Subject: Queries Post Webinar Meeting dated 29.05.2020-for Selection of Strategic Partner for EV NCIP-reg.

A webinar was organized for clarifying the queries raised further on the earlier response to the "Request for Proposal for Development, Operation and maintenance of Enhanced Version of National Crop Insurance Portal (EV-NCIP) by the prospective bidders. Pointwise reply to the revised queries raised is enclosed.

Encl: As above

Kamna. R. Sharma
Dy. Commissioner (Credit)
(08.05.20)

Distribution: All institutions from where written queries have been received.

S.No	CLAUSE	QUERY	RESPONSE
1	Form-5 Page-88	Form-5(Financial Capacity of the bidder.) 1. Kindly issue the correction. Annual Turnover (Rs. in Crores) & Annual Revenue (Rs in Crores) . Both seems to be same data but asked separately. 2. Request to allow Form-5 be certified either by the Statutory Auditor/Chartered Accountant/ Company Secretary. 3. Attorney/CA can not certify below statement. Audited Balance sheet can be refereed for this. This is to certify that .... (name of the Applicant) has received the payments shown above against the respective years on account of delivery of services.	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
2	Form-1 Page-83	Kindly allow the "Letter of Proposal" as per format given in Model RFP by Meity.	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
3	Form-4 Page-87	POA (Form-4) - Please do not make the Power of Attorney in format as per RFP- Form-4 mandatory. General POA conferred to our Authorized sigantory is equally qualified. It is not feaseable to make new POA for each bid.	No change, existing RFP terms and conditions shall prevail.
4	Form-6 Page-89	A) Project citations- We can only share Masked work order wherever there is an NDA with client. Further details can be shared upon demand. Payment received so far- this is a confidential information. Kindly drop this clause from Form-6(Eligibe Assignments). B) Please allow experience certificate as per form-6 certified by the Company secretary of the Bidder. Further clairification can be provided by the bidder upon request.	A) No change, existing RFP terms and conditions shall prevail. B) Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
5	HARDWARE	Kinldy Mandate Cloud Infrastructure due to below rationale: Going by prior experience, requirements like high availability, fault tolerance, scalability, elasticity (auto-scale up and down), disaster recovery etc. will be very difficult to achieve in the existing on-premise setup. EV-NCIP being a high vibility and impact program of the Government of India, it is advised to go for a cloud setup. Further, setting up a private cloud setup in NIC database will be difficult to achieve. As the existing data center does not appear to have SLAs, it will be difficult for the service provide to comply to the specified stringent SLAs of availability and performance (99.95%). The SLA related to go-live of the project also requires agility, i.e. self service facilities for setting up the technical platform, which is possible only with the use of a cloud. We request clear guidance on deploying EV-NCIP on the cloud rather than on-premise (in the NIC setup) to remove ambiguity.	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.

S.No	CLAUSE	QUERY	RESPONSE
6	BLOCKCHAIN	What will be considered as "Go-live"? The block chain fabric requires the IC to setup and commision their block chain nodes to ensure information transfer (in block chain protocol) between them and EV-NCIP. Three scenarios may be possible, (a) Total blockchain: EV-NCIP and all ICs are on block chain (b) No blockchain: only EV-NCIP has the capability and ICs are not ready yet (c) Mixed/hybrid: EV-NICP and some ICs are on block chain. We suggest that a mixed/hybrid mode operation be specified so that EV-NCIP can go live even in "no blockchain scenario".	Once companies provide requisite infrastructure and they are integrated, it will be considered as Go-live. In case of any hurdle from companies end, Go-live won't stop. Department will ensure necessary compliance by Insurance Companies.
7	NCIP	(a) What part of the existing data is to be migrated to EV-NCIP? Annexure 1 of Corrigendum 2_ EV-NCIP_Replies_Of_Queries specifies total of 23.40 TB. The spilt specified is 10.17 (backend), 6.35 (elastic), 5.59 (frontend), 0.65 (fileserver + backend), and 0.64 (database 2). (b) Is there any other data than the 23.4 TB? (c) In the meeting on 29-Apr-2020, it was mentioned that complete data is to be transferred. Kindly reconfirm. The information is required for sizing the bandwidth, storage, and calculating the expected time taken for the migration.	Complete project and data at the time of takeover of NCIP is to be migrated to cloud. There is additional 2.5TB on the shared database.
8	NCIP	Does NCIP 1.0 allow for sending incremental data, after a one-time migration has been done? The migration plan may involve a one time migration, followed by incremental migration (of database information and files), and cut over to EV-NCIP.	Migration strategy has to be decided and implemented by strategic partner.
9	GENERAL	What is the retention policy for (a) enrolment forms (b) supporting documents for non-loanee, CSC faciliated enrolments (c) application and system logs (d) audit logs? This is required for sizing the storage.	All data available in NCIP and EV-NCIP will be stored forever. Archiving policy for older data will be decided during implementation.
10	HARDWARE	Does on-premise imply NIC datacenter (with NIC providing the required security for networking, storage, server etc). Kindly confirm.	Yes. and Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
11	GENERAL	Can the video files be placed on third-party content sites like youtube and a link provided to the same on the EV-NCIP portal?	No.
12	HARWARE	What is exactly stored in elastic? Does it have actual content or only the indexes and link to the original content? The query is arising because the database size is 660 GB but the elastic store is 7 TB.	Data is same as in 2 Databases, however for sizing refer to the working of Elastic Search.

S.No	CLAUSE	QUERY	RESPONSE
13	BLOCKCHAIN	Documents will not form part or be passed through block chain framework. Only the data like enrolment application will be part of the block chain framework. Kindly reconfirm. For ICs needing to fetch documents associated with an enrolment application, we suggest an API based access (exposed by EV-NCIP) to fetch the document.	In principle agreed. Protocols for transfer for documents will be decided at the time of implementation in consultation with Insurance Companies.
14	PAYMENT GATEWAY	Will IC continue making claim payments using their own payment gateway (as being done now) and then send information of such payments to EV-NCIP? Or they will come to EV-NCIP and do the payment using the online payment facility module?	All Claims will be processed through EV-NCIP only, once the said functionality is live. Till then Claim payment information by Insurance Companies will be captured through data entry/excel upload/APIs.
15	MODULE-6	In the meeting on 29-Apr-2020, it is understood that call center "call audio recording" is already in place and service provider will not have to provide any kind of call audio recording or storage for storing the call audio recording being done by the existing call center service provider. Kindly reconfirm.	Yes
16	GENERAL	Kindly confirm that enrolments used WBCIS (Weather based crop insurance) is also included alongwith PMFBY in EV-NCIP.	Yes. Both schemes are implemented using NCIP currently and similarly on EV-NCIP in future. Any reference to PMFBY, includes reference to R-WBCIS also.
17	HARDWARE	Cloud service providers allow for different storage categories like hot, cold, and archive. Archive tier is typically offline and with latency requirements in the order of hours. Kindly confirm is some type of data (logs, documents) can be moved to the archive storage. If yes, which kind of data? This information is required for sizing the storage in an appropriate manner.	Archiving policy will be decided during implementation stage. Policy will be as per industry standard only.
18	CCE APP	CCE app captures, From-1 and Form-2 data along with geo-coordinated photographs. Refer: Crop Cutting Experiment (CCE) mobile application, page 56 of RFP. Kindly confirm the average number of photographs taken for each crop cutting experiments?	It varies with time and requirement, though it will always be optimal and rationale. Currently Primary worker can upload upto 15 pictures per experiment, while average upload is 8. In crop Insurance app, a video of upto 1 min with 480p resolution can also be uploaded by Farmers in the new crop loss reporting feature.

S.No	CLAUSE	QUERY	RESPONSE
19	HARDWARE	For deployment on cloud , CSP (Cloud Service Provider) does not allow third-party audit for Infrastructure which includes server and network device , hence scope for third party security audit from Cert empanelled agency will be restricted to Application audit only. Please confirm?	Yes. However audit certificate by the relevant government agency or as specified by MeitY has to be submitted for CSP. It is further clarified that Strategic partner has to adhere to all conditions for MeitY empanelment (like mandatory storage of data, files, codes etc in India, network security etc) for the implementation of this project as well. Strategic Partner has to mandatorily ensure the same and any failure will lead to disqualification and Department will initiate legal proceedings. Futher directions given by MeitY from time to time in this regard also have to be followed.
20	MODULE-1	As per the understanding from RFP and the previous query responses, Cost along with management for DSC issuance , Certificate and dongle hardware will be borne by customer , Please confirm?	Yes. Strategic partner will be responsible for authentication, storing credentials and linking of DSCs to users and authorization of payments using DSCs.
21	Replies_of_queries-8	"Any hardware provisioning required for setting up nodes at IC will be done by IC itself" "1, The hardware will also include system software like Operating System and application software like Hyperledger etc. Kindly confirm. 2. Is there an expectation for the kind of network connectivity between NCIP and the IC nodes (e.g. internet, private network)?"	Strategic Partner will have no financial liability for any hardware and OS/other softwares at IC nodes. They will only be responsible for detailing hardware & software parameters that Insurance companies have to provide and do necessary configuration post receiving the same. Node setup and related programming will be done by strategic partner. All industry standard blockchain and it's security protocols have to be adhered to.
22	HARDWARE	Please confirm if the Software Assurance for Licence componnets is in place ? If the same is NOT in place then do the SP has to renew the same ?	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
23	HARDWARE	As per the RFP there are 3 servers where as Corrigendum showing total 5 servers. Please provide the clarity on the Number of servers with complete details.	Server details are as per annexure to first round of pre-bid responses.
24	HARDWARE	Please confirm if the hardware AMC is in place ? Our understanding is that it is out of SP Scope . Please clarify.	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
25	Replies_of_queries-31 Module-25	"DAC & FW is already AUA." "Who is the ASA? It is assumed that department will pay the transaction costs (if any) for ASA."	Transaction charges, if any, will be paid by the Department.
26	Replies_of_queries-33 Module-2	Paygov appears to be an NSDL project. What does the reference Billdesk mean?	Department's contract is with PayGov, which is further using some services of Bill Desk. For clarification current payment gateway partner is PayGov.

S.No	CLAUSE	QUERY	RESPONSE
27	Replies_of_queries-37 Module-26	It is not clear whether claim portion to be paid by State government, GoI will be routed to Insurance Company, who will then pay to farmer account? Or the payment is done using FTO in PFMS. Please explain how would PFMS be used for claim payout? Who would prepare and digitally sign the Fund Transfer Order?	Claim payment will be done only by Insurance Company. Further refer to Module 1 of RFP.
28	Replies_of_queries-67	"Time is 9 am to 9 pm." Is it five days a week? Kindly clarify.	Seven days a week.
29	Module-1	How is the digitally signed FTO sent to PFMS? Using API?	Presently, files exchanged through SPFT. However, protocol as defined by PFMS will be used for file sharing.
30	3.4/RFP/Page 34	Is the helpline/team for handing software related queries expected to placed at the Kisan Call Center (with a different number)?	No it will be placed in Strategic partner's premise.
31	MODULE-8	1. Please provide more details of MNCFC system (RFP does not provide much information and thus assessment of integration effort/cost is difficult). 2. Is the system under development/enhancement as part of another RFP? 3. Are the system APIs ready for integration?	MNCFC will share requisite information through APIs and necessary reports and GIS representations will be built over it.
32	RFP, Page 65	1. Please provide what all varieties of old seasons' data needs to be converted into regional languages apart from the following: a. Data in the application forms (like Farmer Name, Address) b. Application Processing Remarks on the form by various stakeholders? 2. Would Translation also be required apart from Transliteration of the English data into Regional Language(s)? 3. Would all forms' data be converted into 11 regional languages, or to one regional language (as per the official state language) only?	All static data will be converted to regional languages. Translation/transliteration will be adopted as per suitability to functionality.
33	RFP, Page 65	1. In case user enters data in English - would the data still need to be converted into Regional Language? 2. What all user types/transactions are required to be entered in regional language and converted into English (or vice versa)? Is it for Farmer entered data only? 3. Are any details required to be entered in free form (regional language sentences) that is, need Translation features for data conversion into English?	Data fed in English language will be converted to regional language and vice-versa. Department will declare the regional language for each geographic region. All datasets then will be available in English and regional language of that region only. Existing data will also be converted on same logic.

S.No	CLAUSE	QUERY	RESPONSE
34	Operational Guidelines	1. If the claim amount exceeds 350% of premium or 35% of sum insured (whichever is higher) - how would the state and central government provide protection to the ICs? For instance:- a. ICs would be asked to pay applicable claimed amount (say 20% more than their limit as per the specified rule), and State Govt plus Central Govt will reimburse to respective ICs for the additional 20% (10%+10% each) OR b. The ICs would not settle claims beyond their limit, and State Govt/GoI will directly pay out to the remaining farmers? If yes - how would ICs decide which farmers to be paid?	Not relevant to Strategic Partners.
35	RFP, Page 65	Kindly provide number of SMS, and SMS Templates to be maintained in English as well as Regional Languages.	Template language will be approved by Department. Number of SMSes are not relevant as Department will bear the cost for same. Every transaction related to any stakeholder will trigger a SMS.
36	RFP, Page 65	Kindly provide number of Emails, and Email Templates to be maintained in English as well as Regional Languages.	Template language will be approved by Department. Number of Emails are not relevant as Department will bear the cost for same. Every transaction related to any stakeholder will trigger an Email. Currently Email gatewaay is not integrated in NCIP.
37	GENERAL	Kindly provide number of Letters, and Letter Templates to be maintained in English as well as Regional Languages.	Query not clear.
38	BLOCKCHAIN	Since all the IC companies are using different tech systems, will IC companies allow the NCIP strategic partner to integrate IC tech system with blockchain or IC companies has an option to ask their vendors to integrate IC tech system with Blockchain nodes setup by strategic partner.	Refer to serial No. 21 above.

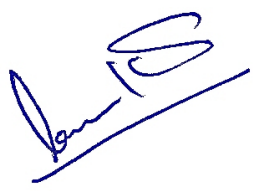| S.No	CLAUSE	QUERY	RESPONSE
39	3.Criteria for Evaluation -> 6	We have been delivering some of the mission critical projects for goverment of India and in other countries too. Some of the Projects that we are delivering are with CBDT, MCA, RBI, CICP, AICTE, Indian Railways, Indian Coach Factory, Defense, IRDA, MOSPI, etc. We request Department to allow using the credential of 100% owned subsidiary. We are refering to the e-Pragati project of Govt. of Andhra Pradesh where the work envisaged in the RFP prequalification requirement is being executed by the 100% owned subsidiary and has delivered the asked scope. In this project there is an Integration with the Aadhar ecosystem by various departments such as : 1. Online License Management System (For Traders & Commission Agents) 2. Pension Disbursement Management System (For Pensioners of Agri Marketing Dept) 3. E-Permit (e Transportation) (For Traders / Commission Agents to Buy / Sell the Stocks; Also integration with the eNAM) 4. Rythu Bazaars (Subji Mandi's run by State Govt across Andhra – 97 are there) 5. Warehouse Management System (Agri Marketing Warehouse Application)	No change, existing RFP terms and conditions shall prevail.
40	Project Citations	"Copy of work order and experience certificate for the condition specified under clause 3.1.2 Sl.No.6. & Sl No. 7" The government projects mentioned above are mostly under Non Disclosure Agreements. Though we may be able to provide you the first page of the contract and the relative section in the RFP but providing you the detail of the exact deliverable and the components within the contract and the nature of the contract may not be possible at this stage. We would provide the company secretary letter and the contact details of the relevant customers. Request: a. Please allow to submit the Bid with Company Secretary Letter for the said Credentials	No change, existing RFP terms and conditions shall prevail.
41	SECTION 3.4, V PART-I	We understand that Whatapp groups heve been created for each stakeholder like Bank, States, Insurance compnaies, CSC etc for faster communication and resolution of issues. This platform is being used for general queries by stakeholders, however there could be breach of security and data security violation while responding queries to what's app group. Hence we request to delete this clause.	No change, existing RFP terms and conditions shall prevail. Also whatsapp groups are not for sharing data. It is only for grievances and quick information sharing.
42	Format -2 ; financial proposal	We suggest to please provide standard format for cost breakup to be provided in seprate sheet.	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.

S.No	CLAUSE	QUERY	RESPONSE
43	FORM-6 (ELIGIBLE ASSIGNMENTS OF	Please clarify that the Professional Fee means the "Project Cost or the Total TCV" of the Project	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
44	FORM-6 (ELIGIBLE ASSIGNMENTS OF	Request you to remove "Payment by the Authorized Agency" as it is confidential between the two organizations	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
45	FORM-5 (FINANCIAL CAPACITY OF THE APPLICANT)	Request you to allow the change in sentence as "This is to certify that .... (name of the Applicant) has received more than INR 200 Cr in respective years on account of delivery of services"	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
46	Hardware Specification	Please clarify that the new environments to be provisioned are Dev, UAT, Prod and DR etc.	Yes. and Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
47	Software Specification	Kindly confirm the MS SQL licenses currently present in the existing setup and how much can we leverage in the new system	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
48	3.6 Project Timelines	Due to requirement for application takeover within one month, it may not be feasible to transition the entire application on cloud within the first month. In this regards, it is request that the Application takeover within first month still remain, but Strategic Partner be allowed time upto 4 months to transition complete workloads to cloud. During this period, it is requested that Strategic Partner be allowed to run application on as-is basis on current infrastructure and current licenses/infrastrcuture be allowed to be used.	It is clarified that Strategic Partner may take upto 3 months to transition to cloud and continue to use current licences and infrastructure for transition; DAC&FW shall not levy any fee for usage of current infrastrcuture for transition; however, DAC&FW shall bear 'no extra cost' on this account and Strategic Partner shall be responsible for all resource requirements up and above current infrastructure/license available on as-is basis.

It is however highlighted, the SLA shall be applicable post application takeover (i.e. 1 month post contract signing) as per RFP terms. Further, such time to migrate shall have no bearing on any timelines and shall remain as per RFP |
| 49 | Module 21. Data Analytics | Since volumetrics and use cases for Data Cleansing and Predictive Analysis are not provided, can we assume that for this Module currently the Strategic Partner only expected to provide the Analytics tool(s) as part of the proposal, as also emphasized in the RFP, please confirm | Department will detail the type of analytics to be done. Further data cleansing is required for migration from NCIP to EV-NCIP for ensure dataa integrity. For any missing link, Department can be consulted. |
| 50 | MODULE-10 | Currently there aren't any OEMs providing the language coverage as requested in the RFP other than CDAC. But with CDAC, there seems to be a conflict of Interest from the Translation and Transliteration part. Please confirm that for Translation and Transliteration services, the SI/MSP will use the open source services from CDAC and will not be responsible for any quality and completeness of the same. | Refer to Serial No. 2 of first set of responses to pre-bid queries dated 9th April, 2020. |

S.No	CLAUSE	QUERY	RESPONSE
51	Payment Gateway	Where shall we submit the Payment Gateway Transaction Fees i.e. shall we include it in a section as part of the technical proposal since there is not format provided in the Financial proposal to include the same. We understand that DAC&FW will undertake negotiations with the PG directly but these are the initial quotes from the PG which need to be officially conveyed to DAC&FW	This will not be part of financial bid. You can disclose the same as part of technical bid and presentation.
52	3.Criteria for Evaluation - > 9	We request you to please change this technical qualification criteria as : Has worked upon node.js and Elastic Search (ES) OR Solr search engine in any project amounting to minimum 50 Lakhs in last 3 financial years. (Max Marks - 15) Experience in both Spring/Node js and ES= 15 marks Experience only in Node JS = 10 marks Experience only in ES / Solr = 5 marks No Experience=0 Marks	No change, existing RFP terms and conditions shall prevail.
53	3.Criteria for Evaluation - > 9	Regarding experience in Node JS and ES, can we send self-certification of technology used (with demonstration of use through code documentation) along with a copy of Purchase Order as its very difficult to get such a certificate from the Client more so during these lock-down situation. Please confirm	Self certification is mandatory. Further to establish it, work order/ approved SRS-FRS/ Certificate or any other document mentioning the same from authorized agency of the project has to be submitted and it will be subject to satisfaction of DAC&FW. In all cases project completion certificate/ experience certificate is also required to establish that the project was successfully completed and acheived Go-Live. All other details as mentioned in Form-6 (Eligible Assignments of the Applicant) have to be provided.
54	3.Criteria for Evaluation - > 9	Reference to the evaluation criteria 9. We request you to remove the restriction of last 3 financial years for the node.js and elastic search projects. While we agree that these technologies are recent we feel that the time window of 7 years should be there as in the Evaluation Criteria 5. Please confirm.	No change, existing RFP terms and conditions shall prevail.
55	GENERAL	1. Please can you let us know whether 2 persons are required at Krishi Bhawan for 1 year of development phase only OR for 4 years which includes 1 year of development and 3 years of O&M.	Throught the duration of contract, both development and O&M.
56	FORM-5 (FINANCIAL CAPACITY OF THE	Reference to FORM-5 (FINANCIAL CAPACITY OF THE APPLICANT), we believe the certificate can be provided by the Chartered Accountant, and statutory auditor is not mandatory	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
57	3.Criteria for Evaluation - > 2	Reference to evaluation (scoring) criterion clause 2, 3 financial years immediately preceding PDD would be 2019-18, 2018-17, and 2017-16. Please confirm.	Yes

S.No	CLAUSE	QUERY	RESPONSE
58	HARDWARE	Disaster Recovery site – Since there isn't much clarity on the existing DR infrastructure for reuse we assume that only additional storage is required at the DR site. Please confirm	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
59	SECTION 3.4 (e) PART-I	Does Stragic Partner also need to develop and maintain required documents such as how-to(s) and FAQs/ videos/ portals as essential training modules for NCIP?	Yes
60	Section 3.1.2, Serial No.10&11	Do we have to submit the presentation and blue print for these along with technical bid and what all it should contain?	Yes blue print and draft presentaation has to be submitted with technical bid. It should contain all details as asked for in the serial No. 10 and 11 of this section along with following mandatory details: proposed architecture for EV-NCIP, Blockchain, Migration Plan & details of CSP, tools to be used for SLAs, Data analytics, language conversion etc, proposed payment gateway, softwares that will be used. However at the time of presentation to Department, Strategic partner may propose further enhancements to the solution and same will also be considered.
61	Part-2 of RFP: DSA	If this is draft version, will there be changes in final agreement?	Essence of the DSA and its sections will remain the same. However finer details and wordings may be relooked based on inputs of Strategic bidder and concurrence of DAC&FW.
62	1.11 Eligibility to participate in the bid	Request to Kindly elaborate/clearly define the total system solution	It means complete project should have been developed, managed and maintained by the bidder including all of its modules and not just a part service provided.
63	2.3 Number of Proposals	The scope and scale of the project requires more than one company's expertise to execute the project so we request to allow one consortium partner to bid for this project. And the Eligibility/Technical Criteria to be met by any of the partner jointly.	No change, existing RFP terms and conditions shall prevail.
64	3.1 Evaluation of Technical Proposals	We request to modify this clause as mentioned below: Average Annual turnover in the last 3 financial years immediately preceding PDD. • Turnover ≥ INR 80 Crore = 10 marks • INR 65 Crore ≤Turnover<80 Crore = 08 marks • INR 50 Crore ≤Turnover<65 Crore = 05 marks • Turnover < 50 Crore = Disqualified	No change, existing RFP terms and conditions shall prevail.
65	3.1 Evaluation of Technical Proposals	For the scope of work of the project CMMi level 3 is sufficient to cater the project requirements request to kindly consider CMMi level 3 for this clause and modify the clause accordingly.	No change, existing RFP terms and conditions shall prevail.
66	3.1 Evaluation of Technical Proposals, Serial 6	What supporting documents are to be provided to satisfy this clause as in most cases work order/completion certificate would not have this mentioned. Please clarify.	Refer to Serial No. 53 above.

S.No	CLAUSE	QUERY	RESPONSE
67	3.1 Evaluation of Technical Proposals	Our understanding is the deployment and project implementation has to be done at central level only. Number of offices & presence in various states is not relevant to the project.	No change, existing RFP terms and conditions shall prevail.
68	3.1 Evaluation of Technical Proposals	What supporting documents are to be provided to satisfy this clause as work order/completion certificate would not have node.js & Elastic search specifically mentioned. Please clarify.	Refer to Serial No. 53 above.
69	3.7 TERMS OF PAYMENT SCHEDULE	As there is no provision of advance payment in this RFP, hence we request modification in the payment terms. On completion of first milestone which is project planning we request to release atleast 10% of Part I of Quoted Price.	No change, existing RFP terms and conditions shall prevail.
70	1.11 Eligibility to participate in the bid	As discussed during the pre bid meeting which was held on 29th April 2020 and in the meeting it was confirmed from the client's end verbally that the turnover of Financial Year 2019-20 will be considered for evaluation. We request you to confirm the same.	No change, existing RFP terms and conditions shall prevail.
71	General -Bid submission date	Due to ongoing COVID situation we request to extend bid submission timeline till 21st May	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
72	Integration with Land Record	Please clarify the methodlolgy of payment release in case only some of the states are ready with API for integration and others are not at the time of Go-live. How this will affect payment release to the bidder	Complete payment for the module will be relesaed upon succesful integration of states who make their APIs for land record available during development phase. However Strategic partner will be responsible for integrating remaining states also in the O&M phase once they provide their APIs, without any extra charges for the same.
73	Integration with IMD	We understand that the proposed system will integrate with one central system of IMD . Please clarify	Refer to Module 7. States can also have weather agency specific to them, which will also require integration.
74	Add on coverage	Please clarify on sign off approach , in case any state does not participate , Go Live should not be delayed.	This feature is part of UI of notification module. It is independent of states' participation.
75	Criteria for Evaluation	Request you to change the bid scoring weightage to 70:30 for Technical : Commercial instead of 60:40 to give more weightage to quality .	No change, existing RFP terms and conditions shall prevail.
76	Centralized Call Center	We understand by call center the expectation is to provide the technical support of the developed system and the proposed system should integrate with Kiran call centre. Farmer queries will be handled by Kiran call centre and is out of scope of the project	Yes.
77	System Availability SLA, Page 38	Does this mean that there is no target SLA for infrastructure uptime?	Refer to Corrigendum 4 numbered 13018/01/2017-Credit II dated 6th May, 2020 published on CPP portal on 6th May,2020.
78	Figure 1: Macro View – Applications/ libraries which is being used in the NCIP	Are bidders allowed to provision alternate software applications on Cloud or do we need to adhere to the softwares mentioned in RFP	Bidder is free to chose technical architecture and same is to be specified as part of technical bid.

S.No	CLAUSE	QUERY	RESPONSE
79	Roles and Responsibility. Page 33	Please suggest on the existing bugs volume, their priority.	Bugs as reported by users to be resolved from time to time. No system of tracking currently available.
80	Roles and Responsibility. Page 33	We beileve that a comprehensive documentation of the system is in place which will be used at the time Knowledge Transfer. Please confirm.	No. Bidder is expected to assess the existing details of NCIP on its own, Department will facilitate wherever possible.
81	Land Record Integration	Will the APIs provided by the State for Land Records give translated response in a standard langusge like english for integration as every state can have land records in specific language	Land record information is generally availabe in state's regional language only.
82	Integration of EV-NCIP with Crop Insurance portal of States	Will the APIs provided by the State forCrop Insurance parameters give translated response in a standard langusge liek english for integration as every state have crop insurance details in specific language	Not necessaary. Will be converted to English if APIs give information in regional language and vice-versa.
83	Implementation	Any UI development for specific staekholders such as insurance agency etc is out of scope of this RFP. Please confirm	No, all User Interfaces on EV-NCIP are part of RFP. EV-NCIP is accessed by all stakeholders.
84	Integration of EV-NCIP with the tech systems of the Insurance Companies using Block	Is it part of Strategic Partner's scope to develop a separate module/dashboard for governance and management of the Blockchain network by DAC&FW?	Yes
85	Integration of EV-NCIP with the tech systems of the Insurance Companies using Block	Who will be responsible for performing network configuration activities to ensure all Insurance Companies become part of the proposed Blockchain network?	Strategic Partner
86	Integration of EV-NCIP with the tech systems of the Insurance Companies using Block	Please revert with expected number of Insurance Companies to be part of integration	All empanneled Inusrance Companies will be integrated. Presently there are 18 of them.
87	2.18 Bid Security	1. We could find the total bid validity is for 120 days as mentioned on Page No. 15 under section "1.14 Validity of the Proposal" and here the EMD validity is requested for 150 Days therefore we request you to kindly check for any discrepancy and correct the same if required.	Agreed. However, as soon as tender is finalized, Department will return the EMD of remaining bidders.
88	3.1.2	1. Looking at the PQ the total turn over is asked for is INR 100 Crore which is already benchamrked at decent level therefore we request you to kindly modify this criteria as below so and instead of keeping it very high can you please relax it up to INR 150 Crores or above for full marks: • Turnover ≥ INR 150 Crore = 10 marks • INR 125 Crore ≤Turnover<150 Crore = 08 marks • INR 100 Crore ≤Turnover<125 Crore = 05 marks	No change, existing RFP terms and conditions shall prevail.

S.No	CLAUSE	QUERY	RESPONSE
89	3.1.2	1. Looking at the scope which is already developed and the new development scope, we feel that this criteria is a very specific criteria and this will reduce the number of participation therefore we request you to kindly remove this criteria from the Technical Qualification or relax it to considere the projects wherein Aadhar integration and any other Aadhar related work has been done. And for this a self declaration should be accepted as an evidence. Kindly consider in view of larger participation.	No change, existing RFP terms and conditions shall prevail.
90	3.4 Roles and Responsibility	"f. Software testing, security audit from the Cert-empanelled vendor and its hosting during the development phase" "1. We assume that one time security audit need to be carried out by the Strategic Partner. Please confirm. 2. If above is not the case then kindly share the total number of security audits to be done during the project tenure. 3. We assume that the cost of audit will be borne by the NCIP and directly paid to the 3rd party security auditor. Please confirm or clarify. "	As per audit policies and directions of NIC. Cost will be borne by strategic partner.
91	3.4 Roles and Responsibility	We assume that collaborating and integration with the Banks & Payment Gateway will be the bidder responsibility but all agreed subscription fees, usage charges (Transaction Commission) will be borne by the department. Please confirm.	Yes
92	3.4 Roles and Responsibility (y)	1. Is it going to be a normal telephon number of a tool free number? 2. Who will provide telephone lines? 3. If Strategic Partner has to provide then we assume that normal telephone lines will suffice the requirement. Please confirm. 3. Kindly share the current status of total number of calls received per day? 4. Total what is the size of the team that is deployed for suppot function?	A toll-free number is to be setup with minimum 3 EPBAX lines. Strategic partner will provision for telephonic lines. Further Refer to Serial No. 67 and 81 of first set of responses to pre-bid queries dated 9th April, 2020.
93	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step process and the touch points for integration of the PFMS with the proposed system. 2. Do shre the intened functionality to be developed & internalized in the Fund Management Platform and the use cases related to integration with PFMS. 3. Also, share step-by-step detailed processes from starting to till end and business logic for all below sub-components involved in Fund Management Platform and there inter-connection to each other flow wise. 4.Kindly share the complete details related to ACK and NACK. 5. Kindly share the step-by-step process for Right from mapping the Bank & Insurance company to final disbursement of premium from bank to respective insurance company.	Refer Module 1 of the Modules section of RFP

S.No	CLAUSE	QUERY	RESPONSE
94	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step flow and details about the intended functionality for this module (Online remittance of premium by Financial Institutions). 2. Kindly share the subsidy calculation logic while disbursing the payment from bank to Insurance Company. 3. Does banks will make the payment to insurance company on a specific date or it will be the real-time transaction as & when due date is arrived?	Will be part of SRS and FRS.
95	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step process of Enrolment for "Add-on coverage" of crop risk and "Claim to Disbursement" along with the process workflow involved. 2. Kindly share the business logic for Premium calculation & Claim calculation. 3. Kindly share the list of parameters to be captured while creating any add-on Insurance policy in the portal. 4. We assume that currently no "add-on Coverage" functionality is developed in the existing portal. Please confirm. 5. Kindly share the exact data need to be shared between state government and proposed solution. 6. Kindly share the exact list / type of masters need to be created. 7. Kindly share the sample form for "add-on Coverage".	All details of various modules which are required to be developed under EV-NCIP have been outlined in the RFP. The purpose of each module and the kind of involvement of any of the stakeholders can be seen in the said details. SRS requirements have to conceptualised accordingly. All modules are driven from the requirements arising from the PMFBY/RWBCIS guidelines, therefore for better understanding the guidelines may be referred. Various points have been covered under previous set of replies shared vide letter dated 9th April, 2020 and this set, the same may also be referred.
96	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step flow related to Crop Change function. 2. Please share sample form of crop change request for farmer. 3. Kindly share the business logic for premium calculation if crop is changed by farmer. 4. Kindly share the exact data need to be shared between PMFBY, farmer mobile app, crop insurance app and proposed solution.	Refer to Serial No. 95 above.
97	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the varous integration touch points and exact data that need to be shared among the databases of Land Record and proposed solution. 2. How many different portals of the states are there that required for integration within proposed solution? Kindly shre a complete list. 3. What is the procedure need to be followed in the portal where land record is not available from the State System? How the validation process will be done?	Refer to Serial No. 95 above. 2. Currently Gujarat and Karnataka have their separate state portals.

S.No	CLAUSE	QUERY	RESPONSE
98	SCHEDULE – II (Part-A) EV-NCIP Modules	1. We assume that Kisan Call Centre API will be provided by NCIP. Please confirm 2. How many different types of claims will be there? Please share sample forms for better understanding. 3. Kindly share the exact data need to be shared between state, insurance company and proposed solution. 4. Approx. how many reports do we have to consider. 5. We assume that current call centre setup is equipped to record the calls and the same will be made available through API. Please confirm. 6. We assume that integration with call centre is part of scope but managing the call centre activity is not part of current scope. Please confirm	Refer to Serial No. 95 above.
99	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the exact data need to be shared between IMD/ Weather Data Provider, State, Insurance company and proposed solution. 2.We assume that IMD/ Weather Data Provider API will be provided by NCIP. Please confirm. 3. Please share business logic for calculation of claim based on term sheet and weather parameters.	Refer to Serial No. 95 above.
100	SCHEDULE – II (Part-A) EV-NCIP Modules	1.We assume that below API will be provided by NCIP. Please confirm. 1.1.MNCFC 1.2. Location Master 1.3. Cadastral Map 1.4. Smart Sampling 2. Which all functionalities is required to developed for MNCFC in proposed solution. Kindly share details. 3. Kindly share the exact data need to be shared between MNCFC and proposed solution along with the intended touchpoints or share use cases. 4. Please elaborate your requirement in detail for below items for better understanding of scope. 4.1. Yield data or crop loss dispute intimation and settlement 4.2. ACF for insured crop for every season 4.3. Satellite data-based clustering 4.4. Integration of innovative technology driven approach for rationalisation of CCE. 4.5. Integration with the technique that is being developed for estimation of crop yield at gram panchayat level 4.6.Weather advisories 4.7. Cadastral level crop and land ownership verification 4.8.Optimisation of Crop Cutting Experiment	Refer to Serial No. 95 above.

S.No	CLAUSE	QUERY	RESPONSE
101	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Please share revenue hierarchy structure with us. 2. Kindly share the step-by-step detailed functionality of Location Master Management from starting to end along with the process workflow involved. 3. Which functionality does Strategic Partner has to developed for Location Master Management within proposed solution. 4. Kindly share the exact data need to be shared between Banks, District, CSC, other stakeholders and proposed solution.	Refer to Serial No. 95 above.
102	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the number of languages on which proposed solution and mobile application (Crop Cutting Experiment (CCE) App and Crop Insurance App) needs to be presented. List all the languages.	Refer to Serial No. 95 above.
103	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Approx. how many MIS reports are required to be created. 2.Up to how many levels the drill down is required? Kindly share 4-5 examples. 3. Please share if there is any business logic or calculations involved while doing drill down from National to Village level. 4. Total how many report templates need to be designed? 5. What type of dynamic reports are required to be generated.	Refer to Serial No. 95 above.
104	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly elaborate the the purpose of this application? 2. Kindly share the detailed functionality to be made available in the CCE Mobile. 3. Please share sample of Form-1 and Form-2 4. Apart from MNCFC and Smart Sampling are there there any other systems that requires integration with the proposed sytem. 5. Kindly share the Store URL and dummy login details to understand the requirement in detail	Refer to Serial No. 95 above.
105	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step detailed functionality of Crop Insurance App from starting to end along with the process workflow involved. 2. Which feature and functionality is required to be developed? Please share exact details. 3. Kindly share the Store URL and dummy login details to understand the requirement in detail	Refer to Serial No. 95 above.
106	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step process involved in Claim module from starting to end along with the approval workflow. 2. Please share sample forms of all claims types. 3. Kindly share the business logic for calculation of the claim.	Refer to Serial No. 95 above.
107	SCHEDULE – II (Part-A) EV-	1. What feature and functionality is required to be developed under this module? Please share exact details.	Refer to Serial No. 95 above.

S.No	CLAUSE	QUERY	RESPONSE
108	SCHEDULE – II (Part-A) EV- NCIP Modules	1. Which farmer approved application are being referred here? 2. Kindly share the business logic of Calculation of Bank Commission along with the approval workflow involved. 3. Kindly share the exact data need to be shared between bank, insurance company and proposed solution.	Refer to Serial No. 95 above.
109	SCHEDULE – II (Part-A) EV-	1. Kindly share the exact data need to be shared after farmer has done registration between bank, insurance company and proposed solution.	Refer to Serial No. 95 above.
110	SCHEDULE – II (Part-A) EV- NCIP Modules	1. Kindly share the step-by-step process involved along with the functionality to be implemented for Intermediary module. 2. What feature and functionality do you intend to have within proposed solution for insurance company after they are registered?	Refer to Serial No. 95 above.
111	SCHEDULE – II (Part-A) EV- NCIP Modules	1. Kindly share the list of sources from where the data need to be fetched along with the method of integration for each source. 2. Kindly share the exact data that need to be fetched ffrom each source.	Refer to Serial No. 95 above.
112	SCHEDULE – II (Part-A) EV- NCIP Modules	1. Please share detailed feature and functionality do you intend to upgrade NCIP website. 2.Total how many no. of pages are the? 3. We assume that content in all respective languages will be provided by NCIP. 4. If Strategic Partner has to create and translate content then please share to total number of pages required to be created per language.	Refer to Serial No. 95 above.
113	SCHEDULE – II (Part-A) EV-	1. Approx how many crop insurance portals of states are to be integrated with proposed solution? Kindly share complete list.	Refer to Serial No. 97 above.
114	SCHEDULE – II (Part-A) EV- NCIP Modules	1. We assume that Aadhar API will be provided by NCIP. Please confirm. 2. Kindly share the step-by-step process of DBT (Direct Benefit Transfer) from starting to end along with the workflow involved.	1. Aadhaar API is already integrated and will be provided by Department. 2. PMFBY is DBT kind.
115	SCHEDULE – II (Part-A) EV- NCIP Modules	1. Kindly share the functionality and step-by-step flow involved in subsidy release from starting to end along with the approval workflow. 2.Please share business logic for subsidy calculation based on insurance company. 3. How do intend to track subsidy moment from within proposed solution? Please elaborate the requirement.	Refer to Serial No. 95 above.

S.No	CLAUSE	QUERY	RESPONSE
116	SCHEDULE – II (Part-A) EV-NCIP Modules	1. Kindly share the step-by-step detailed functionality that different users will be able to perform using Intermediary Mobile App. 2. Please elaborate step by step process involved in "Farmer Premium collection" function. 3. Exactly what details do you intend to have on mobile dashboard? 4. We assume that Intermediary Mobile App will be used by registered insurance company with NCIP. Please confirm. 5. If yes, then share the exact data need to be shared between intermediary mobile and proposed solution.	Refer to Serial No. 95 above.
117	(PART-B) Integration of EV-NCIP with the tech systems of the Insurance Companies using Block Chain technology	1. Approx how many insurance companies are currently enrolled with NCIP? 2. We assume that all insurance companies API will be provided by NCIP. Please confirm. 3. Farmer's application data will be uploaded on blockchain after getting approved by different sources or it will get uploaded as soon as farmer's application is started and then if approved it will flagged in some way and if rejected the record would be in blockchain but it won't be accessible. Please explain whole process in detail for better understanding.	18 insurance companies are enrolled at present. Refer to Serial No. 95 above.
118	Training	1. Total how many users need to be trained? 2. We assume that training need to be provided at single location? Kindly confirm and share the location. 3. If training is required at multiple locations then please provide list of locations for training. 4. We assume that required infrastructure for training will be provided by NCIP. Kindly confirm.	Refer to Serial No. 13 of first set of responses to pre-bid queries dated 9th April, 2020.
119	Blockchain	What all datasets will be part of blockcahin network.	Insurance companies are the custodian of all datasets and department is only maintaining the same on EV-NCIP, so everything will be distributed on blockchain network.
120	General	Is there IAM (identity Access management system) available?(AD/LDAP)?	NO