odia natural language processing is complex due to its low-resource nature. Access to state-approved linguistic corpora will significantly accelerate fine-tuning and improve final translation accuracy.</p> <p>Does the state possess an existing, curated dataset or corpus for Odia translation training, or must the Bidder rely solely on public models?</p>	<p>Bidders scope</p>
380	Sect 2.4, Pg 6	General	General	<p>Establishing firm temporal boundaries for User Acceptance Testing prevents unchecked scope creep and ensures timely progression to Go-Live and subsequent payment milestones.</p> <p>Who will constitute the UAT committee, and what is the definitive maximum timeline for UAT sign-off?</p>	<p>OCAC</p>

381	Sect 3.1.3, Pg 17	General	General	<p>The RFP specifies "CSP native" tools in certain clauses. Clarifying this ensures optimal architectural selection of the critical vector retrieval component without violating compliance norms.</p> <p>Will OCAC accept the use of specialized 3rd-party vector databases (e.g., Pinecone/Milvus) if they meet MeitY guidelines, or must the DB be native to the primary CSP?</p>	CSP native to be considered
382	Sect 3.1.7, Pg 24	General	General	<p>Retaining 12 months of high-volume telemetry in hot storage is exceptionally cost-prohibitive. Implementing tiered storage maintains security compliance while drastically optimizing the public budget.</p> <p>The RFP mandates a SIEM/SOAR solution retaining 12 months of hot storage. Given the exorbitant cost of hot storage, can older logs (post-90 days) be migrated to cold storage?</p>	Yes
383	Sect 8.1, Pg 29	General	General	<p>Corporate risk management requires a defined penalty cap (e.g., a maximum of 20% of monthly payment) to accurately assess overall financial risk and viability.</p> <p>The penalty clause states "10% penalty of month bill will be imposed" for outages. Does this cap at 10%, or can cumulative SLA penalties exceed 100% of the monthly billing?</p>	NO
384	Sect 2.11.2, Pg 12	General	General	<p>STQC audits frequently introduce extensive, unpredictable lead times. Clarity is needed on whether deployment can proceed under existing CSP empanelment frameworks.</p> <p>For compliance, is an STQC audit mandatory before Go-Live, or is</p>	MeitY empanelment of the CSP is sufficient

				provisional MeitY empanelment of the CSP sufficient for the initial production launch?	
385	Sect 2.8, Pg 8	General	General	While automated prioritization logic is requested, clear business rules or a human-in-the-loop escalation workflow defined by departmental policy is necessary to resolve legal contradictions. How should the system programmatically handle edge cases where multiple official government sources present conflicting eligibility criteria for the identical scheme?	Shall be informed to successful bidder at the time of system study.
386	Sect 3.1.1, Pg 14	General	General	Foundational model selection drastically impacts both the recurring operational costs and the core technical architecture of the generative AI pipeline. Does the Department have a preferred primary foundational model suite (e.g., Azure OpenAI GPT-4, AWS Bedrock Claude 3.5), or is the Bidder free to select based on empirical performance?	Bidders Scope
387	Sect 3.1.4, Pg 21	General	General	Clarifying the required protection tier ensures accurate pricing for managed cloud security services, as Layer 7 inspection requires significantly more compute overhead. Regarding DDoS protection, does the department require basic Layer 3/4 network protection only, or advanced Layer 7 application-level DDoS mitigation as well?	CSP native to be considered

388	Sect 3.1.2, Pg 16	General	General	<p>Licensing for enterprise AI agents is typically seat-based. Future scaling expectations must be explicitly factored into the baseline Bill of Quantities.</p> <p>The RFP requires GenAI capabilities for 100 department users. Are these concurrent sessions, and will the licensed user count scale up during the 3-year O&M period?</p>	No
389	Sect 2.10, Pg 10	General	General	<p>Standard security governance frameworks generally mandate independent third-party auditing to eliminate conflicts of interest and ensure objective risk assessment. The BOQ mentions "Yearly VAPT". Can the VAPT be conducted by the Bidder's internal CERT-In empaneled security team, or must it be an independent third-party auditor?</p>	Third Party CERT-IN auditor
390	Sect 4, Pg 25	General	General	<p>Unbounded delays in CR approvals can stall critical platform enhancements; a defined turnaround time protects the project timeline and resource allocation.</p> <p>What is the anticipated SLA for the Department to review, evaluate, and approve Change Requests (CR) once formally submitted by the Bidder?</p>	As per RFP
391	Sect 3.1.1, Pg 15	General	General	<p>The architectural complexity, data replication costs, and baseline infrastructure expenditures effectively double under a strict Active-Active DR requirement.</p> <p>Does the required "Disaster Recovery" capability mandate an Active-Active cross-region synchronous setup, or is an Active-Passive asynchronous architecture acceptable?</p>	Bidders may propose suitable DR architecture, including Active-Active or Active-Passive approaches, in line with the availability, resiliency, and recovery requirements defined in the RFP.

392	Sect 8.7, Pg 32	General	General	Aligning the back-to-back SLA liability obligations between the Systems Integrator, the Hyperscaler, and the Department prevents unfair, unmitigable penalization. If CSP-level SLA breaches occur (e.g., core hyperscaler outage) which are beyond the Bidder's direct control, are penalties passed through, or is the Bidder penalized directly?	Bidders Scope
393	Sect 2.8, Pg 8	General	General	High-frequency continuous crawling places heavy loads on government source servers and exponentially increases compute costs; a defined cadence is required. What is the expected temporal frequency of the automated web crawling engines (e.g., hourly, daily, weekly)?	Daily
394	Sect 2.5, Pg 6	General	General	A quantitative baseline (a curated ground-truth dataset) is absolutely essential to objectively measure, tune, and formally sign off on model accuracy. During UAT, will the Department provide a standardized set of test queries and expected ground-truth answers to objectively measure AI hallucination rates?	Yes
395	Sect 2.8, Pg 8	General	General	Standard commercial acoustic models may struggle with heavy regional dialects, potentially requiring specialized, localized fine-tuning efforts. For the Voice Interaction component, what are the minimum supported dialects for Odia, and are there specific acoustic models required for deep rural accents?	Yes, very much required

396	Sect 2.11.2, Pg 12	General	General	External identity integrations introduce significant additional security compliance layers and API latencies that must be factored into the core architecture. Does the Department require integration with central national identity systems (e.g., Aadhaar, e-Pramaan) for authenticating users accessing secure enterprise search?	Not required
397	Sect 2.8, Pg 8	General	General	Handwritten OCR introduces high error rates and requires entirely different preprocessing and computer vision pipelines compared to standard digital text extraction. Will the AI system be expected to process handwritten, scanned documents (legacy PDFs) utilizing advanced OCR, or only digitally native, machine-readable PDFs?	Yes
398	Sect 8.7, Pg 34	General	General	Model fine-tuning or vector index rebuilding inherently requires hours; the SLA definitions must explicitly distinguish between IT infrastructure outages and AI logic tuning. Severity 1 incidents must be resolved in 30 minutes. Does this apply to complex AI model degradations (e.g., hallucination spikes), or strictly to IT infrastructure availability outages?	Applicable to all
399	Sect 5, Pg 25	General	General	Intellectual Property (IP) boundaries regarding the underlying proprietary foundational models versus the state-owned vector embeddings require explicit legal definition. Regarding Exit Management, will the Bidder be required to hand over the fine-tuned LLM weights and vector embeddings to the incoming agency at contract termination?	To be submitted to OCAC

400	Sect 2.6, Pg 7	General	General	<p>Extensive travel, logistics, and resource allocation for decentralized training sessions must be accounted for accurately in the commercial proposal.</p> <p>How many distinct training sessions are expected to be conducted, and across how many geographical locations/districts within the state of Odisha?</p>	<p>The exact number of training sessions and locations is not defined currently. Bidder is expected to propose an appropriate training and handholding approach in line with the project scope and user requirements.</p>
401	Sect 1, Pg 5	General	General	<p>Existing security configurations on target websites may inherently prevent the automated ingestion mechanisms required by the RFP without direct departmental intervention.</p> <p>If specific government websites block automated scraping via robots.txt or aggressive WAF rules, will OCAC facilitate backend database access or whitelist our crawler IPs?</p>	<p>Shall be informed to successful bidder at the time of system study.</p>
402	Section 2.10.1 / Page 11	General	General	<p>The RFP asks the bidder to suggest required licenses for the enterprise agents. Clarifying the financial baseline for existing vs. new enterprise licenses is crucial to avoid underpricing or overpricing the commercial bid.</p> <p>Who is responsible for procuring the underlying software licenses (e.g., Operating Systems, Databases)? Will the Department provide any existing enterprise licenses, or must the Bidder bundle all software licensing costs into the BOQ?</p>	<p>Bidders scope</p>

403	Section 2.11.2.1.2 / Page 12	General	General	<p>The RFP mandates MeitY compliance for the cloud service offerings. Clarifying prime bidder eligibility allows specialized MSPs to seamlessly partner with hyperscalers without risking disqualification on technicalities.</p> <p>Can a Managed Service Provider (MSP) participate as the prime bidder if they propose to deliver the end-to-end solution by leveraging infrastructure from a MeitY-empowered Cloud Service Provider (CSP)?</p>	Yes
404	Section 3.1.1 / Page 15	General	General	<p>The RFP specifies falling back to an "alternate approved infrastructure hosting region" in case of a geographical disaster. Strict seismic zone separation can drastically alter cloud architecture choices, latency expectations, and replication costs.</p> <p>For the required Disaster Recovery setup, does the department strictly mandate the DR site to be in a completely separate seismic zone, or is a geographic separation of at least 100km sufficient as per standard MeitY guidelines?</p>	The proposed DR setup shall comply with applicable MeitY guidelines, cloud compliance requirements, and project resiliency objectives defined in the RFP. Bidder may propose suitable DR architecture accordingly.
405	Section 3.1.1 / Page 14	General	General	<p>The RFP mentions using a "fully managed multi-modal AI service". Clarifying SaaS vs. IaaS/PaaS boundaries defines the operational security perimeter and limits the shared responsibility model for the bidder.</p> <p>Will the department allow the use of secure, SaaS-based managed AI platforms for the chatbot and voice bot requirements, or must all AI components be strictly deployed and isolated as IaaS/PaaS within the dedicated cloud environment?</p>	CSP native to be considered

406	Section 3.1.2 / Page 16	General	General	<p>A two-way context bridge with the e-Office application is mandated. Without knowing the existing API protocols (REST/SOAP, OAuth) and throughput limits, estimating the integration effort and complexity is highly difficult.</p> <p>For systems requiring direct integration (like the e-Office application), does the current setup provide open APIs, and will the department share details on the API specifications and authentication mechanisms prior to technical design?</p>	<p>Shall be informed to successful bidder at the time of system study.</p>
407	Section 3.1.3 / Page 16	General	General	<p>The requirement for autonomous horizontal and vertical scaling based on workload demand poses a severe financial risk of unbounded cloud compute consumption if citizen traffic unexpectedly spikes.</p> <p>Since the RFP mandates multidimensional auto-scaling, will the State Authority provide bounded limits for the hosting infrastructure, and who carries the financial risk if horizontal scaling consumes compute resources significantly beyond baseline estimations?</p>	<p>Bidders scope</p>
408	Section 2.1 / Page 5	General	General	<p>The Bidder is expected to perform a requirement study and finalize the System Requirement Specifications (SRS) in consultation with the department. Understanding the complexity of existing legacy process flows is essential to scope the development and training of the AI agents accurately.</p> <p>Can the department provide a detailed overview of the process flows and active modules currently running in the existing web applications that the AI engine will need to interact with or summarize?</p>	<p>Shall be informed to successful bidder at the time of system study.</p>

409	Vol-I - Instructions to Bidder 2 Fact Sheet / Page# 7 -- Vol-II - Terms of Reference 2.7. Annual Maintenance Support / Page# 7	Tech	p) Project Term: 6 months development & implementation 3 years of operation and maintenance (Including Above 6 Months) -- Support and maintenance will be provided for a period of 3 years from the date of go live of the application including following:	1. Kindly clarify the applicable Support & Maintenance period for the project, specifically whether it shall be considered as: - Three (03) years of Operation & Maintenance (including the six (06) months of development & implementation period), OR Three (03) years of Operation & Maintenance commencing from the date of Go-Live of the application.	As per RFP
410	RFP VOL I 7.4 Technical Evaluation Criteria Page# 29	TQ	CSP or parent company provided native state-of-the-art its own multi-modal LLM model for Text Generation, Summarization, Chatbots and Conversational deployed on the CSP native fully managed AI Platform and to be demonstrated: 1. CSP provides its own multi model & model to be hosted in India - 2 marks 2. CSP provides open source/ 3rd party/ (not own by CSP) - 1 marks	1. Technical Evaluation Criterion #8 awards 2 marks if the CSP provides its 'own' multimodal LLM hosted in India, and 1 mark for open-source/third-party. Please define 'own' does this mean the CSP must be the original developer/trainer of the LLM, or does hosting and fine-tuning a model constitute ownership for this purpose?	Yes CSP should Provide multi-Model & Model

411	RFP VOL I 7.4 Technical Evaluation Criteria Page# 30	TQ	<p>The bidder/CSP must have similar experience of Cloud services/ On premises/ hybrid in India during the last 5 years of date of submission of bid.</p> <p>in India in last 5 years having minimum project value of 2 cr in any State government /Central government</p> <p>1) Similar work means services for cloud/ on-premises infrastructure on MeitY (Ministry of Electronics and Information technology) empaneled cloud or on premises for Central Govt/ State Govt in India. Such similar works should cover minimum infrastructure as below, as on the date of submission of the bid:</p> <ul style="list-style-type: none"> · 500 Servers (virtual) 	<p>1. The experience criterion for cloud services requires 500 virtual servers. Please clarify: (a) must these 500 servers be from a single project, or cumulative across multiple projects? (b) Can container instances (Kubernetes pods/nodes) be counted as virtual servers?</p>	<p>The experience eligibility shall be evaluated based on the requirements and supporting documents submitted by the bidder/CSP in line with the RFP criteria. Virtual server references shall be interpreted in the context of standard cloud infrastructure provisioning practices.</p>
412	RFP VOL I 7.4 Technical Evaluation Criteria Page# 31	TQ	<p>Proposed Solutions - Detailed Presentation of the Proposed Solutions, including solution architecture, detailed development and implementation approach and methodology, proposed Security, detailed approach & methodology for providing technical support to the project and escalation matrix - to be done by successful bidder</p>	<p>1. Sections 13.2 to 13.4 allocate 40 marks towards the Presentation evaluation, which is largely subjective in nature. In order to maintain transparency and objective assessment, we kindly request the Authority to consider reducing the weightage by 10 marks and reallocating the same towards objective bidder qualification criteria such as organizational profile, experience, certifications, and technical credentials, in line with evaluation practices followed in other Government tenders</p>	<p>No Change, Refer RFP Clause</p>

413	RFP VOL II 1. Background Page# 5	Tech	<p>Objective:</p> <p>The solution will also include Generative AI-based enterprise search and AI agents for government employees, enabling them to quickly retrieve policies, documents, and departmental information from various government data sources to improve productivity and decision-making.</p>	<ol style="list-style-type: none"> 1. Kindly provide the complete list of data sources, including details of the respective websites, systems, and applications from which the proposed solution is required to fetch data. Additionally, request you to share the technology stack of it. 2. In case it is not feasible to provide the complete list at this stage, kindly share an indicative or approximate list of systems and data sources from which data integration or data fetching is expected, to facilitate preliminary solution design, effort estimation, and integration planning. 	As per RFP
414	RFP VOL II 2.6. Training & Handholding Support Page# 7	Tech	<ol style="list-style-type: none"> a) The Bidder is required to undertake training for the end users to make them acquainted with the application. b) The schedule / training calendar and the training material for imparting training shall be developed by the Bidder in consultation with OCAC. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed 	<ol style="list-style-type: none"> 1. Please share user role wise - number of users to be trained. 2. What will be the average batch size? 3. We assume that training will need to be provided online only. Please confirm. 4. If above is not the case then please share location(s) where training will be imparted. 5. We assume that only one time training will be required to be provided. If not, then please share total how many times training will need to be provided during entire project duration. 	As per RFP

415	RFP VOL II 2.6. Training & Handholding Support Page# 7	Tech	c) The Bidder shall also provide hand-holding support to Department users as required during the contract period and shall deploy necessary resources for a duration of three years from the Go-Live of application.	<p>1. Kindly specify the duration of the Handholding Support period to be provided post Go-Live.</p> <p>2. For the proposed deployment of resources during the three (03) years period from Go-Live, kindly provide the following details:</p> <p>2.1 Resource category-wise number of resources required.</p> <p>2.2 Mode of deployment for each resource category, i.e., Onsite or Offsite.</p>	As per RFP
416	RFP VOL II 2.8. High-level scope of work 3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution Page# 7,13	Tech	<p>The system shall enable citizens to submit queries through text as well as voice input in English, Hindi, and Odia languages.</p> <p>User-Friendly Interface: Provide a search experience where citizens can type or speak their queries in English or Odia.</p>	<p>1. Section 2.8 states 'English, Hindi, and Odia' language support, but Section 3.1.1 mentions only 'English or Odia'. Please confirm the exact set of languages required for: (a) query input (text); (b) voice input; (c) AI-generated response output. Is Hindi a mandatory requirement or optional?</p>	Refer clause in the RFP
417	RFP VOL II 2.8. High-level scope of work Page# 8	Tech	<p>The platform shall include mechanisms for continuous improvement and governance of the AI system. This shall include the ability to capture citizen feedback on AI-generated responses, such as indicating whether the response was helpful or requires improvement. The system shall also support a human-in-the-loop (HITL) mechanism enabling authorized administrators to review responses, validate knowledge sources, and update the knowledge base where required to improve response accuracy.</p>	<p>1. The RFP requires a Human-in-the-Loop (HITL) mechanism for administrators to review and update AI responses. Please clarify:</p> <p>1.1 The expected volume of queries requiring HITL review per day/month;</p> <p>1.2 Whether OCAC will provide dedicated administrators for HITL, or is the SI expected to staff this function?</p>	As per RFP

418	Vol-II, Section 2.8 & 3.1.1 (Pg 7-13)	Tech	The RFP mentions AI-enabled unified search and chatbot platform but does not specify expected user load or concurrency .	1. Kindly confirm expected number of concurrent users (citizens + internal users) and peak load (transactions/sec or queries/sec) for proper infrastructure sizing and cost estimation.	As per RFP
419	Vol-II Section 2.8 High-level scope of work Page 8	Tech	The AI responses shall be generated using content sourced from official Odisha Government websites and relevant Government Orders (GOs) issued by the Government of Odisha, ensuring that the information provided to citizens is accurate, reliable, and traceable to authoritative sources. The system shall include mechanisms for automated content crawling, ingestion, indexing , and periodic updates to ensure that the information repository remains up to date. The platform should also support ingestion of official news feeds and announcements, along with an archival capability to store and retrieve historical information where required. The platform shall support configurable source management allowing authorized administrators to onboard, approve, or remove government websites and knowledge sources.	1. Please provide estimated data volume for: 1.1 Government websites to be indexed (No. of sites/pages) 1.2 Documents (PDFs, GOs, archives in TB) 1.3 News feeds and historical data volume & retention period.	As per RFP
420	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	The scope of work will include the development and implementation of an AI-enabled common search bar for all Odisha government websites of the Odisha Government.	1. The RFP mentions 'all Odisha Government websites' and references 400 departmental websites in the payment schedule. Please provide: 1.1 An exhaustive list of websites to be crawled and indexed; 1.2 The average number of pages/documents per website; 1.3 Frequency of content updates. This is critical for effort and infrastructure sizing.	As per RFP

421	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	Ensure the AI model exclusively utilizes content from Odisha government websites with Latest Government Orders (GOS) from Central and Government of Odisha government to generate responses.	<p>1. The RFP states the AI model should use 'Latest Government Orders from Central and Government of Odisha'. Please clarify the scope does this include all Central Government ministries' GOs, or only those relevant to schemes applicable in Odisha?</p> <p>2. Please provide approximate number of GOs to be considered for project initially and YoY growth then after.</p>	<p>(1) The solution is expected to consider relevant and authorized Government Orders applicable to the project scope and citizen service requirements, as identified by the concerned department/authority.</p> <p>(2) The exact volume and growth of Government Orders/documents are not defined currently. Bidder is expected to propose suitable scalable architecture considering future growth requirements.</p>
422	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	Solution should be capable to be integrated with WhatsApp based applications via API	<p>1. Is WhatsApp/Meta Business API integration within the scope of this project, or is it a future requirement?</p> <p>2. If in scope, will OCAC provide the WhatsApp Business Account please confirm.</p>	Bidder to propose as part of the solution

423	RFP VOL II 2.10.1. Gen AI based employee productivity capability for Enterprise Search and AI agents Page# 10	Tech	Gen AI based solutions should have enterprise search, data connectors and research agents for seamless data discovery and insights for 100 department users. Required licenses and cloud services as required should be suggested as part of the BOQ	<p>1. The Bill of Quantity mentions '100 department users' for Enterprise Search with Gen AI agents. Please clarify:</p> <p>1.1 Whether these are concurrent or named users;</p> <p>1.2 Whether the 100 user count is expected to grow during the 3-year O&M period; if yes then share YoY growth details.</p> <p>1.3 Who will manage user onboarding and access provisioning.</p>	Bidder to propose as part of the solution
424	RFP VOL II 2.11.1. AI-based Website Search and Summarization bar with chatbot interface Page# 11	Tech	Development and implementation of Retrieve Augment and Generate Architecture (RAG) based Website Search and Summarization engine with voice and text enabled bot. The development process should include an AI platform that integrates large language models. These advanced LLMs enhance chatbot performance by retrieving relevant information from a vector database, generating more accurate, factually correct, and contextually appropriate responses based on the government curated datasets.	<p>1. The solution requires a RAG-based architecture. Please clarify:</p> <p>1.1 Will OCAC provide pre-processed government document datasets, or is the SI expected to crawl and process all data from scratch?</p> <p>1.2 Are there any restrictions on the vector database technology (e.g., must it be a native CSP service)?</p>	Bidder to propose as part of the solution
425	Vol-II 2.11.2.1.1 Design of cloud infrastructure Page 11	Cloud	iii) A successful Bidder shall carry out the capacity planning, accordingly, and on additional capacity to meet the user growth and/ or the peak load requirements to support the scalability and performance requirements of the solution. There should not be any constraints on the services.	1. Request OCAC to provide baseline assumptions or historical data (if any) for traffic, users, and storage growth to ensure uniformity in bidder proposals.	As per RFP. Bidder to design network and storage tier and define threshold as per OCAC requirements

426	Vol-II 3.1.1 AI-enabled Website Search and Summarization with Chatbot Solution 2.9.1 Development and implementation of AI-based Solutions Page 13	Tech	Voice Interaction: Integrate Speech-to-Text cloud services like Speech- to-Text service for capturing user queries through voice commands and Text- to-Speech cloud services like Text-to-Speech service for delivering AI generated response to user queries in audio format, enhancing accessibility for users with different preferences and needs.	Kindly specify: 1. Expected number of AI queries per day/month 2. Peak hour query load 3. Expected % split between voice vs text queries for accurate AI/ML and infra sizing.	As per RFP
427	RFP VOL II 3.1.6. Web Application Firewall Page# 22	Tech	Service provider WAF should be able to perform packet inspection on every request covering all 7 layers.	1. The RFP requires a WAF capable of OWASP Top 10 protection with packet inspection across all 7 OSI layers. Please clarify whether the WAF must be a native CSP service, or can a third-party WAF solution (e.g., Cloudflare, F5) deployed on the CSP infrastructure be proposed?	CSP-native are to be considered
428	Vol-II 3.1.1 AI-enabled Website Search and Summarization with Chatbot Solution Page 14	Tech	Disaster Recovery, the platform should be able to recover in case of a geographical disaster in one region by falling back to alternate approved infrastructure hosting regions in the MeitY approved cloud provider.	Please clarify: 1. Required DR strategy: Active-Active or Active-Passive 2. Expected RPO (Recovery Point Objective) 3. Expected RTO (Recovery Time Objective)	Bidder may propose suitable DR architecture including Active-Active or Active-Passive approaches in line with the RFP requirements. The bidder is expected to propose suitable RPO targets based on the proposed solution architecture and project criticality. The bidder is expected to propose suitable RTO

					targets based on the proposed solution architecture and project criticality.
429	RFP VOL II 3.1.2. Gen AI based employee productivity capability for Enterprise Search and AI agents Page# 14	Tech	The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data into Agentic AI solution for AI Processing; build a two-way context bridge for Agentic AI solution can reference E-Office documents and process existing departmental datasets. This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.	1. Section 3.1.2 requires integration with the E-Office application with bidirectional context bridging. Please share: 1.1 The E-Office platform version with its technology stack and vendor details 1.2 Data/information needs to exchange 1.3 Data exchange mechanisms - thru API, File Import/export or other - Please specify 1.4 Availability of APIs	As per RFP
430	RFP VOL II 8.7. Measurements and Targets – Operations Phase SLAs Page# 31	Tech	8.7. Measurements and Targets – Operations Phase SLAs	1. The SLA allows scheduled maintenance of maximum 4 hours per occurrence, not more than 4 times per year. For a cloud-hosted AI solution with frequent model updates and dependency upgrades, 4 maintenance windows per year may be insufficient. Can OCAC consider allowing additional maintenance windows for minor updates during non-peak hours?	As per RFP
431	Vol-I, General Requirements & Project Scope	Tech	Multiple environments are implied (development, testing, deployment), but number of environments is not explicitly defined.	1. Kindly confirm required environments: Dev / Test / UAT / Production / DR (if applicable) and whether separate infra is required for each.	The bidder is expected to provision and manage the required environments including Development, Testing, UAT, Production, DR, and any other necessary environments as part of the proposed solution architecture and implementation approach.

432	General	Tech	User Type (Web Application)	<p>1. Total how many types of users will be using / accessing this web application?</p> <p>2. Estimated how many users per user type will be using / accessing this web application?</p> <p>3. What is the estimated peak concurrent user load for web application?</p>	<p>(1) The proposed solution is expected to support multiple categories of users including citizens, departmental users, administrators, and other authorized stakeholders as applicable.</p> <p>(2) The exact number of users per category is not defined currently and shall be finalized during the requirement study phase.</p> <p>(3) The exact peak concurrent user load is not defined currently. Bidder is expected to propose suitable scalable architecture considering anticipated growth and performance requirements.</p>
433	Volume 1, Clause 7.2, Table, Sr No 4, Page 24	Cloud	<p>Table Heading Requirement: CSP should have native capabilities for delivering advanced AI/ML services including GPU's</p>	<p>We request you to kindly consider other MEITY empanelled CSPs apart from Google and Amazon. We request you to kindly skip the 'native' portion from the clause.</p> <p>Sample of Revised clause is presented below: CSP should have native capabilities for delivering advanced AI/ML services including GPU's</p>	<p>As per RFP.</p> <p>This solution require a native AI/ML stack to maintain end-to-end control over data privacy, model governance, and security. A native ecosystem ensures that sensitive government data used for AI training and inference remains within</p>

					the secure cloud perimeter, with full auditability and no third-party exposure.
434	Volume 1, Clause 7.2, Table, Sr No 5, Page 24	Cloud	Table Heading Requirement: CSP should have a public facing pricing calculator.	We request you to kindly consider other MEITY empanelled CSPs apart from Google and Amazon. We request you to kindly remove the clause.	As per RFP
435	Volume 1, Clause 7.2, Table, Sr No 7, Page 25	Cloud	Table Heading Requirement: CSP must have Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL Supporting Documents: Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.	We request you to kindly consider other MEITY empanelled CSPs apart from Google and Amazon. We request you to kindly skip the 'native' portion & remove the 'public webiste' requirement from the clause. Sample of Revised clause is presented below: CSP must have Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL. Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.	As per RFP

436	Volume 1, Clause 7.2, Table, Sr No 8, Page 25	Cloud	<p>Table Heading Requirement: CSP must have Fully Managed Native CDN Services</p> <p>Supporting Documents: Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.</p>	<p>We request you to kindly consider other MEITY empanelled CSPs apart from Google and Amazon. We request you to kindly skip the 'native' portion & remove the 'public webiste' requirement from the clause.</p> <p>Sample of Revised clause is presented below: CSP must have Fully Managed Native CDN Services</p> <p>Self-declaration from the Authorized signatory of the CSP on their letterhead or a link to their public website confirming the same.</p>	As per RFP
437	Volume 1, Clause 7.4, Table	Cloud	Complete CSP Scoring Criteria	<p>We request you to kindly consider other MEITY empanelled CSPs apart from Google and Amazon. We request you to kindly skip the 'native' portion & remove the 'Self Provisioning Portal' requirement from all the clause.</p>	As per RFP
438	Vol-II, Sec 2.8 / Pg 7-8 & Sec 2.9.1.1	Tech	Integration with multiple govt. websites, Data ingestion & crawling	<p>Please provide details of all data sources including websites, GOs, APIs, document repositories, along with access mechanisms (API/DB/crawling) and estimated data volume.</p>	As per RFP
439	Vol-II, Sec 2.8	Tech	Multilingual support	<p>Please clarify multilingual support scope (English/Hindi/Odia), including datasets/models and validation benchmarks for accuracy across text and voice.</p>	<p>The proposed solution is expected to support multilingual text and voice capabilities in English, Hindi, and Odia using suitable industry-standard models and datasets. Validation and performance assessment shall be carried out during implementation and UAT</p>

					in line with the RFP requirements.
440	Vol-II, Sec 2.8	Cloud	Voice-based interaction	Any preferred STT/TTS engines (Bhashini, Google, etc.) or open to bidder proposal?	As per RFP
441	Vol-II, Sec 2.8	Tech	HITL (Human-in-the-loop)	What will be the expected workflow, roles, and frequency of human validation?	As per RFP
442	Vol-II, Sec 2.6	Tech	Training requirements	Expected number of users and training locations/modes (online/offline)?	As per RFP
443	Vol-II, Sec 2.8	Tech	API integrations	Will OCAC provide all external APIs or bidder needs to provision it? Expected number of external integrations (WhatsApp, portals, etc.)?	Bidder to propose as part of the solution
444	Vol-II, Sec 3.1.1	Tech	Real-time updates	What is expected frequency of content refresh (real-time, hourly, daily)?	Daily
445	Vol-II, Sec 3.1.3	Cloud	DR & HA requirements	Expected RPO/RTO for disaster recovery setup?	As per RFP
446	Vol-II, Sec 2.11.2	Cloud	Cloud billing	Will cloud cost be reimbursable (actuals) or included in bidder quote?	Bidder's Scope
447	Vol-II, BOQ	Tech	"As per functionality"	Please provide estimated sizing (users, storage, compute) for accurate costing.	Bidder to propose as part of the solution
448	Vol-II	Tech	Licensing	Please clarify whether the licensing cost of all external integrations will be beared by OCAC or the bidder.	Bidder to propose as part of the solution
449	Vol-II, Sec 8 (SLA)	Tech	SLA accountability	How will SLA compliance and associated penalties be managed across different functional components such as infrastructure, application, and AI response quality?	SLA compliance and associated penalties shall be monitored and managed based on the applicable service levels, operational parameters, and performance requirements defined in the RFP and contract.

450	Vol-II, Sec 2.4	Tech	Testing scope	Please provide detailed expectations on testing scope including functional, integration, regression, performance, security, accessibility, and multilingual validation.	As per RFP
451	Vol-II, Sec 3.1.1	Tech	AI response validation	Are there defined benchmarks or KPIs for evaluating AI-generated responses such as accuracy, relevance, completeness, and hallucination control?	AI-generated responses shall be evaluated during implementation, UAT, and operational phases based on relevance, contextual accuracy, completeness, response quality, and appropriate hallucination control mechanisms in line with the RFP requirements.
452	Vol-II	Tech	Performance testing	Please specify expected system load (concurrent users, queries per second) and performance benchmarks for response time.	As per RFP
453	Vol-II	Tech	Security testing	Should vulnerability assessment and penetration testing be conducted by the bidder as part of scope, and are there any empanelment requirements (e.g., CERT-In)?	Bidder to propose as part of the solution
454	Vol-II, Sec 2.11	Tech	Model training & tuning	Please clarify scope of model training, fine-tuning, and whether access will be provided to datasets, vector DB, prompts, and pipelines for validation and optimization.	Bidder to propose as part of the solution
455	Vol-II, Sec 2.8	Tech	Continuous learning	Is there an expectation for implementing feedback-driven model improvement mechanisms (e.g., HITL workflows)?	The proposed solution is expected to support appropriate feedback, monitoring, and continuous improvement mechanisms, including human-in-the-loop workflows, as part of

					responsible AI implementation.
456	Vol-II, Sec 2.8	Tech	Logging requirements	Please specify requirements for logging of user queries, AI responses, and system events, including retention period.	As per RFP
457	Vol-II	Tech	Observability framework	Are there any preferred tools or frameworks for monitoring application performance, AI response quality, and infrastructure health?	Bidders may propose suitable industry-standard tools and frameworks for monitoring application performance, AI response quality, security, and infrastructure health in line with the RFP requirements.
458	Vol-II	Tech	Release management	What is the expected process for release validation, regression testing, and deployment approvals?	The release management, testing, validation, and deployment approval processes shall be finalized during implementation in consultation with OCAC and concerned stakeholders as per project governance requirements.
459	Vol-II, SLA Section	Tech	SLA metrics	Please provide detailed SLA metrics covering application uptime, response time, AI accuracy, and issue resolution timelines.	As per RFP
460	Vol-II, Sec 2.7	Tech	O&M scope	During O&M phase, is continuous monitoring, validation, and periodic performance optimization expected as part of scope?	Yes

461	Vol-II	Tech	Change management	How will additional scope related to enhancements, model tuning, or extended validation be handled commercially?	Any additional scope, enhancements, model tuning, or extended validation activities beyond the defined RFP scope shall be handled as per mutually agreed terms and applicable contract provisions.
462	Vol-II	Tech	Tooling	Should the bidder provision necessary tools for automation, performance testing, and monitoring, or will any tools/platforms be provided by OCAC?	Bidder to propose as part of the solution
463	Evaluation Criteria for Managed Cloud Service Provider and Bidder-Page:27	Cloud	The CSP should have the following services with SLA of: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99%	Dear Sir, Typically, cloud service providers offer around 99.5% SLA for a single instance, while higher availability levels (up to 99.99%) are achieved when workloads are architected across multiple Availability Zones within a region. In view of this, we request you to kindly reconsider the 99.9% single-instance SLA requirement, as it may restrict broader participation.	Clause Revised as Follows: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Minimum SLA required 99.9% for the VM section in the BoQ. A 99.9% uptime SLA is a non-negotiable requirement for high-performance citizen services. Relaxing this standard to 99.5% (common in some hyperscaler models) would significantly increase the risk of service disruptions, which is incompatible with the project's availability goals

					and the customer's commitment to mission-critical reliability.
464	3. 1.2.Gen AI based employee productivity capability for Enterprise Search and AI agents- Page 16	Cloud	Data residency: keeping data and processing within Odisha	Currently, no Hyperscaler cloud service provider has a data centre located specifically in Odisha. However, leading providers do have data centres within India and can ensure data residency within the country. In view of this, it is requested that the requirement be aligned accordingly.	As clarified in Sl. No. 78
465	3.1.7. CSP Native SIEM Solution	Cloud	The platform must provide a fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties that requir	The clause requiring a fully managed, cloud-native SaaS solution to be delivered directly by the cloud service provider (without third-party dependencies) may limit participation, as different cloud providers follow varied approaches, including offerings through partner ecosystems and marketplaces. In view of this, we request that the clause be suitably revised or relaxed to allow solutions delivered through authorized partners as well	As per RFP. The RFP specifications reflect the necessary standards for a large-scale, secure, and resilient government infrastructure. These requirements are non-negotiable to ensure the project meets its objectives of high availability, security, and operational excellence.
466	Section 5.3 / Page 9	Tech	AI-based conversational platform	Please clarify preferred LLM approach (Open-source / Proprietary / NIC-based) and hosting requirements within India.	CSP-native are to be considered
467	Section 5.3 / Page 9	Tech	AI accuracy & response	What are the expected accuracy benchmarks and acceptable hallucination thresholds for AI responses?	The proposed solution is expected to implement appropriate AI guardrails and RAG-based grounding mechanisms to minimize hallucinations and ensure responses are generated

					from approved Government data sources in line with the RFP requirements.
468	Section 5.3 / Page 9	Tech	Data sources	Will centralized access to all departmental data be provided or should SI perform data crawling and indexing?	Bidder scope
469	Section 5.3 / Page 9	Tech	Data formats	What formats will data be Available in (PDF, HTML, APIs, scanned docs)?	The solution is expected to support ingestion and processing of commonly used formats including web pages, PDFs, APIs, scanned documents, and other relevant digital content formats as applicable to the project scope.
470	Section 7.2 / Page 24	Cloud	Cloud (CSP)	Is there any preferred MeitY empanelled CSP or can bidder propose any compliant CSP?	Bidder's Scope - Bidder can propose any CSP that qulaifies the given criterial in the RFP.
471	Section 7.2 / Page 24	Cloud	Cloud cost	Should cloud infrastructure cost be included in bid or treated separately?	Bidder's Scope
472	Section 7.4 / Page 27	Tech	Security	What specific Govt security compliance (CERT-In, STQC, MeitY) is mandatory?	The proposed solution shall comply with applicable Government of India, MeitY, CERT-In, security, cloud, and other compliance requirements as specified in the RFP and applicable policies/guidelines.

473	Section 5.3 / Page 9	Tech	Analytics	What level of analytics dashboard and reporting is expected?	As per RFP
474	Section 7.4 / Page 30	Tech	Technical demo	Will sample dataset or sandbox environment be provided for demonstration?	Bidder scope
475	Section 7.4 / Page 30	Tech	Demo scope	Can bidders use pre-built accelerators/products for demonstration?	Yes
476	Section 2 / Page 7	Tech	Timeline	Is phased rollout expected within 6 months implementation timeline?	As per RFP
477	Section 7.4	Tech	SLA	Please define SLA expectations for uptime, latency and AI response accuracy.	Defined SLA metrics are essential to design infrastructure, monitoring systems, and support models, impacting cost and architecture.
478	Section 7.1 / Page 20	Tech	Scope	Does scope include data digitization and manual tagging/ontology creation?	Data digitization and ontology creation require additional manpower, tools, and time, which must be accounted for in estimation.
479	2.11.1 / Page 11	Tech	LLM usage	Is fine-tuning required or only RAG-based retrieval sufficient?	Fine tuning requires transformers and extra GPU compute during fine tuning process while RAG has no such requirement
480	2.8 / Page 8-9	Tech	Data sources	Will OCAC provide list of approved websites, APIs, and datasets?	Predefined approved data sources reduce ambiguity and ensure compliance with government data policies.

481	2.8 / Page 8-9	Tech	Data ingestion	Is bidder responsible for OCR, data cleaning, and structuring of scanned documents?	OCR and data preprocessing involve significant effort and specialized tools, affecting cost and timelines.
482	2.8 / Page 8	Tech	AI guardrails	Is there any validation workflow or confidence scoring expected for AI responses?	Validation workflows and confidence scoring are critical for reliable AI outputs, especially in government use cases.
483	2.8 / Page 8	Tech	Data conflict handling	How should system handle conflicting information from multiple sources?	Suppose there is a corrigendum it will effect the original source document and will need to be reingested
484	2.9.1.1 / Page 9	Tech	WhatsApp integration	Will APIs or BSP support be provided for WhatsApp integration?	Since the whatsapp business account will belong to customer API access should also be provided by the customer
485	3.1.2 / Page 15	Tech	E-Office integration	Will APIs and secure access be provided for E-Office integration?	Secure API access is essential for seamless integration and impacts architecture and security design.
486	3.1.1 / Page 14	Cloud	Cloud hosting	Is there any preferred MeitY empanelled CSP or bidder can choose?	Bidder's Scope - Bidder can propose any CSP that qualiaifies the given criterial in the RFP.
487	3.1.1 / Page 14	Tech	Infrastructure	Is GPU infrastructure mandatory for AI workloads?	GPU requirements significantly increase infrastructure cost and must be confirmed for accurate estimation.

488	2.11.2 / Page 12	Cloud	Cloud cost	Should cloud cost be included in BOQ or reimbursed separately?	As per RFP
489	3.1.4 / Page 18	Tech	Security compliance	Is CERT-In / STQC certification mandatory?	Certification requirements impact timelines, cost, and implementation approach.
490	2.10 / Page 10	Tech	VAPT	Is VAPT testing frequency strictly yearly or more frequent required?	Frequency of VAPT affects operational cost and security processes.
491	2.8 / Page 8	Tech	Analytics	What KPIs are expected in analytics dashboard?	Defined KPIs ensure proper dashboard design and alignment with business objectives.
492	2.4-2.5 / Page 6	Tech	Testing & UAT	Will OCAC provide test datasets and acceptance criteria for UAT?	Availability of datasets and criteria ensures smooth acceptance and avoids delays.
493	2.9 / Page 9	Tech	Scope	Does scope include data digitization and ontology creation?	Additional effort for structuring and tagging data must be considered in project scope and costing.
494	2.6 / Page 7	Tech	Training	What is expected number of users and training mode (online/offline)?	Number of users and mode of training directly impact training effort, logistics, and cost.
495	7 / Page 26	Tech	Timeline	Is phased rollout allowed within 120 days development timeline?	Phased rollout flexibility helps manage risk and ensures better delivery quality within tight timelines.

496	8.1 / Page 28	Tech	SLA	Is 99.5% uptime measured monthly or quarterly and does it include planned downtime?	Clarification on uptime calculation avoids ambiguity and ensures proper infrastructure planning.
497	5 / Page 24-25	General	Exit management	Is source code and AI model ownership to be transferred to OCAC?	OCAC
498	2.11.1 / Page 11	Tech	RAG-based AI architecture	Please confirm if bidder can choose vector DB (FAISS, Pinecone, OpenSearch) and LLM models.	CSP-native are to be considered
499	2.11.1 / Page 11	Tech	LLM usage	Is fine-tuning required or only RAG-based retrieval sufficient?	Yes
500	2.8 / Page 8-9	Tech	Data sources	Will OCAC provide list of approved websites, APIs, and datasets?	The detailed list of approved websites, APIs, datasets, and authorized data sources shall be finalized during the requirement study phase in consultation with OCAC and concerned departments.
501	2.8 / Page 8-9	Tech	Data ingestion	Is bidder responsible for OCR, data cleaning, and structuring of scanned documents?	Yes
502	2.8 / Page 8	Tech	AI guardrails	Is there any validation workflow or confidence scoring expected for AI responses?	The proposed solution is expected to support appropriate validation mechanisms, confidence scoring, AI guardrails, and review workflows as part of responsible AI implementation.

503	2.8 / Page 8	Tech	Data conflict handling	How should system handle conflicting information from multiple sources?	The proposed solution is expected to implement appropriate AI guardrails, source prioritization, confidence mechanisms, and review workflows for handling conflicting or ambiguous information from multiple sources.
504	3.1.1 / Page 13	Tech	Multilingual support	What is expected accuracy for Odia language NLP and speech processing?	As per RFP
505	3.1.1 / Page 13	Tech	Speech services	Are third-party STT/TTS APIs allowed or only CSP-native services?	CSP-native are to be considered
506	2.9.1.1 / Page 9	Tech	WhatsApp integration	Will APIs or BSP support be provided for WhatsApp integration?	Necessary integration support, APIs, and access facilitation for WhatsApp integration shall be provided subject to applicable policies, approvals, and project requirements.
507	3.1.2 / Page 15	Tech	E-Office integration	Will APIs and secure access be provided for E-Office integration?	Necessary APIs, access, and integration support for E-Office integration shall be facilitated by the concerned department/authority subject to applicable security and access control policies.

508	3.1.1 / Page 14	Cloud	Cloud hosting	Is there any preferred MeitY empanelled CSP or bidder can choose?	Bidder's Scope - Bidder can propose any CSP that qulaifies the given criterial in the RFP.
509	3.1.1 / Page 14	Tech	Infrastructure	Is GPU infrastructure mandatory for AI workloads?	Yes
510	2.11.2 / Page 12	Cloud	Cloud cost	Should cloud cost be included in BOQ or reimbursed separately?	Bidder's Scope
511	3.1.4 / Page 18	Tech	Security compliance	Is CERT-In / STQC certification mandatory?	Yes
512	2.10 / Page 10	Tech	VAPT	Is VAPT testing frequency strictly yearly or more frequent required?	Yearly
513	2.8 / Page 8	Tech	Analytics	What KPIs are expected in analytics dashboard?	As per RFP
514	2.4-2.5 / Page 6	Tech	Testing & UAT	Will OCAC provide test datasets and acceptance criteria for UAT?	Will be provided to successful Bidder
515	2.9 / Page 9	Tech	Scope	Does scope include data digitization and ontology creation?	As per RFP
516	2.6 / Page 7	Tech	Training	What is expected number of users and training mode (online/offline)?	As per RFP
517	7 / Page 26	Tech	Timeline	Is phased rollout allowed within 120 days development timeline?	As per RFP

518	8.1 / Page 28	Tech	SLA	Is 99.5% uptime measured monthly or quarterly and does it include planned downtime?	Uptime measurement and applicability of planned downtime shall be governed as per the SLA provisions and definitions specified in the RFP and contract.
519	5 / Page 24-25	Tech	Exit management	Is source code and AI model ownership to be transferred to OCAC?	Yes
520	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 24	Cloud	CSP should have at least two data centers in two different seismic zones and 100 km apart empaneled under MeitY.	Request to change the distance atleast 250KM.	As per RFP
521	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 24	Cloud	CSP must have Fully Managed Native Databases service's including PostgreSQL, MySQL & MSSQL	Please include Oracle database since most of the departments are also using Oracle as a database for their mission critical applications for government related citizen services. Request to change. CSP must have any three Fully Managed Native Databases service's including Oracle, PostgreSQL, MySQL & MSSQL.	As per RFP
522	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification	Cloud	Archival Storage provided by CSP must support Sub Second Data Retrieval and must be backed by SSD's	Kinldy remove this clause as this pertainig to AWS exclusively.	Clause Revised as Follows: - Archival Storage provided by CSP must support Sub Second Data Retrieval.

	Criteria For CSP / Page No 25				
523	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 25	Cloud	New Clause	Kindly add the following statement as well. All the services should be available from India region only.	As per RFP
524	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 25	Cloud	New Clause	Kindly add the following PQ. CSP should have cloud architect level professional training & certification available in public domain so that any individual can obtain the training and certification.	As per RFP
525	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 25	Cloud	New Clause	Kindly add the following PQ. The CSP should offer a library of vetted architecture diagrams and solutions implementations as a reference.	As per RFP
526	RFP-26023_Vol-I-Instruction to Bidder 7.2 Pre-Qualification Criteria For CSP / Page No 25	Cloud	CSP must have Fully Managed Native CDN Services	Request you to allow market place CDN solutions to increase the geo presence and optimize the cost. The 3rd party CDN solution (From Airtel) available at Oracle market place is having 36 presence across India.	As per RFP

527	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 27	Cloud	<p>The CSP should have the following services with SLA of:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self provisioning based on the Custom vCPU and RAM - Single Instance SLA: >= 99.9% and Instances in Multiple Zones: >= 99.99% 	<p>Request to edit the following criteria. This is particular to AWS Multizone.</p> <p>The CSP should have the following services with SLA of:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self provisioning based on the Custom vCPU and RAM. The increase or decrease of vCPU will be 2vCPU and RAM will be 1GB. - Single Instance SLA: >= 99.9% 	<p>Clause Revised as Follows:</p> <ul style="list-style-type: none"> - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Minimum SLA required 99.9% for the VM section in the BoQ. <p>A 99.9% uptime SLA is a non-negotiable requirement for high-performance citizen services. Relaxing this standard to 99.5% (common in some hyperscaler models) would significantly increase the risk of service disruptions, which is incompatible with the project's availability goals and the customer's commitment to mission-critical reliability.</p>
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528	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 27	Cloud	The proposed Cloud should have a Native Storage service for different IOPS and should have the capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine. The volume should be Regional redundant to zero down the impact of single AZs failure & support 64 TB per volume with Sub- millisecond latency performance.	Please change the terminology and statemnet, since this is pertaining to AWS. The proposed Cloud should have a Native Storage service for different IOPS and should have the capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine. The volume should be Regional redundant to zero down the impact of single region failure & support 32 TB per volume minimum with Sub-millisecond latency performance.	As per RFP-No PQ change accepted at this stage
529	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	Cloud	The proposed Cloud should have Native security service	Request to add the following security compliances as well. Advanced threat protection capabilities—including custom URL filtering, intrusion detection and prevention, and Transport Layer Security (TLS) inspection—to help prevent malicious traffic and malware propagation.	As per RFP. The requirement for a native, SaaS-based SIEM/SOAR solution—without third-party or Marketplace dependencies—is essential to ensure unified accountability and seamless security orchestration across the cloud fabric. Relying on third-party integrations or Marketplace solutions introduces operational complexity and fragmented support models, which are not acceptable for mission-

					critical government security operations.
530	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	Cloud	The proposed Cloud should have Native security service 3) Cloud Native Security services for both - IDS and IPS and Cloud-native SaaS SIEM solution from the CSP without any dependency on third party	Request to allow integration to 3rd party SIEM Solution or SIEM solution available on cSP Market place.	As per RFP. The requirement for a native, SaaS-based SIEM/SOAR solution—without third-party or Marketplace dependencies—is essential to ensure unified accountability and seamless security orchestration across the cloud fabric. Relying on third-party integrations or Marketplace solutions introduces operational complexity and fragmented support models, which are not acceptable for mission-critical government security operations.

531	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	Cloud	<p>The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features:</p> <ol style="list-style-type: none"> 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Multi - AZs HA architecture with Sync replication 	<p>Please change the terminology and statemnet, since this is pertaining to AWS.</p> <p>The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features:</p> <ol style="list-style-type: none"> 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another region 5) HA architecture with Sync replication 	<p>As per RFP.</p> <p>No PQ change accepted at this stage</p>
532	RFP-26023_Vol-I-Instruction to Bidder 7.4 Technical Evaluation Criteria / Page No 28	Cloud	<p>The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features:</p> <ol style="list-style-type: none"> 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Multi - AZs HA architecture with Sync replication 	<p>Request to edit the IOPS in the storage layer for database.</p> <p>The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features:</p> <ol style="list-style-type: none"> 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase with minimum IOPS of 15000 in MySQL and 70000 in PostgreSQL. 4) Automated replication/Automatic failover to another Zone 5) HA architecture with Sync replication 	<p>As per RFP</p>

533	7.4 Technical Evaluation Criteria Page No. - 29 Sl. No. - 11	TQ	The bidder must have at least 200 full-time technical resources in its payroll as on date of submission of bid. ≥ 200 Resources – 5 Marks Thereafter 1 mark for additional 50 resources	The bidder must have at least 100 full-time technical resources in its payroll as on date of submission of bid. ≥ 100 Resources – 6 Marks Thereafter 2 mark for additional 10 resources	See Revised Corrigendum Clause
534	Vol-I - Instructions to Bidder 2 Fact Sheet / Page# 7 -- Vol-II - Terms of Reference 2.7. Annual Maintenance Support / Page# 7	Tech	p) Project Term: 6 months development & implementation 3 years of operation and maintenance (Including Above 6 Months) -- Support and maintenance will be provided for a period of 3 years from the date of go live of the application including following:	1. Kindly clarify the applicable Support & Maintenance period for the project, specifically whether it shall be considered as: - Three (03) years of Operation & Maintenance (including the six (06) months of development & implementation period), OR Three (03) years of Operation & Maintenance commencing from the date of Go-Live of the application.	Three (03) years of Operation & Maintenance (including the six (06) months of development & implementation period)
535	RFP VOL I 7.4 Technical Evaluation Criteria Page# 29	TQ	CSP or parent company provided native state-of-the-art its own multi-modal LLM model for Text Generation, Summarization, Chatbots and Conversational deployed on the CSP native fully managed AI Platform and to be demonstrated: 1. CSP provides its own multi model & model to be hosted in India - 2 marks 2. CSP provides open source/ 3rd party/ (not own by CSP) - 1 marks	1. Technical Evaluation Criterion #8 awards 2 marks if the CSP provides its 'own' multimodal LLM hosted in India, and 1 mark for open-source/third-party. Please define 'own' does this mean the CSP must be the original developer/trainer of the LLM, or does hosting and fine-tuning a model constitute ownership for this purpose?	The technical evaluation shall be carried out strictly as per the evaluation criteria and definitions specified in the RFP.

536	RFP VOL I 7.4 Technical Evaluation Criteria Page# 31	TQ	Proposed Solutions - Detailed Presentation of the Proposed Solutions, including solution architecture, detailed development and implementation approach and methodology, proposed Security, detailed approach & methodology for providing technical support to the project and escalation matrix - to be done by successful bidder	1. Sections 13.2 to 13.4 allocate 40 marks towards the Presentation evaluation, which is largely subjective in nature. In order to maintain transparency and objective assessment, we kindly request the Authority to consider reducing the weightage by 10 marks and reallocating the same towards objective bidder qualification criteria such as organizational profile, experience, certifications, and technical credentials, in line with evaluation practices followed in other Government tenders	No Change , Refer RFP Clause
537	RFP VOL I 9.3.1FORM FIN-1: Financial Bid Covering Letter 9.3.2FORM FIN-2: Financial Bid Page# 43,44	PQ	Our attached Financial Proposal is exclusive of all applicable taxes and duties. The evaluation of Financial Bids is inclusive of taxes.	1. Section 7.5 states 'The evaluation of Financial Bids is inclusive of taxes', while Form FIN-1 states the financial proposal is 'exclusive of all applicable taxes and duties'. Please clarify the correct approach should taxes be included or excluded from the quoted price for evaluation purposes?	Refer Clause in the Corrigendum
538	RFP VOL II 1. Background Page# 5	Tech	Objective: The solution will also include Generative AI-based enterprise search and AI agents for government employees, enabling them to quickly retrieve policies, documents, and departmental information from various government data sources to improve productivity and decision-making.	1. Kindly provide the complete list of data sources, including details of the respective websites, systems, and applications from which the proposed solution is required to fetch data. Additionally, request you to share the technology stack of it. 2. In case it is not feasible to provide the complete list at this stage, kindly share an indicative or approximate list of systems and data sources from which data integration or data fetching is expected, to facilitate preliminary solution design, effort estimation, and integration planning.	As per RFP

539	RFP VOL II 2.6. Training & Handholding Support Page# 7	Tech	<p>a) The Bidder is required to undertake training for the end users to make them acquainted with the application.</p> <p>b) The schedule / training calendar and the training material for imparting training shall be developed by the Bidder in consultation with OCAC. It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed</p>	<ol style="list-style-type: none"> 1. Please share user role wise - number of users to be trained. 2. What will be the average batch size? 3. We assume that training will need to be provided online only. Please confirm. 4. If above is not the case then please share location(s) where training will be imparted. 5. We assume that only one time training will be required to be provided. If not, then please share total how many times training will need to be provided during entire project duration. 	<ol style="list-style-type: none"> 1. The exact number of users to be trained per role/category shall be finalized during the requirement study phase. 2. The average batch size is not defined currently. Bidder may propose a suitable training approach. 3. The mode of training may include online and/or offline sessions as required for effective project implementation. 4. Training locations, if applicable, shall be finalized during implementation in consultation with OCAC and concerned departments. 5. Bidder is expected to provide adequate training and knowledge transfer support during implementation and operational phases as required under the project scope.
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540	RFP VOL II 2.6. Training & Handholding Support Page# 7	Tech	c) The Bidder shall also provide hand-holding support to Department users as required during the contract period and shall deploy necessary resources for a duration of three years from the Go-Live of application.	<p>1. Kindly specify the duration of the Handholding Support period to be provided post Go-Live.</p> <p>2. For the proposed deployment of resources during the three (03) years period from Go-Live, kindly provide the following details:</p> <p>2.1 Resource category-wise number of resources required.</p> <p>2.2 Mode of deployment for each resource category, i.e., Onsite or Offsite.</p>	As per RFP
541	RFP VOL II 2.8. High-level scope of work 3.1.1. AI-enabled Website Search and Summarization with Chatbot Solution Page# 7,13	Tech	<p>The system shall enable citizens to submit queries through text as well as voice input in English, Hindi, and Odia languages.</p> <p>User-Friendly Interface: Provide a search experience where citizens can type or speak their queries in English or Odia.</p>	<p>1. Section 2.8 states 'English, Hindi, and Odia' language support, but Section 3.1.1 mentions only 'English or Odia'. Please confirm the exact set of languages required for: (a) query input (text); (b) voice input; (c) AI-generated response output. Is Hindi a mandatory requirement or optional?</p>	Refer clause in the RFP
542	RFP VOL II 2.8. High-level scope of work Page# 8	Tech	<p>The platform shall include mechanisms for continuous improvement and governance of the AI system. This shall include the ability to capture citizen feedback on AI-generated responses, such as indicating whether the response was helpful or requires improvement. The system shall also support a human-in-the-loop (HITL) mechanism enabling authorized administrators to review responses, validate knowledge sources, and update the knowledge base where required to improve response accuracy.</p>	<p>1. The RFP requires a Human-in-the-Loop (HITL) mechanism for administrators to review and update AI responses. Please clarify:</p> <p>1.1 The expected volume of queries requiring HITL review per day/month;</p> <p>1.2 Whether OCAC will provide dedicated administrators for HITL, or is the SI expected to staff this function?</p>	<p>1.1 The expected volume of HITL review cases is not defined currently and shall depend on operational usage and governance requirements.</p> <p>1.2 The bidder is expected to provision necessary solution capabilities for HITL workflows.</p>

					Operational roles and responsibilities shall be finalized during implementation in consultation with OCAC and concerned departments.
543	Vol-II, Section 2.8 & 3.1.1 (Pg 7-13)	Tech	The RFP mentions AI-enabled unified search and chatbot platform but does not specify expected user load or concurrency .	1. Kindly confirm expected number of concurrent users (citizens + internal users) and peak load (transactions/sec or queries/sec) for proper infrastructure sizing and cost estimation.	The exact number of concurrent users and peak transaction/query volumes are not defined currently. Bidder is expected to propose suitable scalable architecture and sizing considering anticipated citizen and departmental usage, growth, and performance requirements.

544	Vol-II Section 2.8 High-level scope of work Page 8	Tech	The AI responses shall be generated using content sourced from official Odisha Government websites and relevant Government Orders (GOs) issued by the Government of Odisha, ensuring that the information provided to citizens is accurate, reliable, and traceable to authoritative sources. The system shall include mechanisms for automated content crawling, ingestion, indexing , and periodic updates to ensure that the information repository remains up to date. The platform should also support ingestion of official news feeds and announcements, along with an archival capability to store and retrieve historical information where required. The platform shall support configurable source management allowing authorized administrators to onboard, approve, or remove government websites and knowledge sources.	1. Please provide estimated data volume for: 1.1 Government websites to be indexed (No. of sites/pages) 1.2 Documents (PDFs, GOs, archives in TB) 1.3 News feeds and historical data volume & retention period.	As per RFP
545	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	The scope of work will include the development and implementation of an AI-enabled common search bar for all Odisha government websites of the Odisha Government.	1. The RFP mentions 'all Odisha Government websites' and references 400 departmental websites in the payment schedule. Please provide: 1.1 An exhaustive list of websites to be crawled and indexed; 1.2 The average number of pages/documents per website; 1.3 Frequency of content updates. This is critical for effort and infrastructure sizing.	As per RFP

546	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	Ensure the AI model exclusively utilizes content from Odisha government websites with Latest Government Orders (GOS) from Central and Government of Odisha government to generate responses.	<p>1. The RFP states the AI model should use 'Latest Government Orders from Central and Government of Odisha'. Please clarify the scope does this include all Central Government ministries' GOs, or only those relevant to schemes applicable in Odisha?</p> <p>2. Please provide approximate number of GOs to be considered for project initially and YoY growth then after.</p>	Only Odisha
547	RFP VOL II 2.9.1.1. AI-enabled Government Website Search, Summarization and Chatbot Solution Page# 9	Tech	Solution should be capable to be integrated with WhatsApp based applications via API	<p>1. Is WhatsApp/Meta Business API integration within the scope of this project, or is it a future requirement?</p> <p>2. If in scope, will OCAC provide the WhatsApp Business Account please confirm.</p>	Bidder to propose as part of the solution
548	RFP VOL II 2.10.1. Gen AI based employee productivity capability for Enterprise Search and AI agents Page# 10	Tech	Gen AI based solutions should have enterprise search, data connectors and research agents for seamless data discovery and insights for 100 department users. Required licenses and cloud services as required should be suggested as part of the BOQ	<p>1. The Bill of Quantity mentions '100 department users' for Enterprise Search with Gen AI agents. Please clarify:</p> <p>1.1 Whether these are concurrent or named users;</p> <p>1.2 Whether the 100 user count is expected to grow during the 3-year O&M period; if yes then share YoY growth details.</p> <p>1.3 Who will manage user onboarding and access provisioning.</p>	<p>1.1 The proposed solution shall support 100 department users as mentioned in the RFP. Detailed licensing/user management approach may be proposed by the bidder.</p> <p>1.2 The exact future growth in user count is not defined currently. Bidder is expected to propose scalable architecture considering</p>

					<p>future expansion requirements.</p> <p>1.3 User onboarding and access provisioning mechanisms shall be finalized during implementation in consultation with OCAC and concerned departments.</p>
549	<p>RFP VOL II</p> <p>2.11.1. AI-based Website Search and Summarization bar with chatbot interface</p> <p>Page# 11</p>	Tech	<p>Development and implementation of Retrieve Augment and Generate Architecture (RAG) based Website Search and Summarization engine with voice and text enabled bot. The development process should include an AI platform that integrates large language models. These advanced LLMs enhance chatbot performance by retrieving relevant information from a vector database, generating more accurate, factually correct, and contextually appropriate responses based on the government curated datasets.</p>	<p>1. The solution requires a RAG-based architecture. Please clarify:</p> <p>1.1 Will OCAC provide pre-processed government document datasets, or is the SI expected to crawl and process all data from scratch?</p> <p>1.2 Are there any restrictions on the vector database technology (e.g., must it be a native CSP service)?</p>	<p>Bidder to propose as part of the solution</p>
550	<p>Vol-II</p> <p>2.11.2.1.1 Design of cloud infrastructure</p> <p>Page 11</p>	Cloud	<p>iii) A successful Bidder shall carry out the capacity planning, accordingly, and on additional capacity to meet the user growth and/ or the peak load requirements to support the scalability and performance requirements of the solution. There should not be any constraints on the services.</p>	<p>1. Request OCAC to provide baseline assumptions or historical data (if any) for traffic, users, and storage growth to ensure uniformity in bidder proposals.</p>	<p>As per RFP</p>

551	Vol-II 3.1.1 AI-enabled Website Search and Summarization with Chatbot Solution 2.9.1 Development and implementation of AI-based Solutions Page 13	Tech	Voice Interaction: Integrate Speech-to-Text cloud services like Speech- to-Text service for capturing user queries through voice commands and Text- to-Speech cloud services like Text-to-Speech service for delivering AI generated response to user queries in audio format, enhancing accessibility for users with different preferences and needs.	Kindly specify: 1. Expected number of AI queries per day/month 2. Peak hour query load 3. Expected % split between voice vs text queries for accurate AI/ML and infra sizing.	As per RFP
552	RFP VOL II 3.1.6. Web Application Firewall Page# 22	Cloud	Service provider WAF should be able to perform packet inspection on every request covering all 7 layers.	1. The RFP requires a WAF capable of OWASP Top 10 protection with packet inspection across all 7 OSI layers. Please clarify whether the WAF must be a native CSP service, or can a third-party WAF solution (e.g., Cloudflare, F5) deployed on the CSP infrastructure be proposed?	Cloud Native to be considered.
553	Vol-II 3.1.1 AI-enabled Website Search and Summarization with Chatbot Solution Page 14	Cloud	Disaster Recovery, the platform should be able to recover in case of a geographical disaster in one region by falling back to alternate approved infrastructure hosting regions in the MeitY approved cloud provider.	Please clarify: 1. Required DR strategy: Active-Active or Active-Passive 2. Expected RPO (Recovery Point Objective) 3. Expected RTO (Recovery Time Objective)	1. Bidder may propose suitable DR architecture including Active-Active or Active-Passive approaches in line with the RFP requirements. 2. The bidder is expected to propose suitable RPO targets based on the proposed solution architecture and project criticality.

					3. The bidder is expected to propose suitable RTO targets based on the proposed solution architecture and project criticality.
554	RFP VOL II 3.1.2. Gen AI based employee productivity capability for Enterprise Search and AI agents Page# 14	Tech	The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data into Agentic AI solution for AI Processing; build a two-way context bridge for Agentic AI solution can reference E-Office documents and process existing departmental datasets. This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.	1. Section 3.1.2 requires integration with the E-Office application with bidirectional context bridging. Please share: 1.1 The E-Office platform version with its technology stack and vendor details 1.2 Data/information needs to exchange 1.3 Data exchange mechanisms - thru API, File Import/export or other - Please specify 1.4 Availability of APIs	1.1 Relevant E-Office platform details shall be shared during the requirement study and implementation phase, as applicable. 1.2 The exact data/information exchange requirements shall be finalized in consultation with the concerned department/authority during implementation. 1.3 The integration and data exchange mechanisms may include APIs and/or other suitable secure integration approaches as applicable. 1.4 Necessary API/interface support and access shall be facilitated subject to applicable

					security and access control policies.
555	Vol-I, General Requirements & Project Scope	General	Multiple environments are implied (development, testing, deployment), but number of environments is not explicitly defined.	1. Kindly confirm required environments: Dev / Test / UAT / Production / DR (if applicable) and whether separate infra is required for each.	Bidders Scope
556	General	Tech	User Type (Web Application)	1. Total how many types of users will be using / accessing this web application? 2. Estimated how many users per user type will be using / accessing this web application? 3. What is the estimated peak concurrent user load for web application?	As per RFP
557	Vol-II, Section 2.8 & 2.9 (Scope of Work – Integrations)	Tech	Number of integrations not defined	Provide number of govt websites/APIs to be integrated in Phase 1	As per RFP
558	Vol-II, Section 2.7 (O&M) & 2.9 (Scope Expansion)	Tech	Scope expansion during O&M unclear	Will additional integrations be treated as Change Requests?	As per RFP
559	Vol-II, Section 2.8 (High-Level Scope – Integrations)	Tech	WhatsApp integration requirement	Is WhatsApp/API integration mandatory in Phase 1?	As per RFP

560	Vol-II, Section 3.1 (Technical Specifications – AI Platform)	Tech	Preferred AI platform not specified	Is there any preferred LLM platform (Azure OpenAI, GCP, etc.)?	CSP-native are to be considered
561	Vol-II, Section 2.11 (Deliverables – AI Models)	Tech	Model ownership unclear	Who owns trained AI models and datasets?	OCAC
562	Vol-II, Section 3.1 (Functional Specifications – AI Response)	Tech	Accuracy benchmarks not defined	What is acceptable AI response accuracy threshold?	As per RFP
563	Vol-II, Section 3.1 (AI Functional Specs – Response Accuracy)	Cloud	Hallucination control not defined	How will AI hallucination risks be evaluated?	AI hallucination risks shall be evaluated through appropriate validation mechanisms, response grounding, confidence scoring, testing, and review processes during implementation, UAT, and operational phases in line with the RFP requirements.
564	Vol-II, Section 2.1 (Requirement Study) & 2.9 (Data Sources)	Tech	Data availability unclear	Will structured datasets and APIs be provided by OCAC?	As per RFP
565	Vol-II, Section 2.8 (Data Ingestion & Crawling)	Tech	Web scraping permissions unclear	Is web crawling officially permitted for govt portals?	Yes
566	Vol-II, Section 3.1 (Cloud &	Cloud	Cloud provider not specified	Is there preferred MeitY empaneled cloud provider?	Bidder's Scope. Bidder can propose any CSP that

	Infrastructure Requirements)				qualifies the given criterial in the RFP.
567	Vol-II, Section 3.1 (Technical – Performance & Load)	Tech	User load not defined	Provide expected user load and peak concurrency details	As per RFP
568	Vol-II, Section 3.1 (Disaster Recovery Requirements)	Cloud	DR requirement unclear	Is multi-region disaster recovery mandatory?	As per RFP
569	Vol-II, Section 2.6 (Training & Support)	Tech	Support requirement unclear	Is 24x7 support required during O&M?	Yes
570	Vol-II, Section 8 (SLA & Penalty)	Tech	SLA details not fully visible	Provide detailed SLA matrix with uptime and response time	As per RFP
571	Vol-II, Section 8 (Penalty Terms)	Tech	Penalty cap not defined	What is maximum penalty cap as % of contract value?	As per RFP
572	Vol-II, Section 4 (Change Management)	Tech	Change request process unclear	Define formal CR process and pricing mechanism	As per RFP
573	Vol-II, Section 6 (Documentation & Ownership)	Tech	IP ownership unclear	Who owns source code and developed solution?	OCAC
574	Vol-II, Section 5 (Exit Plan & Ownership)	Tech	Reuse of components unclear	Can bidder reuse developed frameworks/components?	Yes
575	Vol-II, Section 2.8 (Implementation Strategy)	Tech	Phased rollout approach	Is phased rollout (pilot to scale) acceptable?	Yes
576	Vol-II, Section 2.8 (Scope Flexibility / Enhancements)	Tech	Innovation scope	Can bidder propose additional innovative features beyond RFP?	Bidders Scope

577	2.7. Annual Maintenance Support (g)	Tech	Ensure compliance to SLAs as indicated in this RFP and plan any upgrades / major changes to the software ensuring the SLA requirements are met at no additional cost.	<p>We understand the requirement that the Bidder should maintain service performance and comply with the agreed SLAs throughout the support period. At the same time, it is respectfully requested that the reference to “upgrades / major changes” may be clarified so that only corrective and performance-related actions needed to maintain the agreed SLA are included without cost, while any material functional enhancements, regulatory changes, or expansion in scope are treated separately.</p> <p>Proposed Clause: “The Bidder shall, at its own cost, undertake such patches, bug fixes, minor updates, and performance tuning measures as are reasonably necessary to maintain the SLA requirements expressly agreed under the Contract. Any major upgrade, feature enhancement, change in business logic, regulatory or statutory change, new integration, or capacity expansion beyond the originally contracted scope shall be treated as a Change Request and shall be implemented only upon mutual written agreement on the scope, timelines, and commercial implications thereof.”</p>	As per RFP
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578	5. Exit Plan (b),	Tech	Bidder shall provide support to the department for transferring data/ applications at the time of exit management and as per the guidelines defined by MeitY in Cloud Services empanelment RFP.	<p>We understand and appreciate the requirement for orderly transition of the solution and associated data upon expiry or termination of the engagement. At the same time, in order to preserve the Bidder’s proprietary rights and avoid ambiguity in future transition scenarios, it is respectfully requested that the transfer obligation be clarified as applying to Department-owned data and project-specific deliverables only, and not to the Bidder’s proprietary systems, tools, frameworks, or source code.</p> <p>Proposed Clause: “Upon expiry or termination of the Contract, the Bidder shall provide reasonable assistance for transfer of Department-owned data, configurations specific to the Project, and Project Deliverables expressly identified as transferable under the Contract. Notwithstanding the foregoing, the Bidder shall not be required to transfer, assign, license beyond the usage rights expressly granted, or otherwise part with its proprietary tools, platforms, reusable components, frameworks, AI models, utilities, Background IP, or source code, except to the extent of bespoke modules expressly agreed to be Department-owned.”</p>	As per RFP
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579	5.1. Transition-Out Services (a)–(c),	Tech	Continuity and performance of the Services at all times including the duration of the agreement and post expiry of the Agreement is a critical requirement of the department. / The exit management period starts... / At the end of the contract period or upon termination of contract, Bidder is required to provide necessary handholding and transition support...	<p>We fully appreciate the Department’s requirement that continuity of services should be maintained during the transition period. In order to ensure certainty of obligations and avoid open-ended post-contract responsibilities, it is respectfully requested that the duration, scope, and commercial treatment of transition support be clearly defined.</p> <p>Proposed Clause: “The Bidder shall provide transition support and reasonable handholding assistance for a period commencing from the start of the exit management period and ending on the earlier of (i) three (3) months from such commencement, or (ii) the date on which the transition is completed to as per exit management plan. Such transition support shall be limited to knowledge transfer, handholding, transfer of agreed Project Deliverables and Project-specific documentation, and operational assistance necessary for continuity of services, and shall not include transfer of proprietary technologies or performance of new or additional scope beyond the Contract. Any transition support beyond the aforesaid period shall be subject to mutual written agreement and payment of applicable charges.”</p>	As per RFP
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580	8.1. Penalty Terms for Quality of Services	Tech	<p>For the Department to ensure that the successful Bidder adhere to the Service Level Agreements, this section describes the Penalties which may be imposed on successful Bidder. / If outage is due to successful Bidder except application related malfunction, then 10% penalty of month bill will be imposed.</p>	<p>We understand the intent of linking service performance to measurable service levels and associated remedies. However, given that the RFP contemplates multiple SLA-linked deductions and separate operational performance obligations, it is respectfully requested that an overall ceiling be provided on the aggregate penalties leviable under the contract so that the risk allocation remains proportionate and commercially sustainable over the contract duration.</p> <p>Proposed Clause: “Notwithstanding anything to the contrary contained in the RFP or the Contract, the total aggregate amount of penalties, service credits, deductions, liquidated damages, or any other performance-linked financial adjustments levied upon the Bidder during the term of the Contract shall not exceed ten percent (10%) of the total contract value.”</p>	As per RFP
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581	8. Service Level & Penalty 8.1–8.7,	PQ	If the penalties are to be levied in more than one SLA, then the total applicable penalties are calculated and deducted..." / "Penalty shall be applied for each criterion individually and then added together...	<p>We appreciate that the SLA framework contemplates separate measurement of multiple service parameters. In order to avoid interpretational issues and excessive cumulative deductions, it is respectfully requested that the RFP clarify that penalties across service levels shall be subject to the agreed overall cap and shall not be applied in a manner resulting in duplicative recovery for the same underlying event or incident.</p> <p>Proposed Clause: "Penalties applicable under different service levels or performance parameters shall be computed separately for measurement purposes; however, such penalties shall not be cumulative beyond the overall cap specified under the Contract. Further, no duplicative or overlapping penalties shall be levied in respect of the same underlying incident, event, or service failure, and the aggregate penalties shall constitute the sole and exclusive monetary remedy for service level failures."</p>	As per RFP
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582	8.7. Measurements and Targets – Operations Phase SLAs	PQ	Any security incident detected INR << 5 Lakhs>>. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, Government. Department reserves the right to terminate the contract	<p>We fully appreciate the importance of data security and the Department’s concern in safeguarding sensitive information and public systems. At the same time, in order to ensure balanced contractual risk allocation, it is respectfully requested that liabilities arising from security incidents be aligned with the overall liability framework under the contract and that exclusions from penalty caps be reconsidered, particularly where the incident may arise from multiple contributing factors including infrastructure, third-party dependencies, or circumstances not solely attributable to the Bidder.</p> <p>Proposed Clause: “Any liability, penalty, or financial consequence arising out of a security incident or data breach shall be subject to the overall limitation of liability and risk allocation framework under the Contract. In no event shall the Bidder be liable for any indirect, incidental, special, punitive, or consequential loss or damage arising from such incident.”</p>	As per RFP
583	Section 2.9.1.1	General	The solution must exclusively use content from Odisha Government websites and Government Orders to generate AI responses.	Please clarify the exhaustive and approved list of government websites and GOs that must be indexed at go-live. Will OCAC provide a confirmed, signed-off list of source URLs and document repositories prior to development commencement? Any additions post go-live should be treated as a Change Request with separate effort estimation and cost.	Shall be provided to the successful bidder

584	Section 2.8	Tech	The solution shall support API-based integration with external channels such as WhatsApp.	Please confirm whether the WhatsApp Business API license, associated Meta/third-party costs, and the WhatsApp Business Account approval are to be procured and owned by OCAC/Government, or by the Bidder. Kindly clarify if these third-party licensing costs are included within the fixed project cost or will be reimbursed as pass-through.	Bidder to propose as part of the solution
585	Section 2.9.1.2	Tech	Gen AI solution should support integration with E-Office application and must have capability to automatically ingest E-Office data.	Please provide the E-Office API documentation, data schema, and integration specifications. Clarify whether E-Office API access will be arranged by OCAC, and confirm the E-Office vendor's commitment to provide support during integration. Any integration effort due to unavailability of APIs or non-cooperation by E-Office vendor should be treated as a Change Request.	As per RFP
586	Section 2.10.1	Tech	Gen AI solution for 100 department users. Required licenses and cloud services as required should be suggested as part of BOQ.	Please confirm the exact count of 100 named users is fixed for the contract period. Any increase in user count should be treated as a Change Request. Also clarify if the Bidder is required to procure and pay for third-party LLM/GenAI model licenses (e.g., Azure OpenAI, Google Gemini), or whether OCAC will procure such licenses directly. Confirm if LLM API usage costs are capped or consumption-based, and how cost overruns will be handled.	The proposed solution shall support 100 department users as mentioned in the RFP. Bidders are expected to include all required licenses, subscriptions, API usage, infrastructure, and associated components necessary for the proposed solution, unless specifically excluded in the RFP. Any additional scope or requirements beyond the defined project scope shall be governed as per applicable contract provisions.

587	Section 2.9.1.1	Tech	Solution to be integrated with 400 departmental websites as per payment schedule in Section 9.1.	Please confirm the readiness and accessibility of all 400 Odisha government websites. Will OCAC ensure that all departmental websites are accessible, structured, and crawlable? If any website is behind authentication, in non-standard formats, or inaccessible, will those be excluded from scope or handled as Change Request? The go-live milestone and payment should be linked only to websites formally approved by OCAC.	Necessary coordination, approvals, and access support for authorized government websites shall be facilitated by OCAC/concerned departments as applicable. The bidder is expected to propose suitable mechanisms for handling diverse website structures and content formats as part of the solution.
588	Section 2.11.1	Tech	Development of RAG-based Website Search and Summarization engine with voice and text enabled bot.	Please clarify which foundational LLM (Large Language Model) shall be used for the RAG pipeline. Will OCAC specify the preferred LLM provider (e.g., Google Vertex AI, Azure OpenAI), or is the Bidder free to propose? Confirm that the selected LLM provider's hosting and API cost during O&M phase (3 years) is either included in the monthly O&M billing or will be reimbursed separately as pass-through.	CSP-native are to be considered
589	Section 3.1.1	Cloud	System must support queries and responses in English, Hindi, and Odia languages with Speech-to-Text and Text-to-Speech.	Please confirm whether certified Odia language models (STT/TTS) are currently available on MeitY-empaneled CSPs and who bears the cost for any custom model training for Odia language. If pre-trained models are insufficient for Odia accuracy levels, confirm whether custom Odia corpus/training data will be provided by OCAC/Government, and whether the effort to train custom Odia models is within or outside current scope and fixed cost.	Bidder's Scope. Multi model LLM has the capability to achieve this capability. Other 3rd party LLM donot offer this

590	Section 2.5	Tech	Bidder is responsible for closure of all UAT observations and getting sign-off from respective authority before Go Live.	Please confirm the designated authority and department officials responsible for UAT sign-off. Kindly clarify the maximum duration for each UAT review cycle, and confirm that if OCAC/department delays the sign-off beyond the agreed timeline, the project timeline will be extended commensurately without imposing penalties on the Bidder. A formal SLA for client-side review and sign-off turnaround time should be defined in the contract.	The UAT, review, approval, and sign-off processes shall be governed as per the project governance mechanism and contract provisions defined by OCAC. Relevant stakeholders and timelines shall be finalized during implementation.
591	Section 2.6	Tech	Bidder shall deploy necessary resources for handholding support for a duration of three years from Go-Live.	Please clarify the expected quantum of handholding support (number of man-days/month, onsite vs. remote, number of departments to be covered). Is the training effort limited to the defined team structure in Section 7.1, or will OCAC require additional training staff? Any handholding beyond the agreed team structure should be treated as a Change Request.	As per RFP
592	Section 7.1	Tech	OCAC will have the right to ask for additional team members beyond what has been specified in this RFP.	The current team structure appears to be minimum indicative. Please confirm that any additional resources requested by OCAC beyond the agreed deployment plan shall be governed through a formal Change Request mechanism with mutual agreement on cost and timelines. The Bidder should not be expected to provide additional resources within the fixed contract price.	The bidder is expected to deploy adequate resources for successful implementation and operations of the project in line with the RFP requirements. Any changes beyond the agreed scope and contractual provisions shall be governed as per applicable contract terms and conditions.

593	Section 4	Tech	Any requirement beyond scope shall be treated as Change Request. Payments as per man-month rate provided in financial bid.	Please confirm that the man-month rate to be quoted in the financial bid will be locked for the entire contract period and will be the sole rate applicable for all Change Requests. Also confirm that OCAC will issue a formal written Change Order before the Bidder commences any work on Change Requests, and payment will be made upon completion with no retroactive claims.	Change Requests, commercial applicability, and related contractual provisions shall be governed as per the terms and conditions specified in the RFP and contract.
594	Section 8.1	Tech	10% penalty of monthly bill if outage is due to Bidder except application-related malfunction.	Please clarify the definition of 'application-related malfunction' vs. 'infrastructure-related outage' and confirm who will be the final arbiter in disputed downtime classifications. Also confirm that SLA penalties will not be applied during scheduled maintenance windows, force majeure events, or outages caused by third-party dependencies (CSP, E-Office, WhatsApp API) that are beyond the Bidder's control.	SLA applicability, outage classification, exclusions, and dispute resolution mechanisms shall be governed as per the terms, definitions, and conditions specified in the RFP and contract.
595	Section 8.7	Tech	Availability SLA of >=99.5% for production cloud resources with penalty up to 30% of monthly payment.	Please confirm whether the 99.5% uptime SLA applies independently to each component (VM, Storage, Network) or is measured as an aggregate system-level SLA. Cumulative penalties across multiple SLA parameters should be capped at a defined percentage of monthly payment. Please clarify the maximum aggregate penalty cap per month to avoid financial exposure exceeding the monthly billing.	The SLA applicability, measurement methodology, and penalty provisions shall be governed as per the terms and conditions specified in the RFP and contract.
596	Section 8.8	Tech	Severity 1: More than 50% of users affected for more than one hour.	Please clarify how 'users affected' will be measured objectively — whether by concurrent active users, registered user base, or transaction volume. For an AI search platform where user counts may not be directly monitorable, please define the measurement methodology that will be used for SLA compliance verification.	The methodology for SLA measurement, impacted user assessment, monitoring, and compliance verification shall be governed as per the SLA definitions, monitoring mechanisms,

					and reporting provisions specified in the RFP and contract.
597	Section 9.1	Tech	70% payment upon Setup of AI Employee productivity capability, 30% upon Go-Live.	Please confirm the acceptance criteria and sign-off authority for the C3 'Setup' milestone (70% payment trigger). The definition of 'setup complete' vs 'go-live' must be clearly documented in the contract to avoid milestone disputes. Confirm whether demo/UAT completion constitutes setup acceptance.	The milestone definitions, acceptance criteria, UAT, and sign-off processes shall be governed as per the project governance and contractual provisions defined by OCAC. Detailed implementation and acceptance procedures shall be finalized during project execution.
598	Section 2.11.2.1.2	Cloud	Cloud service offerings of Bidder/CSP shall always remain Empaneled/complied with MeitY guidelines.	Please confirm that if a CSP's MeitY empanelment lapses during the contract period due to reasons beyond the Bidder's control, OCAC will provide adequate transition time (minimum 90 days) before invoking penalties. Also clarify whether the cost of any new compliance certification required mid-contract (not existing at time of bid) will be borne by OCAC as a pass-through.	Compliance requirements, empanelment conditions, transition arrangements, and related contractual provisions shall be governed as per the terms and conditions specified in the RFP and contract.
599	Section 3.1.2	Tech	Agentic AI solution must ensure data residency within Odisha, CMEK, VPC-SC, Audit Logging, and Responsible AI controls.	Please confirm whether data residency within Odisha (as opposed to within India) is a hard requirement, as most MeitY-empaneled CSPs offer India-region data centers (typically Mumbai/Pune/Chennai), not Odisha-specific. If Odisha-region data centers are unavailable on MeitY CSPs, will OCAC accept India-region as compliant? This impacts CSP selection and architecture significantly.	The proposed solution shall comply with the data residency, MeitY empanelment, and hosting requirements specified in the RFP. Hosting within India on compliant MeitY-empaneled infrastructure shall be considered acceptable unless

					specifically stated otherwise in the RFP.
600	Section 3.1.4	Cloud	Extensive list of cloud security and infrastructure requirements including HSM (FIPS 140-2 Level 3), SIEM, SOAR, UEBA, WAF, DDoS, SSO, etc.	Please confirm whether all the listed cloud security services (HSM, SIEM/SOAR/UEBA, WAF, DDoS, SSO, KMS, etc.) are to be provided as native CSP managed services included in the cloud subscription cost, or whether the Bidder must procure and integrate third-party security tools at additional cost. Clarity on which of these are 'must-have at go-live' vs. 'to be configured during O&M' will help accurate cost estimation.	Cloud Native to be considered. Bidder to offer solution with minim these capabilities. More details will be discussed with the selected bidders
601	Section 3.1.7	Tech	SIEM must be a fully managed cloud-native SaaS solution with embedded hot storage for 12 months at no additional cost. Services to be delivered in-country.	Please confirm if 'in-country' means India or Odisha specifically for SIEM data storage. Also, 12-month hot storage with sub-second retrieval at no additional cost is a significant infrastructure requirement — please confirm this is a mandatory minimum specification and whether the Bidder may propose equivalent solutions from MeitY-empaneled CSPs that meet functional equivalence even if the specific product name differs.	The proposed solution shall comply with the data residency, security, SIEM, and storage requirements specified in the RFP. Equivalent solutions from MeitY-empaneled CSPs meeting the functional, technical, and compliance requirements of the RFP may be proposed by the bidder.

602	Section 5.1	General	Exit management period starts 3 months prior to contract end. Bidder responsible for handholding and knowledge transfer.	Please confirm whether the Bidder will be compensated for resources deployed during the exit management period (last 3 months), particularly for knowledge transfer activities. Exit support should not be expected within the regular monthly O&M fee without explicit compensation terms in the contract.	No additional payment
603	Section 2.8	Tech	System shall support HITL mechanism enabling authorized administrators to review responses, validate knowledge sources, and update the knowledge base.	Please confirm who is responsible for operating the HITL review process — OCAC-designated staff or the Bidder's team. If the Bidder must provide HITL operators for knowledge base curation throughout the 3-year O&M period, this is a significant cost item. Please clarify whether HITL operation is within the fixed O&M price or a separate billable service.	The bidder is expected to provision necessary HITL workflow capabilities as part of the proposed solution. Operational roles, responsibilities, and support requirements during O&M shall be finalized during implementation in consultation with OCAC and concerned departments, in line with the RFP and contract provisions.
604	Section 2.8	Tech	System shall include mechanisms for automated content crawling, ingestion, indexing, and periodic updates.	Please confirm the expected crawling frequency (daily/weekly/real-time) and the total estimated volume of content to be indexed across all Odisha government websites. Also confirm whether any government website content is behind authenticated portals requiring special access credentials, and if so, how such access will be facilitated by OCAC at no additional effort to the Bidder.	Daily

605	Section 7.2	Cloud	CSP must have at least two data centers in two different seismic zones, 100 km apart, both empaneled under MeitY.	Please confirm whether the Bidder may propose a primary MeitY-empaneled CSP with a secondary DR site on a different MeitY-empaneled CSP (multi-CSP architecture) to meet the seismic zone and geographic separation requirement, in case a single CSP does not have two MeitY-empaneled data centers meeting this criterion.	As per RFP
606	Section 8.2	Cloud	Billing for each line item should be calculated based on quoted price or current public pricing (after applying discount), whichever is lower on billing date.	The 'lower of quoted vs. current public price' model could result in revenue uncertainty for the Bidder if CSP public prices are discounted aggressively post-award. Please clarify if the discount percentage is applied on the CSP public list price at the time of billing, and confirm that the Bidder's quoted unit rates (not CSP list price) will serve as the price ceiling for billing purposes.	Commercial evaluation, billing, pricing applicability, and related contractual provisions shall be governed as per the terms and conditions specified in the RFP
607	Section 2.4	Tech	Yearly VAPT (once a year) as per BOQ Item 5.	Please confirm who appoints the VAPT agency — OCAC or the Bidder. If the Bidder must engage an empaneled CERT-In auditor, will the cost be reimbursed as a pass-through or is it embedded in the annual billing? Also confirm whether the Bidder's obligation is limited to facilitating and remediating findings, or must the Bidder also bear the cost of the VAPT agency fees.	Bidder to propose as part of the solution
608	Page 26, Team Structure	PQ	Project Manager- 1 No. Qualification:- a) BE /BTech	Please consider a qualification as follows :- BE/BTech/MCA	No Change , Refer RFP Clause
609	Page 26, Team Structure	PQ	Solution Architect – 1 No. Qualification:-a) BE /BTech	Please consider a qualification as follows :- BE/BTech/MCA	No Change , Refer RFP Clause

610	Page 26, Team Structure	PQ	Lead Data Scientist-1 No. Qualification:-a) BE /BTech	Please consider a qualification as follows :- BE/BTech/MCA	No Change , Refer RFP Clause
611	Page 26, Team Structure	PQ	Data Scientist- 1 No. a) B.Tech/B. E.	Please consider a qualification as follows :- BE/BTech/MCA	No Change , Refer RFP Clause
612	Page 26, Team Structure	PQ	Front End Developer-1 No. a) B.Tech/B. E. in IT/CS	Please consider a qualification as follows :- BE in IT/CS /BTech/MCA	No Change , Refer RFP Clause
613	Page 30, Technical Qualification,SL 13	TQ	Technical Demonstration (Use Case*) Marks are indicated against each use case.	As the clause is restrictive and also for wider participation, request to remove the clause.	No Change Refer RFP Clause
614	RFP II, Page 13, SL No 3.1.1 AI-enabled Website Search and Summarization with Chatbot Solution	Tech	The proposed solution should implement an AI-powered search system that delivers real-time, accurate search results from a vast array of government documents, external websites, and PDF files.	Kindly clarify the followings 1. Government document formats are PDF and typed in English language only. 2. Kindly specify the approx size of the files	1. Government documents/content may comprise multiple formats and languages, including PDFs and content in English, Odia, and other applicable formats/languages as relevant to the project scope. 2. The exact size and volume of files/documents are not defined currently. Bidder is expected to propose suitable scalable

					architecture considering anticipated data growth and processing requirements.
615	RFP-II, Page 15, Technical Specification	Cloud	Data residency: keeping data and processing within Odisha	Request to consider the clause as follows :- Data residency: keeping data and processing within India	As per RFP
616	Page 25, Project timeline	Cloud	Provisioning of Cloud resources. Timeline is T+15 days	Request to extend the time line to T+30 days	As per RFP. 15 days are sufficient to setup cloud foundation and start the development
617	Page 26, Project timeline	Tech	Security Testing (VAPT), Timeline T4+10 days	Request to extend the time line to T4+15 days	As per RFP
618	Page 27, SLA	Tech	If outage is due to successful Bidder except application related malfunction, then 10% penalty of month bill will be imposed.	Requests to consider the clause as follows :- If outage is due to successful Bidder except application related malfunction, then 5% penalty of month bill will be imposed.	As per RFP

619	Page 31, Measurements and Targets – Operations Phase SLAs	Cloud	<p>SL 1:-Availability/ Uptime of cloud services Resources for Production Environment (VMs, Storage, OS, VLB, Security Components) Penalty:- Default on any one or more of the provisioned resources will attract penalty as indicated below. =<99.5% - >=99% (10% of the <MP>) < 99% (30% of the <MP>)</p>	<p>Request to consider the clause as follows :- Default on any one or more of the provisioned resources will attract penalty as indicated below. =<99.5% - >=99% (5% of the <MP>) < 99% (10% of the <MP>)</p>	<p>As per RFP. A 99.9% uptime SLA is a non-negotiable requirement for high-performance citizen services. Relaxing this standard to 99.5% (common in some hyperscaler models) would significantly increase the risk of service disruptions, which is incompatible with the project's availability goals and the customer's commitment to mission-critical reliability.</p>
620	Page 31, Measurements and Targets – Operations Phase SLAs	Tech	<p>SL 3:-Availability of the network links at DC Default on any one or more of the provisioned network links will attract penalty as indicated below. =<99.5% - >=99% (10% of the <MP>) < 99% (30% of the <MP>)</p>	<p>Request to consider the clause as follows:- Default on any one or more of the provisioned network links will attract penalty as indicated below. =<99.5% - >=99% (5% of the <MP>) < 99% (10% of the <MP>)</p>	As per RFP
621	Page 33, Measurements and Targets – Operations Phase SLAs	Tech	<p>SL 6:-Time to Resolve – Severity 1 <98% and >=90% (5% of the MP) < 90% and >= 85% (10% of the MP) < 85% and >= 80% (20% of the MP)</p>	<p>Request to consider the clause as follows:- <98% and >=90% (5% of the MP) < 90% and >= 85% (7% of the MP) < 85% and >= 80% (10% of the MP)</p>	As per RFP

622	Page 33, Measurements and Targets – Operations Phase SLAs	Tech	SL 8:Percentage of timely incident report <95% and >=90% (5% of the MP) < 90% and >= 85% (10% of the MP) < 85% and >= 80% (15% of the MP)	Request to consider the clause as follows :- <95% and >=90% (5% of the MP) < 90% and >= 85% (7% of the MP) < 85% and >= 80% (10% of the MP)	As per RFP
623	Page 33, Measurements and Targets – Operations Phase SLAs	Tech	SL 9:-Percentage of timely incident resolutions <95% and >=90% (5% of the MP) < 90% and >= 85% (10% of the MP) < 85% and >= 80% (15% of the MP)	Request to change the clause as follows:- <95% and >=90% (5% of the MP) < 90% and >= 85% (7% of the MP) < 85% and >= 80% (10% of the MP)	As per RFP
624	Page 33, Measurements and Targets – Operations Phase SLAs	Tech	SL 10:-Percentage of timely vulnerability corrections >=99% and <99.95% (10% of the MP) >=98% and <99% (20% of the MP) <98% (30% of the MP)	Request to change the clause as follows :- >=99% and <99.95% (5% of the MP) >=98% and <99% (7% of the MP) <98% (10% of the MP)	As per RFP
625	Page 33, Measurements and Targets – Operations Phase SLAs	Tech	SL 11:-Percentage of timely vulnerability reports >=99% and <99.95% (10% of the MP) >=98% and <99% (20% of the MP) <98% (30% of the MP)	Request to change the clause as follows:- >=99% and <99.95% (5% of the MP) >=98% and <99% (7% of the MP) <98% (10% of the MP)	As per RFP
626	Page 9 Vol-II 2.9.1.2	Cloud	“The scope would consist of providing a Gen AI enabled Agentic AI for workforce, knowledge workers to leverage the power of Large Language Models and Gen AI and provide a quality search and agents...”	Please clarify regarding “Agentic AI” in this RFP. Are the expected capabilities limited to enterprise search and summarization, or should the solution support multi-step planning, tool use, decision workflows, and task execution?	As per RFP. Bidder to offer solution with minim these capabilities. More details

					will be discussed with the selected bidders
627	Page 10 Vol-II 2.10.1; Vol-II 9.1	Cloud	“Gen AI based solutions should have enterprise search, data connectors and research agents... for 100 department users.” / “Setup of AI based Employee productivity capability for Enterprise Search and AI Agents (100 Licenses and 10 Agents)”	Please clarify the exact commercial and functional scope of AI agents: does the project require 10 distinct agents, and if yes, what are the named agent types / use cases / departmental functions expected for those 10 agents? What if we need more than 10 agents to achieve desired results? What to do in this case?	As per RFP. Bidder to offer solution with minim these capabilities. More details will be discussed with the selected bidders
628	Page 15 Vol-II 3.1.2	Cloud	“The proposed solution should support a research agent feature for extracting key information and help break down complex tasks into manageable steps that are executed in a logical sequence.”	Please clarify that the expected behavior of the research agent. Should it only retrieve, summarize, and structure information, or should it also reason across multiple sources, generate recommendations, and orchestrate downstream actions?	As per RFP. Research Agent will be helping users to deep dive into domain specific usecase and bring results as a plan for user to execute to achieve the desired results
629	Page 15 Vol-II 3.1.2	Tech	“The proposed solution should support integration with E-Office application and must have the capability to automatically ingest E-Office data into Agentic AI solution for AI Processing; build a two-way context bridge ... This integration should also support to write processed summaries, insights, classifications, recommendations to E-Office.”	Please clarify that does this mean a plugin as service which do changes in E-office documents or a chatbot module as sidebar?	The exact implementation approach and user interaction model for E-Office integration, including plugin/module/sidebar or other suitable mechanisms, shall be finalized during the requirement study and implementation phase in consultation with the concerned department/authority.

630	Vol-II 2.11.1.1 Page 11 ; Vol-II 3.1.2 Page 15	Tech	“Provide a Gen AI enabled Agentic AI for workforce which would provide seamless search across all the government data sources with access control to preserve data security.” / “Solution should have enterprise connectors and ability to go across enterprise data and applications...”	Please clarify that do the bidder need a centralized authoritative control over the data connectors or the user is in charge of connecting data resources?	The detailed data connector management, access control, and governance mechanisms shall be finalized during the requirement study and implementation phase in consultation with OCAC and concerned departments.
631	Page 15 Vol-II 3.1.2	Tech	“...across all an enterprise’s data with access control to preserve data security” and “Responsible AI: Not logging or using any customer data in the services and models...”	Please clarify that do the bidde we need a strict open source models to control this or we are free to use proprietary models but with compliance of in premise data storages?	Bidders may propose suitable open-source and/or proprietary AI models subject to compliance with the data security, data residency, MeitY cloud compliance, and other requirements specified in the RFP.
632	Page 15 Vol-II 3.1.2	Tech	“Planned Agentic AI solutions should encapsulate all the Enterprise readiness of Cloud: Compliance and regulatory protections such as: Data residency: keeping data and processing within Odisha, CMEK, Audit logging, VPC-SC...”	For the AI agents specifically, please confirm whether both model inference and retrieved enterprise data processing must remain within Odisha, or whether any part of the agent workflow may run in another India region under the same CSP.	The proposed solution shall comply with the data residency, security, and hosting requirements specified in the RFP. Processing within compliant India-based MeitY-empaneled infrastructure shall be considered acceptable unless specifically stated otherwise in the RFP.
633	Page 15 Vol-II 3.1.2	Tech	“Solution should support multi-modal AI features aptly supported by GenAI LLM Models with intrinsic ability to understand images and videos, stream Video and Audio.”	Please clarify the intended agentic use cases for multimodal capability. Are AI agents expected to process documents, images, scanned files, videos,	The multimodal AI capabilities are envisaged to support processing of relevant authorized

				audio etc from in house data or any kind of input data?	content such as documents, images, scanned files, audio, video, and other applicable digital data formats as required under the project scope.
634	Vol-II 3.1.2 Page 15 ; Vol-II 2.11.1.1 Page 11	Tech	“The proposed solution should support a research agent feature...” / “Provide a Gen AI enabled Agentic AI for workforce...”	Please specify whether the AI agents are expected to be general-purpose assistants or role-based/domain-specific agents (for example: policy research agent, file summarization agent, note drafting agent, classification agent, recommendation agent).	The AI agents are envisaged as use-case-driven intelligent assistants/workflows for enterprise productivity and information access. Bidders may propose suitable general-purpose and/or domain-specific agent capabilities aligned with the project objectives and RFP requirements.
635	Vol-II 2.8 Page 8; Vol-II 3.1.2 Page 15	Tech	The citizen solution explicitly mentions “The system shall also support a human-in-the-loop (HITL) mechanism...” but the employee Agentic AI section does not define any HITL mechanism for agent actions or outputs.	Please clarify whether the employee AI agents must support human approval / HITL checkpoints before presenting recommendations, publishing outputs, or writing results back to enterprise systems such as E-Office.	The proposed solution is expected to support appropriate governance, validation, and human-in-the-loop (HITL) mechanisms for critical actions, recommendations, and integrations with enterprise systems, as applicable under the project scope.

636	Page 26, 27-31 Vol-II 7 Project Timeline; Vol-I 7.4 Technical Evaluation	Tech	Timeline includes “Design and Development of Gen AI-based employee productivity capability for Enterprise Search and AI Agents...” but the technical demo criteria are detailed mainly for the AI-enabled website search & chatbot demo.	Please clarify the acceptance criteria, UAT scope, and technical demonstration expectations for the AI agents / agentic workflow component, since the RFP provides detailed demo points for the citizen chatbot but not equivalent measurable demo criteria for employee agents.	The acceptance criteria, UAT scope, and demonstration requirements for AI agents and agentic workflows shall be finalized during implementation in consultation with OCAC, based on the functional, technical, and operational requirements defined in the RFP.
637	Page 10 Vol-II 2.10.1	Tech	“...for 100 department users” / “The proposed solution should support a research agent feature...”	Please provide the expected usage model for the AI agents: estimated number of concurrent users, daily queries/tasks per user, agent runs per day, and peak processing volumes, so that the architecture and licensing for agentic workflows can be sized accurately.	As per RFP
638	Page 8, High-level scope of work	Tech	The system shall include mechanisms for automated content crawling, ingestion, indexing, and periodic updates to ensure that the information repository remains up to date.	Kindly clarify that the what will be the frequency of content crawling and ingestion	Daily
639	Page 14, AI-enabled Website Search and Summarization with Chatbot Solution	Tech	The proposed solution should implement an AI-powered search system that delivers real-time, accurate search results from a vast array of government documents, external websites, and PDF files.	Kindly confirm that website text, typed pdf documents in English /Odia to be ingested.	Yes

640	Vol-II, §3.1.2, Pg 15	Cloud	"VPC-SC: Restricting the services to within the network perimeter of the customer"	"VPC-SC" (VPC Service Controls) is a proprietary term specific to one CSP. To ensure fair competition, request to be amended to a CSP-neutral term such as "Network Perimeter Controls" or "Service Perimeter Isolation" that all MeitY-empanelled CSPs can comply with using their native equivalent services (e.g., Azure Private Link, AWS PrivateLink).	Bidders are permitted to offer equivalent services to achieve the required capability . Bidder to offer solution with minim these capabilities. More details will be discussed with the selected bidders
641	Vol-I, §7.4 (Criteria 5), Pg 28	Cloud	"Binary Authorization – Secure Verified Container Images for software supply-chain security"	"Binary Authorization" is a Google Cloud-specific service name . Request to please amend this to a CSP-neutral requirement such as "Container Image Verification and Signing for supply-chain security" so that equivalent services from other CSPs (e.g., Azure Container Registry with Content Trust, Notation/Notary signing) are also accepted.	Bidders are permitted to offer equivalent services to achieve the required capability . Bidder to offer solution with minim these capabilities. More details will be discussed with the selected bidders
642	Vol-I, §7.4 (Criteria 8), Pg 29	Cloud	"CSP or parent company provided native state-of-the-art its own multi-modal LLM model...CSP provides its own multi-model & model to be hosted in India – 2 marks; CSP provides open source/3rd party – 1 marks"	This criterion gives higher marks to CSPs who own their own LLM (e.g., Google Gemini) vs. those providing industry-leading 3rd party models (e.g., Azure OpenAI GPT-4o, o1). Given that the quality, accuracy, and multilingual capability of the LLM matters more than ownership, Request to please revise this to award equal marks for any leading LLM model hosted natively on the CSP's Indian data centres , regardless of whether the CSP "owns" the model.	As per RFP. Multi model LLM has the capability to achieve this capability. Other 3rd party LLM do not offer this
643	Vol-II, §3.1.2, Pg 15	Cloud	"Data residency: keeping data and processing within Odisha"	No major MeitY-empanelled CSP currently has a data centre within Odisha . Azure, AWS, and GCP have data centres in Indian regions (Central India, South India, Mumbai, etc.). Request to please consider " within India " .	As clarified in Sl. No. 78

644	Vol-I, §7.2 (CSP PQ Criteria 11), Pg 25	Cloud	"Archival Storage provided by CSP must support Sub Second Data Retrieval and must be backed by SSDs"	Sub-second retrieval from archival storage backed by SSDs is a very narrow specification that may align with only one CSP's storage tier. Request to clarify the actual use case and acceptable latency range for archival storage? Standard archival tiers across CSPs (e.g., Azure Archive with rehydration, or Azure Cool/Hot tiers) serve different purposes. Would Hot or Cool storage tiers with low-latency access be acceptable alternatives?	As per RFP
645	Vol-I, §7.2 (CSP PQ Criteria 10) & Vol-II, §3.1.3, Pg 18	Cloud	"CSP must only provide OS disks scalable to 64 TB from Day 1 in the Entire Solution"	Request to clarify if the requirement is for every OS disk in the solution to be 64 TB, or that the CSP should support scaling up to 64 TB per disk when needed? Azure supports up to 64 TB managed disks. Additionally, is this requirement for OS disks specifically or for data disks as well?	As per RFP
646	Vol-II, §3.1.3, Pg 18	Cloud	"Cloud system should natively provide support for Geospatial features including both raster and vector geospatial analysis as part of the cloud offerings"	Request to clarify the specific geospatial use case relevant to this AI-based search and chatbot project? If geospatial analysis is not a core requirement of the solution, can this be treated as an optional/good-to-have criterion? Azure provides geospatial capabilities via Azure Maps, Azure Synapse, and PostgreSQL with PostGIS.	As clarified in SI. No. 78
647	Vol-II, §3.1.7, Pg 22–23	Cloud	"Cloud-native SaaS SIEM solution from the CSP without any dependency on third parties...embedded hot storage by default for 12 months...SIEM/SOAR/UEBA in single SaaS application"	This SIEM specification closely mirrors Google Chronicle SIEM . Request to confirm whether equivalent CSP-native SIEM solutions like Microsoft Sentinel (which provides integrated SIEM/SOAR/UEBA with 90-day free retention and configurable long-term retention up to 12 months) would be acceptable? Can "12 months hot storage at no additional cost" be amended to "12 months retention with appropriate tiering"?	As per RFP

648	Vol-I, §7.4 (Criteria 7), Pg 28	Tech	"PBs scale Serverless Data Lake Service with SLA of >= 99.99% and capabilities of GenAI Integration and inbuilt Machine learning models"	Request to clarify if Microsoft Fabric (which provide PB-scale serverless analytics with integrated AI/ML capabilities and 99.9% SLA) would meet this requirement? The 99.99% SLA for a serverless data lake is extremely high — can OCAC confirm if this is the intended target or if 99.9% is acceptable?	As per RFP
649	<u>Vol-II, §2.9.1.1, Pg 9 & §9.1 (Payment C2), Pg 36</u>	Tech	"AI-enabled Website Search...for all Odisha government websites"; Payment mentions "400 websites"	The RFP requires the AI system to index content from approximately 400 Odisha government websites and Government Orders. Request to provide: (a) an estimated total data volume in GB/TB, (b) average crawl frequency expected (daily/weekly), and (c) whether GOs are available in structured format (PDF, HTML) or require OCR for scanned document	As per RFP
650	Vol-II, §2.8, Pg 7	Tech	"The system shall enable citizens to submit queries in English, Hindi, and Odia languages"	The RFP requires voice input and audio output in Odia language (both STT and TTS). Request to specify the minimum acceptable quality threshold or benchmark for Odia speech recognition accuracy — and whether models fine-tuned on Odia (e.g., open-source IndicSTT/IndicTTS models) hosted on MeitY-empanelled cloud infrastructure would be acceptable?	CSP-native are to be considered
651	Vol-II, §3.1.2, Pg 15	Tech	"The proposed solution should support integration with E-Office application...automatically ingest E-Office data...write processed summaries to E-Office"	Request to provide details on the E-Office version currently in use, available APIs/integration mechanisms , and the types and volume of documents to be ingested from E-Office? Is E-Office hosted on NIC infrastructure or on the state data centre?	As per RFP

652	Vol-II, §2.10.1, Pg 10	Tech	"Gen AI based solutions...for 100 department users. Required licenses and cloud services as required should be suggested as part of the BOQ"	Request to clarify whether the 100 licenses are for named users or concurrent users. Also, are these users from a single department or spread across multiple departments? What is the expected growth trajectory for user count over the 3-year O&M period?	As per RFP
653	Vol-II, §2.11.1, Pg 11	Tech	"Development and implementation of RAG-based Website Search and Summarization engine"	Request to confirm whether the LLM model/AI platform used for RAG must be deployed exclusively within the CSP's Indian data centres , or can API-based access to models hosted in other regions (with data residency for storage within India) be permitted . This is critical for accessing the latest and most capable LLM models.	As per RFP
654	Vol-II, §3.1.2, Pg 15	Cloud	"CMEK: enabling customers to bring their own keys to encrypt their data"	Azure supports Customer-Managed Encryption Keys (CMEK) across all major services via Azure Key Vault . Request to confirm that CMEK support via a CSP-native Key Management Service (e.g., Azure Key Vault with HSM backing) is acceptable?	Cloud Native to be considered.

655	Vol-I, Section 1 – Glossary of Terms, Page 5; Vol-I, Section 7.2 (all sub-clauses), Pages 24–25; Vol-II, Section 3.1.3, Pages 16–19; Vol-I, Section 7.4 (all sub-clauses), Pages 27–30	Cloud	The term "Native" is used more than 23 times across both volumes of the RFP — including "Native CDN Services," "Native SIEM," "Native Kubernetes," "Native AI/ML Platform," "Native Databases," "Native Security Services" — without any definition being provided in the Glossary or anywhere else in the RFP document. This absence of definition creates fundamental ambiguity in eligibility determination at the Pre-Qualification stage and in scoring at the Technical Evaluation stage.	We request OCAC to insert the following definition in Section 1, Glossary of Terms: "'Native Service' or 'Native Capability' means a cloud service or capability that is provisioned, operated, managed, and delivered by the CSP directly from its own infrastructure, irrespective of whether the underlying software, model, or technology stack was developed by the CSP, sourced from open-source communities, or integrated through OEM/technology partnerships, provided that: (a) the CSP retains full operational control of the service; (b) all data remains within India on MeitY-empanelled infrastructure; (c) the CSP provides direct SLA accountability to the purchaser; and (d) no separate licensing obligation or vendor relationship is imposed on the purchaser."	As per RFP
656	Vol-I, Section 7.2, S.No. 9, Page 25; Vol-I, Section 7.4, S.No. 10, Page 29	Tech	The RFP mandates a valid ISO 42001:2023 (AI Management System) certificate as a Pre-Qualification requirement. ISO 42001 was published in December 2023 — less than 30 months old globally as of bid submission date. The number of organisations globally holding a valid ISO 42001 certificate remains very small. Treating non-possession as a hard PQ disqualifier will either result in false declarations by bidders or eliminate virtually all credible AI infrastructure providers including those who have proactively engaged accredited certification bodies.	We request OCAC to amend the ISO 42001 requirement to accept: (a) a valid ISO 42001:2023 certificate, OR (b) a formal letter from an accredited ISO certification body confirming active audit engagement with committed certification timeline. Such provisional compliance to be accepted at PQ and TQ stage, with final certificate to be submitted within 180 days of Work Order issuance. For TQ scoring, a bidder with active ISO 42001 audit engagement shall be awarded marks equivalent to holding the certificate.	As per RFP

657	Vol-II, Section 3.1.7, Paragraph 1, Page 24	Cloud	<p>The RFP requires the SIEM platform to be a "fully managed Cloud-native SaaS solution from the CSP without any dependency on third parties." The absolute prohibition on any third-party dependency has no precedent in Indian government cloud procurement and cannot be justified on any technical, security, or operational basis. Every enterprise-grade SIEM solution currently available — including those used by the most security-sensitive government agencies globally — involves third-party technology. MeitY's own empanelment framework imposes no restriction on use of third-party technology within managed cloud services. This language exclusively advantages one specific global CSP.</p>	<p>We request OCAC to replace "without any dependency on third parties that requires no maintenance or core monitoring" with: "with no separate third-party licensing cost or direct third-party vendor relationship imposed on the purchaser, with the CSP retaining full operational control, complete data residency within India, and end-to-end SLA accountability to OCAC." This preserves the legitimate intent — single-vendor accountability, no hidden costs, data sovereignty — while removing commercially impractical and exclusionary language.</p>	As per RFP
658	Vol-II, Section 3.1.7, Paragraph 6, Page 24	Cloud	<p>The RFP mandates that the SIEM platform "must provide embedded hot storage by default for 12 months at no additional cost." This is a commercial pricing model requirement, not a technical capability requirement. 12 months of embedded hot storage at no additional cost is a pricing feature unique to one specific SIEM product in the global market. All other enterprise SIEM platforms charge for extended log retention as a separate commercial line item. Treating a proprietary pricing model of a single vendor as a mandatory pass/fail technical requirement is inconsistent with Government of India procurement principles of vendor neutrality.</p>	<p>We request OCAC to remove "at no additional cost" and replace the clause with: "The SIEM platform shall provide a minimum of 12 months of log data retention capability for retroactive search and forensic investigation purposes. The cost associated with this retention shall be included as a line item in the commercial bid." This preserves the security and compliance intent of 12-month retention while removing a commercially discriminatory constraint.</p>	As per RFP

659	Vol-II, Section 3.1.3, Page 19	Cloud	<p>The RFP states: "Cloud system should natively provide support for Geospatial features including both raster and vector geospatial analysis as part of the cloud offerings." The scope of this RFP as defined in Vol-II Section 2 (Scope of Work) and Section 3.1.1 is exclusively: (a) an AI-powered citizen-facing chatbot and search interface; and (b) a GenAI-based enterprise search and agent capability. Neither deliverable has any functional dependency on geospatial raster or vector analysis. This is a highly specialised GIS capability used for spatial data processing and satellite imagery analysis — none of which appears anywhere in the functional or technical requirements of this project. Its inclusion serves exclusively to advantage CSPs with proprietary geospatial platforms while eliminating Indian sovereign cloud providers.</p>	<p>We formally request OCAC to remove the geospatial raster and vector analysis requirement from Section 3.1.3 of Vol-II entirely, as it has no functional relationship to the stated project scope and objectives. If OCAC believes geospatial capability is relevant to future project extensions, we request it be moved to a "desirable/optional" category with zero weightage in current evaluation. Retaining it as a mandatory cloud platform requirement for an AI chatbot project is a structural irregularity in the RFP.</p>	As per RFP
660	Vol-I, Section 7.2, S.No. 8, Page 25	Cloud	<p>The RFP requires at Pre-Qualification stage that "CSP must have Fully Managed Native CDN Services." CDN services are a content distribution and edge caching layer — not an AI infrastructure component, not a security-critical element, and with no direct bearing on the core deliverables of this project. Making proprietary CDN ownership a hard Pre-Qualification disqualifier for an AI-based citizen services project is disproportionate to project scope and structurally excludes Indian CSPs who deliver CDN through managed partnerships — a commercially standard arrangement not prohibited by MeitY empanelment standards.</p>	<p>We request OCAC to amend S.No. 8 of CSP Pre-Qualification criteria to read: "CSP shall provide Fully Managed CDN Services, whether through proprietary CDN infrastructure or through a contracted and MeitY-compliant CDN partner, provided that the CSP retains end-to-end SLA accountability, billing responsibility, and ensures that all CDN-related data handling remains within India."</p>	As per RFP

661	Vol-II, Section 3.1.5, Pages 22–23; Vol-I, Section 7.2, S.No. 3 read with Vol-II Cl. 3.1.5, Pages 24–25	Cloud	The RFP requires CSP to "support Active-Active/Active-Passive architecture having Business Continuity Plan with built-in fault tolerance." Read with the requirement for two DCs in different seismic zones 100km apart, this implies Active-Active across geographically separated data centres. True geo-redundant Active-Active with synchronous replication across DCs separated by 100+ km involves network latency constraints that make synchronous writes technically impractical without extremely high-cost dedicated dark fibre infrastructure available only to hyperscalers. The project's own SLA of 99.5% uptime does not necessitate cross-DC Active-Active architecture.	We request OCAC to clarify and amend the architecture requirement to read: "CSP shall support Active-Active architecture within a data centre facility (eliminating all intra-facility single points of failure) and Active-Passive architecture with automated failover across geographically separated data centres, with RTO and RPO as defined in the SLA. This architecture is deemed sufficient to meet all uptime and business continuity requirements specified in this RFP."	As per RFP
662	Vol-I, Section 7.4, S.No. 8, Page 29	Cloud	The Technical Evaluation scoring matrix awards 2 marks to CSPs providing their own proprietary multi-modal LLM model and only 1 mark to CSPs providing open-source or third-party LLMs. This scoring differential awards higher marks based exclusively on LLM intellectual property ownership with no relationship to capability, performance, data sovereignty, or Odia language support. This is directly inconsistent with: (a) India's National AI Strategy and INDIAai Mission explicitly promoting open-source AI for government; (b) MeitY's BharatGen initiative; (c) AI4Bharat open-source models (IndicTrans2, IndicWhisper, IndicTTS) specifically developed for Indian languages including Odia and demonstrably superior for Odia-language tasks. Rewarding LLM ownership over sovereign hosting will result in worse Odia language outcomes for citizens.	We request OCAC to replace the ownership-based scoring differential with: "CSP provides multi-modal LLM capability with demonstrated Odia and English language support, hosted entirely within India on MeitY-empanelled infrastructure — 2 marks, irrespective of whether the model is proprietary, open-source, or third-party, provided all model inference occurs within India and no citizen query data is transmitted outside India." This aligns with national AI policy and ensures data sovereignty.	As per RFP

663	Vol-I, Section 7.4, S.No. 4, Page 28; Vol-II, Section 3.1.3, Page 16–19	Cloud	The RFP requires "Multi-AZ HA architecture with Sync replication" for managed PostgreSQL and MySQL databases. "AZ" (Availability Zone) is proprietary architectural terminology used exclusively by AWS, GCP, and Azure to describe their internal infrastructure segmentation model. Using proprietary infrastructure terminology as a mandatory technical requirement in a government RFP effectively specifies a brand architecture, inconsistent with procurement neutrality principles. Indian CSPs operating Tier III certified data centres provide equivalent HA through redundant physical infrastructure without the hyperscaler "AZ" naming convention.	We request OCAC to replace "Multi-AZ HA architecture with Sync replication" with: "High Availability database architecture with synchronous replication across physically redundant infrastructure nodes or failure domains, providing automatic failover with near-zero RPO, consistent with the uptime SLA requirements of this RFP."	As per RFP
664	Vol-I, Section 7.4, S.No. 2, Page 27	Cloud	The RFP requires block storage volumes to be "Regional redundant to zero down the impact of single AZ failure." "AZ" (Availability Zone) is proprietary terminology specific to AWS, Azure, and GCP infrastructure models. Indian CSPs with Tier III certified data centres provide block storage redundancy through separate physical failure domains delivering equivalent protection against storage failure without using the hyperscaler AZ model. Using this terminology as a scored evaluation criterion disadvantages Indian CSPs.	We request OCAC to replace "Regional redundant to zero down the impact of single AZ failure" with: "Block storage volumes shall be redundantly replicated across separate physical failure domains within the CSP infrastructure, providing protection against single hardware failure without data loss, with automatic failover. CSPs shall demonstrate this capability via their self-provisioning portal."	As per RFP

665	Vol-I, Section 7.4, S.No. 5, Page 28	Tech	The Kubernetes managed service evaluation criterion includes "Binary Authorization — Secure Verified Container Images for software supply-chain security" as a sub-criterion. "Binary Authorization" is a trademark and proprietary product of Google Cloud Platform (GKE). It is not a generic term, not an industry standard, and not available on any other CSP's Kubernetes offering. Using a Google trademark as an evaluation criterion in a government RFP is equivalent to specifying a brand name in a tender specification, violating technology-neutral procurement principles.	We request OCAC to replace "Binary Authorization — Secure Verified Container Images for software supply-chain security" with: "Container image signing and admission control capability ensuring only cryptographically verified and approved container images are deployed to production clusters, implementable through any CNCF-approved or equivalent open-source or managed tooling."	As per RFP
666	Vol-I, Section 7.4, S.No. 3, Pages 27–28	Cloud	The WAF and DDoS evaluation criterion requires "Threat Intelligence, Third-party named IP address lists, and Adaptive Protection." The terms "Third-party named IP address lists" and "Adaptive Protection" are specific features and terminology of Google Cloud Armor — Google's proprietary WAF and DDoS product. No other CSP uses this exact terminology for equivalent capability. Using proprietary feature names as evaluation criteria in a government RFP constitutes implicit brand specification and is a procurement irregularity.	We request OCAC to replace proprietary feature names with functional descriptions: Replace "Third-party named IP address lists" with "integration with external threat intelligence IP feed sources"; Replace "Adaptive Protection" with "ML-based adaptive DDoS threat detection and automatic mitigation capability."	Bidders are permitted to offer equivalent services to achieve the required capability. Bidder can propose any CSP that qualifies the given criterion in the RFP.

667	Vol-I, Section 7.4, S.No. 6, Page 28	Cloud	<p>The API Management evaluation criterion specifies "CSP Native Enterprise Grade API Management turnkey solution (*Not API Gateway)." The parenthetical "(*Not API Gateway)" explicitly excludes a specific AWS product by name. Using a specific vendor's product name as an exclusion criterion is equally impermissible under procurement neutrality as positively specifying a brand. The functional distinction between an API Gateway and a full API Management platform should be expressed through capability requirements, not by naming a product for exclusion.</p>	<p>We request OCAC to remove the parenthetical "(*Not API Gateway)" entirely and replace with a functional capability description: "CSP shall provide an Enterprise-grade API Management platform — whether proprietary or open-source-based — offering full API lifecycle management including: developer portal, API security controls (bot detection, rate limiting, threat protection), API analytics and monitoring, and multi-environment deployment capability. Platforms limited to basic API routing and proxying without the above management capabilities do not qualify."</p>	<p>Clause revised as follows- CSP Native Enterprise Grade API Management turnkey solution for publishing APIs to external and internal consumers through an integrated out of the box developer portal, Monetization, Advanced API Security like Bot Detection and API configuration security scoring, and should be able to deploy as a SaaS cloud offering and multi-clouds deployment option for the data plane</p>
668	Vol-I, Section 7.4, S.No. 7, Pages 28–29	Cloud	<p>The Technical Evaluation criterion requires a "PBs scale Serverless Data Lake Service with SLA of >=99.99% and capabilities of GenAI Integration and built-in ML models; End-to-end ML using SQL applications." This description specifically maps to Google BigQuery's unique architectural characteristics: serverless model, 99.99% SLA, and BigQuery ML's SQL-based ML training feature — no other CSP's data lake product combines all these simultaneously. Further, the project scope — an AI chatbot and website search system — has no functional requirement for a PB-scale serverless data analytics warehouse.</p>	<p>We request OCAC to: (a) Justify the functional requirement for PB-scale serverless data lake within this specific project scope; and (b) Replace with: "CSP shall provide a managed data analytics and AI/ML platform capable of storing and processing data volumes required by this project, with GenAI integration capability and an SLA consistent with the overall project uptime requirement of 99.5% as specified in Vol-II Section 8.1."</p>	<p>As per RFP</p>

669	Vol-II, Section 3.1.3, Page 19; Vol-II, Section 3.1.4, Page 20	Cloud	The RFP requires "Fully managed cloud-based HSM, FIPS 140-2 Level 3 compliant" and "Fully managed KMS, FIPS 140-2 compliant." FIPS 140-2 is a US NIST certification. India's own cybersecurity standards framework (CERT-In, MeitY guidelines) references FIPS 140-2 as acceptable but does not mandate it exclusively over equivalent international standards. Many enterprise HSM and KMS deployments use FIPS 140-2 Level 2 certified hardware which provides strong cryptographic security for government workloads.	We request OCAC to clarify: (a) Whether FIPS 140-2 Level 3 specifically is mandatory, or whether FIPS 140-2 Level 2 or equivalent international cryptographic standards (Common Criteria EAL4+) are acceptable; and (b) Whether HSM delivered through an OEM partnership arrangement, where the CSP operates and manages the HSM within India with full operational control, qualifies as "fully managed cloud-based HSM."	As per RFP
670	Vol-II, Section 3.1.2, Page 16	cloud	The RFP references "VPC-SC: Restricting the services to within the network perimeter of the customer" as an enterprise readiness requirement. "VPC-SC" (VPC Service Controls) is an exclusive proprietary product of Google Cloud Platform — not a generic networking term, not an industry standard, and not available on any other CSP's platform. The functional security objective — restricting cloud service API access to within a defined customer network perimeter — is achievable through multiple approaches on any CSP platform.	We request OCAC to replace "VPC-SC: Restricting the services to within the network perimeter of the customer" with: "Network perimeter controls: The CSP shall provide capability to restrict cloud service access to within the customer's defined private network boundary, preventing unauthorised external access to services and data, implementable through any combination of private endpoints, network security policies, service access controls, or equivalent mechanisms available on the CSP's platform."	Bidders are permitted to offer equivalent services to achieve the required capability

671	Vol-I, Section 7.4, S.No. 9, Page 29; Vol-II, Section 3.1.2, Page 16	Tech	The AI/ML Platform evaluation criterion requires "Language translation service in speech-to-speech, speech-to-text, text-to-speech, and text-to-text for Indian languages" as part of the unified AI/ML platform. The RFP does not clarify whether these services must be proprietary to the CSP or whether integration with MeitY-recognised and government-funded open-source Indian language AI models (such as AI4Bharat's IndicTrans2, IndicWhisper, IndicTTS — developed under MeitY funding at IIT Madras) is acceptable. These models are specifically optimised for Odia and are the most capable available for Odia language tasks.	We request OCAC to confirm: "Indian language translation and speech services may be delivered through integration with open-source, government-funded, or third-party Indic language AI models (including AI4Bharat, IndicTrans2, IndicWhisper, IndicTTS, Sarvam AI, and similar MeitY-recognised models), provided all model inference occurs within India on MeitY-empowered infrastructure and no citizen speech or query data is transmitted outside India. CSPs shall not be required to have developed these language models independently."	CSP-native are to be considered
672	Vol-I, Section 7.4, S.No. 5, Page 28	Cloud	The Kubernetes evaluation criterion requires "Native Kubernetes backup and restore service" as a scored sub-criterion. In the Kubernetes ecosystem, backup and restore is universally delivered through dedicated tooling rather than being embedded in the Kubernetes orchestration layer. The de facto standard is Velero — a CNCF graduated open-source project. Even major hyperscalers implement Kubernetes backup as a separate managed add-on service rather than an inbuilt Kubernetes feature. Subject to the definition of "Native" in Query 1 being clarified, this requirement should be understood as requiring managed backup capability, not a feature embedded in the Kubernetes control plane.	We request OCAC to confirm: "'Native Kubernetes backup and restore service' means a managed backup and restore capability for Kubernetes workloads and persistent volumes, delivered either as an inbuilt feature or as a managed add-on service operated by the CSP, including through open-source tooling such as Velero or equivalent CNCF-graduated projects. CSPs shall not be required to have developed a proprietary Kubernetes backup solution independently."	As per RFP

673	Vol-I, Section 7.4, S.No. 1, Page 27	Cloud	The cloud platform evaluation criterion requires "Instances in Multiple Zones: SLA >=99.99%" demonstrated via self-provisioning portal URL. "Zones" or "Availability Zones" is proprietary architectural terminology specific to AWS, GCP, and Azure. Indian CSPs operating redundant Tier III certified data centre infrastructure provide equivalent multi-instance redundancy through physically separate failure domains without using the "Zone" or "Availability Zone" naming convention, which may cause them to score lower despite providing equivalent or superior redundancy.	We request OCAC to clarify that "Instances in Multiple Zones" means "instances deployed across physically redundant infrastructure within the CSP's environment" and that Indian CSPs demonstrating equivalent redundancy through Tier III certified infrastructure — without using the specific Zone/Availability Zone terminology — shall be considered compliant, provided they demonstrate a committed SLA of >=99.99% for redundant multi-node deployments via their self-provisioning portal.	"Clause Revised as Follows: - Ease of custom configurations of VM's for self-provisioning based on the Custom vCPU and RAM - Minimum SLA required 99.9% for the VM section in the BoQ" A 99.9% uptime SLA is a non-negotiable requirement for high-performance citizen services. Relaxing this standard to 99.5% (common in some hyperscale models) would significantly increase the risk of service disruptions, which is incompatible with the project's availability goals and the customer's commitment to mission-critical reliability.
674	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Cloud	Cloud Billing	Cloud services are to be billed monthly; however, it is unclear whether cloud cost is pass-through or to be included in bidder's quote. Kindly clarify cost treatment.	Bidder's Scope
675	Volume-II, Section No.-2.1, Page no. 10	Tech	BOQ (As per functionality)	BOQ does not define quantities (users, data volume, transactions). Kindly provide baseline assumptions for uniform commercial bidding.	As per RFP

676	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	Integration Scope	The number and type of government portals/websites for integration are not specified. Kindly provide detailed inventory for effort estimation.	As per RFP
677	Volume-II, Section No.- 2.9.1.2, Page no. 10	Tech	e-Office Integration	Kindly confirm availability of APIs, documentation, and support for integration with e-Office systems.	Necessary APIs, interface documentation, access, and integration support for E-Office integration shall be facilitated by the concerned department/authority subject to applicable security and access control policies.
678	Volume-II, Section No.-2.8, Page no. 8	Tech	Multilingual Data	RFP requires multilingual AI (English, Hindi, Odia). Kindly clarify if curated datasets will be provided or bidder must prepare training data.	Relevant government content, datasets, and data sources, wherever available, shall be facilitated by the concerned department/authority. Bidder is expected to propose suitable multilingual AI models, datasets, and implementation approach for the required language support.
679	Volume-II, Section No.-2.8, Page no. 8	Tech	Data Crawling	Continuous crawling of government websites is required. Kindly clarify handling of unstructured, outdated, or inconsistent content.	Bidder to propose as part of the solution
680	Volume-II, Section No.- 2.11.1, Page no. 11	Tech	RAG Architecture	Kindly define acceptance criteria and measurable benchmarks for AI response accuracy during UAT.	As per RFP

681	Volume-II, Section No.-8, Page no. 28–32	Tech	SLA & Penalty	SLA metrics and penalty computation methodology are not clearly defined. Kindly provide detailed KPI definitions and penalty formulas.	As per RFP
682	Volume-II, Section No.- 2.11.2.1.2, Page no. 12	Cloud	CSP Compliance	Kindly clarify whether bidder must onboard MeitY empaneled CSP independently or if empaneled CSP will be provided by OCAC.	Bidder's Scope. Bidder can propose any CSP that qualifies the given criterial in the RFP.
683	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Tech	Auto-scaling	No baseline for peak load or concurrent users is provided. Kindly specify expected system load for capacity planning.	As per RFP
684	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	WhatsApp Integration	Kindly clarify ownership of WABA account, BSP onboarding, and messaging charges (bidder vs department).	Bidder to propose as part of the solution
685	Volume-II, Section No.- 2.11.2.1, Page no. 12	Tech	LLM Usage Cost	Kindly clarify whether LLM/API usage cost (token-based billing) is included in bidder scope or will be reimbursed separately.	Bidder to propose as part of the solution
686	Volume-II, Section No.-2.7, Page no. 7	Tech	O&M Scope	O&M includes upgrades and enhancements at no additional cost. Kindly define boundary between minor enhancements and change requests.	Operations, maintenance, upgrades, and enhancement activities shall be governed as per the scope, terms, and conditions specified in the RFP and contract. Any scope beyond the agreed project requirements shall be handled as per applicable Change Request provisions.

687	Volume-II, Section No.-2.5, Page no. 6	Tech	UAT	Kindly clarify timelines for UAT sign-off and whether deemed acceptance applies in case of delays from department side.	UAT, review, acceptance, and sign-off processes shall be governed as per the project governance and contractual provisions defined by OCAC. Relevant timelines and procedures shall be finalized during implementation.
688	Volume-II, Section No.- 2.11.2.1.1, Page no. 12	Tech	Capacity Scaling	Kindly clarify whether additional infra cost due to user growth will be payable separately or included in fixed cost.	The bidder is expected to propose suitable scalable architecture considering anticipated growth requirements as part of the project scope. Any requirements beyond the agreed scope shall be governed as per the applicable contract and Change Request provisions.
689	Volume-II, Section No.- 3.1.5–3.1.7, Page no. 22–24	Tech	Security Tools	WAF and SIEM requirements are mentioned but sizing and licensing are not defined. Kindly clarify scope for costing.	Bidder is expected to assess and propose suitable WAF, SIEM, security architecture, sizing, and licensing requirements based on the proposed solution design, anticipated usage, and RFP requirements.

690	Volume-II, Section No.-2.8, Page no. 8	Tech	HITL Model	Kindly clarify whether Human-in-the-loop operations (review, validation) will be managed by bidder or department.	The bidder is expected to provision necessary HITL workflow capabilities as part of the proposed solution. Operational roles and responsibilities for review and validation activities shall be finalized during implementation in consultation with OCAC and concerned departments.
691	Volume-II, Section No.- 2.11.2.1.3, Page no. 12	Tech	Documentation	Kindly confirm if any predefined documentation standards/templates must be followed.	Bidder to propose as part of the solution
692	Volume-II, Section No.-5, Page no. 25	Tech	Exit Management	Exit clause does not define transition duration or cost. Kindly clarify exit support duration and payment mechanism.	Exit management, transition support, timelines, and related commercial provisions shall be governed as per the terms and conditions specified in the RFP and contract.
693	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	AI Source Restriction	AI responses must be limited to govt sources. Kindly clarify bidder liability in case of incorrect or outdated source data.	The proposed solution is expected to generate responses based on authorized government data sources with appropriate validation, guardrails, and disclaimers. Bidder responsibilities and liabilities shall be governed as per the terms

					and conditions specified in the RFP and contract.
694	Volume-II, Section No.- 2.9.2, Page no. 10	Tech	Enhancements	"Minor enhancements" are included in scope. Kindly define threshold (in effort or scope terms) for classification.	The classification of minor enhancements and scope changes shall be governed as per the project scope, effort assessment, and Change Request provisions defined in the RFP and contract.
695	Volume-II, Section No.- 2.11, Page no. 11	Tech	Analytics	Kindly specify expected KPIs, reporting frequency, and integration requirements for analytics dashboard.	As per RFP
696	Volume-II, Section No.- 3.1.2, Page no. 16	Tech	Enterprise AI Data	Kindly confirm availability, format, and access permissions for departmental data required for enterprise AI solution.	Necessary departmental data, access permissions, interfaces, and relevant documentation required for project implementation shall be facilitated by the concerned department/authority subject to applicable security and access control policies.
697	Volume-II, Section No.- 2.11.2.1, Page no. 12	Cloud	Cloud Managed Services	It is mentioned that bidder shall provision and manage cloud resources. Kindly clarify whether cloud tenancy will be owned by OCAC or bidder, and implications on billing and control.	OCAC

698	Volume-II, Section No.- 3.1.5, Page no. 22	Cloud	Cloud Provisioning API	Cloud system should support API-based provisioning. Kindly clarify if existing enterprise cloud environment exists or bidder must provision greenfield setup.	Bidder's Scope
699	Volume-II, Section No.- 3.1.3, Page no. 16	Cloud	Data Residency	Data residency requirement mentions "within Odisha". Kindly clarify if state DC/GSDC infra is to be used or only logical residency on CSP is acceptable.	Bidder's Scope
700	Volume-II, Section No.- 2.9.1.1, Page no. 9	Tech	Government Orders (GO) ingestion	RFP mandates ingestion of GOs from multiple sources. Kindly clarify availability of centralized repository vs manual ingestion effort.	Relevant Government Orders and authorized data sources shall be identified and facilitated by the concerned department/authority. Bidder is expected to propose suitable automated and/or assisted ingestion mechanisms as part of the solution.
701	Volume-II, Section No.-2.8, Page no. 8	Tech	Archival System	System must support archival of historical data. Kindly clarify expected data retention period and storage sizing assumptions.	The archival, retention requirements, and storage considerations shall be finalized during the requirement study phase in consultation with the concerned department/authority. Bidder is expected to propose suitable scalable storage architecture accordingly.

702	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	Multimodal AI Capability	Requirement includes multimodal AI (text, audio, images). Kindly clarify if image/video ingestion is mandatory in phase-1 or future scope.	The multimodal AI capability is envisaged as part of the overall solution scope. Detailed implementation prioritization and phase-wise rollout, including image/video processing capabilities, shall be finalized during the requirement study and implementation phase in consultation with OCAC.
703	Volume-II, Section No.- 2.11.2.2.2, Page no. 12	Tech	IAM & User Roles	IAM implementation required across departments. Kindly clarify number of user roles, departments, and expected IAM complexity.	The exact number of departments, user roles, and IAM requirements shall be finalized during the requirement study phase. Bidder is expected to propose suitable scalable IAM and access control architecture aligned with the project requirements.
704	Volume-II, Section No.-7.1, Page no. 27	General	Team Structure, Local office in Odisha within 30 days. 25% local enterprise participation.	<p>1. Remote vs. Onsite: Can the development team operate offshore/remotely, provided the PM/Architect are onsite?</p> <p>2. Office Timeline: Request to extend the 30-day timeline for opening a local Odisha office to 90 days.</p> <p>3. Local Enterprise Definition: Does "local" mean Odisha-registered companies?</p>	<p>1. Clarification: Refer to Vol-II for minimum onsite resource allocations.</p> <p>2. As per RFP. (30 days remains).</p> <p>3. Clarification: Yes, Odisha-based enterprises.</p>

705	Volume-II, Section No.-8.7, Page no. 31	Tech	SLA Monitoring	SLA monitoring mechanism is defined but tooling responsibility not clear. Should bidder provide monitoring tools or will it be provided by OCAC?	Bidder to propose as part of the solution
706	Volume-II, Section No.-8.8, Page no. 36	Tech	Severity Levels	Severity classification exists but resolution timelines vs penalty mapping not clearly linked. Kindly clarify penalty trigger conditions.	Severity classification, resolution timelines, SLA applicability, and associated penalty trigger conditions shall be governed as per the terms and conditions specified in the RFP and contract.
707	Volume-I, Section No.-7.4, Page no. 27	TQ	Technical Evaluation	Detailed technical scoring parameters are not explicitly quantified. Kindly provide scoring breakup for transparency.	Refer RFP , the Scoring Criteria is Explicitly Mentioned
708	Volume-I, Section No.- 8.8.3, Page no. 35	Tech	Termination Consequences	Termination clause does not clearly define compensation for work completed. Kindly clarify payment protection mechanism.	Termination, exit management, and associated payment settlement for work completed shall be governed as per the terms and conditions specified in the RFP and contract.
709	Volume-II, Section No.- 2.11.1, Page no. 11	Tech	LLM Integration	RFP requires integration with LLM models but does not specify whether open-source or proprietary models allowed. Kindly clarify.	CSP-native are to be considered
710	Volume-II, Section No.- 3.1.1, Page no. 14	Tech	AI Model Training	No clarity on whether model fine-tuning is required or only prompt-based RAG approach expected. Kindly confirm scope.	The proposed solution is expected to leverage appropriate AI approaches such as RAG and/or model fine-tuning as required to meet the functional, performance, and accuracy requirements defined in the RFP. Final

					implementation approach shall be proposed by the bidder.
711	Volume-II, Section No.-2.8, Page no. 8	Tech	Feedback Mechanism	Feedback capture required but no SLA on response improvement or retraining defined. Kindly clarify expected turnaround timelines.	Feedback capture, model improvement cycles, retraining requirements, and associated timelines shall be governed as per the operational framework and performance requirements defined in the RFP and finalized during implementation.
712	Volume-II, Section No.- 2.9.2, Page no. 10	Tech	Technical Support	Technical support required for citizens and employees. Kindly clarify support model (L1/L2/L3), working hours, and multilingual support expectation.	The support model, including L1/L2/L3 responsibilities, service hours, and multilingual support requirements, shall be defined as part of the bidder's proposed solution in line with the functional requirements and finalized during implementation in consultation with OCAC.
713	Volume-II, Section No.- 3.1.1, Page no. 15	Tech	Data Encryption	Encryption required but no clarity on key management (CMEK vs CSP-managed keys). Kindly clarify.	CSP-native are to be considered
714	Volume-II, Section No.- 2.11.2.1, Page no. 12	Tech	DR Requirement	Disaster recovery requirement mentioned but RTO/RPO not defined. Kindly provide expected targets.	As per RFP

715	Volume-II, Section No.- 2.10.1, Page no. 11	Tech	Enterprise Users (100 users)	Enterprise AI mentions 100 users but scalability not defined. Kindly clarify if future scaling will be paid separately.	The proposed solution shall be designed with scalability to accommodate future growth requirements. Any requirements beyond the defined scope shall be governed as per applicable Change Request provisions under the contract.
716	Volume-I, Section No.-6.2, Page no. 10	Tech	Proposal Completeness	Clause mandates full compliance but no deviation matrix format provided. Kindly confirm if deviations allowed and format.	The bidder is expected to submit a compliance statement as per the requirements of the RFP. Any deviations, if permitted, shall be indicated clearly in the bid along with appropriate justification in a format as per the bidder's proposal submission structure, subject to evaluation as per RFP terms.

717	Section 7.1, Prequalification Criteria (General Bid), Point 9, Page 23	PQ	<p>Blacklisting & Pending Litigation: The bidder declared blacklisted/ ineligible/ debarred/ have any legal disputes/ pending litigation with any State or Central Government/ or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non- satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.</p> <p>Documents Required: Self-Declaration from authorized signatory of the firm (including consortium, if applicable).</p>	<p>The department has asked that the bidder/ MSP should not be blacklisted / debarred / ineligible etc. While conditions related to blacklisting and debarment are standard, the inclusion of the term “ineligible” is vague and may unnecessarily restrict participation.</p> <p>Please note that MSPs may be declared ineligible in previous tenders due to technical disqualifications for non-submission of certain documents, minor deviations in specifications or not meeting specific eligibility criteria of a particular bid. These do not reflect the MSP's credibility or performance, unlike blacklisting or debarment which are imposed due to serious issues like non-performance or unethical practices. Accordingly, the use of the term 'ineligible' which is open to interpretation may lead to unnecessary exclusion of MSPs and reduced competition.</p> <p>In addition, the current clause refers only to the MSP, whereas the project involves both MSP and CSP, who play an equally important role in execution. Limiting this condition only to the MSP may allow CSPs with a history of blacklisting/debarment or non-performance to participate in the tender, which may impact project execution.</p> <p>Therefore, it is requested that the department revise the clause as -</p> <p>"Blacklisting & Pending Litigation: The Managed Service Provider (MSP) and Cloud Service</p>	No Change, As per RFP
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				<p>Provider (CSP) declared blacklisted/ debarred/ have any legal disputes/ pending litigation with any State or Central Government/ or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non-satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.</p> <p>Documents Required: Self-Declaration from authorized signatory of the firm (including consortium, if applicable)."</p>	
718	7.2 Pre-Qualification Criteria For CSP	Cloud	9. The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification, ISO certificates- ISO 42001:23 - AI Mgmt. System.	Requesting to remove ISO 42001:23	As per RFP

719	Section 7.1	PQ	The bidder (Any member in case of consortium) should have the following valid certifications: <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • ISO 42001 	We are meeting the criteria with ISO 9001, ISO 27001. but for ISO 42001 we expect to get in next 3-4 months. Please clarify whether we can quote with this gap in certification with some undertakings	Please refer the corrigendum
720	Section 2.9.1.1 / Section 3.1.1	Tech	“AI-enabled common search bar for all Odisha government websites” / “Include all the Government of Odisha websites, Government orders, News Articles as mentioned by nodal agency including all the relevant documents in the search database”	Kindly provide the definitive inventory of websites, portals, subdomains, document repositories, and publishing systems that are in scope for Phase 1 and Phase 2 implementation - including ownership by department, estimated content volume, and whether non-public or access-controlled repositories are also to be indexed.	Bidder shall consider approximately 400 Odisha Government websites and associated authorized portals as indicated in the RFP; the detailed inventory including subdomains, repositories, ownership mapping, and Phase-wise categorization shall be finalized during the requirement study and implementation phase by OCAC and concerned departments.
721	Section 2.9.1.1 / Section 3.1.1	Tech	“Ensure the AI model exclusively utilizes content from Odisha government websites with Latest Government Orders from Central and Government of Odisha”	Kindly clarify the exact scope hierarchy for response grounding - specifically whether the solution is expected to use only Odisha Government web properties, or also Central Government notifications / orders, and in case of conflict between website content, GO notifications, and news feeds, what source precedence should govern final responses.	Solution shall prioritize Odisha Government authorized and approved data sources as defined in the RFP, with inclusion of other mandated government notifications as applicable; in case of conflicting information,

					the hierarchy and source precedence shall be strictly governed by the data governance rules and validation framework finalized by OCAC during implementation.
722	Section 3.1.1 / Section 2.11.1	Tech	“Comprehensive Coverage” / RAG-based solution with vector database	Kindly specify the expected document types and formats to be ingested and semantically indexed - such as HTML pages, PDFs, scanned PDFs, DOC/DOCX, image-based circulars, tables, FAQs, and embedded media - and confirm whether OCR for legacy scanned government records is part of the required scope.	Solution shall support ingestion and semantic indexing of commonly used government content formats including HTML pages, PDFs (digital and scanned), DOC/DOCX, images of circulars, tabular data, FAQs, and other structured/unstructured content; OCR for scanned and image-based legacy documents is expected to be included as part of the proposed scope.

723	Section 2.9.1.1 / Section 3.1.1	Tech	“Provide AI-generated responses in a structured format guiding citizens... not limited to forms... eligibility... application status”	Kindly clarify whether the chatbot is expected only to guide citizens using published information, or also to integrate transactionally with backend systems for personalized eligibility checks, application status retrieval, and form pre-fill workflows; if transactional integration is required, please share the target systems and API readiness.	Solution is expected to support both informational and transactional use cases, including integration with backend government systems for eligibility checks, application status retrieval, and form pre-fill workflows wherever APIs and system readiness are available; specific systems and integration scope shall be finalized during implementation by OCAC and concerned departments.
724	Section 3.1.2	Tech	“Provide seamless search across all the government data sources with access control to preserve data security”	Kindly provide the initial list of internal systems and repositories to be connected for enterprise search - including E-Office, departmental file systems, databases, email / DMS / collaboration platforms - and clarify for each whether API-based access, connector-based access, or data replication / indexing in a separate knowledge store is expected.	Solution shall integrate with internal government systems such as E-Office/OSWAS and other departmental repositories as identified during the requirement study phase. The exact list of systems, access mechanisms (API-based, connector-based, or indexing/replication),

					and integration approach shall be finalized by OCAC and concerned departments based on availability, security, and technical feasibility.
725	Section 3.1.2	Tech	“Integration with E-Office application... two-way context bridge”	Kindly clarify the exact integration boundaries with E-Office - including supported APIs, authentication method, document classification levels, permissible write-back actions, audit logging expectations, and whether the department will facilitate required OEM / platform-level access approvals.	Integration with E-Office/OSWAS shall be implemented in alignment with the technical capabilities, APIs, authentication mechanisms, security classifications, and audit logging provisions made available by the concerned department/OEM. Write-back actions, document classification handling, and access approvals shall be facilitated by OCAC/department as per applicable security and governance policies during implementation.

726	Section 3.1.1 / Section 8.7	Tech	Search/chatbot functionality and Operations SLAs	<p>Kindly clarify the measurable service levels to be applied specifically to AI outcomes - such as search latency, response time, availability, indexing freshness, citation accuracy, hallucination tolerance, multilingual answer quality, and resolution timeline for incorrect / unsafe responses - since these are not fully quantified in the current scope.</p>	<p>The proposed solution shall define and implement appropriate service levels for AI performance metrics such as latency, availability, indexing freshness, and response quality in line with the functional and performance requirements of the RFP, to be finalized during implementation.</p>
727	Section 3.1.1 / Section 3.1.2 / Section 3.1.3	Tech	Performance, scaling, and capacity planning	<p>Kindly provide the expected transaction volumes and scale assumptions for both citizen-facing and employee-facing workloads - including daily active users, peak concurrent sessions, average query length, expected document corpus growth, and anticipated monthly token / inference demand - to enable accurate sizing of compute, storage, and cost.</p>	<p>The exact transaction volumes, user loads, document corpus size, and token/inference demand are not defined currently. Bidder is expected to propose a scalable architecture with appropriate sizing assumptions based on anticipated citizen and employee usage patterns, growth projections, and performance requirements outlined in the RFP.</p>

728	Section 3.11 Functional Specifications	Tech	Comprehensive Coverage: Include all Government of Odisha websites, Government Orders, and News Articles as mentioned by the nodal agency, along with all relevant documents, in the search database to provide comprehensive search results.	Kindly specify the volume and media type distribution of knowledge sources to be ingested (e.g., text documents, images, audio files) — including estimated total size in TB or number of documents — to enable appropriate infrastructure and storage planning.	The exact volume, media type distribution, and total size of knowledge sources (including documents, images, audio, and other formats) are not defined currently. Bidder is expected to propose a scalable storage and processing architecture based on anticipated data growth, usage patterns, and requirements specified in the RFP.
729	Section 3.11 Functional Specifications	Tech	Automated Updates and Maintenance: Implement automated processes for regular updates and maintenance of the search system to ensure ongoing accuracy and relevance of search results.	Kindly clarify the expected frequency of content updates (real-time, hourly, daily, or weekly) for the ingestion pipeline, and whether different source types (e.g., GOs, news, circulars) will have different update cadences.	The content ingestion and update frequency shall be maintained on a daily basis for all relevant source types such as Government Orders, news feeds, circulars, and other authorized content, with provisions for near real-time updates wherever technically feasible within the proposed solution architecture.

730	Section 3.11 Technical Specifications	Tech	The required technology stack should leverage native CSP services for enabling scalability and high availability for compute, storage, and load balancing of web traffic.	Kindly clarify whether the department requires the solution to be hosted on a dedicated private VPC, or whether shared GPU infrastructure on a MeitY-empanelled cloud provider is acceptable — as this significantly impacts solution architecture and cost.	The deployment architecture shall comply with the security, data residency, and hosting requirements specified in the RFP. The bidder may propose a suitable architecture including dedicated VPC or compliant shared infrastructure on a MeitY-empanelled cloud, subject to meeting all functional, security, and performance requirements.
731	Section 3.12 Technical Specifications	Tech	The solution should have enterprise connectors and the ability to surface relevant data across enterprise applications and data sources, rather than remaining confined to a single system.	Kindly specify which enterprise systems and applications the solution is expected to connect to (e.g., E-Office, NIC portals, departmental databases, third-party SaaS tools), so that the required connectors and integration scope can be accurately defined in the proposal.	The solution is expected to integrate with relevant enterprise systems including E-Office, departmental applications, government portals, and other data sources as identified during the requirement study phase. The detailed list of systems and integration scope shall be finalized by OCAC

					and concerned departments during implementation.
732	Section 9.1 Payment Schedule	Tech	Gen AI-Based Employee Productivity for Enterprise Search and AI Agents (C3): Setup of AI-based Employee Productivity capability for Enterprise Search and AI Agents — 100 Licences and 10 Agents.	Kindly clarify the definition and scope of the 10 AI agents to be built — including their type (e.g., research agent, workflow agent, summarisation agent), expected workload, and whether the number of agents may be revised during the project lifecycle and if so, the commercial mechanism for scaling.	The 10 AI agents are envisaged as functional workflows such as research, summarization, classification, and recommendation agents. The detailed scope, workload, and scalability (including addition or modification of agents) shall be finalized during implementation in consultation with OCAC, and any changes beyond the defined scope shall be governed as per applicable Change Request provisions under the contract.

733	Section 9.1 Payment Schedule	Tech	Gen AI-Based Employee Productivity for Enterprise Search and AI Agents (C3): Setup of AI-based Employee Productivity capability for Enterprise Search and AI Agents — 100 Licences and 10 Agents.	Kindly clarify: (a) Which government officials or departments are the intended users of these 100 licences, (b) Which knowledge bases need to be ingested to support enterprise search, and (c) The approximate size and format of those knowledge bases — to enable accurate BOQ and infrastructure sizing.	The 100 enterprise search licences are intended for authorized departmental users across relevant government departments as defined in the RFP. The specific user mapping, knowledge base sources, and data volumes (including formats and sizes) for enterprise search shall be finalized during the requirement study phase by OCAC and concerned departments, and bidders are expected to propose a scalable solution accordingly.
734	Section 2.10.1	Tech	Gen AI-based Employee Productivity capability for Enterprise Search and AI Agents: The solution should include enterprise search, data connectors, and research agents for seamless data discovery and insights for 100 department users. Required licences and cloud services should be suggested as part of the BOQ.	Kindly describe the envisioned end-to-end workflow for this solution — including how government officials are expected to interact with it, what data sources it will surface, and what outputs the AI agents are expected to generate (e.g., summaries, recommendations, drafted responses) — to ensure the proposed architecture and BOQ are aligned with operational requirements.	The solution will enable government officials to use enterprise search and AI agents to access approved data sources and generate outputs such as summaries, insights, classifications, recommendations, and draft responses.

					Detailed workflows and data interactions shall be finalized during implementation in consultation with OCAC.
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