Pre-Bid Compliance of the RFP-No-17/2021, Dated-24-12-2021.

Sl. No.	Firm Name	Page Number	RFP Document Reference(s)	Section No.	Section Name	Statements per RFP document	Query by bidder	ORSAC Compliance
1	**Infonative Solutions Pvt. Ltd.**	19	Scope of work	7	Minimum SLA's by the Service Integrator	e. "Helpdesk Support" shall mean the 12*7 basis support centre which shall handle Fault repairing Trouble Ticketing and related enquires during this contact	Please confirm whether support centre charges are including in the estimate cost of tender or we need to quote separately. Please confirm whether you want support team in your office or we can arrange support team in our office.	As per Clause 6.0 of the RFP.
2		28	Evaluation of Technical Bid	1	Technical Score Criteria	The Service Provider should have a Physically verifiable & full-fledged Registered Business office premise in Odisha with valid registered GST number (GSTN)	Currently, Infonative Solutions Pvt. Ltd. have registered office in Delhi. We would like to know whether we can open our operational office in Odisha post awarding of the contract. Please Confirm for acceptance	As per RFP Conditions.
3		15	Scope of work	4	4.1 Easy Access over Internet	The application can be on premise or SaaS (hosted on CSP (Cloud Service Provider)	As this platform will be deployed at your premise. We hope that we don't need to factor any server/cloud server cost in our quote. Please Confirm	Please read carefully the scopes of the RFP. If you are proposing the platform in Cloud, the cost of the cloud infrastructure shall be factored in the cost.

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4	Cerebronics	26		9.4.2.4	Bid Submission		Do we have to submit the bid proposal in hard copy through POST or can that be done In Person or we can send soft copy in email along with all other documents?	Hard Copy vide Post only.
5					Questions and Clarification		While preparing the documents, if we have any further questions(technical), whom do we reach out to and what is the mode of communication for the same?	Sri P. K. Parida, I/C IT Infra, ORSAC, will attend the queries subject to his free time during the Office Business hour.
6		40		13			There are 12 documents that are to be submitted as part of the RFP. Can we get the soft copy for the various documents and their format?	The Soft copy of the RFP in word format will be made available in ORSAC Website.
7		25		9.4.2.3			There is a power of Attorney letter that has to be submitted. Can we get the format for the same?	As per Standard Format, the Attorney letter may be submitted.
8		23-24	Technical proposal section	9.4.1		it is mentioned that we will have to share the detailed architecture Design and project plan of the application development.	We have a B2B & B2C cloud-based SaaS Platform. We own the IP and we are planning to	As per RFP.

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							deploy a dedicated environment for OFDTD on cloud. As the IP belongs to us, we will be able to furnish the architecture and design of the system at a very high level, not at the lowest detailed level as we are not going to build it from scratch.	
9		46		GF-4		It is mentioned that we cannot disclose or use the know-how, designs, concepts, techniques, inventions and ideas, business plans, computer software and programs, database technologies, systems, structures and architectures for other deployments or customers.	Does this imply that we don't own the IP of the product and it is owned by Odisha govt/ ORSAC? We can't have any other deployments for other customers?	The IP of the Product belongs to only ORSAC / Office of PCCF & HoFF, Govt. Of Odisha.
10	Oasys Cybernetics Pvt.Ltd	17		4. 6 Adm in Controls		II. Admin can configure organizational hierarchy with the different subject areas, courses for categorizing video upload and On-demand access.	Will Admin restrict the access of the contents? Will there be time bound access to the contents?	Yes. The content for a particular training will be available for a particular time period. After the defined time period, the content will be stored in the physical storage at DR Backup.

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11		17		4. 8 Social Media Handling & it's Management		I. Development of training module on Social Media handling & it's management. This will help in managing social media & public relation.	Will there be contents downloaded from social media available for access? Will it be time bound download?	Yes
12		16		4.5 Performance Assessment and Improvement Planner		I. Application should facilitate Trainers to create assignments & tests with objective and subjective questions for assessment.	Will there be different sets of questions for assessment? Will the assessment be time bound? Will there be different markings for different questions or uniform markings? Will there be negative markings? Will the results be displayed immediately with reasons for wrong answers given?	Yes
13		12		3.2 Objectives		• Provide social learning with discussion forums, questions & answers.	Will there be question and answers session with various levels of discussion?	Yes
14		15		4.1 Easy Access Over Internet		II. The Application can be on Premise or Saas (hosted on CSP (Cloud Service providers) like Azure/ A WS I GCP).	Where will the DR location be in case the application is hosted on cloud? What is the backup policy? Does the	DR will be provisioned at ORSAC / FITGC, Office of PCCF & HoFF In Premise Server.

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							department have cloud services?	
15	Infomatics Solutions Pvt. Ltd.	16		4.4 On Demand Video Library:		V. Application should provide standard personalized user experience like bookmarking, feedback, ratings, comments etc.	Is this like the comments provided under a video in "YouTube".	
16		28		Technical Score criteria		1 The Service Provider should have a Physically verifiable & Full-fledged Registered Business Marks Office Premise in Odisha with Valid Registered OR the Service Provider should be a registered company under Start-up India or Start-up Odisha with valid registration number OR DIPP number.	This should be changes to applicant should establish an office in Odisha after the award of contract within 60 days.	Yes

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