

F.N.13018/01/2017-Credit-II
Government of India
Ministry of Agriculture & Farmers Welfare
Department of Agriculture, cooperation and Farmers welfare

Krishi Bhawan, New Delhi
Dated the 9th April.2020

**Subject :- Queries raised by the prospective bidders in response to the “Request For
Proposal For Development, Operation & Maintenance Of Enhanced Version Of
National Crop Insurance Portal (EV-NCIP)” -reg**

Participants of the pre-bid meeting held for the captioned RFP were requested to submit their queries by 18.03.2020. Point wise reply to queries raised by the prospective bidders in response to the “Request For Proposal For Development, Operation & Maintenance Of Enhanced Version Of National Crop Insurance Portal (EV-NCIP) is enclosed.

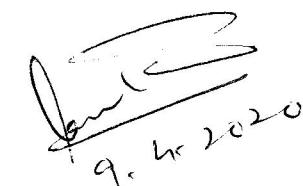
Encl : as above



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

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

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
1	SECTION 3.8 PART-I	Please clarify in RFP for "Performance Monitoring of Systems", what parameters will be measured and tools to be used?	Refer to section 3.8 of Part-I. All parameters pertaining to SLAs along with other industry standard yardsticks required for smooth functioning of the system. They will be tracked real time and daily update will be available in Admin login to be made available to DAC&FW. Strategic Partner is free to choose the tool required for the same.
2	MODULE 10	Which language conversion tool is to be used?	Bidder is free to use any tool for language conversion. However Centre for Development of Advanced Computing (C-DAC) which is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY) is working in this field since long and have validated tools. Ministry may help the bidder for utilizing their tools, however financials will be borne by the prospective bidder.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
3	MODULE 2	Who will incur the setup and per transaction cost in case of payment gateways, any APIs wherever applicable?	The onboarding, development, integration and maintenance cost needs to be borne by strategic partner. Per transaction cost if any will not be imposed on the Strategic partner and borne by DAC&FW / respective stakeholder.



09.04.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
4	GENERAL	What are the requirements for Disaster Recovery?	<ul style="list-style-type: none"> The Strategic partner shall formulate an effective Back-up Strategy and Disaster Recovery Plan and take sign-off from the DAC & FW. Strategic partner shall be responsible for the implementation of approved Back-up and Disaster Recovery plan. At Disaster Recovery site 100% of total environment (100% of Production environment) is required. The application environment shall be installed and ready for use without any additional software and Database license cost implication to DAC & FW. The Primary DC and the DR should be in different physical locations. At Disaster Recovery site the application environment shall be installed and ready for use without any additional software and Database license cost implication on DAC&FW. During any outage, DRC will become the primary site (DC) and maximum permissible RTO of 30 minutes and RPO of 15 mins shall be applicable in any condition. All the SLAs shall continue to be applied and measured. 

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
5	SECTION 3.7 PART-I	Kindly revise the Terms of Payment to include more milestones instead of 80% payment at the end of development period?	Refer to Corrigendum 2 numbered 13018/01/2017-Credit dated 7th April, 2020 published on CPP portal on 8th April,2020.
6	GENERAL	What travel costs related to project has to be incurred by strategic partner?	Upto 24 trips pan India of 2 resource persons to be accounted for by strategic partner , which will be on approval and directions of DAC&FW. Over and above that Department will reimburse the travel cost. For trips undertaken by Strategic Partner's staff on their own volition, related to project and otherwise, no reimbursement will be provided.
7	GENERAL	Can Strategic partner modify the current tech stack?	Bidder is free to change the tech stack but it will be subject to SLAs and no interregnum period will be provided for the same.

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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
8	SCHEDULE 1, PART-A OF INSTRUCTION TO BIDDERS	What provisioning for hardware required for block chain nodes to be done by strategic partner?	Any hardware provisioning required for setting up nodes at Insurance Company (IC) level will be done by IC itself. Strategic partner will only decide parametrs and share with them. Whereas software platform all nodes and network will be developed by Strategic Partner. For DAC&FW complete platform will be the responsibilty of Strategic Partner, including hardware.
9	13. INDEMNIFICATION & LIMITATION OF LIABILITY Pg 118	The liability of Strategic partner is mentioned as three times of agreement value which is very high and seems unjustifiable. It is requested to revise it to one time.	Refer to Corrigendum 2 numbered 13018/01/2017-Credit dated 7th April, 2020 published on CPP portal on 8th April,2020.
10	GENERAL	Is strategic partner expected to do maintenance of current version of NCIP?	Yes, Refer clause no. : SECTION 3.4(I) PART-I. Also 'Application Transistion' milestone in Section 3.7 refers to complete takeover of NCIP and thereafter all SLAs will be applicable on that as well.
11	SECTION 3.4(M) PART-I	What are the scaling/load balancing expections of hardware infrastructure?	To maintain Quality of Service and meet SLAs, Strategic Partner is required to do scaling and load balancing as per its own estimation.



39, 30, 2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
12	GENERAL	What steps need to be taken to ensure security of APIs exposed?	APIs will be created as per the industry standards. Public and closed APIs will be created depending upon the requirement. IP based whitelisting, UserID-password based authentication, channel encryption and message encryption can be implemented.
13	SECTION 3.4 PART-I	Do Strategic Partner need to provide training manually to stakeholders?	It will be responsibility of the Strategic partner for preparing user manuals , tutorials, Video tutorials and FAQs. Also, It will be the responsibility of the strategic partner to provide training to master trainers at central level only.
14	SECTION 3.7 PART-I	When will the Go-Live of a module deemed to completed on portal?	All the modules will be considered Go-Live if and only if all the testing phases have been completed successfully including UAT(User Acceptance Testing). After deploying on production, it will be monitored for 2 weeks for seeking feedback from the field. If no major issues are reported it will be considered as Go-Live.

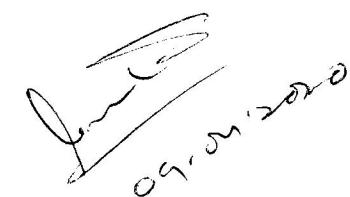


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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
15	MODULE-13,14	What is the current OS platform for CCE App/Crop Insurance app and do we need to develop it for other platforms.	Current platform is Android and presently no requirement for other platforms. In future if need arises, DAC&FW will use provisions under Part-C, SCHEDULE II of Part-I of RFP.
16	GENERAL	Can we bid only for Part-B i.e. blockchain based integration.	No
17	SECTION 1.11 (2) PART-I	Reduce the amount of turnover required to meet eligibility criteria	Not agreed
18	SECTION 3.1.2, Serial 4&5, PART-I	Will project delivered as SaaS (Software as a Service) qualify for scoring as per this clause.	It depends upon the the use of SaaS. If the product is developed by the bidder then it will qualify. But, if the software is developed by the third party and used as SaaS then it will not be considered.
19	SECTION 3.1, PART-I	Will experience, ceritifications & projects of 100% owned subsidiary/OEMs considered	No
20	SECTION 3.4(F) PART-I	Does the cost for VAPT done by Cert-in empaneled agency need to be included in Development Cost of Strategic Partner?	Yes
21	GENERAL	What is the expected peak load?	Maximum number of application created in a day in year 2019-20 were 19 lakhs.

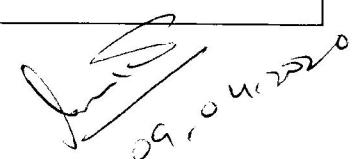
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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
22	SECTION 3.4, V PART-I	Details about and expectation for managing whatsapp groups?	Whatapp groups have been created for each stakeholder like Bank, States, Insurance companies, CSC etc for faster communication and resolution of issues. This platform is used for general queries by stakeholders. These queries raised on the platform must be taken under consideration and strategic partner is expected to take necessary action for providing resolutions.
23	GENERAL	Please clarify the cost for the certifications will be borne by Strategic Partner or NCIP?	By Strategic Partner
24	HARDWARE SPECIFICATION	Are the servers at NIC Virtualized?	The mentioned servers are physical while the docker is used as virtual machine for hosting the application and load balancing
25	GENERAL	The domain name and SSL certificate procurement and cost needs to be accounted or by the Strategic Partner?	Yes
26	GENERAL	Is there any monitoring tool in place currently to monitor the availability?	No



09.05.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
27	MODULE-9	What is the estimated volume of the location master and do the location master across States adhere to national standard for demographic formats? Can the same language tool used by existing system used for this mapping as well?	Village is the smallest unit for the PMFBY scheme. Around 6.5 lakh villages are available. Currently, on PMFBY portal, codes of Census-2011 are being used. Also State's revenue hierarchy is being used to code villages for the implementation of PMFBY.
28	MODULE-11	Reports shall be drillable till the lower level from National to Village level. All reports will need this feature? is there a approximate number of types of such reports?	All reports will need this feature if the corresponding data is available and reports are required to be made available as per the requirements of different stakeholders. Approximate number of reports can't be given however it is to be understood that the Banks, insurance companies, States and CSC etc may require reports in different formats as per their requirements from time to time . Most of these reports would broadly cover similar fields .
29	MODULE-20	Which email server and SMS gateway will be used? Any setup cost to be considered by Strategic Partner? How will the Transaction Cost (if any), proposed to be managed?	SMS and Email gateway will be provided by the Department and Department will bear the transaction cost. Strategic Partner will be responsible for setup, integration and maintenance.
30	MODULE-22	Will GIGW certification be required? Or only compliance will suffice?	Cerification is required.

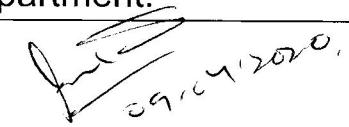


S.No	CLAUSE	QUERY	RESPONSE
31	MODULE-25	For availing Aadhaar related services Ministry of Agriculture should become SubAUA or AUA/KUA., Are they already AUA/KUA?	DAC&FW is already AUA.
32	SOFTWARE SPECIFICATION	Can you please provide the current version for MS-SQL?	Microsoft SQL Server 2016 (SP2-CU2) (KB4340355) - 13.0.5153.0 (X64)



16/04/2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
33	MODULE-2	<p>Can DAC&FW provide estimated amount of transfers that will happen through this payment gateway so that we can negotiate best possible rates with the Financial Service providers?</p>	<p>Refer Section 3.4 (u) and Schedule II (Module 2) for the requirement and process flow for the implementation of payment gateway.</p> <ol style="list-style-type: none"> 1. Bank will use the payment gateway to transfer bulk amount to Insurance Companies. 2. Online Farmer: Farmer can enroll on his own through web interface at NCIP or mobile interface and premium payment will be done through the payment gateway. 3. Intermediary will use the payment gateway to transfer the amount. <p>Around 2000 crore farmer premium is being transferred through above mentioned channels.</p> <p>Currently, payment gateway of PAYGOV (Billdesk) is being used only for online Farmer applications and has the agreement with the Department. Strategic Partner can propose payment gateway service from new vendor. However, negotiation and agreement will be done between the payment gateway provider and the Department.</p>



29/01/2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
34	MODULE 24	Please elaborate on what kind of integration and flow of information is expected for State level Portals?	Refer Module 24 of Schedule II under Schedule section. It describes the requirements and flow of the integration of NCIP with State's portal through API. Data attributes will be as per the NCIP database fields.
35	MODULE-7	Kindly confirm the expectation of term sheet digitization exercise along with details on whether any historical documents need to be scanned and entered into the system.	No digitization of historical term sheets required. One uniform interface will be created for all states on NCIP which will provide flexibility to states for selection of provisions applicable to them.
36	MODULE-12	As mentioned, currently the data synchronization between Elastic Search and MS SQL is happening real-time, then what is the expectation from the point "Optimization of syncing process to make the data transfer real-time"	Currently, data is syncing real time though few drops in migration of data from DB to ES is observed. And lots of manual effort required to identify the dropped recordset. It is expected to minimise the drops to zero. For any drop, automatic reconciliation process sholud be in place.
37	MODULE-26	Will the subsidy release happen as per the process listed in Module - 1 Integration with Public Fund management System (PFMS) via a fund transfer order (FTO) submitted to PFMS?	Any money trasnferrd through PFMS will be through FTOs only. It can be subsidy, claim etc.

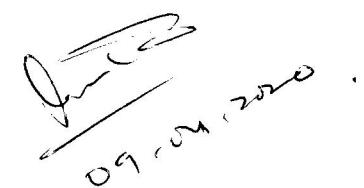
09.04.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
38	SECTION 3.8 PART-I	Suggest to reduce LD charges from 20% to 10% a. The overall liquidated damages liability is limited to maximum of 20% 10 % of the development cost, post which DAC&FW may go for termination of contract.	Not Agreed
39	SECTION 3.1.2, Serial 9, PART-I	ES and Node JS Experience requirement for similar work to the tune of 50 Lakhs in the last 3 years. Does that apply for each (Node JS and ES) or is that a combined sum requirement?	Amount mentioned of INR 50 lakhs, is minimum amount of any project to be quoted here. Projects may contain only Node JS, Elastic Search or both. Multiple projects may be quoted to satisfy this requirement.
40	SECTION 3.1.2, Serial 5, PART-I	Point 5 of scoring criteria on page 30 list experience of projects for Indian Government Ministries/Departments/undertaking. We suggest to also include the experience of Multilateral Aid agencies.	Not agreed
41	GENERAL	Can a company registered in USA bid for this project, the clause states 'a company incorporated under the provisions of the Companies Act, 1956'.	No



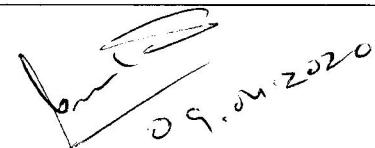
06.04.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
42	MODULE 5	<p>1. We understand that , Land record API/Services are available to access Land records of all the states to integrate with EV-NCIP in required language(s). Please confirm.</p> <p>2. Does any language conversion tool/technique already implemented in existing NCIP. Please provide details.</p>	<p>1. No, States will provide APIs at the time of integration. Currently Land Records for only Maharashtra State are integrated with NCIP. Generally APIs differ across states.</p> <p>2. No</p>
43	MODULE 13	What customizations are required in CCE App?	CCE specifications are primarily related to "on field" requirements as per the practices adopted by the States . The App will require customisation accordingly. Under the existing set up also fields are customized as per the requirements projected by the States and further more requirements may be provided by States as per the needs.
44	MODULE 15	We understand that business rules specified in PMFBY and RWBCIS schemes will be accessible for EV-NCIP.	Yes



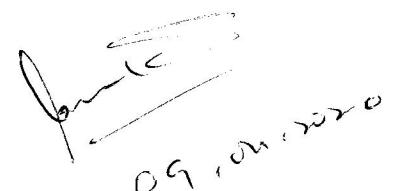
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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
45	MODULE 18	How details of farmers enrolled with bank channels is accessible in NCIP?	Under the existing system of NCIP the data of farmers enrolled through banks is entered by the bank branches on NCIP. And for those banks whose CBS system is integrated with NCIP, the farmers data is pushed through CBS.
46	MODULE 22	We assume that all the key sections of the website as given in the document are already at place and working fine and we have to only add the links of the said websites in EV-NCIP. Please confirm.	No, Categorisation of document and place holder etc is to be done. Automated document management framework is to be developed.
47	SECTION 3.1.2, Serial 9, PART-I	"Has worked upon node.js and Elastic Search (ES) search engine in any project amounting to minimum 50 Lakhs in last 3 financial years." Please could you remove this criteria as the firm can propose their own technological solution and therefore experience of this technical expertise is not mandatory.	Not agreed, however the bidder is free to adopt any language/ platform but in this condition they will have to recode the existing NCIP modules as well.
48	FORM 2, APPENDIX II, PART I	Can you please let us know in which format Financial Proposal (Ex. Pdf, .xls, Jpg) will be uploaded?	It should be in excel format .While uploading the bid through procurement portal, site will also prompt the formats acceptable for uploading and the same may be adhered to.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
49	FORM 1, APPENDIX II, PART I	Could you please suggest how consultant can upload/ submit Financial Proposal covering letter.	Covering letter may be made part of technical proposal (pdf) however the cost part shall not be revealed in the same. Costing shall be uploaded in the excel format in financial proposal. Option for the same will be prompted by the Central Procurement Portal , while uploading the bid.
50	MODULE 1	Document signer cost and DSC Hardware cost for maker and checker will be borne by DAC-FW. Please clarify if this understanding is correct	The stake holder will bear the cost of DSC ^{Only} hardware. However, supported specification of the DSC is to be specify by bidder.
51	MODULE 1	"Those accounts of farmers, which are pre-existing on the portal, the validation process shall be carried out by sharing the dump with PFMS and by sharing the response through PFMS." Please clarify if this is one time activity and it will be verified offline and entered in new system.	It is one time activity for an account. Once the account is verified, it will not go under process. However, if any payment which has been verified gets failed due the account details then it will again go into the verification process.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
52	MODULE-6	There will be no storage of call records required by the bidder. The same shall be undertaken by DAC&FW. As part of scope bidder can retrieve the calls with the help of meta tags provided by DAC&FW?	Call records will be maintained by the respective stakeholder running the call center.
53	SECTION 3.1.2, Serial 9, PART-I	The technology detail, Node Js and Elastic Search, required for this clause is usually not covered in work order or completion certificate. Kindly let us know if we can submit the self declaration, signed by authorized signatory, for technology detail along with work order.	It should be mentioned in the experience certificate or completion certificate if it was a part of work order/RFP. Certificates issued by the designated authority of the project only will be considered.
54	GENERAL	Please clarify that who will sign off the module. A committee should be constituted to provide sign off. Please confirm	DAC&FW
55	SECTION 7, PART-II	Software developed can be handed over. But cloud hardware cannot be handed over. Only the subscription and data can be handed over on expiry or termination of cloud services. Hope this is ok.	Yes

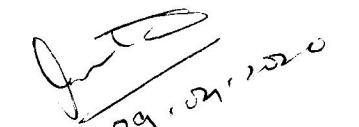


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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
56	SCHEDULE II, PART-II	Audit of Infrastructure- This should be limited to the Application level. The CSP datacenter has it's own certifications and this cannot be independently audited by client. Self audits are carried out by CSPs and certificates/reports can be submitted.	Agreed, but it will be applicable to On-Premise infrastructure
57	SECTION 3.4, PART-I	What is the scope for hardware and software upgradation? Does it mean adding extra capacity, or does it mean upgradation to newer version of the software? Pls elaborate.	The detail of existing setup and the requirement are mentioned in the RPF. As a technical partner, the strategic partner can plan the hardware and software accordingly. Upgradation may require both capacity enhancements to hardware and newer versions of software. The cost of any new hardware and software shall be borne by the strategic partner only.
58	PART-B, SCHEDULE-II, PART-II	Will the data also needs to be shared between individual insurance companies as well or only between EV-NCIP and insurance companies ?	Only , EV-NCIP to Individual Insurance Company and from insurance company to EV-NCIP. No inter insurance company data sharring is required.

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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
59	PART-B, SCHEDULE-II, PART-II	Please suggest if only insurance companies are expected to be onboarded into the blockchain platform? Are we expecting banks, Common Service Center (CSC) to be onboarded in future?	Presently Insurance Companies
60	PART-B, SCHEDULE-II, PART-II	Is any preference on selection of Blockchain Platfrom like Public , Permissioned based platform . Is there any preferred Blockchain Platform (Hyperledger Fabric, Ethereum, R3 Corda etc) identified for this solution?	No, Best suited to fullfill the requirement.
61	PART-B, SCHEDULE-II, PART-II	What is the expected TPS (Transactions Per Second) to be achieved in the blockchain platform?	Refer to question number 21 on expected peak load.
62	PART-B, SCHEDULE-II, PART-II	Who would be the responsible for governance the blockchain network, like adding and removing nodes other network management activities?	DAC&FW through strategic partner.
63	PART-B, SCHEDULE-II, PART-II	Applications submitted in EV- NCIP by farmer is being verified by all Insurance Companies or is there any logic to select particular Insurance Companies or every Insurance Companies will provide a quote and we will be selecting one Insurance Companies.	As per notification, district wise insurance company is fixed for a cropping season. Applications enrolled for the district will be visible to the correponding insurance company of the district for the season and year.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
64	PART-B, SCHEDULE-II, PART-II	Support and Maintenance of Blockchain Platform under the scope of RFP after the implementation ?	Yes
65	MODULE-25	Since data vault has capability to store information other than aadhaar number, Do you have any requirement to store any other textual PII data such as PAN number, passport number etc also in Data Vault ?	As of now, No.
66	SOFTWARE SPECIFICATION	kindly clarify if open source community edition softwares can be used.	Yes, But should be allowed as per the licencing policy of software.
67	SECTION 3.4(y), PART-I	1. Kindly clarify where the support staff will be located? 2. Will working station at its office along with physical amenities such as office space, furniture, etc. be provided by DAC&FW. 3. how many people required for helpdesk 4. is it operational 24*7*365 ?	1. Strategic Partner's office. 2. No 3. Sufficient manpower as required to efficiently handle incoming queries. 4. 9 a.m. to 9 p.m.



09/09/2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
68	SECTION 3.1.2, Serial 4, PART-I	We understand from this criteria that the bidder should have implemented 5 Cr value project in last 5 year which should have software implementation as scope, but since the go-live has been achieved, the restriction on minimum period of support will restrict the entry of experienced bidder, who even have successfully delivered the application projects in past. The bidding firm / company should have Implemented software and total system solutions for a client as individual which have been supported, maintained for minimum three (03) months at least with a project Value not less than 5.0 Cr in last five financial years.	Not Agreed
69	SECTION 3.4(j), PART-I	Suggested Clause (In addition of the existing clause): The Strategic partner shall provide the following letter's from the Cloud Service Provider (CSPs) : 1.) Meity Empanelment Letter. 2.) Letter of Support in favor of the Strategic Partner	Deemed to be self-understood and mandatory.

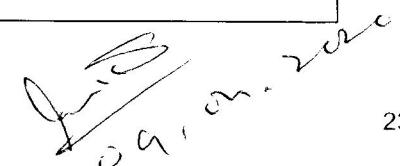
09.04.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
70	MODULE 5	Who will be responsible for delay due to Land Record API not provided by States/UT's ?	Once the API is provided by the State in required format then only strategic partner will be responsible for the integration. However, Strategic partner has to be in touch and coordinate with states for the integration process and requirement.
71	MODULE- 13&14	What all language the existing Mobile app supports? What all new language the enhanced App should support?	Only English and Hindi. Enhanced App should support all regional languages of the States..
72	SECTION 3.1.2, PART-I	What will be considered as proof for projects: Work Order or Go-Live/ completion certificate.	Completion certificate from authorised signatory.
73	HARDWARE SPECIFICATION	Please provide more details of current hardware and softwares used.	Refer to annexures for this response.
74	SECTION 3.3, PART-I	This is prestigious software project, and since GFR 2017 has allowed the provision of keeping quality on priority i.e. 70:30, we request to change it to 70: 30. $B_b = [(0.7) * (T_b / T_{max}) + (0.3) * (C_{min} / C_b)} * 100]$	Not Agreed



09.01.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
75	GENERAL	Consortium Bidding: Considering the Guidance Notes: Model RFP Templates for Implementation Agencies2018 “Consortiums bidding are mostly encouraged to allow multiple Vendors with varying skills as this project have various component to be executed in the project scope we would like to request to allow Consortiums	Not Agreed. Refer to Section 2.3, PART-I
76	SECTION 2.1.4, PART-I	One year development 3 years O&M can be extended mutually. O&M cost considered 5 % against the 10% industry rate. A increase in the O&M cost increment may be considered	Refer to Section 2.1.4, PART-I
77	SECTION 4.2, PART-II	C-DAC is an autonomous body under MeitY hence requests exemption from performance bank guarantee	No change, existing RFP terms and conditions shall prevail.
78	SECTION 2.18, PART-I	C-DAC is an autonomous body under MeitY hence requests exemption from Bid Security	No change, existing RFP terms and conditions shall prevail.
79	SECTION 3.4(W), PART-I	A team of two resource person is required to be deployed at Krishi Bhawan for the entire duration of the project. The salary of these personnel will be borne by NCIP or needs to be included in costing by strategic partner?	Yes



<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
80	SECTION 3.6, PART-I	System Requirement and System Design - 1 month. The SRS and Design for 27 modules with varying complexity including Blockchain specifications. NCIP please may reconsider and increase the duration.	No change, existing RFP terms and conditions shall prevail.
81	SECTION 3.4(Y), PART-I	Setting up a helpline number for handling software related queries which should be equipped with web-based tracking system. The scope is setting up an IVRS based system with query number generation and tracking?	Team managing helpline will provide primary resolution to queries. In case it is not resolved or in case of bugs, they will escalate to technical team.
82	SECTION 2, PART-A, SCHEDULE I of PART-I	Hardware Specifications; Any procurement of Hardware by Government entities is mandated as per Rule 149 of GFR 2017 to be procured through Government e-Marketplace (GeM). Would this mandate need to be adhered to for the purchase of hardware such HSM, Digital Signature Certificates, etc?	GFR compliance is not mandatory for Strategic Partner.

A handwritten signature is followed by the date "09/06/2020".

S.No	CLAUSE	QUERY	RESPONSE
83	MODULE 26	Aadhar Vault implementation;HSM is required for Aadhaar Vault implementation. How will the procurement and per transaction costs for the HSM? What is the expected transaction count for Aadhaar related transactions?	All associated hardware with Aadhaar Vault will be procured by Strategic Partner. Any charges stipulated by UIDAI for using their services, will be borne by DAC&FW.
84	MODULE 6	Kisan Call Centre;Please share technology stack being used for Kisan Call Centre. Is the new Strategic Partner expected to deploy a new call centre application along with necessary telephony system and integration with PMFBY? If yes then please provide number of operators at Call Centre who will be using this application and volumetric data around calls	Kisan Call Center already has an existing platform and all telephony related aspects will be managed by them. Strategic Partner will only provide a new interface specific to PMFBY and integrate the same.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
85	MODULE 8	Satellite data-based Clustering; We will need more details on the expectations from this module. Currently MNCF is performing a lot of data collection and modelling techniques and providing data to PMFBY for claim processing and defining insurance products. Please elaborate on the use cases in terms of what data needs to be pulled from MNCF and where it needs to be used	MNCF is currently doing various kinds of analytics. Strategic Partner will be receiving relevant data in API and Report formats, which will be made available to stakeholders using GIS solutions and MIS.
86	MODULE 22	The content for the website could be provided by the department or developed by the Strategic Partner; Can you please provide details on the content writing services that are expected from the Strategic Partner?	Content will be developed by Strategic Partner based on inputs provided by DAC&FW.
87	FORM-6 (ELIGIBLE ASSIGNMENTS OF APPLICANT) Pg 89	(Signature, name and designation of the authorized signatory, with Official Seal); We understand that the Authorized Signatory will be of the Strategic Partner / Applicant (Bidder), since most the Invoice and payments are confidential to client too and we being under NDA we would request you to accept Strategic Partner /Bidder's Company Secretary letter	No change, existing RFP terms and conditions shall prevail.

04.06.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
88	SECTION 3.1.2, Serial 5, PART-I	Point 5 of scoring criteria on page 30 list experience of projects for Indian Government Ministries/Departments/undertaking. We suggest to also include the experience of Multilateral Aid agencies.	No change, existing RFP terms and conditions shall prevail.
89	GENERAL	Can a company registered in USA with an affiliate that is registered in India bid? If so, would the affiliate be considered a sub-contractor?	No change, existing RFP terms and conditions shall prevail.
90	MODULE 1	<p>1) We assume that every bank has its own payment gateway and account verification API/Services are available for each bank through a unified platform and accessible in existing NCIP. Please confirm.</p> <p>2. We assume that every Insurance Company has API and which will share data for integration with EV-NCIP in a uniform format. Please confirm.</p>	<p>1. Every bank will be using EV-NCIP's payment gateway.</p> <p>2. Question not relevant to this module.</p>
91	MODULE 6	Centralized Call Center; Please revert with the number of call centers to be set up across the country	Only centralized call center will be integrated by Strategic Partner.

09.04.2020

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
92	MODULE 15	Claim module and its alignment with PFMS module;Onboarding and usage of system by stakeholders once the system is developed is not the responsibility of bidder and should not be linked with sign off.Pleas confirm	Strategic Partner's is not responsible if any stakeholder is not using any particular module and it will have no implication on payment terms.
93	MODULE 21	Data Analytics;Since data analytics is an ongoing activity , we suggest that the module (data analytics) be considered for O&M both for delivery and payments based on acceptance of the module being bucketed under O & M , appropriate changes in payment terms shall apply	NOT AGREED
95	Page 25; 14. FORCE MAJEURE- Part-II: Draft Service Agreement	The bidder submits that a Force Majeure Event shall not absolve the Client's payment obligations towards Services or Products already delivered by the Bidder	NOT AGREED



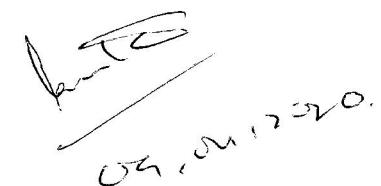
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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
96	Page 28; Clause 16. AUDIT, ACCESS AND REPORTING- Part-II: Draft Service Agreement	Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours shall not occur more than once in each calendar year. The Authority shall not have access to the proprietary data of, or relating to, any other customer of the Strategic Partner, or a third party or the Strategic Partner's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with the Strategic Partner's ability to perform the services in accordance with the service levels, unless the Authority relieves the Strategic Partner from meeting the applicable service levels. Bidder wishes to make certain changes to the existing audit clause.	No change, existing RFP terms and conditions shall prevail. However, practical feasibilites will always be taken into consideration.
97	Page 38; iii) Service Quality SLA;3.8 LIQUIDATED DAMAGES;	The penalty will be calculated by following formula = (Development cost) * (Penalty against severity level)/ (50*100); The penalty to be applicable on the fees associated with the particular function/ feature, calculated on pro-rata basis and not on the entire Development Cost.	No change, existing RFP terms and conditions shall prevail.

J. B.
06.04.2020

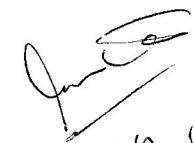
<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
98	Page 74 ;	<p>Intermediaries are the representatives of empaneled insurance companies and responsible for the enrollment of the non-loanee farmers. Development of the android based mobile application for capturing the date of farmer enrollment and premium collection.; Part A - EV-NCIP Modules - Module 27.</p> <p>Intermediary Mobile Module/Web Module; Intermediaries of empaneled insurance companies needs to consider for onboarding in blockchain platform as nodes ? If yes please suggest the number of Intermediaries ?</p> <p>Development of the android based mobile application for the capturing the date of farmer enrollment and premium collection of RFP scope ?</p>	No
99	Page 75; General Blockchain	<p>Integration of EV-NCIP with the tech systems of the Insurance Companies using Block Chain technology; Who would be the responsible for governance the blockchain network, like adding and removing nodes other network management activities?</p>	DAC&FW through strategic partner.

<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
100	MODULE 25	Aadhar Vault implementation;What is the volume of aadhaar numbers to be stored?	Presently around 3 crores. Maximum potential number is count of farmers in country, approx. 12.5 crores.
101	Page 53; Elasticsearch	Technologies/ Tools Used;The purpose for which elastic search requires is used is not clear. Kindly provide additional information.	Elastic Search is our reporting platform.
102	Clause 3.1.2.5 Pre Qualification Criteria Pg 30;Page 30;	Undertaken project for Indian Government Ministries / Departments / undertaking and the project value not less than 1 crore in last seven financial years.; We request you to kindly add "State Government" to bring more clarity Undertaken project for Indian Government Ministries /State Government/ Departments / undertaking and the project value not less than 1 crore in last seven financial years.	Indian Government means Center and State both.



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<u>S.No</u>	<u>CLAUSE</u>	<u>QUERY</u>	<u>RESPONSE</u>
103	Clause 3.4.g Roles and Responsibility Pg 32;	The strategic partner shall take over the all the existing software, code, documents and all related artefacts.; We understand that we need to take over the existing application in 1 month and do the enhancement. There is no line item in the commercial bid for maintaining the existing application for 1 year till the enhanced application go live.We request to add two line items in commercial sheet for "Successful transition" and "Maintenance of exiting application for 1 year" so that bidder can plan the resources accordingly and to be compensated accordingly	No change, existing RFP terms and conditions shall prevail.



04/10/2020

ANNEXURE 1

Application	Backend	Elastic Search	Frontend	File Server + Backend	PMFBY Database [SHARED]*	DATABASE_2
OEM	HP	HP	HP	Tyrone Systems		HPE
Product Name	ProLiant DL580 Gen9	ProLiant DL580 Gen9	ProLiant DL580 Gen9	DS4007R-436RT		ProLiant DL388 Gen10
# of CPUs	96	96	96	48		48
RAM (Gbs)	256	256	256	64	256	512
HDD(Total)	11 TB	11 TB	11 TB	18.5 TB		5.677 TB
HDD(In use)	10.173 TB	6.349 TB	5.585 TB	666 GB		660 GB
HDD(Avail)	404 GB	3.990 TB	5.087 TB	17.229 TB		5 TB
Operating System	Red Hat Enterprise Linux Server 7.0	Red Hat Enterprise Linux Server 7.0	Red Hat Enterprise Linux Server 7.0	Red Hat Enterprise Linux Server 7.7	Windows Server 2012	Windows Server 2016
License Status	Open Source	Open Source	Open Source	Open Source	Licenced	Licenced

*Presently shared with other schemes. Plan is to migrate to new second database server.

ANNEXURE-2

Tools/Technology	Version	Licence/OpenSource
Operating System	Red Hat Enterprise 7.7 (Maipo)	Open Source
GIT	1.8.3.1	Open Source
Docker	19.03.5	Open Source
Nginx	1.14.0	Open Source
Redis	5.0.7	Open Source
Elastic	6.1.2	Open Source
Logstash	6.1.1	Open Source
MSSQL Serer	SQL SERVER 2016	LICENCED
NodeJS	6.8	Open Source
ReactJS	15.6.1	Open Source
Redux	3.5.2	Open Source
Wepack	1.15.0	Open Source
Express	4.12.3	Open Source

Lines of Code (Project and Modules wise)

Project	Modules	Lines of Code
NCIP	1. Backend/Node_api	2062399
	2. Frontend/React_app	2572901
APPs	1. CCE App	77280
	2. Crop Insurance App	37096