

**Tender Ref. No. OCAC-ACCT-04/2008(P-III)/ENQ/18005**  
**Outsourcing of Upgradation and Management of Sanjog**  
**Helpline, the State Call Centre**

| Sl# | RFP Document Reference(s)<br>(Section & Page No(s))    | Existing Clause  | Revised Clause   |
|-----|--|--|--|
| 1   | 4.2 Pre-qualification / Eligibility Criteria<br>Page 9 | 10. The bidder shall have valid GSTIN, up to-date VAT clearance Certificate, PAN<br>i. Copy of GSTIN<br>ii. Copy of PAN<br>iii. Latest VAT Clearance Certificate   | 10. The bidder shall have valid GSTIN, up to-date VAT clearance Certificate/ Service Tax clearance certificate<br>i. Copy of GSTIN<br>ii. Copy of PAN<br>iii. Latest VAT Clearance Certificate & Latest Service Tax certificate as applicable  |
| 2   | 4.7 Earnest Money Deposit<br>Page 11                   | The proposal must be accompanied by Earnest Money Deposit (EMD) of ₹ 2,00,000/- (Rupees Two Lakh Only) in the form of Demand Draft from any nationalized bank in favor of Odisha Computer Application Centre payable at Bhubaneswar without which the proposal will be rejected outright. EMD will not be accepted in cash or any other form. No interest is payable on the amount of EMD. | The proposal must be accompanied by Earnest Money Deposit (EMD) of ₹ 2,00,000/- (Rupees Two Lakh Only) in the form of Demand Draft/ Bank Guarantee from any nationalized bank in favor of Odisha Computer Application Centre payable at Bhubaneswar without which the proposal will be rejected outright. EMD will not be accepted in cash or any other form. No interest is payable on the amount of EMD. |
| 3   | 4.11 Award of Contract<br>Page 14                      | The contract will be awarded to the bidder securing the highest Composite Bid Score.   | The contract will be awarded to the bidder securing L1 Bid Price   |
| 4   | 5.14 Call Center Timings & Holiday<br>Page 19          | The Call Centre will operate 8x7 (one shift) on all working days in a week. On special cases the Call Centre will be available to citizens 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. In such cases, the Sanjog Helpline will operate in 2/3 shifts.  | The Call Centre will operate 8x6 (one shift) on all working days in a week. On special cases the Call Centre will be available to citizens 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. In such cases, the Sanjog Helpline will operate in 2/3 shifts.  |

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| 5  | 6.2 Implementation Model<br>Page 21                 | v. Purchase, Commissioning and maintenance of Civil Infrastructure in order to provide an extensive open workspace for call centre executives with Work Stations, Meeting/Discussion Space, cooling, Electricals, TV (for presentation) etc. | v. Purchase, Commissioning and maintenance of Civil Infrastructure in order to provide an extensive open workspace for call centre executives with Work Stations, Meeting/Discussion Space, Electricals, TV (for presentation) etc.<br><br>The existing cooling infrastructure shall be used. |
| 6  | 6.2 Implementation Model<br>Page 22                 | x. Training to department users as per requirement.  | x. Training to user departments as per requirement. The bidder shall not quote separately for the training cost, rather it will be part of implementation cost  |
| 7  | 6.8 Time Line for Project Implementation<br>Page 23 | Call Centre Setup with Procurement and Installation of hardware and system software, Networking, manpower etc.   | Call Centre Setup with Procurement and Installation of hardware and system software, Networking, Deployment of Call Centre Resources, Readiness of Setup  |
| 8  | 7.2 Cover letter for Financial Bid<br>Page 29       | Other Expenditure if any (Please specify)  | Any unforeseen expenditure  |
| 9  | 7.5 Cost of Civil Work<br>Page No. 30               | Cost of Civil Work   | 7.5 Cost of Civil Work including Firefighting System, False Ceiling, Tile, Coloring, sound proofing etc.<br>The existing cooling infrastructure shall be used.  |
| 10 | Annexure A, Server<br>Page 36                       | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability  | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability. Advanced ECC with multi-bit error protection, Online Spare, and Memory Mirroring including feature to withstand two DRAM failures  |
| 11 | Annexure A, Server<br>Page 36                       | 6. Hard disk drive: 3 x 900 GB SAS   | 6. Hard disk drive: 3 x 900 GB SAS, Minimum 10 K  |
| 12 | Annexure A, Server<br>Page 36                       | 13. Power Supply: Redundant hot-plug Power Supplies  | 13. Power Supply: Redundant hot-plug Power Supplies with minimum platinum efficiency.   |

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| 13 | Annexure A, Server<br>Page 36  | 15. Graphics  | 15. Integrated HD graphics   |
| 14 | Annexure A, 5. L3<br>Managed Switch<br>Page 39   | 2. Should have minimum 28 Ethernet ports (24 x 10/100/1000 Base-T ports plus 4 x 1G Ethernet SFP Ports populated with Gigabit Single Mode Transceiver). 4 fibre ports should have 1 Gbps SFP trans receiver module (single mode)  | 2. Should have minimum 28 Ethernet ports (24 x 10/100/1000 Base-T ports plus 4 x 1/10G Ethernet SFP Ports populated with Gigabit Single Mode Transceiver).   |
| 15 | Annexure A, 5. L3<br>Managed Switch<br>Page 39   | 3. Should have physical Stacking ports with stacking cable in addition to above asked ports   | This clause is deleted   |
| 16 | Annexure A, 5. L3<br>Managed Switch<br>Page 39   | Should support IEEE 802.3af and IEEE 802.3at on all Copper ports  | This clause is deleted   |
| 17 | 8. Display Unit 40"<br>Page 41   | 3. Display Features Summary 3D Direct LED Backlight   | 3. Display Features Summary - Direct LED Backlight   |
| 18 | 9. MFP<br>Page 41  | Print technology - b/w  | Print technology - b/w, Laserjet, Duplex Print Speed : 30 PPM or more, Minimum 1 GB memory, High processor speed is desirable to meet the requirement  |
| 19 | Page 42<br>10. IP KVM Switch 24 port   |   | This item is deleted from BOM  |
| 20 | Page No. 13, section no. 4.10.2. Technical Evaluation Criteria and Marks point NO. 1.3 | The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience.<br>Turnkey projects handled in last 5 years<br>5 Projects or more / worth Rs 200 lakh or more : 15 Marks<br>4 Projects / worth Rs 160 Lakh : 12 Marks<br>3 Projects / worth Rs 110 Lakh : 9Marks<br>2 Projects / worth Rs 70 Lakh : 6 Marks<br>1 Project / worth Rs 30 Lakh : 3 Mark | The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience.<br>Turnkey projects handled in last 5 years<br>5 Projects or more / worth Rs 200 lakh or more : 10 Marks<br>4 Projects / worth Rs 160 Lakh : 8 Marks<br>3 Projects / worth Rs 110 Lakh : 6Marks<br>2 Projects / worth Rs 70 Lakh : 4 Marks<br>1 Project / worth Rs 30 Lakh : 2 Mark |
| 21 | Page No -13; 4.10.2. Technical Evaluation Criteria and Marks: Sl. NO - 1.2             | Numbers of years of experience in call centre operations.<br>5 years : 10 marks<br>5-7 years : 12 marks<br>7-9 years : 14 marks<br>>= 10 years : 15 marks   | Numbers of years of experience in call centre operations.<br>5 years : 15 marks<br>5-7 years : 17 marks<br>7-9 years : 19 marks<br>>= 10 years : 20 marks  |

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|----|--|------------------------------|------------------------|
| 22 | Page No. 31<br>7.7 Training,<br>Capacity Building and<br>Handholding |                              | This clause is deleted |
| 23 | Page No. 40<br>7. Media Gateway<br>SI No. 1 Form factor              | Rack Mountable Media Gateway | Media Gateway          |

## Revised clauses

### 7.2 Cover letter for Financial Bid

To

Dated:

Odisha Computer Application Centre  
Bhubaneswar, Odisha

**Sub: Financial Proposal for Outsourcing of Upgradation & Management of Sanjog Helpline, the State Call Centre.**

Dear Sir,

With reference to RFP reference no. **OCAC-ACCT-04/2008(P-III)/ENQ/18005**, our financial proposal is given as below:

| SI #             | Items  | Total cost in ₹ |
|------------------|--|-----------------|
| 1.               | Call Centre Infrastructure Cost              |                 |
| 2.               | Software Cost                                |                 |
| 3.               | Cost of Civil work including labour          |                 |
| 4.               | Call Centre personnel Cost                   |                 |
| 5.               | Cost of Software enhancement (if any)        |                 |
| 6.               | Other Expenditure if any<br>(Please specify) |                 |
| <b>Net Total</b> |  |                 |

I/We do hereby undertake that financial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/to be provided by us on the technical proposal during the evaluation of the technical offer.

The prices quoted for hardware infrastructure and software are inclusive of all costs such as, taxes, levies, cess, excise and custom duties, installation, insurance etc. including the maintenance cost to be incurred for the warranty period.

I/We understand that our financial proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the proposal, i.e. 180 (days).

I/We undertake that, if the award is made to us, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988 in executing the above services.

Yours faithfully,

(Authorized signatory)

Date:

Name:

Designation:

## 7.5 Cost of Civil Work

- Providing and fixing in position partly glass and partly solid low height modular cubicles (5'X5') 30 nos. of Godrej/ Featherlite/ Methodex make, termite and boiling water proof for the Call Centre Executives with workstations for CPU and headset having keyboard drawer and side drawers with chairs in the room of size 40'X30' provided by OCAC with Toll free Number facility & Electricity connection.
- Furnishing of space with TV preferably in the central part of the allotted room for conducting training by client departments (Refer Annexure – B for a indicative layout)
- Chairs should be medium Back Revolving with PP Arms, PP Base, Gas Lift, Net Back, Seat - Make: Goderej/ Featherlite/ Methodex
- Necessary network cabling for data, power and voice Integration of Call Centre IVR with CRM through a standard CTI solution for popping up customer dashboard and cabling to establish connectivity between SDC & Call Centre premises.
- Providing and fixing ISI marked portable fire extinguishers CO2 type including intial fill & wall suspension bracket.
- Supplying, testing, commissioning of 1200 mm sweep 5 star rating Ceiling Fan including hanging / fixing arrangement of Crompton greaves / Havells make
- Supply, installation, Testing & Commissioning of Fire Alarm with Control panel, Loop driver, Addressable Manual Call Point, Laying of fire rated cable etc.
- Wall Painting with Putti ( Birla/JK ), double coat, Primer (Asian,Dulux,Berger) Single Coat, Distemper/Emulsion Paint, double coat (Asian,Berger,Dulux)
- Ceiling - 8 mm thick fully perforated calcium silicate board with all the accessories and finishing material
- Tile flooring - Vitrified double coated non scrachable branded tiles ( 2\*2)
- LAN wiring with accessories
- Electrification

Bill of Material for Civil Work

| SL No | Item  | Quantity    |
|-------|---|-------------|
| 1     | Fire Extinguishers                                      | 1           |
| 2     | Ceiling Light   | 20          |
| 3     | Ceiling Fan   | 10          |
| 4     | Fire Alarm  | 1           |
| 5     | Wall Painting   |             |
|       | Putti   | 3000sqft    |
|       | Primer  | 3000sqft    |
|       | Distemper/Emulsion Paint                                | 3000sqft    |
| 6     | Roof Ceiling  | 1200 sqft   |
| 7     | Tile Flooring   | 1600 sqft   |
|       | Material cost to fix the floor tile                     | 1600 sqft   |
| 8     | LAN Wiring  |             |
|       | CAT 6 UTP cable (Molex/Digisol)                         | 2 Box       |
|       | Surface mount device, I/O box, patch pannel, patch cord | 30          |
|       | 24 port CAT6 Jack Panel                                 | 1           |
|       | CAT6 Information Outlet with SMB                        | 30          |
|       | CAT6 UTP Patch Cable 1 Mtr                              | 30          |
|       | CAT6 UTP Patch Cable 3 Mtr.                             | 30          |
| 9     | Electrification   |             |
|       | TPM 63 AMP  | 1           |
|       | TPM 40 AMP  | 2           |
|       | Electricity Wire 1.5 MM Copper wire ( Finolex,havels)   | 2 Box (90m) |
|       | Electricity Wire 1 MM Copper wire                       | 2Box        |
|       | Electricity Wire .5 MM Copper wire                      | 2 BOX       |
|       | Switch 5 AMP ( Anchor, Havels,Cona)                     | 50          |
|       | Socket 5 AMP  | 30          |
|       | Socket 15 AMP   | 10          |
|       | Switch 15   | 10          |
|       | PVC Pipe  | 100M        |
|       | Panel Box with switch Cover ( 8*4,12*4,6*6 etc)         | 20          |

The above requirement is minimum. However, the bidder may visit the allocated room and suggest layout of infrastructure and quote accordingly.

| SL#   | Item | Description | Make & Model | Qty/sq | Rate | Tax | Cost |
|-------|------|-------------|--------------|--------|------|-----|------|
|       |      |             |              |        |      |     |      |
|       |      |             |              |        |      |     |      |
|       |      |             |              |        |      |     |      |
| Total |      |             |              |        |      |     |      |

Each item shall be quoted separately with unit price including installation, testing and commissioning/labour Cost)

## 7.9 Bill of Material

Item no 10 – IP KVM switch is deleted

## 7.11 Cost Summary

| Sl #             | Items  | Total cost in ₹ |
|------------------|--|-----------------|
| i.               | Call Centre Infrastructure Cost                |                 |
| ii.              | Software Cost                                  |                 |
| iii.             | Cost of Civil work including labour            |                 |
| iv.              | Call Centre personnel Cost                     |                 |
| v.               | Cost of Software enhancement (if any)          |                 |
| vi.              | Any unforeseen expenditure<br>(Please specify) |                 |
| <b>Net Total</b> |  |                 |

**Other terms and conditions of the RFP remain unchanged.**

## Pre Bid Compliances

**Tender Ref. No. OCAC-ACCT-04/2008(P-III)/ENQ/18005**

### Outsourcing of Upgradation and Management of Sanjog Helpline, the State Call Centre

| Sl#              | RFP Document Reference(s)<br>(Section & Page No (s))          | Content of RFP requiring Clarification(s)  | Points of clarification   | Views of OCAC  |
|------------------|---|--|---|--|
| <b>M/s CSMPL</b> |   |  |   |  |
| 1                | 4. INSTRUCTIONS TO BIDDERS, 4.1 General Information<br>Page 8 | The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of bid. However, validity of the price bid of selected bidder will be 3 years from the date of agreement.  | We request to consider the validity of the bid/ offer including the price from the date of submission of bid.                   | As per RFP   |
| 2                | 4.2 Pre-qualification / Eligibility Criteria<br>Page 9        | The bidder shall have valid GSTIN, up to-date VAT clearance Certificate, PAN<br>i. Copy of GSTIN<br>ii. Copy of PAN<br>iii. Latest VAT Clearance Certificate   | After introduction of GST, it has replaced VAT. Hence we request to delete the clause:<br>iii. Latest VAT Clearance Certificate | The bidder shall have valid GSTIN, up to-date<br>VAT clearance Certificate/ Service Tax clearance certificate<br>i. Copy of GSTIN<br>ii. Copy of PAN<br>iii. Latest VAT Clearance Certificate or Latest Service Clearance certificate as applicable  |
| 3                | 4.7 Earnest Money Deposit<br>Page 11                          | The proposal must be accompanied by Earnest Money Deposit (EMD) of ₹ 2,00,000/- (Rupees Two Lakh Only) in the form of Demand Draft from any nationalized bank in favor of Odisha Computer Application Centre payable at Bhubaneswar without which the proposal will be rejected outright. EMD will not be accepted in cash or any other form. No interest is payable on the amount of EMD. | Kindly amend the clause so as to allow bidders to submit the EMD in the form of Bank Guarantee as well                          | The proposal must be accompanied by Earnest Money Deposit (EMD) of ₹ 2,00,000/- (Rupees Two Lakh Only) in the form of Demand Draft/ Bank Guarantee from any nationalized bank in favor of Odisha Computer Application Centre payable at Bhubaneswar without which the proposal will be rejected outright. EMD will not be accepted in cash or any other form. No interest is payable on the amount of EMD. |



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| 4 | 4.11 Award of Contract<br>Page 14             | The contract will be awarded to the bidder securing the highest Composite Bid Score.  | We understand that the evaluation is on L1 basis, hence a composite score is contradictory. Kindly clarify.  | Refer Corrigendum   |
| 5 | 5.2.2. Default and Termination<br>Page 16     | 5.2.2. Default and Termination  | Request to kindly provide the procedure of payment of compensation due to the bidder under such circumstances  | As per RFP  |
| 6 | 5.8 Scope Changes<br>Page 18                  | Any upgradation of the scope in CRM application or web portal after Go Live, will be requested as change request for the approval of the OCAC with the details of time estimation. On approval, the same can be executed as per the quoted rate for software enhancement.                           | Kindly define the procedure of Change Request. We request you to kindly consider the below procedure:<br><br>Identification and documentation of change request requirement<br>Effort Estimate by successful bidder<br>Approval or disapproval of the change request by client<br>Implementation of the change request | As per RFP<br>Standard Change Request approach<br>Will be followed.   |
| 7 | 5.10 Performance Security<br>Page 18          | 5.10 Performance Security   | We request to keep the Performance Security as 5% of the contract value to be considered based on yearly contract value.   | As per RFP  |
| 8 | 5.14 Call Center Timings & Holiday<br>Page 19 | The Call Centre will operate 8x7 (one shift) on all working days in a week. On special cases the Call Centre will be available to citizens 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. In such cases, the Sanjog Helpline will operate in 2/3 shifts. | The statements are contradictory. In case Sunday is considered as special case, normal operations should be for 8X6. Kindly clarify and elaborate.   | The Call Centre will operate 8x6 (one shift) on all working days in a week. On special cases the Call Centre will be available to citizens 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. In such cases, the Sanjog Helpline will operate in 2/3 shifts. |

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|----|-------------------------------------|--|--|--|
| 9  | 6.2 Implementation Model<br>Page 21 | The Call Centre Application shall provide multiple language support i.e. English, Hindi, Odia with interface for integration with ACD (Automatic Call Distribution), IVR system, CTI (Computer Telephone Integration).                       | Kindly specify the kind of support that is expected from the application to support multiple languages.<br><br>Please clarify the IVR call flow structure in details (levels)  | This is a configuration role and Agency will do as per the requirement.  |
| 10 | 6.2 Implementation Model<br>Page 21 | v. Purchase, Commissioning and maintenance of Civil Infrastructure in order to provide an extensive open workspace for call centre executives with Work Stations, Meeting/Discussion Space, cooling, Electricals, TV (for presentation) etc. | Please Provide the specification for the Cooling part of the infrastructure  | The existing cooling infrastructure shall be used.<br><br>Refer Corrigendum  |
| 11 | 6.2 Implementation Model<br>Page 22 | x. Training to department users as per requirement.  | Kindly mention the Number of Department Users and the frequency of training to be provided. Kindly elaborate on the training scope including who will be responsible for provision of IT and non-IT infra such as location, refreshments etc. for the trainings to be conducted. | Training to user departments as per requirement. The bidder shall not quote separately for the training cost, rather it will be part of implementation cost<br><br>Refer corrigendum |

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|----|--|--|--|---|
| 12 | 6.2 Implementation Model<br>6.5 Web Portal<br>Page 21 & 22 | <p>ii. Customize the existing Call center Application software or provide the Call center Application software which will match the current requirement of the call center preferably based on open source technology with migration of existing database to the new platform. The IPR of the Application software will be with OCAC.</p> <p>The existing Web Portal of Sanjog Helpline “www.sanjoghelpline.in” shall be improved/redesigned, maintained and used for access of the Grievance monitoring Application by citizens and Action taking Authority/ Officers of Government Departments for registering and monitoring of grievances.</p> | <p>Please clarify whether the requirement is for customization/ redesign of existing application or for development of a new application</p> <p>If the Existing application will not be in open source, shall the customization of the application take place in the Existing Platform</p> | <p>As per RFP</p> <p>The agency may customise or develop a new application to meet the requirements</p> |
| 13 | 6.7 Exit Management Plan<br>Page No. 23                    | In case of termination, the Exit plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate the call centre without affecting its services.  | Kindly specify the minimum period in days so that there is no ambiguity.   | As per RFP  |
| 14 | 6.9 Payment terms<br>Page 23                               | Call Centre personnel Cost   | Request to change the cost of resources to be paid on a monthly basis rather than quarterly basis  | As per RFP  |
| 15 | 6.11 Manpower<br>Page No. 26                               | If performance of any resource is not satisfactory, then the bidder shall immediately, on the advice of the OCAC, remove such resource with suitable replacements.   | <p>Kindly revise the clause as follows:</p> <p>“If performance of any resource is not satisfactory, then the bidder shall within 30 days, on the advice of the OCAC, remove such resource with suitable replacements.”</p>   | As per RFP  |

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| 16 | 6.8 Time Line for Project Implementation<br>Page 23 | 6.8 Time Line for Project Implementation   | Kindly specify the timeline for Civil work  | As per RFP   |
| 17 | 6.8 Time Line for Project Implementation<br>Page 23 | Call Centre Setup with Procurement and Installation of hardware and system software, Networking, manpower etc. | We understand that the manpower implied here is the labor force for civil work and not Call centre resources. Kindly confirm.   | Call Centre Setup with Procurement and Installation of hardware and system software, Networking, Deployment of Call Centre Resources, Readiness of Setup                           |
| 18 | 6.8 Time Line for Project Implementation<br>Page 23 | UAT - Within 1 months of operation of Call Centre<br>Go Live - After UAT                                       | According to this clause, Go-Live of the system will be done after 4 months of Award. Whereas the total duration of project is 3 months + 36 months. Kindly clarify on the payment terms of the additional 1 months and expectations from that period of time | As per RFP<br><br>Duration of 3 years from the period of go live has been mentioned clearly in clause 6. 2 of implementation model<br><br>Project Commissioning period is 4 months |
| 19 | 6.9 Payment terms<br>Page 23                        | 6.9 Payment terms  | Kindly clarify the payment schedule for the Training, Capacity building/ Handholding Cost   | As per RFP   |
| 20 | 6.9 Payment terms<br>Page 23                        | 90% after delivery and verification  | Kindly clarify the process and timeline for verification  | As per RFP<br><br>As per standard practice of verification of deliverables by OCAC   |
| 21 | 7.2 Cover letter for Financial Bid<br>Page 29       | Other Expenditure if any (Please specify)  | Please clarify what is included under other expenditure   | Refer Corrigendum  |
| 22 | 7.5 Cost of Civil Work<br>Page No. 30               | Cost of Civil Work   | Please clarify if a clear (empty) Space/ Room will be provided by OCAC to make civil infrastructure or if the bidder needs to remove the existing structure   | The existing room shall be handed over   |
| 23 | 7.5 Cost of Civil Work<br>Page No. 30               | Cost of Civil Work   | Kindly elaborate further on the air conditioning system   | Refer Corrigendum  |

|    |                                       |   |   |                   |
|----|---------------------------------------|---|---|-------------------|
| 24 | 7.5 Cost of Civil Work<br>Page No. 30 | Cost of Civil Work  | Civil Work includes safety measures. Please Clarify if it includes Induction or Integration of Firefighting System  | Refer Corrigendum |
| 25 | 7.5 Cost of Civil Work<br>Page No. 30 | Cost of Civil Work  | Please Clarify, If civil infrastructure scope for the bidders will cover all necessary works like False Ceiling, Tile or Carpet, Coloring, etc.   | Refer Corrigendum |
| 26 | 7.9 Bill of Material<br>Page 32       | Preferred Brand   | Kindly clarify if proposing brands other than the ones specified as preferred will have any implications.   | As per RFP        |
| 27 | Annexure A, Server<br>Page 36         | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | We request you to kindly specify the number of DIMM slots required as minimum 24.   | As per RFP        |
| 28 | Annexure A, Server<br>Page 36         | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | Request to add the following memory reliability feature: "Advanced ECC with multi-bit error protection, Online Spare, and Memory Mirroring including feature to withstand two DRAM failures"  | Refer Corrigendum |
| 29 | Annexure A, Server<br>Page 36         | 6. Hard disk drive: 3 x 900 GB SAS                          | Request to confirm the RPM  | Refer Corrigendum |
| 30 | Annexure A, Server<br>Page 36         | 10. Networking features                                     | Request to revise "10Gb" as "10/25Gb". 25Gb Ethernet with backward compatibility for 10Gb has become a common requirement in all sorts of requirements for current generation. This will future proof the current investment as well. | As per RFP        |
| 31 | Annexure A, Server<br>Page 36         | 13. Power Supply: Redundant hot-plug Power Supplies         | Please confirm if the power supplies are to be of minimum platinum efficiency.  | Refer Corrigendum |
| 32 | Annexure A, Server<br>Page 36         | 15. Graphics  | Request to remove the phrase "Matrox G200" as Graphics chipset varies across OEM motherboards.  | Refer Corrigendum |

|    |   |  |   |                                   |
|----|---|--|---|-----------------------------------|
| 33 | Annexure A, 5. L3 Managed Switch<br>Page 39 | 2. Should have minimum 28 Ethernet ports (24 x 10/100/1000 Base-T ports plus 4 x 1G Ethernet SFP Ports populated with Gigabit Single Mode Transceiver). 4 fibre ports should have 1 Gbps SFP trans receiver module (single mode) | Request to revise "4 x 1G Ethernet SFP ports" as "4 x 1/10G Ethernet SFP ports". Current generation Layer 3 switches do have only 10G SFP+ uplink ports and it is better to have 10G as well for investment protection. | Refer Corrigendum                 |
| 34 | Annexure A, 5. L3 Managed Switch<br>Page 39 | 3. Should have physical Stacking ports with stacking cable in addition to above asked ports  | Request to revise as "Should have stacking cables to deploy them in VSS/equivalent mode as a single virtual fabric/Switch".   | Refer Corrigendum                 |
| 35 | Annexure A, 5. L3 Managed Switch<br>Page 39 | Should support IEEE 802.3af and IEEE 802.3at on all Copper ports   | Request to delete this as POE is not required here.   | Refer Corrigendum                 |
| 36 | 8. Display Unit 40"<br>Page 41              | 3. Display Features Summary<br>3D Direct LED Backlight   | Request to remove 3D feature.   | Accepted<br><br>Refer Corrigendum |
| 37 | 9. MFP<br>Page 41                           | Remote control panel access :<br>Required  | Kindly clarify further  | As per RFP                        |
| 38 | 9. MFP<br>Page 41                           | Print technology - b/w   | Kindly specify whether it is LaserJet or an inkjet. We recommend LaserJet printers for the requirement  | Laserjet<br><br>Refer Corrigendum |
| 39 | 9. MFP<br>Page 41                           | (Please Include)   | Processor Speed: 1200 MHz or more. (a high processor speed is desirable to be mentioned in a 30 PPM MFP)  | Refer Corrigendum                 |

|    |                                      |                           |   |                                   |
|----|--------------------------------------|---------------------------|---|-----------------------------------|
| 40 | 9. MFP<br>Page 41                    | (Please Include)          | Memory: Minimum 1 GB (high memory capacity is desirable for a 30 PPM MFP)   | Refer Corrigendum                 |
| 41 | 9. MFP<br>Page 41                    | (Please Include)          | Duplex Print Speed : 30 PPM or more (since duplex printing is required, duplex speed should also get mentioned)   | Accepted<br><br>Refer Corrigendum |
| 42 | 10. IP KVM Switch 24 port<br>Page 42 | 2. Ports   8 x KVM Ports  | In the heading it is mentioned IP KVM Switch 24 port but in the specification it is mentioned 8 Port. Please Clarify which is the correct one.  | Refer Corrigendum                 |
| 43 | 10. IP KVM Switch 24 port<br>Page 42 | 10. IP KVM Switch 24 port | The IP and Display Accessories and Features are not mentioned in the Specifications. Request to add the below features.   | Refer Corrigendum                 |
| 44 | 10. IP KVM Switch 24 port<br>Page 42 | 10. IP KVM Switch 24 port | IP Remote Access  | Refer Corrigendum                 |
| 45 | 10. IP KVM Switch 24 port<br>Page 42 | 10. IP KVM Switch 24 port | Rack Mountable LCD Monitor with In-built Keyboard & Mouse<br>a) 1 U Rack Mount<br>b) Display size: 15 inches diagonal<br>c) Contrast Ratio: 700:1<br>d) Display colors: 16 million<br>e) Resolution: 1280 x 1024<br>f) Compatible to both PS/2 and USB based inputs | Refer Corrigendum                 |

**M/s Tatwa**

|   |  |  |  |                   |
|---|--|--|--|-------------------|
| 1 | Page No. 13, section no. 4.10.2. Technical Evaluation Criteria and Marks point NO. 1.3 | The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience. Turnkey projects handled in last 5 years<br>5 Projects or more / worth Rs 200 lakh or more : 15 Marks<br>4 Projects / worth Rs 160 Lakh : 12 Marks<br>3 Projects / worth Rs 110 Lakh : 9Marks<br>2 Projects / worth Rs 70 Lakh : 6 Marks<br>1 Project / worth Rs 30 Lakh : 3 Mark | It is understood that, the published rfp caters to call centre activities. However the mentioned clause specifies only into software development. This seems quite ambiguous . Hence requesting to modify the clause as below<br><br>The bidder should have previous Callcentre services (Inbound, Outbound process) in any Govt/PSU/enterprise project experience.<br>Projects handled in last 5 years<br>5 Projects or more : 15 Marks<br>4 Projects : 12 Marks<br>3 Projects : 9Marks<br>2 Projects : 6 Marks<br>1 Project : 3 Mark | Refer Corrigendum |
| 2 | 4.10.3. Evaluation of Financial Bid  | ii. The bidder with lowest financial bid (L1) will be awarded the contract   | It is requested to change the selection criteria from L1 to QCBS. As it is a re-tender and the competitors price has already been disclosed in the last tender. Hence for a healthy bidding process requesting you to change the selection criteria from L1 to QCBS.   | As per RFP        |

**M/s In2IT**

|   |                             |   |   |                   |
|---|-----------------------------|---|---|-------------------|
| 1 | Annexure A, Server, Page 36 | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | Request mention the number of DIMM slots required as minimum 24.  | As per RFP        |
| 2 | Annexure A, Server, Page 36 | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | Request add the following memory reliability feature: "Advanced ECC with multi-bit error protection, Online Spare, and Memory Marring including feature to withstand two DRAM failures" | Refer Corrigendum |



|    |  |  |  |                   |
|----|--|--|--|-------------------|
| 3  | Annexure A, Server, Page 36            | 6. Hard disk drive: 3 x 900 GB SAS   | Request confirm the RPM  | Refer Corrigendum |
| 4  | Annexure A, Server, Page 36            | 10. Networking features  | Request revise "10Gb" as "10/25Gb". 25Gb Ethernet with backward compatibility for 10Gb has become a common requirement in all sorts of requirements for current generation. This will future proof the current investment as well. | As per RFP        |
| 5  | Annexure A, Server, Page 36            | 13. Power Supply: Redundant hot-plug Power Supplies  | Please confirm if the power supplies are to be of minimum platinum efficiency.   | Refer Corrigendum |
| 6  | Annexure A, Server, Page 36            | 15. Graphics   | Request remove the phrase "Matrox G200" as Graphics chipset varies across OEM motherboards.  | Refer Corrigendum |
| 7  | Annexure A, L3 Managed Switch, Page 39 | 2. Should have minimum 28 Ethernet ports (24 x 10/100/1000 Base-T ports plus 4 x 1G Ethernet SFP Ports populated with Gigabit Single Mode Transceiver). 4 fibre ports should have 1 Gbps SFP trans receiver module (single mode) | Request revise "4 x 1G Ethernet SFP ports" as "4 x 1/10G Ethernet SFP ports". Current generation Layer 3 switches do have only 10G SFP+ uplink ports and it is better to have 10G as well for investment protection.               | Refer Corrigendum |
| 8  | Annexure A, L3 Managed Switch, Page 39 | 3. Should have physical Stacking ports with stacking cable in addition to above asked ports  | Request revise as "Should have stacking cables to deploy them in VSS/equivalent mode as a single virtual fabric/Switch".   | Refer Corrigendum |
| 9  | Annexure A, L3 Managed Switch, Page 39 | Should support IEEE 802.3af and IEEE 802.3at on all Copper ports   | Request delete this as POE is not required here.   | Refer Corrigendum |
| 10 | Page 33, Point Number 7.10 Software    | Call Centre Application (Convov, Ameeyo)   | You have mentioned as all application should be open source. So in place of mentioned two software application vendor can we go for alternate open source.   | As per RFP        |

|    |  |   |   |                   |
|----|--|---|---|-------------------|
| 11 | Page No - 9; 4.2 Pre-qualification / Eligibility Criteria: Sl. No - 4      | Bidder should have minimum 5 years of Experience in BPO/Call Center Industry and out of which the bidder must have the experience of 3 years in Govt Sector   | Bidder should have minimum 3 years of Experience in BPO/Call Center Industry and out of which the bidder must have the experience of 2 years in Govt Sector   | As per RFP        |
| 12 | Page No -13; 4.10.2. Technical Evaluation Criteria and Marks: Sl. NO - 1.2 | Numbers of years of experience in call centre operations.<br>5 years : 10 marks<br>5-7 years : 12 marks<br>7-9 years : 14 marks<br>>= 10 years : 15 marks   | Numbers of years of experience in call centre operations.<br>0-3 years : 10 marks<br>3-5 years : 12 marks<br>>= 5 years : 15 marks  | Refer Corrigendum |
| 13 | Page No -13; 4.10.2. Technical Evaluation Criteria and Marks: Sl. NO - 1.3 | The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience.<br>Turnkey projects handled in last 5 years<br>5 Projects or more / worth Rs 200 lakh or more : 15 Marks<br>4 Projects / worth Rs 160 Lakh : 12 Marks<br>3 Projects / worth Rs 110 Lakh : 9Marks<br>2 Projects / worth Rs 70 Lakh : 6 Marks<br>1 Project / worth Rs 30 Lakh : 3 Mark | The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience.<br>Turnkey projects handled in last 5 years<br>3 Projects or more / worth Rs 150 lakh or more : 15 Marks<br>2 Projects / worth Rs 100 Lakh : 12 Marks<br>1 Project / worth Rs 50 Lakh : 9 Mark | Refer Corrigendum |

## **M/s PACE COMPUTER SERVICES**

|   |            |  |   |                      |
|---|------------|--|---|----------------------|
| 1 | Clause 6.2 | Implementation model call centre application s/w with open source technology with migration of existing database to new platform." | please explain who will provide old software details otherwise migration and customisation is not possible. | OCAC will facilitate |
|---|------------|--|---|----------------------|

|   |  |  |   |  |
|---|--|--|---|--|
| 2 |  |  | Information regd old database is reqd like how large is the database,in which format it will be provided ,weather we have to do it manually ,platform is linux based or windows based etc details information is reqd otherwise budgetary quote can not be given. | Database size - 1 GB<br>MY SQL database backup<br>Window based   |
| 3 |  |  | New web portal to be developed or existing web portal to be modified. if it to be modified then in which platform details information is reqd.  | As per RFP<br><br>The agency may customise or develop a new application to meet the requirements                                 |
| 4 |  |  | Dept should provide information regarding different schemes of department /corporation of ODISHA.   | Basic information shall be provided<br><br>The agency may communicate with user departments for further clarification on schemes |
| 5 |  |  | It is mentioned that 15 no of operators will be reqd is it in each shift or all total 15 persons will be reqd please explain.   | 15 operators to be deployed in the shift from 9.30 AM to 6.30 PM   |
| 6 |  |  | As we are an it firm civil work should be excluded from the scope .   | As per RFP   |
| 7 |  |  | Please extend the last date of submission for another 10 days because we have to collect information and prices of these hardwares and softwares after your prebid query which requires another 20/25 days.   | As per RFP   |

## M/s Lightwave Technologies P. Ltd.

|   |                                      |  |  |            |
|---|--------------------------------------|--|--|------------|
| 1 | Clause 4.2/Sr. No- 02 & Page- 09     | The Bidder should have an Avg. Annual Turnover during last three Financial years should be 10 Crore or more (i.e. 2014-15, 2015-16, 2016-17) | As the Total cumulative Turnover is Rs. 30 Crores for three consecutive Financial Years, Consortium Bidding should be allowed for small & medium sized participants.   | As per RFP |
| 2 | Clause 4.2/Sr. No- 06 & Page- 09     | The Bidder should have obtained quality certifications like ISO 9001, 20000, ISO 27001 certification.  | As per the Clause 4.2, all the ISO certification is required and as per Clause 4.10.2 different ISO certification carries individual marks. Kindly clarify whether all the ISO Certifications are required or single Certification would be enough to at least qualify the eligibility criteria. | As per RFP |
| 3 | Clause 4.10.2/Sr. No- 2.1 & Page- 13 | Quality Certification<br>ISO 9001 – 4 Marks<br>ISO 20000 – 4 Marks<br>ISO 27001 – 2 Marks  | -do-   | As per RFP |

## M/s Magnum Group –BPO Division

|   |                                    |   |   |   |
|---|------------------------------------|---|---|---|
| 1 | section # 4.2, Page # 9, Point # 4 | Bidder should have minimum 5 years of Experience in BPO/Call Center Industry and out of which the bidder must have the experience of 3 years in Govt Sector | We have overall experience in BPO/Call centre and for government sector we are managing multiple projects Helpline/Contact center for central and State Government. Please exempt for 3 years capping of government sector. | As per RFP  |
| 2 | section # 4.2, Page # 9, Point # 8 | Bidder should have submitted a Bid security/ EMD of Rs. 2,00,000 ( Two Lakh Only )  | Can NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission & tender fees ?   | On submission of proof of document for allowing exemption |

## M/s SUREVIN BPO services

|   |  |   |  |                        |
|---|--|---|--|------------------------|
| 1 | 4.10.2. Technical Evaluation Criteria and Marks<br>Page NO. 13 | 1.3 The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience.<br><br>Turnkey projects handled in last 5 years<br><br>5 Projects or more / worth Rs 200 lakh or more : 15 Marks<br>4 Projects / worth Rs 160 Lakh : 12 Marks<br>3 Projects / worth Rs 110 Lakh : 9Marks<br>2 Projects / worth Rs 70 Lakh : 6 Marks<br>1 Project / worth Rs 30 Lakh : 3 Mark | Need to Change –<br><br>“The bidder should have similar work experience (Integrated Grievance Redressal System providing a single platform for citizens)” : 15 Marks | Refer Corrigendum      |
| 2 | 4.10.2. Technical Evaluation Criteria and Marks<br>Page NO. 13 | 2.3 Existence of local operation (Call Centre/Software Development Centre) in Odisha. : 10 Marks  | Need to Change –<br><br>Existence of operation (call centre/software development centre) in 3 city. : 10 Marks   | As per RFP             |
| 3 | 6.9 Payment terms<br>Page No. 23                               | 4. Resource Cost<br>Quarterly payment as per actual   | Need to Change –<br><br>Monthly payment as per actual  | As per RFP             |
| 4 | 3.2 Background – Sanjog Helpline<br>Page No. 6                 | The Sanjog Helpline Call Centre, being operated from the OCAC premises and accessed through Toll Free Number 18003456770/155335   | Toll Free & PRI cost to be paid by OCAC or Vendor ?  | To be provided by OCAC |

|    |  |   |  |                                       |
|----|--|---|--|---------------------------------------|
| 5  | 3.2 Background – Sanjog Helpline<br>Page No. 6 | The Sanjog Helpline Call Centre, being operated from the OCAC premises and accessed through Toll Free Number 18003456770/155335   | Electricity charges to be paid by OCAC or Vendor ?   | To be provided by OCAC                |
| 6  | 3.2 Background – Sanjog Helpline<br>Page No. 6 | The Sanjog Helpline Call Centre, being operated from the OCAC premises and accessed through Toll Free Number 18003456770/155335   | Security Guard & Office boy to be provided by OCAC or Vendor ?   | Security Guard to be provided by OCAC |
| 7  |  |   | Per day Calls volume ?   | As per RFP                            |
| 8  | 7.9 Bill of Material<br>Page No. 32            | Bill of Material  | Generator to be Provided by OCAC or Vendor ?   | As per RFP                            |
| 9  | 6.4 Call Centre Infrastructure page no 22      | Procurement, installation and commissioning of Call Centre infrastructure as per bill of material at clause 7.9 and 7.10 shall be done for operationalization of the state-of-art Sanjog Helpline Call Centre | Only format number mentioned need to clarify size of premise any workstation specific size or dymentions | As per RFP                            |
| 10 | Layout Annexure B<br>page no 43                | Layout  | Kindly elaborate this layout is it a prescribed or a example   | As per RFP<br><br>It is indicative    |

## M/s HPE

|   |                             |   |   |                   |
|---|-----------------------------|---|---|-------------------|
| 1 | Annexure A, Server, Page 36 | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | Request mention the number of DIMM slots required as minimum 24.  | As per RFP        |
| 2 | Annexure A, Server, Page 36 | 5. Memory: Minimum 128 GB DDR4 memory with 100% scalability | Request add the following memory reliability feature: "Advanced ECC with multi-bit error protection, Online Spare, and Memory Morroring including feature to withstand two DRAM failures" | Refer Corrigendum |

|   |  |  |  |                   |
|---|--|--|--|-------------------|
| 3 | Annexure A, Server, Page 36            | 6. Hard disk drive: 3 x 900 GB SAS   | Request confirm the RPM  | Refer Corrigendum |
| 4 | Annexure A, Server, Page 36            | 10. Networking features  | Request revise "10Gb" as "10/25Gb". 25Gb Ethernet with backward compatibility for 10Gb has become a common requirement in all sorts of requirements for current generation. This will future proof the current investment as well. | As per RFP        |
| 5 | Annexure A, Server, Page 36            | 13. Power Supply: Redundant hot-plug Power Supplies  | Please confirm if the power supplies are to be of minimum platinum efficiency.   | Refer Corrigendum |
| 6 | Annexure A, Server, Page 36            | 15. Graphics   | Request remove the phrase "Matrox G200" as Graphics chipset varies across OEM motherboards.  | Refer Corrigendum |
| 7 | Annexure A, L3 Managed Switch, Page 39 | 2. Should have minimum 28 Ethernet ports (24 x 10/100/1000 Base-T ports plus 4 x 1G Ethernet SFP Ports populated with Gigabit Single Mode Transceiver). 4 fibre ports should have 1 Gbps SFP trans receiver module (single mode) | Request revise "4 x 1G Ethernet SFP ports" as "4 x 1/10G Ethernet SFP ports". Current generation Layer 3 switches do have only 10G SFP+ uplink ports and it is better to have 10G as well for investment protection.               | Refer Corrigendum |
| 8 | Annexure A, L3 Managed Switch, Page 39 | 3. Should have physical Stacking ports with stacking cable in addition to above asked ports  | Request revise as "Should have stacking cables to deploy them in VSS/equivalent mode as a single virtual fabric/Switch".   | Refer Corrigendum |
| 9 | Annexure A, L3 Managed Switch, Page 39 | Should support IEEE 802.3af and IEEE 802.3at on all Copper ports   | Request to delete this as POE is not required here.  | Refer Corrigendum |

## M/s TATA BSS

|   |                                     |                                      |  |            |
|---|-------------------------------------|--------------------------------------|--|------------|
| 1 | Section Number 4.2.6, Page number 9 | Eligibility Criteria- Certifications | We have the ISO 9001 and ISO 270001 however currently we do not have the ISO 20000 certification.<br>We request you to kindly dilute this criteria | As per RFP |
|---|-------------------------------------|--------------------------------------|--|------------|

|   |   |                                |  |            |
|---|---|--------------------------------|--|------------|
| 2 | Section Number 4.2.11,<br>Page number 9 | Eligibility Criteria- Location | We have the presence in the eastern zone in the locations kolkata and Jamshedpur, we however have no presence in the Orissa, it would hence be difficult for us to operate the call center/open a new call center out of the location<br>Therefore requesting you kindly dilute this eligibility criteria and allow us to operate the call center from the Kolkatta or Jamshedpur. We would ensure that the manpower deployed for the process, would have proficient knowledge of Oriya language | As per RFP |
|---|---|--------------------------------|--|------------|

### **M/s Computer LAB**

|   |  |  |   |                               |
|---|--|--|---|-------------------------------|
| 1 | 4.2 Pre-qualification<br>Criteria, Page No. — 9. | 1. The bidder should be a Company registered under Companies Act, 1956.          | Whether Partnership Firm will be allowed to participate in the Bid?       | As per RFP<br><br>Not allowed |
| 2 | 4.2 Pre-qualification<br>Criteria, Page No. - 9  | 7. & 8. Bidder should have submitted a Bid security / EMI) / Tender Fee.         | Whether EMI and Tender Fee will be exempted for the MSME Registered Firm? | As per RFP                    |
| 3 | 4.2 Pre-qualification<br>Criteria, Page No.- 10  | 10. The Bidder shall have valid GSTIN, Upto-date VAT clearance Certificate, PAN. | Whether VAT clearance is required?  | Refer Corrigendum             |