

Pre proposal clarification for RFP No. 11404 Dated. 08.08.2023 "For Request For Proposal for Selection of Firm for "Monitoring of Web Page and route rationalization of application developed by State Transport Authority".				
Sl.No.	Reference Clause and Page No.	Content of RFP Requiring Clarification(s)	Clarification Sought	Response to the Queries by Client
1	Section II: Instruction to Bidders Page no.-10	Earnest Money Deposit	We request the client to kindly allow bidders to prepare the EMD in the form of BG. Also please share the Bank details for BG preparation.	RFP Clause Prevails
2	Section III: Terms of Reference (TOR) Page No.- 21	Monitoring of Odisha Public Transport & Integrated Commuter System (OPTICS) application	We assume that client shall arrange proper KT of all the applications for which maintenance and support activities shall be extended by the bidder	The selected bidder will monitor the web pages of STA and route rationalisation application developed by STA. The successful bidder will coordinate with the development team of STA for better understanding and will accomplish task as assigned by authority.
3	Section III: Terms of Reference (TOR) Page No.- 22	Citizens can be able to lodge complaints & grievances through a toll-free number.	We assume that the client is having the required toll free number using which Citizens can be able to lodge complaints & grievances	Yes, the tollfree number is there for citizen to lodge complaints & grievances.
4	Section III: Terms of Reference (TOR) Page No.- 22	Integration of Social Media grievances	Please specify the Social Media channels to be integrated	The bidders should be capable enough to integrate social media platforms like Twitter, Instagram, Facebook, etc. as per the requirement of the office of the Transport Commissioner. However, required support in integration in terms of data collection, etc. will be provided by office of the Transport Commissioner.

5	Section III: Terms of Reference (TOR) Page No.- 22	The complaints so lodged would be registered into the web portal by the customer care executives handling the calls.	We suppose that the client is having customer care executives or does the bidder need to provide the same. If so then please specify the number of Customer Care Executive to be provided by the bidder and the same line item also needed to be added in the FIN-1 (Financial proposal). Also we assume that all the IT and Non-IT infra for the CCE shall be arranged by the client	The bidder will provide the manpower as mentioned in the tender documents.
6	Section III: Terms of Reference (TOR) Page No.- 22	Bulk SMS Module: Issues are to be notified to the respective vendor automatically through e-mail or SMS as mentioned in warranty or AMC.	Please specify the tentative number of SMS and Emails to be fired from the system. We assume that both SMS and Email Gateway shall be provided by the client	Yes the SMS & Email Gateway will be facilitated by the office of the Transport Commissioner, However, the number of SMS & Emails will be fired as per the requirement of the Transport Commissioner.
7	Exit Policy and Procedures for Temporary Staffing personnel Page No- 30	All hardware (including laptops, printers, pen drives etc., if any,) which is a property of the Authority.	We assume that all the IT and Non-IT infra for the resources shall be arranged by the client	The office of the Transport Commissioner will facilitate the basic requirements like working space, power connectivity and network connectivity, etc in the premises of its office.
8	Section: IV Technical Proposal Submission Forms TECH – 3 Financial Turnover Capacity of Bidder Page No.- 33	CA Certificate and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)	We request the client to kindly confirm whether Average Annual Turnover Certificate and BSPL for FY 2019-20, FY 2020-21 and FY 2021-22 can be considered as relevant supporting documents for this or not	CA Certificated annual turn over and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)
9	Section: IV Technical Proposal Submission Forms TECH - 5 Experience Details Page No.- 35	BIDDER'S PAST EXPERIENCE DETAILS	We assume this to be "Name of the Client". Kindly confirm	Name of the Department / Office or any authority of Government.

10	Section: IV Technical Proposal Submission Forms TECH – 8 Format of Curriculum Vitae (CV) Page No.- 38	For each position of key professional separate form Tech-9 will be prepared	There is no Tech -9, we assume its Tech-8. Kindly confirm	For each position of key professional separate form Tech-8 will be prepared
11	Section: IV Technical Proposal Submission Forms TECH – 8 Format of Curriculum Vitae (CV) Page No.- 39	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned Name of the	We assume this to be" Name of the Client". Kindly confirm	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned. Name of the Department / Office or any authority of Government.:-
12	Section III: Terms of Reference (TOR) Introduction Page No- 21	General	Request you to kindly share the total number of users and cocurent users for each of the applications.	Detail information regarding number of users in different applications to be mentioned by the successful bidder will be intimated at the time of issuance of work order
13	Section III: Terms of Reference (TOR) Introduction Page No- 22	General	Request you to kindly clarify who will provide the data base or RDBMS.	Secretary, STA will facilitate the requirements for monitoring of applications.
14	Section III: Terms of Reference (TOR) Existing Existing Application/Portal Monitoring Support Page No- 22	General	Is there any third party application integration required with any existing application? If yes then please specify.	The bidders should be capable enough to integrate third party applications as per the requirements within the service contract period.
15	Existing Application/Portal Monitoring Support Page No- 21	Existing Application/Portal Monitoring Support Development of AI based Chatbot Development of web portals for 35 RTOs/ARTOs	We aasume that all the application development(AI based Chatbot & web portals for 35 RTOs/ARTOs) has already been done, we only need to extend support for the developed application. Please confirm.	Existing Application/Portal Monitoring Support Development of AI based Chatbot Development of web portals for 38 RTOs/Addl. RTOs/Asst. RTO.
16	Application Development Support Page No- 24	Security Audit	Kindly mention the Number of security audits to be done	The sucessful bidder has to support the Security Audit as per requirement of the STA.

17	Section III: Terms of Reference (TOR) Route Rationalization Page No.- 21	Monitoring of Odisha Public Transport & Integrated Commuter System (OPTICS) application	Please specify the Role of Consultants in OPTICS System?	The selected agency shall monitor the application and coordinate with the development team of STA to resolve the issues
18	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Development of AI based Chatbot for STA Web Portal.	We assume that, the client shall only be responsible to provide the FAQ for AI Based Chatbot. Please specify the scope.	The Transport Commission will provide the FAQs and required information for development of AI Based Chatbot to be hosted at STA Web Portal.
19	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Development of web portals for 38 RTOs/ARTOs	<ul style="list-style-type: none"> • Whether the Portal for 35 RTO/ARTO will be CMS based web portal? • Whether the no of Portals will be 35 or 38? • Who will provide the Content for the Website? 	There will be 38 RTOs/Addl. RTOs / Asst. RTO web portals with CMS based features. The Transport Commission will provide the content of the website
20	Section III: Terms of Reference (TOR) Performance Review Management System (PRMS) for all RTOs Page No.- 23	Development of Case Matter Module in PRMS for all RTOs/STA	Whether the Case Matter module will be developed for RTO or STA?	As per requirement of Commissioner, ILMS (Integrated Legal Monitoring System) will be integrated with the Web page.
21	Section III: Terms of Reference (TOR) Monitoring & Evaluation (Management Information System & Data Analysis) Page No.- 23	Review and validate the PoC for data migration	Please specify the source and volume of the data to be migrated.	The PoC for data migration will be done as per the requirements of STA.

22	<p>Section III: Terms of Reference (TOR)</p> <p>Monitoring & Evaluation (Management Information System & Data Analysis)</p> <p>Page No.- 23</p>	<p>Assist in monitoring and tracking progress of various e-Governance initiatives, frameworks and templates and use standardized tools for the following o Issue Tracking and Resolution, Conflict Management, Knowledge Management, Program Communication (internal and external), Performance Evaluation and review, Information and Technology Risk Assessment, Information Management, Risk Management, Financial Management (Viability, Costing and Monitoring), Assistance in resolution of program management and technical issues, Facilitate in implementation of policy decisions required for successful implementation, Support to Department for retaining strategic control of the project, Handing over and knowledge transfer to any the permanent staff being recruited for technical purposes.</p>	<p>Please give us a clarity on the Scope.</p>	<p>RFP Caluse Prevails</p>
23	<p>Section III: Terms of Reference (TOR)</p> <p>Application Development Support</p> <p>Page No.- 23</p>	<p>Third party tools and licenses</p>	<p>Please specify who will bear the Cost of License.</p>	<p>The Cost of License will be borne by Transport Commissioner.</p>
24	<p>Section III: Terms of Reference (TOR)</p> <p>Payment, Timelines of deliverables</p> <p>Page No.- 25</p>	<p>Payment, Timelines of deliverables</p>	<p>Please specify the timeline for the development of the application</p> <p>Can the bidder increase the resources or man month to complete the assignment within the timeline.</p>	<p>RFP Caluse Prevails</p>

25	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	IT Asset Management System		All the IT assets used in STA and RTOs are tagged to the applications and user can track all the functional and non functional IT Assets. SLA and OLA modules are integrated to it
26	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Single Sign-On Module	Kindly give more clarification on the requirements.	All the applications PRMS, MPR, Grievance Monitoring System, IT Asset Management System and Scan document modules etc are integrated in to SSO Module
27	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 23	Performance Review Management System (PRMS) for all RTOs		All the performance of Regional Offices are monitored by this application.
28	Section III: Terms of Reference (TOR) Application Development Support Page No.- 24	Change Request Management	Please specify the scope to be considered for Change Request.	RFP Clause Prevails
29	Section III: Terms of Reference (TOR) Performance Review Management System (PRMS) for all RTOs Page No.- 22	Availability of digitized documents in scanned document mode	Please specify the Role of Consultants in this requirement.	To gather the scan document and copied it to the server at OCAC and follow up with them.
30	Section II: Instruction to Bidders Technical Evaluation Criteria Page No.- 12	Total /Maximum Marks	While the total score is stated as 100, there seems to be an inconsistency as the count is reaching 105. Kindly review the scores for accuracy.	Refer to Corrigendum-2

31	Section III: Terms of Reference (TOR) Resources Deployment Page No.- 25	MIS & Data Expert Master's degree in Statistics/Data Analysis from institute/university	We are requesting you also to accept Bachelor /Post graduate degree in Statistics/Data Analysis / Data Science from institute/university or any graduate having experience in relevant field.	MIS & Data Expert having Master's degree in Statistics/Data Analysis/MCA / B-Tech in Computer Science/ECE/ETC/IT or equivalent qualification from any recognised institute/university
32	Section III: Terms of Reference (TOR) Resources Deployment Page No.- 25	The manpower resources shall be stationed at State Transport Authority Odisha	Given the scope of application development, we kindly request you to accept the offsite resource deployment.	Yes all the resources will be deployed at STA.
33	Technical Evaluation Criteria: Page No: 12, Clause No- 2.2	<p>The Bidder must have experience for IT & E-Governance application projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> • One Project- 8 marks • Two Projects- 10 marks • Three Projects or more- 15 marks • Additional Marks for at least two Projects in Odisha - 5 Marks <p>Note: Supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.</p>	<p>As it is for Set up an IT (Information & Technology) Application Support Cell, it is requested remove the "Additional Marks for at least two Projects in Odisha - 5 Marks". Suggested to ammend the clause;</p> <p>The Bidder must have experience for IT & E-Governance application projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> • One Project- 8 marks • Two Projects- 10 marks • Three Projects or more- 15 marks • Four Projects or more- 20 marks <p>Note: Supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.</p>	RFP Clause Prevails

34	Technical Evaluation Criteria: Page No: 14, Clause No- 2.4	<p>The Bidder must have valid ISO certifications. (Max. 5 marks)</p> <ul style="list-style-type: none"> • ISO 9001 Standards - 2 marks • ISO 27001 Standards - 2 marks • ISO 14001 Standards - 1 mark <p>Note: Valid copy of ISO certificates to be submitted as supporting documents.</p>	<p>We request to add CMMi certification as per the standard quality services of existing & new development activities. The Bidder must have valid certifications. (Max. 5 marks)</p> <ul style="list-style-type: none"> • CMMi-3 - 3Marks • ISO 9001 Standards - 1 mark • ISO 27001 Standards - 1 mark <p>Note: Valid copy of certificates to be submitted as supporting documents.</p>	No Change
35	Technical Evaluation Criteria: Page No: 14, Clause No- 3	<p>Suitability for the scope of work- Team composition</p> <ol style="list-style-type: none"> 1. Program Manager-7 marks 2. Application Manager - 5marks 3. MIS & Data Expert - 5marks 4. Software Development Engineer - 3marks 	<p>As per the Scope of Work, we request to include two (2) additional resources to manage the existing application as well as new requirements. The following team structure is recommended;</p> <p>Program Manager - 5 Application Manager - 3 MIS & Data Expert - 3 Software Development Engineer - 3 Business Analyst - 3 Database Administrator - 3</p>	RFP Clause Prevails
36	Contract Period Page No: 26	Contract Period	<p>We request to include Knowledge Transfer (KT) sessions of existing application from outgoing vendor to new agency as part of onboarding to ensure provision of optimal services. At least 15 days of KT session needs to be included as part of timeline.</p>	RFP Clause Prevails

37	Resources Deployment Page No: 24	Resources Deployment : Program Manager - 1 Application Manager - 1 MIS & Data Expert - 1 Software Development Engineer - 1	As per the Scope of Work, we request to include additional two (2) resources to manage the existing application as well as new requirements. The following team structure is recommended: Program Manager - 1 Application Manager - 1 MIS & Data Expert - 1 Software Development Engineer - 1 Business Analyst - 1 Database Administrator - 1	RFP Caluse Prevails
38	Data Sheet, Page 7 and point 9	Last Date and time (deadline) for receipt of proposals in response to Tender notice: 28-08-2023	A bid of this magnitude requires various internal approvals. In view of the same, request to extend the bid submission date by at least three (3) weeks	Refer to the corrigendum no.11404, Dated. 25.08.2023
39	Page 12, Technical Evaluation Criteria, Point No. 2.1	Additional Marks for at least two Projects in Odisha - 5 Marks	We request to delete this clause to enable wider participation	Refer to the corrigendum-2
40	Page 12, Technical Evaluation Criteria, Point No. 2.2	Additional Marks for at least two Projects in Odisha - 5 Marks	We request to delete this clause to enable wider participation	Refer to the corrigendum -2
41	Page 15, Evaluation Process:	Proposals shall be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal (0.7); P = the weight given to the Financial Proposal (0.3); T + P = 1)	We request to provide 80% weightage for Technical instead of 70%	RFP Caluse Prevails

42	Page 18, Replacement of Key Personnel:	Change in key professionals beyond the allowable limit of the contract leads to implication of liquidated damage up to 5% of the contract value	We understand that an liquidated damage up to 5% of the contract value is very high. There are situation where we need to replace resource that are not in the hand of the Organization. We therefore request to amend the clause as under: <i>Change in key professionals beyond the allowable limit of the contract leads to implication of liquidated damage up to 1% of the contract value</i>	RFP Caluse Prevails
43	Page 27, Service Level and Penalty, Point 1	Deployment of all personnel for project after signing the contract or any subsequent requirement from the Authority during the contract period: 5% of Monthly Payment Due ONLY in the succeeding month.	We understand that the penalty of 5% is very high. We therefore request to amend it as follows: 1% of Monthly Payment Due ONLY in the succeeding month.	RFP Caluse Prevails
44	Page 28, Service Level and Penalty, Point 1, 2 & 3	Replacement of Personnel: 2% of Monthly Payment Due only in the succeeding month	We understand that the penalty of 2% is very high. We therefore request to amend it as follows: 1% % of Monthly Payment Due only in the succeeding month	RFP Caluse Prevails
45	Page 21, Section III: Terms of Reference (TOR)	(a) Route Rationalization - IT-Application Support Cell will provide operation maintenance support for rationalization timing of stage carriages on different routes.	Request if you can provide details of the current application along with the concerned technology stack	Currently the work being carried out manually using Ms Excel. However there is a existing Appication in .net and SQL Server platform.
46	Page 21, Section III: Terms of Reference (TOR)	(b) Existing Application/Portal Monitoring Support	Request if you can provide details of the current application along with the concerned technology stack	Currently the existing applications are in 1..Net and SQL Server 2. PHP and My SQL

47	Page 22, Section III: Terms of Reference (TOR)	d) Monitoring & Evaluation (Management Information System & Data Analysis) - Review and validate the PoC for data migration	We understand that the data migration will be undertaken by any other vendor and not us. Please confirm	The PoC for data migration will be done as per the requirements of STA.
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