



# STATE INSTITUTE OF OPEN SCHOOLING

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## Response to Queries

The following are the response to queries are made in respect of the tender floated vide Tender Number 120 dated 18-04-2026

Sl. No	Representations/queries	Response
1	The bidder should have the following certificates: ISO27001, ISO 9001, ISO 20000 and CMMi Level 5.	The RFP clauses are self-explanatory
2	The firm/ company should have IT professionals with a minimum qualification of B.E/ B.Tech/ MCA or higher.  Minimum 100: 5 Marks Beyond 100 professionals, 2 marks for each 10 Professionals, subject to maximum 5 marks	Corrigendum to be issued
3	We request your kind consideration for relaxation in the requirement of CMMI Level 5 certification.	The RFP clauses are self-explanatory
4	"Any kind of Consortium / Joint Venture with other firms is not allowed." The scope of work spans highly specialized domains: enterprise software development (LMS, App, Chatbot, Portal) and academic e-content production (300 lessons across 13 subjects).	The RFP clauses are self-explanatory
5	The bidder must have an average annual turnover of minimum INR 15 Crores over the last three financial years (FY 2022-23, 2023-24 & 2024-25).Please clarify:Whether any relaxation is available for Odisha-based Start-ups or MSEs registered under MSME Udyam, in line with the Odisha MSME Development Policy cited in the RfP.	The RFP clauses are self-explanatory
6	"The bidder should have the following certificates: ISO 27001, ISO 9001, and CMMi Level 5."We request SIOS to: Consider shifting CMMI Level 5 from a mandatory PQ criterion to a scored parameter under Technical Evaluation, to promote wider participation while rewarding higher maturity levels	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
7	<p>"All the data is to be hosted at the SDC of the state." / "The Bidder will plan sufficient Storage to store all Data of the enrolled students centrally and very securely at the state data centre, OCAC." It is not clear whether SDC infrastructure will be provisioned by the Client or must be procured by the bidder. Please clarify: (a) Will SIOS/OCAC provision the required server, storage, and networking infrastructure at the SDC, or is the bidder expected to procure and install all hardware at its own cost? (b) If Client-provided, please share available compute/storage specifications. (c) If bidder-provided, please add a separate line item in FIN-2 Financial Proposal format for transparent pricing.</p>	<p>a. No b. Will be provisioned by client and not to be procured by bidder</p>
8	<p>The bidder is to create e-content for 300 lessons for Grade 10 across 13 subjects. The RfP mentions content in Odia language but the scope of language coverage for subjects like English, Hindi, Sanskrit and the nature of 40 'buffer video lessons' is undefined.</p> <p>(a) Whether all 300 lessons are required to be developed in Odia only, or whether lessons for language subjects such as English, Hindi, and Sanskrit are to be produced in their respective subject languages;</p> <p>(b) Whether the 40 buffer video lessons form part of the fixed base scope and pricing, or whether they will be deployed only as per SIOS requirements under a defined approval mechanism;</p> <p>(c) Whether SIOS will provide, at the time of contract award, the state-approved textbooks, syllabus documents, teacher reference material, and learning outcome frameworks in digital/editable format; and</p> <p>(d) Whether, in view of the specialised and variable nature of multilingual content production, the scope may be structured in a manner that enables fair participation of Startups/MSMEs, either through clearly defined subject-wise and language-wise allocation, or through a phased / requirement-based release of such content components.</p>	<p>Corrigendum to be issued</p> <p>a. For Language subjects such as English and Hindi videos to be English and Hindi , however for sanskrit Odia script is to be used.</p> <p>For rest of the queries the RFP clauses are self-explanatory</p>
9	<p>"The firm/company should have IT professionals with a minimum qualification of B.E/B.Tech/MCA or higher." Scoring begins at 100 professionals (5 marks). Documentary evidence requires EPF Electronic Challan cum Return for wage month February 2026 or after. Kindly clarify: (a) Whether IT professionals engaged through contractual, project-based, or group/affiliate entities may be considered for evaluation, in addition to direct payroll employees; (b) Whether the manpower threshold is to be assessed at the time of bid submission or may be met at project commencement/deployment stage; (c) prescribing a reduced baseline threshold appropriate for emerging enterprises; or adopting proportionate scoring based on project-specific staffing commitments, demonstrable resource mobilization capability, and time-bound hiring/deployment plans. This would ensure that technically capable Startups/MSMEs are assessed on their ability to deliver the assignment, rather than being excluded due to legacy scale metrics that may not be proportionate to the actual staffing requirement of the project.</p>	<p>The RFP clauses are self-explanatory</p>

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10	<p>The bidder/ OEM must have executed a similar nature project involving the creation of digital content in the form of audiovisual 2D/ 3D content/ audio books/ different types of learning aids/ LMS alongwith the deployment &amp; commissioning. "We request you to kindly consider the below amendment.</p> <p>The bidder/OEM must have executed similar projects involving design, development, implementation, or management of digital platforms such as LMS, portals, mobile applications, or e-Governance systems, which may include digital content integration, multimedia content (2D/3D/audio-visual), or learning aids, along with deployment &amp; commissioning"</p>	The RFP clauses are self-explanatory
11	<p>The bidder/ OEM must demonstrate proven experience in implementing Edtech programs and software in school settings with a government body, academic board, with evidence of a measurable impact on student learning outcomes. "The bidder/OEM must demonstrate proven experience in design, development, implementation, or management of IT/e-Governance/education technology platforms for Government departments, academic bodies, or large institutions. Experience in LMS, digital platforms, or student-centric applications shall be considered.</p> <p>Submission of measurable impact on student learning outcomes may be relaxed or replaced with project completion certificates / client references / performance reports.""</p>	The RFP clauses are self-explanatory
12	<p>The Bidder/ OEM must have experience in implementing tech platforms for government or any Department in the State / Central Government/Govt. PSU/Govt. Autonomous body in India. (LMS platform for students and teachers) of activities during the past 3 financial years, i.e., 2022-23, 2023-24 &amp; 2024-25 put together "The Bidder/OEM must have experience in implementing technology platforms/portals/mobile applications/e-Governance systems for Government departments (State/ Central /PSU/ Autonomous bodies) during the last three financial years.</p> <p>Experience in LMS or similar digital learning/knowledge platforms may be considered as an added advantage.""</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
13	<p>The firm should have developed and implemented educational mobile applications for any Department in the State / Central Government/ Govt. PSU/ Govt. Autonomous body in India. (At least one Project having downloaded 10K with proof Play Store/ other apk store link) "The firm should have developed and implemented any mobile applications for any Department in the State / Central Government/ Govt. PSU/ Govt. Autonomous body in India.</p> <p>We are requesting the department kindly make changes in the clause so that other bidder also participated."</p>	The RFP clauses are self-explanatory
14	Additional Point:We would like to request your kind consideration to allow participation through Consortium / Joint Venture (JV).	The RFP clauses are self-explanatory
15	The bidder/ OEM must have executed a similar natureproject involving the creation of digital content in the form of audiovisual 2D/ 3D content/ audio books/different types of learning aids/ LMS along with the deployment & commissioning. Kindly clarify whether the supply, installation, and commissioning of required hardware components for the above scope are included within the bidder's scope or will be provided by the client.	The RFP clauses are self-explanatory
16	The bidder/ OEM must demonstrate proven experience in implementing Edtech programs and software in school settings with a government body, academic board, with evidence of a measurable impact on student learning outcomes. Kindly amend the clause as follows: "The bidder/OEM must demonstrate proven experience in implementing EdTech programs, university training programs, or similar digital learning and capacity-building initiatives in school or higher education settings with a government body or academic board, supported by evidence of measurable impact on student learning outcomes.	The RFP clauses are self-explanatory
17	<p>The firm should have developed and implemented educational mobile applications for any Department in the State / Central Government/ Govt. PSU/ Govt. Autonomous body in India. (At least one Project having downloaded 10K with proof Play Store/ other apk store link)The requirement of "educational" mobile applications is restrictive in nature. Kindly consider allowing experience in development and implementation of any mobile application project with a minimum of 10,000 downloads (supported by Play Store/other APK store link), irrespective of domain.</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
18	EMD - INR 10,00,000/- in form of Demand Draft in favour of — State Institute of Open Schooling Odishall drawn in any scheduled commercial bank and payable at Bhubaneswar, Odisha failing which the bid will be rejected. "As per company policy, for EMD amount more than INR 5.0 lakhs, we provide Bank Guarantee instead of Demand Draft. Request to allow us submit EMD in the form of Bank Guarantee. Also request to provide Bank details for submitting the Bank Guarantee like - Bank Name, Account No. , IFSC code, Bank Address."	Corrigendum to be issued
19	<p>The firm/ company should have IT professionals with a minimum qualification of B.E/ B.Tech/ MCA or higher.</p> <p>Documentary Evidence - Letter from the Director or HR Head on the company's letter head &amp; EPF Electronic Challan cum Return for wage month February 2026 or after. Since "EPF Electronic Challan cum Return for wage of IT professional" is very confidential, we therefore, request to accept only Letter from the Director or HR Head on the company's letter head.</p>	The RFP clauses are self-explanatory
20	Payment Terms - Go live of 25% of the content on the LMS platform . Most of the payment terms are related to Go-live of the application. Since there are many activities like requirement study, system dedisn and development, testing,, etc before go-live, a substantial effort will be required before the Go-live.	The RFP clauses are self-explanatory
21	<p>Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to the disqualification of the bidder or the termination of its contract. "Requesting you to kindly add below clause as in current clause :</p> <p>"The Consultant may suspend or terminate the Contract, by not less than thirty (30) days' written notice of termination to the Client, in case:</p> <p>a) The Client does not make the payment to the Consultant; or</p> <p>b) The Client does not adhere to the arbitration judgment; or</p> <p>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."</p> <p>d) Upon termination, Purchaser agree to pay us for all Services performed up to the effective date of termination."</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
22	<p>Limitation of Liability: "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>"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.""</p>	The RFP clauses are self-explanatory
23	<p>Indemnification: "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>""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 .""</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
24	<p>Additional queries (proposed): "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 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:</p> <p>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.</p> <p>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.</p> <p>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"</p>	The RFP clauses are self-explanatory
25	Deployment Mechanism: The bidder shall host the e-content in the LMS for the SIOS. Will the State Data Centre (OCAC) provide required compute, storage, database, and networking resources, or is the bidder expected to provision and size them?	Client will provide as needed
26	Please confirm whether the AI chatbot is expected to be a rule-based/FAQ bot, a retrieval-based assistant, or a generative LLM-powered chatbot.	Generative LLM based powered is not needed.

<b>Sl. No</b>	<b>Representations/queries</b>	<b>Response</b>
27	The RFP mentions that the chatbot should support content search, FAQ, assessment questions, and sharing updates. Kindly confirm which of these are mandatory at Go-Live and which may be phased later.	The RFP clauses are self-explanatory
28	Kindly confirm whether the WhatsApp chatbot is expected to support only FAQs and notices, or also content discovery, document sharing, ticket raising, OTP, and workflow interactions.	The RFP clauses are self-explanatory
29	Please confirm whether the same knowledge base and conversational logic should be reused across App chatbot, Portal chatbot, and WhatsApp chatbot, or whether channel-specific behavior is expected.	The RFP clauses are self-explanatory
30	Kindly confirm the mandatory language support for chatbot at Go-Live – whether it must support Odia, Hindi, and English, or only Odia and English as mentioned elsewhere in the RFP.	The RFP clauses are self-explanatory
31	Please confirm whether the chatbot should respond only from SIOS- approved content and FAQs, or whether it is also expected to answer administrative, procedural, and policy-related questions.	The RFP clauses are self-explanatory
32	Will SIOS provide a structured and approved knowledge corpus (FAQs, notices, textbooks, lesson metadata, policies), or is the bidder expected to create and structure the chatbot knowledge base?	Yes
33	Please clarify whether the AI/LLM inference layer must also be hosted within the State Data Centre / state-approved environment, or whether secure API-based access to an external LLM service is permissible.	The RFP clauses are self-explanatory
34	If external LLM APIs are not allowed, may bidders deploy open-source/self-hosted LLMs in the state-approved environment?	The RFP clauses are self-explanatory
35	Kindly confirm the expected peak chatbot concurrency / usage load within the overall system load of 2,00,000 active users and 20% concurrent sessions.	The RFP clauses are self-explanatory
36	Please confirm whether the chatbot is expected to provide role-based personalized responses based on the logged-in user (student/centre/admin), or whether it should behave as a generic assistant.	The RFP clauses are self-explanatory

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37	Kindly clarify whether the chatbot may access student-specific data such as enrolment status, attendance, assessments, or learner progress, or whether it should only provide general informational assistance.	The RFP clauses are self-explanatory
38	Please confirm whether chatbot conversations, prompts, and responses are to be stored and audited, and if yes, the required retention period and access policy.	The RFP clauses are self-explanatory
39	Kindly clarify whether chatbot interaction logs must also be encrypted at rest and in transit under the same security controls applicable to application and database data.	The RFP clauses are self-explanatory
40	Please confirm whether the mandatory security audit and safe-to-host certification will explicitly cover the AI chatbot stack, including prompt handling, model endpoints, WhatsApp integration, and retrieval/search components.	The RFP clauses are self-explanatory
41	Please clarify whether the chatbot must integrate with the LMS to answer questions such as pending assignments, progress, course availability, or assessment status.	The RFP clauses are self-explanatory
42	Kindly confirm whether the chatbot should support ticket creation, grievance registration, and status tracking, or whether all such interactions are to remain outside chatbot scope.	The RFP clauses are self-explanatory
43	Please confirm whether the chatbot is required to support human handoff / escalation to helpdesk agents when a query is unresolved or outside the approved knowledge base.	The RFP clauses are self-explanatory
44	Kindly clarify whether the chatbot is expected to trigger or coordinate with SMS / email / push notifications for reminders, alerts, and updates.	The RFP clauses are self-explanatory
45	Please confirm whether chatbot usage analytics (e.g., query volume, unresolved queries, language usage, escalation trends) are required to be shown in the dashboard / VSK integration.	The RFP clauses are self-explanatory
46	Kindly share the detailed evaluation criteria for the chatbot during technical presentation/demo, including whether the evaluation will consider answer accuracy, relevance, safety, multilingual capability, latency, and user experience.	The RFP clauses are self-explanatory
47	Please confirm whether bidders are also required to submit a sample chatbot prototype / demo knowledge base / use-case flows along with the technical proposal.	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
48	Kindly confirm the acceptance criteria for chatbot Go-Live, including whether this includes multilingual readiness, approved knowledge base, security clearance, performance testing, and helpdesk escalation readiness.	The RFP clauses are self-explanatory
49	The financial format contains a single line item for Chatbot. Kindly confirm whether bidders should include under this line item all related costs such as LLM/model hosting, vector search, moderation, multilingual NLP, analytics, WhatsApp integration, and maintenance.	The RFP clauses are self-explanatory
50	Please confirm whether ongoing chatbot support for the full contract period includes model tuning, knowledge base updates, prompt optimization, bug fixes, and minor enhancements without additional cost.	The RFP clauses are self-explanatory
51	Kindly confirm whether WhatsApp Business Account creation, template approvals, BSP onboarding, and per-conversation charges are to be arranged and included by the bidder.	The RFP clauses are self-explanatory
52	Please clarify how future chatbot enhancements such as new intents, new workflows, new integrations, or expanded AI features will be handled commercially after the initial implementation / pilot period.	The RFP clauses are self-explanatory
53	Kindly clarify ownership of chatbot-related artifacts, including source code, prompt libraries, conversation designs, FAQ structures, and model customizations, in light of the clause assigning IP and proprietary rights to SIOS.	The RFP clauses are self-explanatory
54	The RfP (Clause 17) explicitly prohibits Consortium or Joint Venture arrangements. However, the RfP does not address whether a fully qualified prime bidder may engage specialist sub-contractors for specific technical components of the scope (e.g., AI/chatbot development, e-content production, accessibility features).	The RFP clauses are self-explanatory
55	<p>Query 1: Can the demonstrated domain expertise and delivery track record of the Bidder's Founder/Key Technical Personnel — specifically in LMS, assessment management, student lifecycle platforms, and e-content production — accumulated at prior organisations, be submitted as supporting capability evidence in the Technical Proposal, even if the Bidder entity itself does not independently satisfy the 5-year vintage criterion?</p> <p>Query 2: Will SIOS consider a relaxation of the 5-year vintage requirement for firms whose founding team brings decades of directly relevant, demonstrably verifiable domain experience in the exact technology areas covered by this RfP?</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
56	<p>Query 1: Does the EMD exemption and any associated eligibility relaxations extend to firms holding (a) a DPIIT Startup India Recognition Certificate, and/or (b) a Udyam Registration Certificate from the Ministry of MSME, GoI? Or is recognition specifically under the Odisha Startups Policy / Odisha MSME Development Policy mandatory?</p> <p>Query 2: Beyond the EMD exemption, are startups or MSME-registered firms eligible for any relaxation on the substantive pre-qualification criteria, including (a) the minimum 5-year vintage requirement, (b) the Rs. 15 crore average annual turnover threshold, and/or (c) the profit/positive net worth requirement for the last 3 financial years?</p> <p>Query 3: If relaxation is available, what specific documentary evidence must be submitted to claim it — and is the DPIIT Startup India certificate or Udyam certificate sufficient for this purpose?</p>	The RFP clauses are self-explanatory
57	<p>Query 1: How strictly will these certifications be evaluated at the pre-qualification stage? Will a Bidder be disqualified outright if it holds ISO 27001 and ISO 9001 but not CMMi Level 5 — or will the Evaluation Committee consider the overall capability evidence?</p> <p>Query 2: Will SIOS consider accepting CMMi Level 3 or an equivalent process maturity certification as meeting this criterion, given that many strong edtech and software firms operate at CMMi Level 3 with demonstrably strong delivery records?</p> <p>Query 3: Is there a provision for the Bidder to submit a credible, time-bound plan to obtain CMMi Level 5 post-award, as a condition of contract award rather than a pre-qualification bar?</p>	The RFP clauses are self-explanatory
58	<p>Query: For the purpose of computing qualifying turnover, does revenue from (a) SaaS/subscription-based platform models, (b) managed services and platform support, and (c) e-content creation and delivery services count under 'software development and related services'? Or is the criterion limited to custom software development contracts only?</p>	The RFP clauses are self-explanatory
59	<p>Query: Could SIOS consider sharing the indicative budget or estimated contract value for this engagement? This would help bidders right-size their proposals, avoid over- or under-engineering the solution, and ultimately result in more competitive and comparable bids for SIOS to evaluate.</p>	The RFP clauses are self-explanatory
60	<p>Query 1: Is it mandatory for a single bidder to bid for both Scope A and Scope B together as an indivisible package? Or can a bidder choose to respond to only one scope?</p> <p>Query 2: If the award is a bundled single contract, will technical evaluation scores for each scope be computed independently before being combined — or is it a single composite evaluation?</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
61	<p>Query 1: Will SIOS/OCAC provision server infrastructure (virtual machines, storage, network bandwidth) for both staging/UAT environments and production – or is the Bidder responsible for arranging and funding its own staging/testing infrastructure during the development phase?</p> <p>Query 2: At what project milestone will SIOS make SDC infrastructure available to the selected Bidder? Specifically, will infrastructure be ready at T+0 (work order), or only at the production deployment stage (T+100 onwards)?</p> <p>Query 3: The RfP requires the solution to be scalable to accommodate N number of learners with no core architectural change. In the interest of future scalability, will SIOS permit the architecture to be designed as cloud-portable (i.e., deployable on Government Cloud / NIC Cloud / approved cloud platforms) if the SDC infrastructure proves insufficient at scale? Or must the architecture be SDC-only?</p>	The RFP clauses are self-explanatory
62	<p>Query: Does SIOS currently maintain any existing student database, enrolment records, or legacy digital platform from earlier academic years? If yes, will the selected Bidder be responsible for data migration, and what is the approximate volume, format, and condition of existing data?</p>	The RFP clauses are self-explanatory
63	<p>Query 1: Does SIOS already hold a verified WhatsApp Business API account and WABA number, or will the Bidder be required to initiate the Meta business verification and WABA onboarding process from scratch?</p> <p>Query 2: Will the recurring WhatsApp messaging costs (Meta's per-conversation charges) be borne by SIOS as a pass-through cost, or must they be included in the Bidder's financial proposal?</p>	<p>1. No</p> <p>2. To be borne by SIOS as per actuals</p>
64	<p>Query: Is SIOS open to the Bidder proposing an existing, widely-deployed open-source or commercial LMS platform (such as Moodle, Open edX, or equivalent) customised to SIOS's specific requirements and curriculum – or does SIOS mandate a ground-up custom-built LMS? This has significant implications for development timeline, total cost, and long-term maintainability.</p>	The RFP clauses are self-explanatory
65	<p>Query: Will the cost of engaging a CERT-In empanelled security audit firm be borne by the Bidder (included in the financial bid) or will SIOS separately procure and pay for this audit? Can SIOS clarify the expected scope and duration of this audit so bidders can factor in accurate timelines?</p>	The RFP clauses are self-explanatory
66	<p>Query: Can SIOS provide, during the pre-bid stage or at the time of award, the VSK (Vidya Samiksha Kendra) API documentation, data exchange specifications, and integration protocols? What is the expected data payload and frequency of synchronisation between the SIOS platform and VSK?</p>	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
67	Query: Will SIOS facilitate API access credentials and MoU-backed data exchange arrangements with national registries such as UDISE and APAAR, and the Odisha state student registry? Or will the selected Bidder be independently responsible for obtaining these integrations, and if so, what is the expected lead time for such access?	The RFP clauses are self-explanatory
68	Query: Will the SIOS Mobile App be published under SIOS's own verified Google Play / Apple App Store developer accounts, or will the Bidder be required to create, manage, and fund these accounts? Who holds ownership and administration rights post-handover?	Bidder to create and manage & SIOS to hold ownership and administration rights
69	<p>Query 1: Will SIOS provide subject matter experts and academic reviewers as its own responsibility (as stated in Section B, Roles of SIOS), or is the Bidder expected to independently source and fund all subject experts across 12 subjects?</p> <p>Query 2: For ISL (Indian Sign Language) interpretation in video content — will SIOS provide certified ISL interpreters or must the Bidder source and contract them independently?</p> <p>Query 3: Is there any existing curriculum mapping, learning outcome framework, or prior storyboard/content material from SIOS or BSE that the Bidder can use as a starting reference? Or is all 300-lesson content entirely greenfield from scratch?</p>	The RFP clauses are self-explanatory
70	Query: Is the 10% maximum penalty cap applicable in aggregate across all SLA categories simultaneously — i.e., once cumulative penalties across all heads reach 10% of contract value, no further deductions will be applied? Or does each individual SLA category carry its own separate 10% cap?	The RFP clauses are self-explanatory
71	Query: Does this mean the Bidder's quoted prices will be frozen indefinitely for potential multi-year extensions? If so, is there a provision for a pre-agreed cost escalation mechanism (e.g., linked to CPI indexation or a fixed annual escalation percentage) for extended contract periods beyond FY 2026-27?	The RFP clauses are self-explanatory
72	The Bidder must have an average annual turnover of a minimum INR 15 crores, over the last three financial years (FY' 2022-23, 2023-24 & 2024-25) put together. Imposing a ₹15 Cr threshold for MSME/startup bidders is highly restrictive & will exclude AI startups who have built groundbreaking AI technologies in the last 3 years. The generative AI shift is just 3 years old considering OpenAI ChatGPT launch in November 2022. Additionally in India, GenAI is still very emergent, innovation-driven sector where capability is often demonstrated through engineering capacity and POCs rather than historical revenue.	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
73	<p>The bidder/ OEM must have experience in developing mobile apps/ chatbot/ portal during the last three financial years 2022-23, 2023-24 &amp; 2024- 25 put together.</p> <ul style="list-style-type: none"> <li>• One similar project of ₹ 3 crore or more.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Two similar projects, each of ₹ 1.5 crore or more.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Three similar projects, each of ₹ 1 crore or more.</li> </ul> <p>"We request that DPIIT-recognised startups be allowed to count self-developed, production-grade AI platforms as valid experience under the eligibility criteria.</p> <p>Such projects, if publicly deployed, supported by technical documentation, deployment proof, and CA-certified cost, may be considered equivalent to:</p> <p>One project of ₹3 crore, OR Two projects of ₹1.5 crore each, OR Three projects of ₹1 crore each"</p>	The RFP clauses are self-explanatory
74	Annual Average turnover of the Bidder from Software Development and related Service only (excluding supply of hardware, hardware maintenance, supply of system software and call centre) in the last 3 Financial years (Fys' 2022-2023, 2023-2024 & 2024 2025)	The RFP clauses are self-explanatory
75	The firm should have developed and implemented educational mobile applications for any Department in the State / Central Government/ Govt. PSU/ Govt. Autonomous body in India. (At least one Project having downloaded 10K with proof Play Store/ other apk store link) The Bidder/OEM should have developed and implemented educational mobile applications for any Department in the State / Central Government/ Govt. PSU/ Govt. Autonomous body in India. (At least one Project having downloaded 10K with proof Play Store/ other apk store link)	The RFP clauses are self-explanatory

Sl. No	Representations/queries	Response
76	<p>Page-11, Sec(2) Pre qualification criteria: The Bidder must have an average annual turnover of a minimum INR 15 crores, over the last three financial years (FY' 2022-23, 2023-24 &amp; 2024-25) put together. "We would like to request your kind consideration for relaxation in the prescribed annual turnover criteria for this tender.</p> <p>We are an MSME-registered startup organisation with a positive net worth as of the date. As per the Government of Odisha Startup policy, while we may not fully meet the specified turnover requirement, we possess the necessary technical expertise, relevant experience, and operational capability to successfully execute the scope of work outlined in the tender."</p>	The RFP clauses are self-explanatory
77	<p>Page-12, Sec(2) The bidder/ OEM must have experience in developing mobile apps/ chatbot/ portal during the last three financial years 2022-23, 2023-24 &amp; 2024-25 put together. • One similar project of ₹ 3 crore or more. OR • Two similar projects, each of ₹ 1.5 crore or more. OR • Three similar projects, each of ₹ 1 crore or more."We have developed an MIS system, a Dashboard and an App for students and teachers, over the course of 3 years, valued at more than 1cr.</p> <p>We request that you kindly consider this."</p>	The RFP clauses are self-explanatory
78	<p>Page-12, The bidder should have the following certificates: ISO27001, ISO 9001, and CMMi Level 5. "We would like to seek clarification and request your kind consideration regarding the eligibility criteria requiring bidders to possess ISO 27001, ISO 9001, and CMMI Level 5 certifications As an MSME-registered startup</p> <p>with a positive net worth, we may not currently hold all the specified certifications. However, we possess the necessary technical expertise, relevant experience, and operational capabilities to successfully deliver the scope of work."</p>	The RFP clauses are self-explanatory