

CORRIGENDUM

Selection of System Integrator for Operation, Maintenance & Technical Support for Jana Sunani 2.0 Portal

RFP No.: OCAC-SEGP-SPD-0083-2025-26021 Dated: 23.03.2026

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

Timeline (revised)

The project will initially be for a period of 3 years from the date of go-live of Jana Sunani 2.0. It can be extended for another 2 years based on the requirement and the performance of the System Integrator.

Sl#	Category	Timeline
a)	Deployment of Operational support Unit	T0+7-days
b)	Handover & Takeover	T1 = T0+30 days
c)	Maintenance and operation Support of the existing application	T1+ 60 days
d)	System Study and Submission of System Requirement Study document	T0+30 days
e)	Phase I - Design, Development and Technology upgradation of all the modules except OCR and AI/ML functionalities	T0+60 days
f)	Testing & UAT of Phase I	T0+ 75 days
g)	Training and Security Audit	T0+85 days
h)	Go-Live of Phase I	T2= T0+90 days
i)	Phase II – Design & Development of OCR and AI/ML functionalities	T2+ 60 days
j)	Testing & UAT of Phase II	T2+ 75 days
k)	Security Audit + Go-Live of Phase II	T2 + 90 days
l)	Application Maintenance Support	36 months from T2

T0 = Date of Letter of Intent /Work Order

Design, Development & Implementation and UAT, Training & Go-Live of the portal are progressive stages of the project. Critical modules must be developed in earlier phases and the deliverable timelines mentioned above are for the finished portal.

Payment Terms (Revised)

SI#	Activity	Milestone/Deliverable	Payment Terms
a)	Takeover and Application Maintenance Support of the existing Jana Sunani Application	Quarterly Activity Report	Quarterly, 100% of the component cost upon approval of activity reports.
b)	Study, Design, Development and Implementation of the Enhanced Version of Jana Sunani Web & Mobile Application	<ul style="list-style-type: none"> Approval of Software Requirement Specification Document User Acceptance Test Certificate (Phase I) 	40% of the component cost
c)		Go-live of Phase I	30% of the component cost
d)		UAT and Go-live of Phase II	20% of the component
e)		Leaflet Audio visual	The remaining 10% will be released after 3 months of successful running of all modules
f)	Integration with Third-Party Applications	UAT confirmation of data sharing between the applications & Go-live	100% of respective integration cost
g)	Application Maintenance Support of Jana Sunani 2.0	Quarterly Activity Report	Quarterly, upon approval of activity reports.
h)	Third-party Security Audit of Web & Mobile Application	Safe-to-Host Certificate	100% of the audit cost upon submission of Safe-to-Host certificate of respective audit
i)	Operational Support Unit	Activity Report	Quarterly, upon approval of activity reports
j)	Database License (Enterprise)	Issue of License in the Name of OCAC	Annually, upon submission of license copy of respective year

SI#	Activity	Milestone/Deliverable	Payment Terms
k)	Server with OS (Including 3 Year Support)	Delivery Challan	70% of the component cost on delivery. 30% of component cost on Completion of Phase I
l)	GPU Server with OS (Including 3-year Support)	Delivery Challan	70% of the component cost on delivery. 30% of component cost on Completion of Phase II
m)	Any Other Third-Party Tools	Supply and Installation Certified by OCAC	100% of the Tool cost to be paid upon supply and installation
n)	Change Request – Software Enhancement Service	Go-live	100% of the respective change request cost, upon Go live

4.12.3 Delivery Approach (Revised)

The selected agency must establish an onsite Operational Support Unit (OSU) with **15** qualified (approximately) resources to ensure effective execution and monitoring of enhancements. The resources will be deployed in 3 locations such as Central PMU, GA&PG Department and CM Grievance Cell.

8 Service Level & Penalty (revised)

The SI shall agree to the following Service Level Agreement (SLA), if it fails to deliver as per scope of work within the corresponding Delivery Period and any extension thereof. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them.

SI #	Service Category	Description	Required Service Level	Penalty
1.	Development & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	0.1% of the development cost per day delay
2.	Application availability	Availability of all Modules for at least 99.9% of time measured on monthly basis for a 24x7x365 time period excluding the OSDC network downtimes, if	Required 99.9%	Availability & Penalty >=99% & <99.9% : 0.5% >=98% & < 99% : 1%

SI #	Service Category	Description	Required Service Level	Penalty
		any. The non-availability for application service, website measured on monthly basis and excluding the scheduled maintenance shutdown.		>= 97% & < 98%: 2% (Applicable on Application Support & Maintenance Cost)
3.	Resolution time for bug fixing	Time taken by the SI to fix the problem (after the request has been informed)	Within 24 hours from the time the bug is reported.	Rs. 500/- per hour delay (Applicable on Application Support & Maintenance Cost)
4.	Resolution Time for bug fixing (Problems with severity)	Time taken by the SI to fix the problem (after the request has been informed)	within 48 hours from the time the bug is reported.	Rs. 500/- per hour delay (Applicable on Application Support & Maintenance Cost)

7.3 Evaluation of Commercial Bids - Pt. d (Revised)

Commercial bids whose value is less than 50% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders and dividing the total amount by the number of qualified bidders.)

Revised Schedule

Last date for submission of Bids	19.05.2026, 2 PM in e-Nivida Portal (www.enivida.odisha.gov.in)
Opening of Pre-Qualification-cum-Technical Bids	19.05.2026, 4 PM
Technical Presentation:	To be notified later via email
Opening of Commercial Bids:	To be notified later via email

Prebid Response				
SI .#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	OCAC Responses
1	Section 7.1.c – Pre-Qualification Criteria (Turnover)	Minimum average annual turnover of ₹30 Cr from IT/ITeS for last 3 financial years	Request to reduce the minimum average annual turnover requirement to ₹10 Cr to enable wider participation from capable and emerging system integrators while maintaining competition and quality.	As per RFP
2	Section 7.1.e – Pre-Qualification Criteria (Relevant Experience)	At least one Government grievance / feedback analytics project of minimum ₹12 Cr	Request to consider alternatives such as (a) one project of ₹5 Cr or above, or (b) two projects of ₹3–5 Cr each, or (c) multiple projects of similar nature with cumulative value ≥ ₹10 Cr.	As per RFP
3	Section 7.1.f – Pre-Qualification Criteria (CMMI Certification)	Mandatory CMMI Level 5 certification	Request to allow bidders with CMMI Level 3 or above, as Level 3 organizations follow well-defined and standardized processes suitable for project execution.	As per RFP
4	Section 7.1.g – Pre-Qualification Criteria (Relevant Experience)	Bidder should have successfully implemented at least one solution on grievance management or feedback analytics for any Government Department / Ministry of India (State or Central) with minimum order value of ₹10 Cr	Request to remove the minimum order value criteria and allow bidders having relevant experience in grievance management or feedback analytics projects irrespective of project value. This will enable participation from bidders with proven domain expertise across multiple implementations and enhance competition without compromising capability.	As per RFP
5	Vol-I, Sec 7.2 (Technical Evaluation Criteria – General e-Governance Experience, Point iv)	Experience restricted to Government projects only	We request clarification on whether similar experience from PSUs, large-scale private sector organizations, or public-facing enterprise platforms of comparable scale and complexity can also be considered for evaluation.	As per RFP

6	Vol-I, Sec 7.1 (Pre-Qualification Criteria – Sales Turnover)	Minimum turnover requirement of ₹30 Cr	Considering the overall project scope, duration, and EMD value, we request to revise the minimum average annual turnover criteria to \geq ₹100 Cr in the last 3 financial years to ensure participation of financially strong and capable bidders.	As per RFP
7	Vol-II, Sec 4.1 (Migration & Takeover)	Data migration responsibility	Please clarify the volume, size, and format (structured/unstructured) of existing data to be migrated and whether data quality issues will be handled by OCAC or SI.	Total years of data: 2021 April to till date (5 years) (structured) Total number of grievance till date: 17,27,197 Total volume of data till date - ETL DB: 11.7 GB (Social media data) Total DB: 22.18 GB (Normal Grievance - Janasunani)
8	Vol-II, Sec 4.5 (Integration)	Integration with multiple external systems	Kindly confirm whether APIs for all listed systems (HRMS, OSWAS, SSO, etc.) are readily available or need to be developed by SI.	Refer Clause 4.5 - Integration - Vol II
9	Vol-II, Sec 5.1 (Technology Upgradation)	Migration to microservices architecture	Is there any preferred technology stack (e.g., Java, .NET, Node.js) for microservices, or is it open for SI to propose?	Open for SI to propose
10	Vol-II, Sec 5.2.4 (AI/ML Capabilities)	Implementation of AI/ML features	Please clarify whether training datasets, historical grievance data, and labeled data will be provided by OCAC for AI model development.	SI will provide access to existing grievance data
11	Vol-II, Sec 5.2.5 (OCR)	OCR for multilingual document processing	Kindly confirm expected accuracy levels, supported languages (beyond Odia & English), and whether any existing OCR tools/licenses are available.	SI to propose the tool As per RFP
12	Vol-II, Sec 4.10 (Deployment & Infra)	Hosting at OSDC	Kindly clarify infra provisioning responsibility—what components (servers, storage, GPU, DB licenses) will be provided by OCAC vs to be arranged by SI.	As per RFP

1 3	Vol-II, Sec 4.12 (Post Implementatio n Support)	SLA and penalty clauses	Request detailed SLA metrics (uptime, response time, resolution time) and associated penalty structure for better effort estimation.	Pls refer Corrigendum for required service level. Other clauses relating to SLA , as per RFP.
1 4	Vol-II, Sec 4.5 (Integration Scope)	Scope of future integrations	As the integration scope is mentioned as tentative, kindly confirm how additional integrations beyond current scope will be treated—within scope or as change requests.	The integration scope will be finalized during the SRS phase. Rest as per RFP
1 5	Vol-II, Sec 5.2 (Functional Enhancements)	AI chatbot, analytics, and advisory modules	Kindly confirm whether any existing tools/platforms (chatbot, analytics, AI engines) are available with OCAC or need to be developed/procured entirely by SI.	To be developed by SI
1 6	PQ , Page no- 21, Point- F	The bidder must have following certification (with validity): CMMI Level 5	Please amend to Cmmi Level 3 for larger participation	As per RFP
1 7	7.1 Pre- Qualification Criteria, page no 19, Point f & 7.2.2 Technical Evaluation Scoring Matrix , Page no: 23	The bidder must have following certification (with validity): CMMI Level 5 (from CMMi Institute) published in CMMi website. CMMi Level 5 certificate must be obtained from CMMi Institute erstwhile SEI and published in CMMi website	Limiting the requirement to CMMI certification issued only by a specific institute (erstwhile SEI) restricts fair competition and participation of otherwise qualified bidders. We request the authority to consider accepting CMMI Level 5 certification from reputed and internationally recognized certification bodies, or allow “CMMI Level 5 or equivalent,” without compromising on quality standards.	As per RFP

1 8	7.2.2 Technical Evaluation Scoring Matrix, Point no I, page no 23	Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. – ≥ 30 Cr : 2 Marks [Additional 1 mark for each additional 25 Cr subject to maximum 5 marks]	<p>The turnover criteria for securing full marks appears to be significantly higher compared to the estimated project value. As per standard procurement practices, such high turnover requirements will restrict fair competition and participation of otherwise capable bidders.</p> <p>Given the scope, this is an innovative project, and the current requirement of ₹105 Cr for securing full marks may not be achievable for many otherwise qualified and capable organizations.</p> <p>We request the authority to kindly review and rationalize the turnover criteria in line with the project size to ensure fair competition.</p> <p>In this regard, we propose the following revised marking structure: ₹30 Cr to ₹35 Cr – 2 Marks More than ₹35 Cr to ₹40 Cr – 3 Marks More than ₹40 Cr to ₹45 Cr – 4 Marks More than ₹45 Cr – 5 Marks</p> <p>This will ensure wider participation while maintaining adequate financial capability requirements.</p>	As per RFP
1 9	7.1 Pre-Qualification Criteria, & 7.2.2 Technical Evaluation Scoring Matrix ,page 21,24-25	Documents Required: Work Order + Project completion / Go-live certificate.	<p>The scoring currently considers only completed / go-live projects, which will not fully reflect the capability of bidders executing similar ongoing projects.</p> <p>As per General Financial Rules (GFR), 2017 – Rule 160 and Odisha Procurement Guidelines, evaluation criteria should ensure fair competition and should not be unduly restrictive.</p>	As per RFP

			We request inclusion of ongoing projects for scoring, supported by Work Order .	
20	7.2.2 Technical Evaluation Scoring Matrix b) iii) Page No.: 24	The bidder should have experience in implementation of an e-Governance application with minimum user base of 5000 or more during last 5 years as on 31st March 2025. [Each project will be awarded 5 marks]	Kindly Amend it to:The bidder should have experience in implementation of an e-Governance application with minimum user base of 5000 or more during last 10 years as on 31st March 2025. [Each project will be awarded 5 marks]	As per RFP
21	7.2.2 Technical Evaluation Scoring Matrix b) v) Page No.: 25	The bidder should have experience in implementing chatbot solution in last 5 years for any Government Department or Ministry in India. [Each project will be awarded 2.5 marks]	Kindly Amend it to: The bidder should have experience in implementing chatbot solution in last 10 years for any Government Department or Ministry in India. [Each project will be awarded 2.5 marks]	As per RFP
22	Section-7.1.f, Page No-21	The bidder must have following certification (with validity): CMMI Level 5 (from CMMI Institute) published in CMMI website.	Kindly allow CMMI Level3 bidders as well. Allowing CMMI Level 3 bidders promotes healthy competition, leading to better commercial outcomes and innovation, while still ensuring adherence to established quality standards.	As per RFP
23	Section-7.1.g,Page no-21	The bidder should have successfully implemented at least one solution on Grievance management or Feedback with Analytics for any Government Department or	We request the authority to kindly relax the minimum project value criteria for Grievance Management Solution from ₹10 Crore to a lower threshold (e.g., ₹1–2 Crore or based on functional scope instead of value).Several successful grievance redressal systems	As per RFP

		Ministry in India, Department in State or Central Government with minimum order value of ₹ 10 Cr.	across Central/State Government departments have been implemented at significantly lower project values while maintaining high performance, scalability, and citizen satisfaction.	
2 4	Section- 7.2.2(a.ii)	Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. – ≥ 30 Cr : 2 Marks [Additional 1 mark for each additional 25 Cr subject to maximum 5 marks]	Kindly consider additional 1 mark for each additional 10cr.It'll help in wider participation	As per RFP
2 5	7.2.2(b.i)	The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having – minimum order value of Rs. 10 Crore – option to receive Grievance and Feedback through various channels like Website, Email, Postal Letters, WhatsApp and social media (Facebook, Instagram and X (erstwhile Twitter) – Mobile App on Android or iOS platform	We request the authority to kindly relax the minimum project value criteria for Grievance Management Solution from ₹10 Crore to a lower threshold (e.g., ₹1–2 Crore or based on functional scope instead of value). Several successful grievance redressal systems across Central/State Government departments have been implemented at significantly lower project values while maintaining high performance, scalability, and citizen satisfaction.	As per RFP

2 6	Section- 7.2.2(b.v)	The bidder should have experience in implementing chatbot solution in last 5 years for any Government Department or Ministry in India. [Each project will be awarded 2.5 marks]	We request the authority to kindly relax the requirement of mandatory chatbot implementation experience specifically in Government Departments / PSUs and allow experience in any large enterprise / BFSI / Telecom / Private sector organizations , or permit consortium / OEM credentials for the same.	As per RFP
2 7	Page 20, Clause 7.1(b)	Consortium of any kind is not allowed.	We request consortium may be allowed for local Startup/MSE agencies. As it would bring wider participation of local established firms/agencies OR Startup/MSE agencies having similar experience/nature of project would align with lead bidder to execute work.	As per RFP
2 8	Page 22, Clause 7.1(I)	The bidder should submit an OEM MAF against all the products/tools/licenses quoted as part of bid submission	Kindly clarify that OEM authorization is not required if bidder is OEM with proprietary solution	If bidder is an OEM of the proposed component then MAF is not required. A declaration needs to be submitted.
2 9	Section 7.2 – Technical Evaluation	Higher weightage to large project experience	We request to increase weightage for solution approach, AI capabilities, and PoC demonstration	As per RFP
3 0	Page 23, Clause 7.2.2 A (i)	Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. ~ 105 Cr.- 5 Marks	We request average annual turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. to 50 Cr.for 5 Marks	As per RFP
3 1	Page 23, Clause 7.2.2 A (ii)	The bidder must have at least 200 full time technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid.~ 350 Resources - 5 Mark	We request to consider that this kind of scoring mechanism disproportionately favours large organizations based on size. It is requested to revise the criteria to evaluate manpower based on project deployment plan and relevant experience instead of total payroll strength. Alternatively, Resource	As per RFP

			marks may be given as per team suggested by the bidder and their technical & functional understanding of the project	
3 2	Page 23, Clause 7.2.2 A (iii)	Quality certification of the bidder – CMMi Level 5: 3 Marks – ISO 9001: 2015: 1 Mark – ISO 27001: 1 Mark	We request to consider – CMMi Level 5: 3 Marks – CMMi Level 3: 2 Marks – ISO 9001: 2015: 1 Mark – ISO 27001: 1 Mark	As per RFP
3 3	Page 24, Clause 7.2.2 B (i)	The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having – minimum order value of Rs. 10 Crore – option to receive Grievance and Feedback through various channels like Website, Email, Postal Letters, WhatsApp and social media (Facebook, Instagram and X (erstwhile Twitter) – Mobile App on Android or iOS platform	We request to remove minimum order value for Grievance management Application or Feedback with Analytics application for local MSE agencies; as due to presence of exsisting Janasunani 1.0, no such high value application be implemented in state of Odisha by any local MSE or Agencies	As per RFP
3 4	Page 24, Clause 7.2.2 B (i)	Combined requirement of AI, social media, chatbot, multi-channel	We request to allow experience in any 2–3 modules OR evaluation through PoC	As per RFP

3 5	Page 24, Clause 7.2.2 B (iii)	The bidder should have experience in implementation of an e-Governance application with minimum user base of 5000 or more during last 5 years as on 31st March 2025.	We request to consider removal of minimum user base of 5000 for local MSE agencies	As per RFP
3 6	Page 26, Section 7.3 (d) – Evaluation of Commercial Bids	Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).	We request to allow justification for low bids instead of outright rejection	As per RFP
3 7	Page 21, Clause 7.1 Pre-Qualification Criteria, d) Manpower	The bidder should have technically qualified workforce of at least 200 technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid.	As per the RFP, the Operational Support Unit (OSU) requirement is only ~15 resources. For software development organizations, maintaining such a large workforce on payroll at all times is not practical, as manpower is typically project-based. We request revising this requirement to a maximum of 50 resources on payroll. Additionally, we request corresponding changes in the evaluation criteria	As per RFP
3 8	Page 21, Clause 7.1 Pre-Qualification Criteria, g) Similar Experience	The bidder should have successfully implemented at least one solution on Grievance management or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government with	Kindly confirm whether a grievance management solution implemented as part of a larger project (meeting the required value) will be considered eligible experience.	As per RFP

		minimum order value of ₹ 10 Cr.		
39	Page 23, Clause 7.2.2 Technical Evaluation Scoring Matrix, a) Organization Profile & Resource Strength, i)	Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025. – ≥ 30 Cr : 2 Marks [Additional 1 mark for each additional 25 Cr subject to maximum 5 marks]	We request revising the incremental criteria to 1 mark for every additional ₹10 Cr, which will encourage broader participation, especially from MSMEs.	As per RFP
40	Page 23, Clause 7.2.2 Technical Evaluation Scoring Matrix, a) Organization Profile & Resource Strength, ii)	The bidder must have at least 200 full time technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid. – ≥ 200 Resources: 2 Mark [Additional 1 mark for each additional 50 resources subject to maximum 5 marks]	Considering the OSU requirement is ~15 resources, this criterion appears disproportionately high. We request revising the base requirement to 50 resources on payroll and modifying the marking scheme accordingly to ensure fair participation.	As per RFP
41	RFP Vol I 9.3 Financial Bid Page No.: 42	9.3.4 Cost for 4th Year - Janasunani 2.0 9.3.5 Cost for 5th Year – Janasunani 2.0	We understand that the costs for the 4th and 5th years are intended solely for rate discovery purposes and do not impact the current financial quote. Kindly confirm.	Yes, the costs for the 4th and 5th years are only for rate discovery purposes and do not affect the current financial quote.

4 2	RFP Vol II Section 4.1 Migration & Takeover, Page 8–9	Migration of structured and unstructured data	Please provide an estimate of the data volume, including the database size, attachments, documents, media files, and the projected growth over the next 5 years.	Total years of data: 2021 April to till date (5 years) Total number of grievance till date: 17,27,197 Total volume of data till date - ETL DB: 11.7 GB (Social media data) Total DB: 22.18 GB(Normal Grievance - Janasunani) Attachment in PDF or JPG of maximum 10Mb
4 3	RFP Vol II Section 4.6 & 4.11, Testing & UAT Page 11 & 14	Testing infrastructure – staging servers	The RFP mentions that the SI must deploy the necessary resources, tools, and staging servers during testing phases. Please confirm if OCAC will provide any server infrastructure for staging/pre-production, or if the SI is required to provision these entirely at their own cost.	Development, Testing instance with required infrastructure and software to be provided by SI. Pre- production and production infrastructure are to be provisioned by OCAC at OSDC
4 4	RFP Vol II 4.12.3 Delivery Approach Page no.: 15	The selected agency must establish an onsite Operational Support Unit (OSU) with 13 qualified (approximately) resources to ensure effective execution and monitoring of enhancements.	There is a discrepancy in the resource details: the resource count is listed as 15, while the description mentions 13. Kindly confirm the correct number.	Pls refer Corrigendum
4 5	RFP Vol II Section 5.1 Technology Upgradation, Page 16	Microservices- based architecture requirement	If microservices architecture is expected, please clarify whether existing OSDC OpenShift/Kubernetes platform will be used or SI must provision container orchestration platform including licenses.	Yes, the existing OSDC OpenShift/Kuberne tes platform will be used.

4 6	RFP Vol II Section 5.2.4 AI/ML – Severity and Sentiment Analysis, Page 18	Severity and Sentiment Analysis	Assuming we are not limited to NLP models only, we can also consider using other deep learning approaches such as transformers and LLMs. Assuming there are no predefined guidelines for tone, urgency, and priority, we will have to establish them from scratch.	As per RFP
4 7	RFP Vol II 9 Payment Terms Page no.: 29	Leaflet & Audio visual - The remaining 10% will be released equally in 4 quarters (1st Year)	We understand that the delivery of the leaflet and audio-visual materials will be a one-time activity. Kindly confirm.	As per RFP
4 8	RFP Vol II Section 5.1 Technology Upgradation, Page 16 & Section 10.1.1 Application Server, Page 32	Microservices architecture expected; application server specs provided	Please clarify whether the specified Application Servers are intended for containerized microservices deployment or for monolithic application hosting.	It will be for containerized microservice deployment
4 9	RFP Vol II Section 10.1.2 GPU Server, Page 35	GPU specification – NVIDIA A100 40GB – quantity and adequacy	The GPU server specification requires 1 no. NVIDIA A100 40GB GPU. Please confirm whether this single GPU is for production AI workloads or development/testing only. Given the AI/ML and OCR processing requirements, is there provision to propose additional GPU capacity if the SI assesses it as necessary for meeting SLAs?	As per RFP
5 0	RFP Vol II Section 4.10 Deployment and Configuration, Page 13 & Section 10.1.3	Enterprise Database License	Since SI must provide enterprise database license, please clarify whether OSDC will provide database server hardware or SI must include database infrastructure	The selected agency will utilise the Server infrastructure to be supplied as per RFP terms Provisioning at

	Enterprise Database License, Page 38		(compute, storage, HA nodes) in BOM.	OSDC will be made, if required
5 1	SI No - e of PQ	The bidder should have successfully completed at least following IT or ITeS Projects for any Department in State or Central Government in India during last 5 years as on bid submission date and value specified below: – 1 project not less than Rs 12 Cr. OR – 2 projects not less than Rs 9 Cr. each OR – 3 projects not less than Rs 6 Cr. Each	We are request the department kindly reduce the work order value as per current estimation. The bidder should have successfully completed at least following IT or ITeS Projects for any Department in State or Central Government in India during last 5 years as on bid submission date and value specified below: – 1 project not less than Rs 10 Cr. OR – 2 projects not less than Rs 8 Cr. each OR – 3 projects not less than Rs 5 Cr. Each	As per RFP
5 2	SI No - f of PQ	The bidder must have following certification (with validity): CMMI Level 5 (from CMMi Institute) published in CMMi website	We are requesting the department kindly consider the CMMI Level 3 certificate instead of CMMi 5 in Prequalification stage.	As per RFP
5 3	N.B	For Local Startups, Average turnover value, project value toward Technical Capability and similar experience value shall be considered as per Procurement guidelines for Consultancy Services, 2025 referred to in the OGFR, subject submission of supporting documents and subject to meeting	We respectfully submit that the current provision extends relaxation benefits only to Local Startups, while excluding Micro and Small Enterprises (MSEs). In this regard, we request your kind consideration to extend similar benefits to Local MSE bidders as well.	As per RFP

		all technical requirements.		
5 4	SI No (i) of Evaluation Criterion	<p>Average sales turnover of the bidder from IT or ITeS project for the preceding 3 financial years ending on 31st March 2025.</p> <p>– ≥ 30 Cr : 2 Marks</p> <p>[Additional 1 mark for each additional 25 Cr subject to maximum 5 marks]</p>	<p>We further request your kind consideration to rationalize/reduce the average annual turnover requirement, as:</p> <ul style="list-style-type: none"> * High turnover thresholds restrict participation of competent Startups and MSEs * Turnover does not always reflect technical capability or project execution strength * As per standard procurement best practices, turnover criteria should be reasonable and proportionate to project value <p>In many government tenders, turnover is typically kept in the range of 1x to 2x of the estimated project cost or suitably relaxed for Startups/MSEs.</p>	As per RFP

5 5	SI No - d of PQ	The bidder should have technically qualified workforce of at least 200 technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid.	<p>We respectfully submit that, in many Government projects, technical resources are engaged through third-party vendors/consulting arrangements, wherein:</p> <ul style="list-style-type: none"> * Certain resources draw monthly salaries above Rs 15,000, and as per prevailing EPF norms, EPF contribution may not be mandatory in all such cases. * In such scenarios, EPF records may not be available, despite the resources being legitimately deployed and actively engaged in project execution. <p>Due to this, strict insistence on EPF documents may restrict genuine and experienced bidders from participation.</p> <p>Suggested Revised Clause</p> <p>“Certificate from HR Head (on Company letterhead) showing the details of resources with qualification along with latest PF copy or alternative supporting documents such as Work Orders / Client Certificates / Deployment Proof / EPF Challan (where applicable) shall be accepted.”</p>	As per RFP
5 6	8,4.1 Migration & Takeover of Existing Jana Sunani Portal	j) Migrate the database from the existing system to the newly developed platform, including structured, semi-structured, and unstructured data as applicable.	a) What is the volume of data to be migrated ?	<p>Total years of data: 2021 April to till date (5 years)</p> <p>Total number of grievance till date: 17,27,197</p> <p>Total volume of data till date - ETL DB: 11.7 GB (Social media data)</p> <p>Total DB: 22.18 GB(Normal Grievance - Janasunani)</p>

5 7	10,4.5 Integration	a) The SI shall enable integration with different applications and databases (as specified in the below table). The system should support two-way communication with the systems proposed to be integrated.	a) What are the different applications for integration. Is SAP integration required ? ? Hope the department will share all the API for integration ?	Refer Clause 4.5 - Integration - Vol II
5 8	13,4.9 Training	d) The schedule/training calendar and the training material for imparting training shall be developed by the SI in consultation with OCAC. The SI shall submit a hardcopy of the training material to OCAC before every training session.	a) How many resources are to be trained ?	As per RFP
5 9	17,5.2.2 Reopening of Grievance by Citizen	b) The citizen shall be able to access the Reopen Grievance option from the grievance status tracking page available on the web portal and mobile application.	a) Will call escalation be required ?	As per RFP
6 0	25,Timeline	b) System Study and Prototype Design T0+15 days	a) How many prototypes are required ?	As per RFP
6 1	25,Timeline	c) Design & Development T0+60 days	a) This timeline would depend on data volume for migration .	Refer corrigendum
6 2	General	No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	SI should consider 1000 Concurrent Users
6 3	General	Max Transaction per Day	What is the number of transactions per day	Transactions are not fixed and can vary based on user activity
6 4	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Transactions are not fixed and can vary based on user activity

65	General	Any Document Upload Permitted	Is there any document upload required	Yes
66	General	Max Size of File in MB	What is the file Upload size in MB	Maximum 10 MB
67	General	Max Files per User	What is the file upload per user required	Maximum Two (2)
68	General	Database Backup Policy	What is the database back policy	As per OSDC
69	General	Database Retention Policy	What is database retention policy	As per OSDC
70	General	DC - DR Policy	What is Data recovery policy	As per OSDC
71	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per OSDC
72	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per OSDC
73	General	Data Archival Policy	What is the current data archival policy	To be decided during system study
74	b) General e-Governance Experience Page No. 24	The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having – minimum order value of Rs. 10 Crore – option to receive Grievance and Feedback through various channels like Website, Email, Postal Letters, WhatsApp and social media (Facebook, Instagram and X (erstwhile Twitter) – Mobile App on Android or iOS platform	“We would like to request you to kindly remove the additional criteria requiring the receipt of grievances and feedback through multiple channels such as website, email, postal letters, WhatsApp, and social media. The project scope already involves the implementation of a Grievance Management Application; therefore, inclusion of such specific multi-channel requirements may restrict fair competition. We request that this criterion be kept generic to ensure wider participation.”	As per RFP

7 5	c) Approach & Methodology Page No. 25	Technical Presentation and Demonstration of Omni channel Unified Grievance or Feedback Management System with the following mode – Grievance or Feedback via Web – Grievance or Feedback Chatbot – Grievance or Feedback via Mobile Application – Grievance or Feedback via Social Media Listening – Grievance or Feedback via Social Media Listening	“We would like to request you to kindly remove the additional criteria requiring the receipt of grievances and feedback through multiple channels such as website, email, postal letters, WhatsApp, and social media. The project scope already involves the implementation of a Grievance Management Application; therefore, inclusion of such specific multi-channel requirements may restrict fair competition. We request that this criterion be kept generic to ensure wider participation.”	As per RFP
7 6	Page No. 25	a) Bidders who secure more than 70% technical marks, including at least 80% of the marks allotted for the “Approach & Methodology” i.e. 32 marks, shall be declared technically qualified for the next stage, i.e., Commercial Bid Opening.	“We respectfully request you to kindly align the qualifying cutoff for the ‘Approach & Methodology’ criterion with the overall technical qualifying threshold of 70%, i.e., 28 marks out of 40, to ensure consistency and fairness in evaluation.”	As per RFP
7 7	Vol 1 Page 41 9.3.2 Commercial Bid Format:	e) Server with OS with 3 years support Nos. 6	It is mentioned that the hosting infrastructure will be arranged by OSDC and the SI is required to provide only the infrastructure sizing/details. However, Clause (e) mentions “Server with OS with 3 years support (Qty. 6)”, which appears to be contradictory. You are kindly requested to clarify whether there is any gap in our understanding.	As per RFP
7 8	Vol 1 Page 41 9.3.2 Commercial Bid Format:	Note: a) The hosting of the portal shall be done at OSDC where the Infra details shall be provided by the SI.		

7 9	Vol 2 Page 4 1.1 Jana Sunani Portal	Multi-Channel Accessibility: Citizens can lodge grievances through the web portal, mobile app (Android/iOS), WhatsApp, call centers, email, and letter submissions.	We understand that the call center channel is already operational and the selected bidder is only required to integrate and capture grievance data from this channel into the system. We assume that setting up or operating the call center is not part of the bidder's scope. Kindly confirm if our understanding is correct.	Pls ignore the Call centre channel
8 0	Vol 2 Page 8 4.1 Migration & Takeover of Existing Jana Sunani Portal	Migrate the database from the existing system to the newly developed platform, including structured, semi- structured, and unstructured data as applicable.	Kindly provide the size of the existing database, number of records, and document storage size to estimate migration effort.	Total years of data: 2021 April to till date (5 years) Total number of grievance till date: 17,27,197 Total volume of data till date - ETL DB: 11.7 GB (Social media data) Total DB: 22.18 GB(Normal Grievance - Janasunani)
8 1	Vol 2 Page 10 4.5 Integration	a) The SI shall enable integration with different applications and databases (as specified in the below table). The system should support two-way communication with the systems proposed to be integrated.	As the scope includes integration with external applications, we assume that the required APIs, access credentials, and technical support for integration will be provided by the department. Kindly confirm.	As per RFP
8 2	Vol 2 Page 12 4.8 SSL Certification	c) Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.	Kindly confirm who will bear the cost associated with SSL certification and its periodic renewals during the project period.	As per RFP
8 3	Vol 2 Page 15 4.12.3 Delivery Approach	The selected agency must establish an onsite Operational Support Unit (OSU) with 13 qualified (approximately) resources to ensure effective execution and monitoring of enhancements	Upon review of RFP Vol-I and Vol-II, we understand that the Operational Support Unit (OSU) is to consist of 15 resources. However, in the Delivery Approach clause, it is mentioned that approximately 13 resources are required. We request the department to kindly clarify	The correct resource count is 15; please refer Corrigendum

			the exact number of resources to be deployed under OSU.	
84	Vol 2 Page 20 5.2.12 UI/UX Enhancement	a) Redesign the web and mobile interfaces for improved usability and accessibility complying with GIGW and WCAG standards.	As per the RFP, the redesigned web portal and mobile application are required to comply with GIGW and WCAG guidelines. We understand that compliance is required, but obtaining formal certification for GIGW/WCAG is not in scope. Kindly confirm	As per RFP
85	Vol 2 Page 20 5.2.11 Enhancement of Mobile Application for Field Inspection Officers	a) Upgrade the mobile app to include Google Maps integration for location tracking and navigation.	We understand that Google Maps APIs are usage-based and involve recurring costs based on the number of API hits/requests. Kindly confirm whether the cost related to Google Maps API usage will be borne by the department or the bidder. In case the cost is to be borne by the bidder, we request the department to kindly provide the approximate number of API hits/requests on a yearly basis for cost estimation.	The SI has to consider necessary cost in their proposal for the mobile App integration with google maps.
86	Vol 2 Page 13 4.9 Training	b) It would be the SI's responsibility to set up the infrastructure helpful in providing successful training. c) Infrastructure like computer, network, LCD shall be provided by SI.	Generally, seating arrangements, refreshments, network connectivity, LCD/projector, and related logistics for training sessions are arranged by the Department, while the bidder provides the training material and conducts the training for stakeholders. We request the department to kindly exclude the arrangement of training infrastructure and logistics from the bidder's scope.	As per RFP
87	Vol 2 Page 8	4.1 Migration & Takeover	Kindly confirm whether complete source code, technical documentation, API details, database schema, and infrastructure details of the existing system will be handed over to the selected	As per RFP

			SI at the start of transition phase.	
88	Vol 2 Page 8	4.1 Migration & Takeover	Considering the criticality and scale of the system, can the transition period be structured in phases (Knowledge Transfer, Stabilization, Parallel Run)?	As per transition plan to be decided after onboarding
89	Vol 2 Page 11	4.6 Testing	Will OCAC define UAT timelines, provide user teams, and ensure timely sign-off?	Pls refer Corrigendum
90	Vol 2 Page 13	4.9 Training	Kindly specify number of users, locations, and training batches.	To be finalised during SRS
91	Vol 2 Page 13	4.10 Deployment	Kindly confirm whether Development, Testing, Staging, and Production environments will be provisioned by OCAC at OSDC.	Development, Testing instance with required infrastructure and software to be provided by SI. Pre-production and production infrastructure are to be provisioned by OCAC at OSDC
92	Vol 2 Page 17-20		Whether AI/ML components can leverage MeitY-approved cloud services or must be deployed strictly within OSDC?	GPU provisioned under the scope
93	Vol 2		Kindly provide current system performance benchmarks (response time, uptime, concurrent users).	1000 concurrent users. Response time and uptime will be as per OSDC
94	Section 2 Point I, Page # 7	Last date and time for receipt of proposals from Bidders- 15.04.2026 by 2PM	Since this is a large bid that require multiple internal approvals that also includes multiple checks for on-boarding of local enterprise. We therefore, request to extend the bid submission timeline by at least 4 weeks from 15.04.2026	Pls refer Corrigendum

9 5	<p>6.4.4 Earnest Money Deposit: (page #13)</p> <p>6.5.7 Tender Validity (page #17)</p>	<p>6.4.4 Earnest Money Deposit: Bidders shall submit, along with their Bids, EMD of Rs. 45,00,000/- (Rupees Forty 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>6.5.7 Tender Validity: Proposals shall remain valid for a period of 180 Days from the date of opening of the pre-qualification and technical proposals</p>	<p>EMD Validity has been Requested for 90 days, however Bid validity is 180 days as per Section 2, Page#7, point no. (p). Request more clarification.</p>	As per RFP
9 6	Section 7.1, Page# 19	<p>Consortium / Joint Venture is not allowed. However, as per the State ICT Policy 2022, mandatory local participation, and collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how should be ensured. A declaration to this effect is to be attached separately with the general bid document.</p>	<p>1. Since, Consortium / Joint Venture is not allowed, request clarification as to under what capacity local enterprises can be engaged. Is it Sub-contracting for minimum 25% for deployment and maintenance components or anything else?</p> <p>2. Also request, if we can mention the following in the Self Declaration to allow local Enterprise:</p> <p><i>"We declare that if we we are selected, we will have collaborative arrangement (minimum 25% for deployment and maintenance components) for implementation with local enterprises with experience and know-how"</i></p>	As per RFP

9 7	Section 7.1 Pre-Qualification Criteria(page #19): Manpower: The bidder should have technically qualified workforce of at least 200 technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid.	Documents Required: Certificate from HR Head (in Company letter head) showing the details of resources with qualification with latest PF copy.	We request client to consider "Certificate from HR Head (in Company letter head) confirming the pool of technically qualified workforce of at least 200 technical resources having minimum qualification of B.E or B. Tech or MCA or higher on its payroll as on date of submission of bid" as sharing PF details of resources would be challenging given its confidential nature.	As per RFP
9 8	Section 7.1, Page# 21, SI No (g), Similar Experience	The bidder should have successfully implemented at least one solution on Grievance management or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government with minimum order value of ₹ 10 Cr.	As part of our experience, Grievance management or Feedback with Analytics for any Government Department is always a seperate module and a part of the entire project. Therefore, it is generally not possible to show it as a seperate project. We therefore, request to modify the clause as under: <i>"The bidder should have successfully implemented at least one project that have Grievance management or Feedback with Analytics as a component, for any Government Department or Ministry in India, Department in State or Central Government with minimum order value of ₹ 5 Cr."</i>	As per RFP
9 9	Section 7.1, Page# 22, SI No (j), Power of Attorney for Authorized Signatory	The bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	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 <i>"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"</i>	Accepted. Revised clause: "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"

100	Section 7.2.2, Page# 24, SI No b(i), Power of Attorney for Authorized Signatory	The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having – minimum order value of Rs. 10 Crore	As part of our experience, Grievance management or Feedback with Analytics for any Government Department is always a separate module and a part of the entire project. Therefore, it is generally not possible to show it as a separate project. We therefore, request to modify the clause as under: <i>"The bidder should have successfully implemented at least one project that have Grievance management or Feedback with Analytics as a component, for any Government Department or Ministry in India, Department in State or Central Government with minimum order value of ₹ 5 Cr."</i>	As per RFP
101	Section 6.4.3, Page# 13	If any conflict of interest is detected at any stage, OCAC reserves the right to reject the bid or terminate the contract without any liability	Requesting you to kindly add below clause as in current clause : "The Consultant may suspend or terminate the Contract, by not less than thirty (30) days' written notice of termination to the Client, in case: a) The Client does not make the payment to the Consultant; or b) The Client does not adhere to the arbitration judgment; or c) If the Consultant determines that a law, regulation or anything having similar import, or circumstances (including cases where the Client's ownership or constitution has changed), makes the Consultant's performance of the Contract impermissible or in conflict with independence or professional rules applicable to the Consultant." d) Upon termination, Purchaser agree to pay us for all Services performed up to the effective date of termination.	As per RFP. The clause will be part of contract

1 0 2	General	Limitation of Liability	<p>There is no Liability Clause. Requesting you to kindly add below clause as in current clause as there is no capping defined under Limitation of Liability:</p> <p><i>“Notwithstanding anything to the contrary in this Contract, Client agrees that in no event shall the Consultant be liable to the Client, for any losses, claims, damages, liabilities, indemnity, cost or expenses (“Losses”) of any nature whatsoever, for an aggregate amount in excess of the fee paid by the client for the Services provided under this Contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or other liability to the extent the law does not permit limitation of the Consultant. In no event shall the Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract.”</i></p>	As per RFP. The clause will be part of contract
1 0 3	General	Indemnification	<p>There is no Indemnification clause. Requesting you to kindly add below clause in indemnification as in current clause there is no capping defined under indemnification:</p> <p><i>"The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement ."</i></p>	As per RFP. The clause will be part of contract

104	General	Force Majeure	<p>There is no Force Majeure clause. Requesting you to kindly add below clause :</p> <p>“Neither Purchaser nor bidder shall be liable for any delays or non-performance directly or indirectly resulting from circumstances or causes beyond, reasonable control including without limitation acts of God, any law, order or requirement of any government agency or authority. This does not excuse Purchaser obligation to pay charges for Services rendered.</p> <p>Upon termination following Force Majeure, the Consultant shall receive payment for the services delivered by the Consultant till the date of termination.</p>	As per RFP. The clause will be part of contract
105	General	Additional queries (proposed)	<p>1. Arbitration: All disputes arising in connection with this Contract shall then be referred to arbitration, in accordance with the Arbitration and Conciliation Act, 1996, with its statutory amendment, modifications, enactments or re-enactments thereto and rules of such institution. The place of arbitration shall be Mumbai , the courts at Mumbai will have jurisdiction in connection therewith and the language to be used in the proceeding shall be English. The Parties shall mutually appoint a sole arbitrator. The Parties agree that the arbitration award shall be binding on them and that the arbitral award shall be the sole and exclusive remedy regarding any claims, counterclaims or issues presented to the arbitrator.</p> <p>2. Governing Law: This Contract, including all matters relating to it, shall be governed by the laws of India without giving effect to the choice of law principles thereof and the parties submit to the exclusive jurisdiction of the courts of law in Mumbai and their appeal courts.</p> <p>3. Confidentiality: ET to propose</p>	As per RFP. The clause will be part of contract

			<p>to the Client for addition of the following sentence at the end of the confidentiality clause: “The confidentiality obligations shall survive the termination of this Contract / completion of services for a period of one (1) year.”</p> <p>4. Intellectual Property Rights: ET to propose to the Client that: a) On receiving payment of all of our charges in connection with the Contract, the Client shall obtain a non-exclusive license to use within Client’s internal business, subject to the other provisions of this Contract, any deliverables for the purpose for which the deliverables were supplied. b) We shall retain all rights in the deliverables and work product, and in any software, materials, know-how and/or methodologies, including our pre-existing background IP, that we may use or develop in connection with this Contract. c) We shall not be responsible if the Client infringes the IPR by modifying the deliverables submitted by us.</p> <p>5. Use and Disclosure of Deliverable(s): The Client shall use the advice, opinions, reports or other work product of the Consultant solely for the purposes specified in the TOR / Scope of work and, in particular, shall not, without the prior written consent of the Consultant, use any advice, opinion, report or other work product of the Consultant in connection with business decisions of any third party or for advertisement purposes.</p>	
106	Vol-II, Sec 7, Page# 25	Takeover & Maintenance and operation Support of the existing application - T0+90 days Go-Live of the application - T0+90 days	These two milestones are conflicting. Request for clarification	Pls refer Corrigendum

1 0 7	Vol-II, Sec 7, Page# 26	System Study and Prototype Design - T0+15 days Design & Development - T0+60 days Testing & UAT - T0+ 75 days Training and Security Audit - T0+85 days Go-Live of the application - T1= T0+90 days	We understand that system study is a critical part of the application and so 15 days time will be too less. The timeline for design & development is too less. We also understand the conducting Security Audir through CertIN empanelled vendor will take 1 months time. Considering the same, we request to modify the timeline as under: -System Study and Prototype Design - T0+30 days -Design & Development - T0+120 days -Testing & UAT - T0+ 150 days -Training and Security Audit - T0+ 180 days -Go-Live of the application - T1= T0+ 195 days	Pls refer Corrigendum
1 0 8	Vol-II Sec 4.1 Pg 8-9	Takeover within 15 days	Please confirm whether the existing SI will provide full source code, DB schema, credentials, and KT documents within the 15-day transition period.	As per transition plan after award of work
1 0 9	Vol-II Sec 4.1 Pg 9	OCAC responsibility exclusion in transition	Kindly clarify responsibility demarcation if delays or incomplete handover occur from existing SI.	As per transition plan after award of work
1 1 0	Vol-II Sec 4.5 Pg 10	Tentative integration scope	Please confirm whether API specs and access credentials for HRMS, Ama Shasana, OSWAS, SSO will be provided by OCAC.	As per RFP
1 1 1	Vol-II Sec 4.6(j) Pg 11	Testing infra responsibility	Please confirm whether DR environment will also be provided by OCAC.	As per OSDC policy
1 1 2	Vol-II Sec 4.7 Pg 11-12	CERT-In auditor	Can SI engage any CERT-In empanelled auditor of its choice, subject to OCAC approval?	As per RFP
1 1 3	Vol-II Sec 4.10(c) Pg 13	Enterprise DB license	Please clarify if open-source enterprise DB (e.g., PostgreSQL Enterprise Support) is acceptable.	Open source with Enterprise support preferred
1 1 4	Vol-II Sec 4.12.3 Pg 15	OSU resource count	Kindly confirm whether minor variation in resource roles/count is permissible.	As per RFP
1 1 5	Vol-II Sec 5.1 Pg 16	Enterprise DB upgrade	Please specify expected data volume, peak transactions/day, and concurrent user load.	Concurrency of 1000 is expected Total years of data: 2021 April to till date (5 years) Total number of

				grievance till date: 17,27,197 Total volume of data till date - ETL DB: 11.7 GB (Social media data) Total DB: 22.18 GB(Normal Grievance - Janasunani)
1 1 6	Vol-II Sec 5.2.4 Pg 18	AI/ML implementation	Are pre-trained or open-source on-prem models acceptable, or is custom training mandatory?	Open-source on-prem model preferred
1 1 7	Vol-II Sec 5.2.5 Pg 19	OCR Odia language support	Will sample Odia documents be provided for OCR training and benchmarking?	Yes
1 1 8	Vol-II Sec 5.2.8 Pg 19	WhatsApp chatbot	Please confirm WhatsApp API onboarding and message charges are borne by OCAC.	Yes
1 1 9	Vol-II Sec 7 Pg 25	90-day go-live timeline	Is phased go-live acceptable considering AI/ML, OCR, Chatbot, and mobile enhancements?	Pls refer Corrigendum
1 2 0	Vol-II Sec 8 Pg 26	SLA availability penalty	Please clarify penalty calculation where availability falls between SLA slabs.	As per SLA clause of RFP
1 2 1	Vol-I Sec 7.1 Pg 19	Local participation 25%	Kindly clarify whether subcontracting is allowed without forming a consortium.	As per RFP
1 2 2	Vol-I Sec 7.1(f) Pg 20	CMMI Level 5 requirement	Please confirm appraisal validity at bid stage is sufficient even if renewal expires during project.	As per RFP
1 2 3	Vol-I Sec 7.3(d) Pg 26	Commercial bid threshold	Does the 30% lower than average clause apply to total bid or SI services only?	Pls Refer Corrigendum
1 2 4	Commercial BOQ Pg 41	Cyber security audit quantity	Please clarify basis of quantity 6 and whether web and mobile audits are counted separately.	As per RFP
1 2 5	Vol-II Sec 9 Pg 29	UAT payment milestone	Please confirm whether module-wise or partial milestone payments are allowed post-UAT.	Pls refer corrigendum
1 2 6	Vol-II Sec 10 Pg 32-38	Server specifications	Please confirm whether equivalent or higher OEM server configurations are acceptable.	As per RFP

1 2 7	General	Existing system benchmarks	Please share existing portal metrics such as grievances/day, concurrent users, and uptime.	Concurrency of 1000 is expected Grievances per day depends on user activity Uptime 24X7X365
1 2 8	No Limitation of Liability Clause	ET may Propose the Standard Clause	"The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement."	As per RFP, to be part of the contract after award of work
1 2 9	Page No, Vol 2	No clarity on data quality, volume, or legacy data anomalies		As per RFP
1 3 0	5.4(b)(iv), Page 22	New integrations considered change requests later	ET to get the Volume of CR	As per RFP
1 3 1	Page 10 , Vol 2	Integration list explicitly marked "tentative"	SI dependent on third-party departments for APIs	As per RFP
1 3 2	Page 14	Scope of post-implementation support described as "far beyond standard maintenance"	Open-ended obligation	As per RFP
1 3 3	Page 25	Multiple parallel tracks (development, audit, training) compressed into same window	We may Proposed Module wise Development Approach.	As per RFP
1 3 4	Page 10 , Vol 2	Timeline dependent on other departments providing APIs/integration support	Disclaimer to be added: Delays not attributable to SI	As per RFP
1 3 5	Page 8 and 25	Takeover + maintenance of existing system overlaps with new development	Transition expected within 15 days, but new development starts almost immediately	Pls refer corrigendum
1 3 6	Page 29	Only 60% payment after UAT, remaining **40% after Go-Live;	ET may Propose Module wise Payment Structure	Pls refer corrigendum

		Delays in UAT directly delay major payment		
1 3 7	Page 41-42	Pricing fixed at bid stage despite inflation & wage escalation	We may Propose 10% YoY Price Escalation.	As per RFP
1 3 8	NA	Legal Ambiguity: ET may share the Standard Legal T&C as shared by QRM Reviewer.	1. No explicit clause on arbitration, jurisdiction, or dispute resolution 2. No Termination Clause 3. No Force Majeure Clause 4. No Clauses on IP Rights	As per RFP, the clauses will be part of contract after award of work
1 3 9	Page 45, Volume 1	Fin Proposal	Will the 4th and 5th Year Costing will be Included during Bid Evaluation or this is only a Tentative Budget in case there is any Extension?	Discovery of cost, in case there is extension
1 4 0	Page 20, Vol 2	AI/ML implementation	Who will Provide the Data? O/p will be validated by ET or Client? Models trained on historical grievance patterns may replicate: Regional bias Departmental behavior bias Language / literacy bias (Odia vs English) Sentiment models may misinterpret sarcasm, dialects, or culturally contextual language.	As per RFP, Bidder to propose model
1 4 1	4.6 (Page #11)		Is the performance testing required for Jana Sunani 2.0? If yes, any preferred tool?	Selected agency to submit the test reports
1 4 2			What are the performance benchmarks/SLAs?	As per RFP
1 4 3			Are there peak load scenarios defined?	As per RFP
1 4 4			Please share the expected concurrent user load and peak transaction volume for performance test planning?	1000 users
1 4 5			Automation Testing is not mentioned in testing scope? Is this required? If Yes, any preferred tool?	Bidder to propose
1 4 6			Mobile Automation is required? If yes, any preferred tool?	Bidder to propose
1 4 7			Is the 100% coverage expected for Mobile and tablet devices?	Bidder to propose

1 4 8		Are third-party systems included in testing scope or excluded?	As per RFP
1 4 9		Is accessibility testing (WCAG/GIGW compliance) required?	As per RFP
1 5 0		Is there any legacy system integration involved?	As per RFP
1 5 1		Required test coverage % (Functional, Regression, Devices, Browsers)?	Test coverage includes all
1 5 2		Suggest supported browsers/devices (Chrome, Safari, Edge, mobile OS versions)?	support for all all browsers and devices
1 5 3		How many test environments will be available like QA, SIT?	Bidder to propose
1 5 4		Is there any overlap between SIT, UAT as overall duration is mentioned as 75 days	As per RFP
1 5 5		Which Test management tool will be used & it will be provided by OCAC?	Bidder to propose & submit the test results
1 5 6		Is hypercare / post-go-live support included in scope? If yes, for what duration?	As per RFP
1 5 7		Are there any dependencies on other vendors or teams that may impact testing timelines?	As per RFP
1 5 8		Please provide a list of all integrated systems/interfaces (internal and external).	As per RFP
1 5 9		What are the key integration touchpoints (APIs, middleware, third-party services etc.)?	As per RFP
1 6 0		Who will be responsible for test data preparation and refresh?	SI
1 6 1		Will production-like data be available for testing?	Yes

1 6 2	RFP Volume 1 Page No: 24 Evaluation Criterion SNo: b (i)	The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having - minimum order value of Rs. 10 Crore - option to receive Grievance and Feedback through various channels like Website, Email, Postal Letters, WhatsApp and social media (Facebook, Instagram and X (erstwhile Twitter)) - Mobile App on Android or iOS platform	We Would request you to kindly amend the clause as below : The bidder should have successfully implemented one solution on Grievance management Application or Feedback with Analytics for any Government Department or Ministry in India, Department in State or Central Government, as on bid submission date, having - minimum order value of Rs. 10 Crore - option to receive Grievance and Feedback through various channels like Website/ Mobile App/ Email/ Postal Letters/ WhatsApp / social media (Facebook, Instagram and X (erstwhile Twitter))	As per RFP
1 6 3	RFP Volume 2 Page No: 38 10.1.3 Enterprise Database License Sno 2	Open-source/Commercial with 24x7 enterprise support	Kindly confirm whether an open-source PostgreSQL-based database with third-party support satisfies the 'Database License (Enterprise)' requirement.	Open source with Enterprise support preferred
1 6 4	RFP Volume 2 Page No: 38 10.1.3 Enterprise Database License Sno 1	Enterprise Grade 64 Core	Kindly confirm whether this 64-core requirement is to be interpreted as physical CPU cores, allocated vCPUs in a virtualized environment, or any OEM-specific licensing metric. Also clarify how this applies in HA/replica/DR deployments.	The mentioned 64-Core is the physical core. The proposed Licenses must be configured with HA and DR.

1 6 5	RFP Volume 2	General Query	Kindly confirm the expected transaction volume, peak concurrent users, peak grievance submission rate, dashboard/reporting load, and DR RPO/RTO assumptions to enable accurate scalability sizing of the proposed solution.	Transaction volume depends on user activity Concurrency of 1000 users expected. DR policy as per OSDC
1 6 6	RFP Volume 2	General Query	Please confirm whether the Analytical Dashboard / MIS requirement is expected to be delivered from the transactional database itself, or whether bidders may/should propose a separate ODS / reporting data store / data warehouse layer for performance and analytics." This will impact database licenses	Bidder to propose for the Dashboard/MIS requirements
1 6 7	RFP Volume 2	General Query	Please confirm whether the 'Object Storage' requirement may be fulfilled through an open-source/on-prem object storage platform, or whether the department expects an enterprise-licensed object storage product with OEM support.	As per RFP
1 6 8	RFP Volume 2 Page No: 26 8 Service Level & Penalty	8.2 Definitions	Please clarify the applicable operating window for SLA measurement — whether availability is to be measured on 24x7x365 basis or on the scheduled operation basis of 12 hrs x 7 days x 12 months as stated in the SLA definitions.	As per RFP
1 6 9	RFP Volume 2 Page No: 15 4.12.3 Delivery Approach	Operational Support Unit (OSU)	Operational Support Unit (OSU) lists Team Lead, Consultant–Technology Management, Domain Consultant, and Support Associates, but does not explicitly identify developer/tester roles. Kindly confirm whether application enhancement, bug-fixing, and change-request development resources are expected within the OSU staffing itself,	Development team will be different than the OSU OSU to be deployed onsite to support the grievance cell of Government

			or are to be provided separately through the offsite SDLC / Application Maintenance / Change Request teams.	
170	RFP Volume 2 Page No: 15 4.12.2 System Support	Apart from the above, the offsite team will also supervise the work of the onsite team as per Software Development Life Cycle (SDLC) process.	RFP provides for onsite OSU and offsite supervision/support. Kindly confirm whether the offsite team may be located outside Odisha / remote, or whether all offsite resources are expected to be deployed in Odisha	As per RFP
171	RFP Volume 2	General Query	Please provide the complete inventory of the existing solution to be handed over, including source code repositories, branch structure, database schemas, API/interface documents, third-party dependencies, server/environment details, SSL/domain ownership, app-store ownership, CI/CD setup, and known defects/pending issues.	As per transition plan to be decided after onboarding
172	RFP Volume 2	General Query	Please share current data volumes and annual growth estimates for grievance records, users, attachments/documents/images, logs/audit trails, and archived data. Also clarify retention policy, archival rules, and whether legacy attachments/content must be fully migrated to the new platform	As per RFP Data retention & archival policy to be finalised during SRS
173	RFP Volume 2	General Query	Please define the boundary between defects, minor enhancements included under Application Maintenance Support, and separately billable Change Requests. Kindly also clarify approval workflow, effort-estimation method, turnaround expectations, prioritization mechanism,	As per RFP

			and whether any annual CR volume/budget is assumed.	
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