Sr No	Tender Reference			Content of tender requiring Clarification	Points of Clarification Required	Response
	Section	Page	Clause			
1	26	4.5 Pre-Qualification Criteria | Criteria related to Government Regulation	The Bidder shall not be declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/ PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.	We request you to kindly consider the recent push by Indian government to promote Indian companies under the initiative **Aatamnirbhar Bharat.** We request here to give due consideration to Indian software OEM's / COTS companies to promote Make in India along with the other mentioned qualification criteria.		No Change, please refer corrigendum 5 for updated pre qualification / technical evaluation criteria
2	26	4.5 Pre-Qualification Criteria | Criteria related to Government Regulation	The Bidder shall not be declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/ PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.	We, Newgen Software is an Indian OEM which has been incorporated in India and the only Indian company which is present in leading analyst reports for solutions such as Enterprise Content/Document Management & Business Process Management System for almost 9 years continuously. As per mentioned in the guidelines D.O. No. P-45021/12/2017-Public Procurement (BE-II) by Dept. of Industrial Policy & Promotion under Ministry of Commerce & Industry dated 18th December 2017, it say that Cabinet has approved "Policy to Provide preference to Make in India in Public Procurement". So w.r.t this, we being an organization incorporated in India (as per Indian company laws) recommend Authority to please consider products which are domestically manufactured/produced product in India and are equally good, in order to promote Policy to Provide Preference to Make in India in Public Procurement. Also we request for preferential marking for Make in India Products. **Please confirm on the same.**		No Change, please refer corrigendum 5 for updated pre qualification / technical evaluation criteria
3	Section 4.5, 26	Volume 1	Pre-Qualification Criteria	**Suggestion: The Analytics OEM Product should be in Gartner's Leaders Quadrant for Data Science and Machine Learning Platforms from last 3 Years.** **Justification:**Considering that RFP has utmost importance to most of the Analytics OEM's and since success of this Project will be through a robust best in class Analytics platform, there is a requirement of COTS solution Specified in the RFP document.We request you to consider Leaders in the market for similar solutions and hence incorpate Gartners Magic Quadrant for Data Science and Machine Learning which is the gold standard for Analytics solutions in IT space.		No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
4	Section 4.5, 26	Volume 1	Pre-Qualification Criteria	**Suggestion:** The OEM of Data Management should be mentioned in category of 1. Leaders in the Gartner Magic Quadrant for Data Integration & Data Quality in any of the last 3 years as on bid submission date. 2. Data Management and Analytics platform to be from same OEM **Justification:** Considering that RFP has significant importance to the Data mangement solution and since success of this Project will be through a robust best in class Data management platform, there is a requirement of COTS solution Specified in the RFP document. In order to ensure smooth and seamless delivery of handling complex data sources and business rules it is imperative to have a COTS solution that is leader in this space and has been used for delivering Data lake programs. This will ensure there is minimum risk of non availability of multiple skill technology resources.		No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
5	Section 4.5, 26	Volume 1	Pre-Qualification Criteria	**Suggestion:**The Analytics/Software OEM should have a global presence and turnover of more than Rs. 1000 crores per year globally for the last three financial years. **Justification**: Since this is a premiere project of Data Integration, Management and Analytics, we request that minimum turnover should be 1000 Crore for Solution OEM in order to ensure reliable and efficient delivery & financial strenght of the organization to execute project of such scale		Please refer to Corrigendum 5 for Pre Qualification Criteria

				Original	Suggestion/Justification	Response
6	Volume 1 4.5	29	5	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above	**Suggestion** - The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least **one project** of similar nature viz. implementation, operation and maintenance of maritime/port community projects of **value of INR 5 Crores** (or its equivalent in foreign currency) and above Or in **two projects of value of Rs 3 Crores** (or its equivalent in foreign currency) and above Or in **three projects of value of Rs 2 Crores** (or its equivalent in foreign currency) and above. **Justification** - This will allow an opportunity for niche and meritorious companies to bid for this project and will also help client get competitive rates.	Please refer to Corrigendum 5 for Pre Qualification Criteria
7	Volume 1 4.5	26		Pre-Qualification Criteria	**Suggestion** - The Analytics Products OEM should be in Gartner's Leader Quadrant for Machine Learning and Data Science platform from last 3 years. **Justification** - The analytics part of RFP is of utmost importance and hence a robust analytics platform with a COTS solution is required. If we incorporate Gartners Magic Quadrant for Machine Learning and Data Science, it will ensure quality as it is the gold standard for Analytics solutions in IT space.	No Change, please refer corrigendum for updated pre qualification / technical evaluation criteria
8	Volume 1 4.5	26		Pre-Qualification Criteria	**Suggestion** - 1) The Data Management Products OEM should be in Gartner's Leader Quadrant for Data Integration and Data Quality in any of last 3 years as on bid submission date. 2) Both Data Management and Analytics platform should be from same OEM. **Justification** - The Data Managment part of RFP is of utmost importance and hence a robust Data Management platform with a COTS solution is required. There is a need for smooth and seamless delivery of handling complex data sources and business rules. Hence it is important to have a leader in this space who has been delivering Data Lake programs. This will also mitigate the risk of non availability of multiple skill technology resources.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
9	Volume 1 4.5	26		Pre-Qualification Criteria	**Suggestion:** The Analytics/Software OEM should have a global presence and turnover of more than Rs. 1000 crores per year globally for the last three financial years. **Justification:** Since this is a premiere project of Data Integration, Management and Analytics, we request that minimum turnover should be 1000 Crore for Solution OEM in order to ensure reliable and efficient delivery & financial strenght of the organization to execute project of such scale	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
10	Request for Proposal Data Sheet	7	Sr No 10	Last date and time (deadline) for receipt of proposals in response to tender notice [26/10/2020]: [1500 HRS]	Considering the prevailing pandemic situation in the country, it is requested to extend the Last date and time for receipt of proposals in response to tender notice at least by 2 weeks .	Please refer Corrigendum - 1 Annexure 1 Last date and time (deadline) for receipt of proposals in response to tender notice : [2/1/2020]: [1500 HRS] Last date and time (deadline) for receipt of Bid fees and EMD in response to tender notice : [2/1/2020]: [1500 HRS] Date, time and venue of opening of Technical Proposals received in response to the tender notice : [2/1/2020]: [1530 Hrs] Indian Ports Association 1st Floor, South Tower, NBCC Place, Bhisham Pitamah Marg, Lodhi Road, New Delhi 110 003

11	Brief on Project Guidelines between MoC, MoS and IPA	12	1.4	1.4 Brief on Project Guidelines between MoC, MoS and IPA	1) Kindly advise integration between I-Log and proposed NLP Marine. 2) Kindly advise functionalities available on I-Log 3) When will be I-Log implemented 4) Will NLP Marine Successful bidder have first right of refusal for I-Log	No Change, please refer RFP vol 1 of 3 clause 1.4 Brief on Project Guidelines between MoC, MoS and IPA 1) i-log is the futuristic vision and the modalities are yet to be decided. The NLP is being set-up with a view to be subsequently integrated with the I-Log platform whenever the latter is ready 2) i-log is the futuristic vision and the modalities are yet to be decided. NLP Marine is a step towards i-log 3) i-log is the futuristic vision and the modalities are yet to be decided. 4) i-log is the futuristic vision and the modalities are yet to be decided.
12	The Project	13	1.5	The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. During such time the bidder shall provide support and Maintenance for existing PCS 1x.	Please indicate the time that will be provided for migration from PCS 1x from old Service Provider to NLP Service Provider	No change, please refer RFP vol 1 of 3, clause 1.5 The project Scope of NLP Marine Point no 3 and 5.
13	Sub-Contracting	17	2.3	2.3 Sub-contracting shall be subject to the following conditions: vi. IPA reserves its right to subject the sub-contractors to security clearances as it deems necessary.	Kindly advise if any set of standard that is being followed by IPA for this	No change, please refer RFP vol 1 of 3, clause 2.4 Inclusion of MSMEs in Project Delivery
14	Sub-Contracting	17	2.3	2.3 Sub-contracting shall be subject to the following conditions: v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period.	Kindly advise if any set of standard that is being followed by IPA for this	No change, please refer RFP vol 1 of 3, clause 2.4 Inclusion of MSMEs in Project Delivery
15	Earnest Money Deposit (EMD)	21	3.3.3	The Bidder shall upload the scanned image of the BG towards EMD (mentioned in the Proposal Data Sheet) along with the online bid submission. The actual BG shall be submitted at the address, time and date as mentioned in Data Sheet.	It is suggested to provide that MSME registered entity is not required to pay tender fees, EMD and BG.	Please refer Corrigendum 5 Pre Qualification Criteria
16	Pre-Qualification Criteria	27	4.5	The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 and 2018-19).	It is suggest to consider " The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 ,2018-19 and FY 2019-20), as the case may be"	Please refer Corrigendum 5 Pre Qualification Criteria
17	Pre-Qualification Criteria	28	4.5	2. Positive Net Worth The bidder must have positive net worth as of March 31, 2019.	It is suggested to change this as; "The bidder must have positive net worth as of March 31, 2020"	Please refer Corrigendum 5 Pre Qualification Criteria
18	Pre-qualification criteria	29	4.5.5	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above	In many countries, these projects are not based on PPP/EPC basis where the System Developer charges the end user on per transaction basis. It is therefore suggested that the total revenue earned over 5 Years may be considered as Project Value. A appropriate certificate in respect of revenue earned from the statutory auditor or equivalent of the respective country may be considered	Please Refer Corrigendum 5 In case of projects other than lumpsum projects (eg: BOT, BOOT etc.), bidder can submit the project value as the 'revenue earned by the bidder for the services on the project' rendered till date with self-certification which is certified by statutory auditor or Client certificate stating duration of project along with the project value.

19	Pre-qualification criteria	29	4.5.5	Pre-qualification Criteria description:- The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live). Required documentary evidence Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from the client/Statutory Auditor Please provide project details as per format "PQ Form 5"	Pre-qualification Criteria description:- It is suggested to drop the condition: "For the project cited, the project should be successfully operational for at least 12months (after project Go-Live)." It is suggested to amend this condition as "For the Project cited, the project should have been awarded / under implementation " For MSME or Start Up under DPIIT, project value condition to be dispensed off. A successful implementation certificate from the issuance authority of the project may please be considered. Required documentary evidence Work Order OR Completion Certificates from the client; OR Work Order OR Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order OR Phase Completion Certificate (for ongoing projects) from the client/Statutory Auditor Please provide project details as per format "PQ Form 5"	Please refer Corrigendum 5 Pre Qualification Criteria
20	Bidder Experience	32	4.6 A1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ▪ Study of the system & Optimization/ re- engineering ▪ Design of the solution ▪ Development / customization and Integration with other external parties ▪ Training & Implementation ▪ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	For MSME or Start Up registered under DPIIT, project value condition to be dispensed off. A successful implementation certificate from the issuance authority of the project may please be considered.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
21	Bidder Experience	33	4.6 A2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: ▪ Study of the system & Optimization/ re- engineering ▪ Design of the solution ▪ Development / customization and Integration with other external parties ▪ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	For MSME or Start Up registered under DPIIT, project value condition to be dispensed off. A successful implementation certificate from the issuance authority of the project may please be considered.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
22	Technical bid Evaluation:- B. Resource Requirements	35 and 36	4.6	B.1 , B.2, B.3, B.4, B.5 B.6, B.7, B.8 :- B.E./B.Tech./MCA/M.Tech/MBA degree with at least	It is suggested to amend qualification as any University Graduate instead of any specific stream as mentioned. Now a days technology major organisations also accepting the non engineer persons in technical capacities.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
23	Technical bid Evaluation:- B. Resource Requirements	35 and 36	4.6	B.4 IT experts, B.5 Mobile app developers with at least 8 years' work experience in designing, developing, implementing and maintaining	In case of many international players, the Work Orders may not be available as these are Service Providers and provide services to a number of different clients. Therefore , it is suggested that work experience to be reduced from 8 years' to 5 years'.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria

24		Payment Terms	43	6.1		Payment Components	Milestone: It is suggested that license fees may be paid in advance to the successful bidder	No Change, please refer RFP vol 1 of 3 clause 6 Payment Terms
25		Part A: Milestone based payments	43	6.1			Will the value mentioned for the Year 3rd and 4th be part of Commercial Proposal for evaluation. Further, in-case for 3rd and 4th Year, if the values will not be part of Commercial Proposal for evaluation in such case if the bidder quotes unwarranted values how IPA will be fixing them It is assumed that as the RFP is for 1+2+2, therefore the 5th Year of O&M, need not be filled into.	Please refer to corrigendum 5 Contract to Bidder will be for 3 years (1-year development and 2 years O&M). The contract may be extended by IPA for additional 2 years. For purpose of QCBS evaluation, IPA would consider the combined quoted cost of above Part A & Part B for 1yr (implementation) + 2 yrs (O&M). However, the bidder is required to quote the price for the additional 2 years of possible extension
26		Part B On-actual payments	43	6.1		Indicative list of Latch-on functionalities is given in annexure VII of Volume 2. The bidder needs to estimate based on 50 Latch-on applications for the commercials as part of this scope of work in the RFP. However, if during implementation it is realized that a functionality is not being integrated as a latch-on and is made available through API integration, then the bidder shall be paid as per the discovered unit rate per API integration.	It is assumed that there are 50 Latch-ons. This will be provided as 50 API integrations / Redirections, considered as a part of Latch-on integrations. For eg. Latch on Service Provider 'A' is integrated with NLP Marine for 50 different services. This will be completing the deliverable Kindly confirm the understanding	No Change, please refer RFP vol 1 of 3 clause 6 Payment Terms Part B: On-actual payments
27		Roles & Responsibilities IPA & stakeholders of communities:	45	8.2	-		Addition Suggested Coordination and providing required integration support with the various PGAs , Government Agencies shall be the responsibility of IPA and it is suggested that IPA appoints a Nodal officer for the purpose of participating in the integration meetings along with the successful bidder Data Migration from PCS 1x to NLP Marine	No Change, please refer RFP vol 1 of 3 clause Roles and Responsibilities 8.2 IPA & stakeholders of communities
28		Format for Power of Attorney to Authorize Signatory	70	9.18		We, M/s. (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. (Name and residential address) who is presently employed with us and holding the position of , as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project (name of the Project),	Because of the current pandemic situation, it may not be possible for us to submit an original Power of Attorney as getting fresh signatures of the authorised persons may not be feasible in the name this RFP. Therefore it is requested as option, A general Power of Attorney in the name of Signatory may please be considered and on award of RFP, the requisite Power of Attorney as per Tech Form No 9.18 will be submitted	No Change, No Change, please refer RFP vol 1 of 3 clause 9.18 Tech form 11
29		Part B: On-actual Payment	86 to 93	11.2		Summary of Commercial Proposal	Commercial Proposal as provided in Part A should be sufficient for evaluation and as financial bid. Therefore, it is suggested not to have Part B -On-actual Payment , 10.2.1- Design, Development and Implementation for NLP Marine, 10.2.2 (a) Cloud Services, 10.2.2(b) Infra OEM , 10.2.2.(c)Application Support , 10.2.2(d) Facility Mangement , 10.2.3(e)Central and Localized Helpdesk , 10.2.3 Training and Capacity Building , 10.2.4 Manpower - Operations, Administration and maintenance	No Change, please refer RFP vol 1 of 3 clause 6 Payment Terms Part B: On-actual payments

#	Reference	Page	Clause	Provision	Query/Suggestion	Response
30	Part B: On-actual Payment	87	11.2	Contract to Bidder will be for 3 years (1 year development and 2 years O&M). The contract may be extended by IPA for initial 2 years. Bidder to factor in the extension during submission of commercial proposal in bid.	This contradicts with the conditions mentioned in the Scope of the projects, as mentioned below: > The support and Maintenance of NLP shall be for four years thereafter > The NLP Project is for five years from signing of contract Kindly Clarify	Please refer to corrigendum 5 Contract to Bidder will be for 3 years (1-year development and 2 years O&M). The contract may be extended by IPA for additional 2 years. For purpose of QCBS evaluation, IPA would consider the combined quoted cost of above Part A & Part B for 1yr (implementation) + 2 yrs (O&M). However, the bidder is required to quote the price for the additional 2 years of possible extension
31	Tech Form 11	70	9.18	Tech Form 11	Power of Attorney is required on the stamp paper. Due to prevalent pandemic situation, it is suggested that at time of the bid submission self certification to be accepted and at time of tender finalisation document on stamp papers are to be called for.	No Change, No Change, please refer RFP vol 1 of 3 clause 9.18 Tech form 11
32	Tech Form 11	70	9.18	Tech Form 11	As Tech Form 12 is Power of Attorney for all consortium members to be signed together. Therefore it is suggested on individual consortium member submits Tech Form 11 with only details from the concerned organisation/company/firm and not to be signed by all other consortium members	No Change, No Change, please refer RFP vol 1 of 3 clause 9.18 Tech form 11
33	Tech Form 12	71	9.19	Tech Form 12	Power of Attorney is required on the stamp paper. Due to prevalent pandemic situation, it is suggested that at time of the bid submission self certification to be accepted and at time of tender finalisation document on stamp papers are to be called for.	No Change, No Change, please refer RFP vol 1 of 3 clause 9.19 Tech form 12
34	10.1 Sample Form 1: Tripartite agreement for Cloud Service Provider (Responsibility of the BIDDER)	73	10.1	To arrange through a licensed CLOUD SERVICE PROVIDER, Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work in the agreement between .... (BIDDER) and .... (OWNER). The BIDDERs overall liabilities and responsibilities shall in no case be less or more than the liabilities as mentioned in the contract, with respect to 'The Project', executed between the BIDDER and the Owner. Ensuring Timely execution of the part of the order related to required Bandwidth for the project.	To amend the wordings as follows: "To monitor and maintain through a licensed CLOUD SERVICE PROVIDER, Network services, Internet Bandwidth and connectivity, incidental thereto as specified in the Scope of Work in the agreement between .... (BIDDER) and .... (OWNER). The BIDDERs overall liabilities and responsibilities shall in no case be less or more than the liabilities as mentioned in the contract, with respect to 'The Project', executed between the BIDDER and the Owner. Ensuring Timely execution of the part of the order related to required Bandwidth for the project."	No Change, No Change, please refer RFP vol 1 of 3 clause 10.1 Sample Form 1
35	10.1 Sample Form 1: Tripartite agreement for Cloud Service Provider (Responsibility of the BIDDER)	73	10.1	To obtain and arrange for the maintenance in full force and effect of all applicable government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement.	Suggest to amend as follows: "To assist for the maintenance in full force and effect of all applicable government approvals, consents, licenses, authorizations, declarations, filings, and registrations as may be necessary and advisable for the performance of all of the terms and conditions of this Agreement."	No Change, No Change, please refer RFP vol 1 of 3 clause 10.1 Sample Form 1 point 5. RESPONSBILITIES OF PARTIES
36	Volume 1 PAge 12				Digital Customs Broker How does the authentication system work?	No Change, please refer RFP vol 1 of 3 clause 1.5 The Project
37	Volume 1 PAge 12				Document Repository	No Change, please refer RFP vol 1 of 3 clause 1.5 The Project
38	Volume 1 PAge 40				Total score is high for Bidder 1 . How Bidder 4 is treated as Best evaluated bid?	Please refer Corrigendum 5. The bidder with the highest final score shall be treated as the best evaluated bid. In the above example, Bidder 1 will be treated as best evaluated Bid.
39	RFP Vol 1	9	1.1	System usage by stakeholders	What is the expected number of users accessing the portal application and mobility, any future scale up count	No Change, please refer RFP vol 2 of 3 Annexure VII - Existing number and expected number of users under each service
40	RFP Vol 1	22	3.3.8	Language preferences for neighbouring countries, prime states	Is there requirement of any other language in addition to English to do the transaction through NLP, any state specific or neighbouring countries	No Change, please refer RFP vol 1 of 3 clause 3.3.8 Language is with regard to language of bid-document and not for transactions. Bidder to conduct necessary due-diligence while proposing solution
41	RFP Vol 1	67	8.15.2	Technology deployment and requirement	Please suggest any specific technology or middleware preferences or usage of any opensource technologies	No Change, Bidder to conduct necessary due-diligence while proposing solution.
42	RFP Vol 1	10	1.2	Support to the existing PCS 1x	Will the access be provided to the source code of the existing PCS system for supporting it during the implementation phase	No Change, please refer vol 2 of 3 clause 3.3.7 Software Components – NLP Marine point 2

43	RFP Vol 1	16	2.2	MSME benefits	We are MSME company, please suggest if we are exempted from EMD of 1.19 Cr	Please refer Corrigendum 5 Pre Qualification Criteria
44	RFP Vol 1	16	2.2	Qualification criteria	Being MSME vendor, kindly exempt from EMD Submission. Request to kindly reduce the value of the order from 23 Cr to 14 crores for customer and relax for Phase ongoing completion projects with client certificate	Please refer Corrigendum 5 Pre Qualification Criteria
45	RFP Vol 1	12	1.1	IPA intends to appoint a service provider who will bootstrap PCS with such features to develop proposed NLP Marine v10	The concept of bootstrap needs more explanation, our understanding is that bidder is free to use any technology stack and IT infrastructure components	No Change, please refer RFP vol 2 of 3 Annexure – IV and scope of NLP
46	RFP Vol 1	67	8.15.2	Technology deployment and requirement	As per the notifications by Ministry of Communications and IT, it's recommended to use Open Source software for all govt. projects. Open Source software also comes with Enterprise supported versions which are fully secure. Please suggest any specific technology or middleware preferences or usage of any opensource technologies	No Change, Bidder to conduct necessary due-diligence while proposing solution. please refer RFP vol 1 of 3 clause 1.5 The Project
47	RFP Vol 1	16	3.3.3	Earnest Money Deposit (EMD)	MSMEs registered under NSIC (under GOI ministry of MSME) are exempted from EMD reference Public Procurement Policy for MSEs Order 2012, has been notified under MSME Act 2006. We are MSME company, request IPA to exempt us from EMD of 1.19 Cr	Please refer Corrigendum 5 Pre Qualification Criteria
48	RFP Vol 1	16	2.2.2	Consortium of Firms	In case of consortium what will be the maximum percentage of the work/contract value for each member that can be offered	Please refer Corrigendum 5 Clause 2.2.2 The consortium must provide the details of formation of the consortium, percentage of stake of each consortium member (The lead bidder should be responsible for works which are estimated to be at least 50% of the total value of the contract) and the role of each member of the consortium with reference to this project
49	RFP Vol 1	16	2.2	Qualification criteria	Being MSME, can you please bring down the similar projects worked value from 23 Cr to	Please refer Corrigendum 5 Pre Qualification Criteria
50	1	13	1.5	Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed	Will the bidder be expected to fix bugs and respond to CR during this period	No Change. Bidder shall maintain and support PCS 1.x, please refer vol 1 of 3 clause 1.5 The Project - Scope of NLP
51	3	19	3.2 Pre-bid meeting and clarifications 3.2.1 Bidders' queries	IPA would facilitate a Workshop with incumbent service provider of PCS 1.x before Pre-Bid meeting to provide a comprehensive understanding of current landscape. The date and venue would be notified later	Whose is the incumbent for PCS 1.x right now?	No Change, IPA maintains PCS 1.x with third party vendor and IPA would provide support for any co-ordination as per RFP 1 of 3 clause 8.2 IPA & stakeholders of communities
52	Volume 1 4.6 Technical bid Evaluation	31	C.1 Solution overview 100	Technical Presentation (Additional Marks shall be awarded on the basis of specific information submitted by the bidder, clarifications by bidder during the presentation) ☐ Understanding of the challenges ☐ Governance framework ☐ Demo of the proposed system ☐ Question and Answers	Kindly modify the clause as "Technical Presentation ☐ Understanding of the challenges ☐ Governance framework ☐ Cloud Agnostic solution Framework:- Application performance monitoring, Backup, security, cloud network ☐ Demo of the proposed system ☐ Question and Answers" Justitication:- Cloud lock in could derail the project, in caset there are any issues with cloud provider, the provisioning, backup, monitoring solutions proposed should be cloud agnostic to avoid any kind of cloud lock in	Please refer Corrigendum 5 Technical Criteria
53		66	8.15.1 Tech Form 8.1 –	Unpriced Bill of Material for all components (Software, hardware, network, security, etc)	Please clarify the underlying server hardware, HCI, storage solution, backup solution Make & Model to be quoted for the dedicated setup?	No Change, for more details about existing BOM please refer RFP vol 2 of 3 Clause 5 Bill of Material
54	Volume I	7	Request for Proposal Data Sheet	**9. Date, time and venue of pre-bid meeting :** [09/10/2020]: [1200 HRS] Indian Ports Association 1st Floor, South Tower, NBCC Place, Bhisham Pitamah Marg, Lodh iRoad, New Delhi 110 003	Requesting you to please opt for video conferencing mode for conducting pre-bid considering lockdown and travel restrictions in covid-19 times.	No Change, please refer RFP vol 1 of 3 clause Request for Proposal Data Sheet Point no 9

55	General	General	General	General	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use open-source software for all govt projects. Open-Source Software also comes with an Enterprise Supported Version which are free from all security risks as well as made enterprise ready with NO LIMITATION to use. Request to kindly mandate Enterprise Supported Open Source Products.	No Change, Bidder to conduct necessary due-diligence while proposing solution. please refer RFP vol 1 of 3 clause 1.5 The Project
56	General	General	General	General	Request you to add clause "The OEM of the platform should have a support center in India"	No Change, please refer to RFP Volume 1 of 3 clause 2.3 Sub - Contracting
57	General	General	General	General	Understanding the expectations and criticality of the website, we suggest that the NLP (Marine) platform should be build on a Digital Experience Platform which is proven and is build on latest open source technology and is supported by a reputed OEM having office in India. Even solutions from quality benchmark reports like Gartners Magic Quadrant or Forestor Wave Report for Digital Experience Platform can be given preferences.	No Change, Bidder to conduct necessary due-diligence while proposing solution. please refer RFP vol 1 of 3 clause 1.5 The Project
58	General	General	General	General	With so many users, it is expected to be a high traffic website, it is very important that the same is build using best of the breed technology and platform which caters to the latest trends and gave best performance. We recommend that agency should mandate the use of a "Digital Experience Platform", which is an integrated platform with capabilities of "Content Management", "Portal", "Workflow & Forms", "Digital Asset Management" & "Search" capability with features like personalization, page content analysis, collaboration tools, capability of social media integration for both push and pull and is compliance to all major standards.	No Change, Bidder to conduct necessary due-diligence while proposing solution. please refer RFP vol 1 of 3 clause 1.5 The Project
59	Vol. I 9.5 PQ Form 5 - Details of Experience of Bidder in Various projects	51	22	List of software components used in the solution. Please indicate the OEM, product and version details. If it is open source please indicate accordingly.	It is understood that, open source here refers to enterprise edition & supported version of Open Source Software which can be used without any restrictions and have access to source code by department and Not refer to "freeware" or "community versions" which are highly vulnerable to security threats and malicious codes. Please confirm	No Change, Bidder to conduct necessary due-diligence while proposing solution. please refer RFP vol 1 of 3 clause 1.5 The Project
60	General	General	General	General	Web Portal is a Critical Component along with Content Management System in this project. Though CMS specification is provides, Web Portal Specification is missing. Request to kindly provide the same.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 9.15 Tech Form 8 - Unpriced Bill of Material
61	4.5 Pre-qualification criteria Volume 1	30	6	The bidder should a minimum (CMMi) Level 3	NEC is CMMI level 5 but the certificate is expired last month for which we have already submitted the application and the new certificate will come in November. Can the proof of application for CMMI will be considered to qualify this clause under this situation?	Please refer Corrigendum 5 In case of expiry of CMMI certificate during the bid process, bidder can submit the CMMI certificate on a condition that he/she will submit a valid CMMI certificate at the time of signing the contract. (if awarded) otherwise bidder will be disqualified
62	4.5 Pre-qualification criteria Volume 1	29	5	Execution of similar project at National level in any country. *	Can experience of Parent company/subsidiary be considered.	No Change, experience of bidding firm will be considered
63	4.6 Technical bid Evaluation Volume 1	31	A.1	Bidder Experience: Community System Project Implementation	Will logistics data bank project done by DLDS will fall under this? LDB is a national portal for providing tracking of all EXIM containers to all stakeholders under a single window. Please confirm if this experience can be considered.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
64	4.6 Technical bid Evaluation Volume 1	31	A.1	Bidder Experience: Community System Project Implementation	Can experience of Parent company/subsidiary be considered.	No Change, experience of bidding firm will be considered
65	4.6 Technical bid Evaluation Volume 1	31	A.6	Bidder Experience: IPCSA+ISO 27001; ISO 20000-1; +SEI CMM Level 3/4/5	The membership of IPCSA is a niche requirement. Request to consider only ISO 27001; ISO 20000 and CMM Level 3/4/5	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria

66	4.6 Technical bid Evaluation Volume 1	31	A.6	Bidder Experience: IPCSA+ISO 27001; ISO 20000-1; +SEI CMM Level 3/4/5	Can certificate from Parent company/Susidiary be considered.	No Change, certificates of bidding firm will be considered
67	4.5 Pre-Qualification Criteria Volume 1	27	1	Financial Strength Required document: ☐ Extracts from the audited Balance sheet and Profit & Loss statements And ☐ Certificate from the Statutory Auditor as per format "PQ Form 3"	Request you to consider certificate from practising Chartered accountant as well in place of Statutory auditor.	No Change, please refer RFP vol 1 of 3 clause 4.5 Pre-Qualification Criteria point 1 Financial Strength
68	4.5 Pre-Qualification Criteria Volume 1	28	2	Positive net worth Required document: Duly certified statement from the statutory auditor for the year 2018-19 as per format "PQ Form 3"	Request you to consider certificate from practising Chartered accountant as well in place of Statutory auditor.	No Change, please refer RFP vol 1 of 3 clause 4.5 Pre-Qualification Criteria point 1 Financial Strength
69	4.6 Technical bid Evaluation Volume 1	32	A.1	Bidder Experience: Required document: ☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	Can we provide the self certificate of completion from Practising Chartered Accountant? For phase completion certificate - Can we provide the self certificate of completion from Practising Chartered Accountant?	No Change, please refer RFP vol 1 of 3 clause 4.6 Technical bid Evaluation point A Bidder Experience
70	4.6 Technical bid Evaluation Volume 1	33	A.2	Required document: ☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR Self Certificate of experience (Certified by the Statutory Auditor); ☐ Please provide project details as per format "Tech Form 9"	Can we provide the self certificate of completion from Practising Chartered Accountant? For phase completion certificate - Can we provide the self certificate of completion from Practising Chartered Accountant?	No Change, please refer RFP vol 1 of 3 clause 4.6 Technical bid Evaluation point A Bidder Experience
71	4.6 Technical bid Evaluation Volume 1	33	A.3	Required document: ☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	Can we provide the self certificate of completion from Practising Chartered Accountant? For phase completion certificate - Can we provide the self certificate of completion from Practising Chartered Accountant?	No Change, please refer RFP vol 1 of 3 clause 4.6 Technical bid Evaluation point A Bidder Experience
72	4.6 Technical bid Evaluation Volume 1	34	A.4	Required document: ☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); ☐ Please provide project details as per format "Tech Form 9" Please provide project details as per format "Tech Form 9"	Can we provide the self certificate of completion from Practising Chartered Accountant? For phase completion certificate - Can we provide the self certificate of completion from Practising Chartered Accountant?	No Change, please refer RFP vol 1 of 3 clause 4.6 Technical bid Evaluation point A Bidder Experience

73	4.6 Technical bid Evaluation Volume 1	34	A.5	Required document: ☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	Can we provide the self certificate of completion from Practising Chartered Accountant? For phase completion certificate - Can we provide the self certificate of completion from Practising Chartered Accountant?	No Change, please refer RFP vol 1 of 3 clause 4.6 Technical bid Evaluation point A Bidder Experience
74	6.1 Payment components	43		Bidder shall be procuring all the requisite licenses, software/hardware on behalf of the IPA, in the name of IPA.	Do we need to include the cost of licenses in the bid or that will be procured by IPA directly.	No Change, clause refer only name of licenses in name of IPA. Please refer RFP vol 1 of 3 clause 6.1 Payment components - Notes
75	RFP Vol 1 Section - 3.3.4	22	3.3.4 (i) & (ii)	i. The "Bidders" as used in the tender documents shall mean the one who has signed the Tender Forms. The Bidders may be either the Principal Officer or his duly Authorized Representative, in either cases, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the representative and the principal. ii. The authorization shall be indicated by written power-of-attorney accompanying the bid in the name of the signatory of the Proposal.	"Power of Attorney" may please be replaced by "Letter of Authorization" at all places. Or either of the two should be acceptable.	No Change, please refer RFP vol 1 of 3 clause 9.18 Tech Form 11 and 9.19 Tech Form 12
76	RFP Vol 1 Section - 4.5	29	The Pre-Qualification criteria for Bidders : 5	Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window "	Execution of similar project at National level in any country. * *Similar projects shall include : Implementation of EBS in Port Domain Implementation of Port Operating System	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
77	RFP Vol 1 Section - 4.6	32	4.6 A1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window or **Implementation of EBS for Ports or implementation of Port Operating System** comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	Please refer Corrigendum 5 Technical Criteria
78	RFP Vol 1 Section - 4.6	34	4.6 A6	IPCSA Membership - Bidder/any member of consortium being a member of IPCSA	This should be done away with as any large Indian MNC would not have such a certification and hence would be forced into an undesired consortium. This is an IT application requiring niche technical skills that has no linkage to IPCSA certification.	Please refer Corrigendum 5 Pre Qualification Criteria

No	Section	Page	Clause	RFP Clause Content	Bidder Query / Suggestion	IPA Response
79	RFP Vol 1 Section - 6.1	43	6.1 Part A Milestone Based Payments	No Milestones % of stage payments Remarks 1 Submission and Acceptance of Detailed Software Requirement Specification (SRS) - NLP Marine 5 T+2 months 2 Acceptance of Solution Architecture and Design, including Logical and Functional Architecture of the NLP System 5 T+3 months 3 Proto-type of the design of the proposed NLP Marine – acceptance of the design by the stakeholders 5 T+4 months 4 Configuration and Development of NLP Marine Module as per SRS 10 T+6 months 5 Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA 5 T+8 months 5 UATs 5 T+10 months 6 Training & Pilot implementation 5 T+11 months 7 Go Live 10 T+12 months 8 Stabilization & fine tuning 10 3 months from Go Live (final) 9 O&M 40 Equal payout in quarters at quarter end	No Milestones % of stage payments Remarks 1 Submission and Acceptance of Detailed Software Requirement Specification (SRS) - NLP Marine 10 T+2 months 2 Acceptance of Solution Architecture and Design, including Logical and Functional Architecture of the NLP System 5 T+3 months 3 Proto-type of the design of the proposed NLP Marine – acceptance of the design by the stakeholders 5 T+4 months 4 Configuration and Development of NLP Marine Module as per SRS 20 T+10 months 5 Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA 10 T+11 months 5 UATs 5 T+11 months 6 Training & Pilot implementation 5 T+11 months 7 Go Live 10 T+12 months 8 Stabilization & fine tuning 10 3 months from Go Live (final) 9 O&M 60 Equal payout monthly in advance	No change, please refer RFP vol 1 of 3 clause 6.1 Payment components Part A
80	RFP Vol 1 Section - 7	44	Liquidated Damages	The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.5% of the contract value for delay of each week or part thereof subject to a maximum of 10% of contract value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.2% of the contract value for delay of each week or part thereof subject to a maximum of 10% of contract value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	No change, please refer RFP vol 1 of 3 clause 7 Liquidity Damage (LD)
81	9.18	70	Volume 1	POA	Can we submit LOA in place of POA	No Change, please refer RFP vol 1 of 3 clause 9.18 Tech Form 11 and 9.19 Tech Form 12
82	9.18	70	Volume 1	POA	Can we submit POA in company standard format	No Change, please refer RFP vol 1 of 3 clause 9.18 Tech Form 11 and 9.19 Tech Form 12
83	Data Sheet	7	6	Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 12 months from the date of submission of bid	Please amend the clause as: Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 12 6 months from the date of submission of bid	Please refer to Corrigendum 5 Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled / commercial Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 6 months from the date of submission of bid
84	1.5 The Project	13		▢ Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. During such time the bidder shall provide support and Maintenance for existing PCS 1x. ▢ The support and Maintenance of NLP shall be for four years thereafter	Please clarify whether the bidder is expected to take over the PCS ver 1x from the existing vendor. If yes, then please add 6 months for transition from existing vendor in which the existing vendor will provide primary support for 3 months and then secondary support for 3 months. The project plan given in RFP Vol2, Section 4.2 Project Milestone Plan, pg 107 does not have any timeline for transition.	No Change, please refer RFP vol 1 of 3 clause 1.5 The Project
85	1.5 The Project	13		▢ Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. During such time the bidder shall provide support and Maintenance for existing PCS 1x. ▢ The support and Maintenance of NLP shall be for four years thereafter	1) Please clarify whether the existing PCS1x functionality platform and functionality are satisfactory as per IPA. 2) Also confirm whether the bidder is expected to redevelop all the functionalities of the PCS1x platform as part of the proposed NLP Marine platform OR is the bidder expected to continue maintaining the PCS1x platform as it is for the entire project duration, and only develop the new functionalities as required. 3) Please confirm that IPA has the required support for all licenced products being used in PCS1x, and that IPA will continue to bear the support cost for all licenced products till the time that PCS1x is in use either as a standalone solution or as a part of the NLP Marine solution.	No change, IPA intends to appoint a Service Provider who will Bootstrap PCS 1x with such features to develop proposed National Logistics Portal (Marine) Ver 1.0 Please refer RFP Vol 1 of 3 clause 1.5. The Project
86	2.2.2 Consortium of Firms	16	x.	IPA reserves the right to review, approve and amend the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of IPA. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Lead Bidder to IPA.	Please amend the clause as: IPA reserves the right to review, approve and amend the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of IPA. **The lead bidder need not take consent from IPA for amending any changes in financial clauses.** An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Lead Bidder to IPA.	No change, please refer RFP vol 1 of3 clause 2.2.2 Consortium of Firms

87	3.3.3 Earnest Money Deposit (EMD)	21	vi	If the successful bidder fails to sign the Agreement in accordance with this tender within 30 days from the issue of Letter of Intent (LOI) by IPA.	Please amend the clause as: If the successful bidder fails to sign the Agreement in accordance with this tender within 30 days from the issue of Letter of Intent (LOI) by IPA **or such other time frame as mutually agreed by IPA and Bidder**.	No Change, please refer RFP vol 1 of 3 clause 3.3.3 Earnest Money Deposit (EMD)
88	4.5 Pre-Qualification Criteria	27	1) Financial Strength	The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 and 2018-19). Documentary Evidence: ☐ **Certificate from the Statutory Auditor as per format "PQ Form 3"**	The annual turnover is available in published financial statement which are already audited by the Statutory Auditor and are also available in Public Domain. Please remove the requirement of Statutory Auditor Certificate and allow the bidder to submit the certificate signed by Authorized Signatory/ Company Secretary.	No Change, please refer RFP vol 1 of 3 clause 4.5 Pre-Qualification Criteria point 1 Financial Strength
89	4.5 Pre-Qualification Criteria	27	1	The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 and 2018-19).	Please change the financial years and amend the clause as: The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2017-18,2018-19 and 2019-20).	Please refer Corrigendum 5 Pre Qualification Criteria
90	4.5 Pre-Qualification Criteria	27	1	And ☐ Certificate from the Statutory Auditor as per format "PQ Form 3"	Please amend the clause as: ☐ Certificate from the Statutory Auditor, **Chartered Accountant or Company Secretary , Authorized Signatory** as per format "PQ Form 3"	Please refer Corrigendum 5 Pre Qualification Criteria
91	4.5 Pre-Qualification Criteria	28	2) Positive net worth	The bidder must have positive net worth as of March 31, 2019 Documentary Evidence: Duly certified statement from the **statutory auditor** for the year 2018-19 as per format "PQ Form 3"	The net worth can be established from the published financial statement which are already audited by the Statutory Auditor and are also available in Public Domain. Please remove the requirement of Statutory Auditor Certificate and allow the bidder to submit the certificate signed by Authorized Signatory/ Company Secretary.	No Change, please refer Corrigendum 5 for updated pre qualification / technical evaluation criteria
92	4.5 Pre-Qualification Criteria	28	2	Positive net worth The bidder must have positive net worth as of March 31, 2019.	Positive net worth The bidder must have positive net worth as of March 31, 2019. **In case the audited accounts for FY 19-20 are available then positive networth as of March31,2020.**	Please refer Corrigendum 5 Pre Qualification Criteria
93	4.5 Pre-Qualification Criteria	28	2	Duly certified statement from the statutory auditor for the year 2018-19 as per format "PQ Form 3"	Duly certified statement from the **Statutory Auditor, Chartered Accountant or Company Secretary, Authorized Signatory** for the year 2018-19 **or 2019-20** as per format "PQ Form 3"	Please refer Corrigendum 5 Pre Qualification Criteria
94	4.5 Pre-Qualification Criteria	29	5) Execution of similar project at National level in any country. *	Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	1) Please allow the bidder to submit the experience in Terminal Operating System Projects Similar projects shall include Port Community System or Terminal Operating System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " 2) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client. 3. We further request to lower the value of projects as per below suggested changes. **The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of ~~INR 47.55 Crores~~ 20 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs ~~29.72 Crores~~ 10 Crores(or its equivalent in foreign currency) and above Or in three projects of value of ~~Rs 23.78 Crores~~ 7 Crore (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live)**	Please refer Corrigendum 5 Pre Qualification Criteria

95	4.5 Pre-Qualification Criteria	29		Work Order + Completion Certificates from the client; OR **Work Order + Self Certificate of Completion (Certified by the Statutory Auditor)** OR Work Order + Phase Completion Certificate (for ongoing projects) from the client/Statutory Auditor . Please provide project details as per format "PQ Form 5"	1) Bidder requests to remove the requirement of self certificate from Statutory Auditor and allow the bidder to submit the self certificate from authorized signatory/company secretary for the stated criteria (Project Scope, Value, Implementation status etc.). 2) As some of the projects are under NDA, hence Work Order copy can not be shared. Hence, Please remove this requirement of submission of work Order.	Please refer Corrigendum 5 Pre Qualification Criteria
96	4.6 Technical bid Evaluation	32-34	A.1 to A.5	☐ Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ **Self-Certificate of experience (Certified by the Statutory Auditor);** Please provide project details as per format "Tech Form 9"	Bidder requests to remove the requirement of self certificate from Statutory Auditor and allow the bidder to submit the self certificate from authorized signatory/company secretary for the stated criteria (Project Scope, Value, Implementation status etc.).	Please refer Corrigendum 5 Pre Qualification Criteria
97	4.6 Technical bid Evaluation	33	A.1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the **last five years** (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	1) Please allow the bidder to submit the experience in Terminal Operating System Projects. Also please accomodate below revision in project value. **The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores 20 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Terminal Operating System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components** 2) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client.	Please refer Corrigendum 5 Technical Criteria
98	4.6 Technical bid Evaluation	33	A.1	Bidders who have experience in logistics or have tie-up with logistic companies	Please clarify what is meant by experience in Logistics Does this mean development of IT Systems for Logistic Movement? or Does it mean consulting for Logistic Solutions?	Please refer Corrigendum 5 Technical Criteria
99	4.6 Technical bid Evaluation	33	A.2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the **last FIVE years** (as on the last date of bid submission) of National level IT System Integration projects **under one community** comprising of the following components: ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	1) We understand that bidder can present experience in large scale IT System Integration projects executed at National Level in any Domain. Please confirm. Please clarify what is meant by projects **under one community.** 2) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client.	Please refer Corrigendum 5 Technical Criteria

100	4.6 Technical bid Evaluation	33	A.3	The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered. · Ports/ Terminals · Shipping Lines · CFS / ICD · Multi-modal operators/ Consolidators · Shipping agents/ Freight forwarders · Any other allied agencies Each of the following four parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects. · Projects/ products development · Implementation · Operation · Maintenance	We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client.	Please refer Corrigendum 5 Technical Criteria
101	4.6 Technical bid Evaluation	34	A.4	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions **similar to the proposed system** in the last **FIVE years.** ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of **4 projects** for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	1) We understand that the experience relating to IT infrastructure for Terminal Operating System Projects will be accepted. Please confirm. 2) Please also accept the experience relating to IT infrastructure for community solutions / any other Large IT Projects. 3) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client. 4) Please confirm how many projects needs to be given for this criteria. RFP statement says 20 marks per project. We understand bidder needs to give **3 projects** for a total score of 60. Please confirm.	Please refer Corrigendum 5 Technical Criteria
102	4.6 Technical bid Evaluation	34	A.6	Bidder/any member of consortium being a member of IPCSA Proof of membership from IPCSA	Bidder requests deletion of this clause.	Please refer Corrigendum 5 Technical Criteria
103	4.6 Technical bid Evaluation	35	B.1	Project Manager (Full Time) • MBA with at least 10 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 or A2 >= 2 Projects 10 Marks < 2 0 Marks PMP/Prince2 certified: 5 marks	1) Please also accept the experience in terminal operating systems projects 2) Please modify the criteria as follows: • **B.E/ B.Tech/ MCA/M.Tech**/ MBA with at least 10 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 or A2 >= **1 Project** 10 Marks • PMP/Prince2 certified: 5 marks	Please refer Corrigendum 5 Technical Criteria
104	4.6 Technical bid Evaluation	35	B.2	Domain Experts (nos. 5) • B.E./B.Tech./MCA/M.Tech/MBA degree with 8 years' of total work experience with any of the stakeholder organizations given below or working with community systems ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies Part of implementation team for at least two projects of community systems as per scope of A1. • >= 2 projects 15 marks subject to a maximum of 5 personnel with domain expertise.	1) Please also accept the experience in terminal operating systems projects 2) Please modify the criteria as follows: • B.E./B.Tech./MCA/M.Tech/MBA degree with **5 years**' of total work experience with any of the stakeholder organizations given below or working with community systems ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies •Part of implementation team for at least **one** project of community systems as per scope of A1. • >= **1 project** 15 marks subject to a maximum of 5 personnel with domain expertise.	Please refer Corrigendum 5 Technical Criteria

105	4.6 Technical bid Evaluation	35	B.3	Functional/ BPR Consultants (no 5) – B.E./B.Tech./MCA/M.Tech/MBA degee with atleast 8 years' of total work experience relating to study and optimization of processes. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of BPR exercises for a minimum of 5 projects or more 10 marks >=2 and < 5 Projects- 5 marks < 2 projects- 0 marks	Please modify the criteria as follows: B.E./B.Tech./MCA/M.Tech/MBA degree with atleast **5 years'** of total work experience relating to study and optimization of processes. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of BPR exercises for a minimum of **2 projects** or more 10 marks **>=1 and < 2 Projects** 5 marks	Please refer Corrigendum 5 Technical Criteria
106	4.6 Technical bid Evaluation	36	B.4	IT experts (no 5) – BE / B.Tech / MCA / M.Tech or equivalent with atleast 8 years' work experience in designing, developing, implementing and maintaining systems and leading a team of minimum five IT professionals. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of 5 projects or more 10 marks >=2 and < 5 Projects- 5 marks < 2 projects- 0 marks	Please modify the criteria as follows: BE / B.Tech / MCA / M.Tech or equivalent with atleast **5 years'** work experience in designing, developing, implementing and maintaining systems and leading a team of minimum five IT professionals. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of **2 projects** or more 10 marks **>=1 and < 2 Projects-** 5 marks	Please refer Corrigendum 5 Technical Criteria
107	4.6 Technical bid Evaluation	36	B.5	Mobile app developers (nos 5) B.E./B.Tech./MCA/M.Tech/MBA degree with atleast 8 years' work experience in designing, developing, implementing and maintaining mobile apps. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of 5 projects or more 7 marks >=2 and < 5 Projects- 4 marks < 2 projects- 0 marks	Please modify the criteria as follows: B.E./B.Tech./MCA/M.Tech/MBA degree with atleast **5 years'** work experience in designing, developing, implementing and maintaining mobile apps. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of **2 projects** or more 7 marks **>=1 and < 2 Projects** 4 marks	Please refer Corrigendum 5 Technical Criteria
108	4.6 Technical bid Evaluation	36	B.6	Solution Architect (no 1) B.E./B.Tech./MCA/M.Tech/MBA degree with atleast 8 years' work experience in architecting solutions for projects out of which at least one project for a community system similar to the project under scope of this tender . Award of marks will be as follows: Solution Architect in at least one project for a community system: 5 marks >1 project 10marks As Solution Architect in other projects >=3 projects 3 marks < 3 – 0 marks	1) Marking Criteria is not clear to score full 15 marks. Please clarify. 2) Please also accept the experience in terminal operating systems projects 3) Please modify the criteria as follows: B.E./B.Tech./MCA/M.Tech/MBA degree with atleast **5 years'** work experience in architecting solutions for projects out of which at least one project for a community system. Award of marks will be as follows: Solution Architect in at least one project for a community system: 5 marks As Solution Architect in other projects **>=2 projects** 10 marks As Solution Architect in other projects **>=1 and < 2 Projects** 5 marks	Please refer Corrigendum 5 Technical Criteria
109	4.6 Technical bid Evaluation	36	B.7	IT infrastructure Specialist (no 1) BE / B.Tech / MCA / M.Tech with atleast 8 years' work experience as per scope of work defined for projects in A4. Award of marks will be as follows: Completion of => 5 projects 10 marks => 3 and < 5 projects 5 marks <3 projects 0 marks Certification- CCNA/CWNA/CCNP : 5 marks	Please modify the criteria as follows: BE / B.Tech / MCA / M.Tech with atleast **5 years'** work experience as per scope of work defined for projects in A4 **or experience as IT Infra specialist in IT Systems Projects** Award of marks will be as follows: Completion of **=> 2 projects** 10 marks **=> 1 and < 2 projects** 5 marks Certification- CCNA/CWNA/CCNP : 5 marks	Please refer Corrigendum 5 Technical Criteria
110	4.6 Technical bid Evaluation	37	B.8	Security expert (no. 1) BE / B.Tech / MCA / M.Tech with atleast 8 years' work experience as per scope of work defined for projects in A4. Award of marks will be as follows: Completion of => 5 projects 10 marks => 3 and < 5 projects 10 5 marks <3 projects 0 marks Any relevant Security Certification: 5 marks	Please modify the criteria as follows: BE / B.Tech / MCA / M.Tech with atleast **5 years**' work experience as per scope of work defined for projects in A4 **or experience as Security expert in IT Systems Projects** Award of marks will be as follows: Completion of **=> 2 projects** 10 marks **=> 1 and < 2 projects** 5 marks Any relevant Security Certification: 5 marks	Please refer Corrigendum 5 Technical Criteria

111	4.6 Technical bid Evaluation	37	B.9	Cloud/ data centre & BCM specialist (no. 1) Basic degree with atleast 8 years' of work experience. Experience in cloud computing technologies (IAAS/ PAAS / SAAS), large scale data centre design, implementation and support, DR site planning, designing and execution, data recovery etc. Award of marks will be as follows: Completion of projects with cloud/ DR / DC implementation => 5 projects 10 marks =>3 and < 5 projects 5 marks < 3 projects 0 marks. Cloud Certification from any leading Cloud OEMs : 5 marks	Please modify the criteria as follows: Basic degree with atleast **5 years**' of work experience. Experience in cloud computing technologies (IAAS/ PAAS / SAAS), large scale data centre design, implementation and support, DR site planning, designing and execution, data recovery etc. Award of marks will be as follows: Completion of projects with cloud/ DR / DC implementation **=> 2 projects** 10 marks **=>1 and < 2 projects** 5 marks Cloud Certification from any leading Cloud OEMs : 5 marks	Please refer Corrigendum 5 Technical Criteria
112	4.6 Technical bid Evaluation	37	B.10	Trainers (no 3) Basic degree with 8 years' experience in conducting large scale awareness, promotional and in depth usage training development of course materials etc. in similar projects. Award of marks to individuals will be as follows: Conduct of training for >= 5 projects 5 marks >= 3 projects 3 marks < 3 projects 0 marks	Please modify the criteria as follows: Basic degree with **5 years**' experience in conducting large scale awareness, promotional and in depth usage training development of course materials etc. in similar projects/**other IT System projects**. Award of marks to individuals will be as follows: Conduct of training for **>= 2 projects** 5 marks **>= 3 projects** 3 marks	Please refer Corrigendum 5 Technical Criteria
113	4.6 Technical bid Evaluation	38		NOTE : Wherever self-certification or certification by statutory auditor has been submitted by the bidder and he happens to be a successful bidder, he has to produce either work order or agreement or certification from the client for the purpose.	As some of the projects are under NDA, it is not possible work order or agreement or certification from the client. Hence Bidders requests to remove this clause.	Please refer Corrigendum 5 Technical Criteria
114	4.8.2 Failure to Agree to the Terms and Conditions of the tender	41		☐ Failure of the successful bidders to agree to the Draft Legal Agreement and Terms & Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event IPA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders. ☐ In such a case, IPA shall invoke the PBG of the successful bidder.	Please amend the clause as: ☐ Failure of the successful bidders to agree to the Draft Legal Agreement and Terms & Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event IPA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders. ☐ In such a case, IPA shall invoke the ~~PBG~~ **EMD** of the successful bidder.	No Change, please refer to RFP vol 1 of 3 clause 4.8.2 Failure to Agree to the Terms and Conditions of the tender
115	4.8.3 Performance Bank Guarantee	41	i.i	The PBG shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project. IPA shall facilitate the signing of contract within the period of 30 (Third) days of notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier. All reference timelines as regards execution of project and payments to bidder shall be considered as beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier.	Please amend the clause as: The PBG shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Acceptance **or within an agreed time frame as mutually agreed upon and** valid for the entire period of the project. IPA shall facilitate the signing of contract within the period of 30 (Third) days of notification of award **or within an agreed time frame as mutually agreed upon**. ~~However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier.~~ All reference timelines as regards execution of project and payments to bidder shall be considered as **the date of signing of the contract.** ~~beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier.~~	No Change, please refer RFP vol 1 of 3 clause 4.8.3 Performance Bank Guarantee
116	4.8.3 Performance Bank Guarantee	41	i.ii	An amount equivalent of 10% of total contract value shall be payable by the bidder for the total duration of the contract plus six months. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder. Two years after Go-live at pre- defined locations, this bank guarantee shall be returned subject to work carried out to the satisfaction of IPA. However, a new performance bank guarantee with an amount equivalent to 5% of the total contract value for the remaining duration of the contract plus six months shall be payable by bidder before return of the original bank guarantee.	**Please amend the clause as given below:** An amount equivalent of ~~10%~~ **5%** of total contract value shall be payable by the bidder for the total duration of the contract plus six months. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder. Two years after Go-live at pre- defined locations, this bank guarantee shall be returned subject to work carried out to the satisfaction of IPA. However, a new performance bank guarantee with an amount equivalent to ~~5%~~ **2.5%** of the total contract value for the remaining duration of the contract plus six months shall be payable by bidder before return of the original bank guarantee.	No Change, please refer RFP vol 1 of 3 clause 4.8.3 Performance Bank Guarantee

#	Clause	Page	Sub-clause	Original Text	Bidder's Comment/Amendment	IPA Response
117	4.8.3 Performance Bank Guarantee	41	i.iv	IPA shall invoke the performance guarantee in case the selected bidder fails to discharge his contractual obligations during the period or Owner incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. Notwithstanding anything contained in this document or the contract and without prejudice to any rights whatsoever of IPA under contract, the proceeds of PBG shall be payable to IPA as compensation for any loss resulting from bidder's failure to complete its obligations under the contract. IPA shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen) days of the failure to perform, indicating the contractual obligations for which the bidder is in default.	**Please amend the clause as:** IPA shall invoke the performance guarantee in case the selected bidder fails to discharge his contractual obligations during the period or Owner incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. Notwithstanding anything contained in this document or the contract and without prejudice to any rights whatsoever of IPA under contract, the proceeds of PBG shall be payable to IPA as compensation for any loss resulting from bidder's failure to complete its obligations under the contract. IPA shall notify the bidder in writing of the exercise of its right to receive such compensation within ~~14 (fourteen)~~ **30 (thirty)** days of the failure to perform, indicating the contractual obligations for which the bidder is in default.	No Change, please refer RFP vol 1 of 3 clause 4.8.3 Performance Bank Guarantee
118	5 Constitution of Project Team	42	vii	A list of the Project Team assigned for this Project with the details of the personnel, their qualifications, experience, designations, roles, responsibilities and their deployment for this project (e.g. full time, shared etc indicating the percentage) shall be attached as part of the Technical Bid.	Please allow the bidder to submit the sample/indicative profiles. Confirmed profiles can be shared at the time of actual deployment of resources.	No change, please refer RFP vol 1 of 3 clause 5 Constitution of Project Team
119	5	42	Xii - Constitution of Project Team	Failure of deputing such key person in all those meeting will be treated as breach of contract. Each such failure shall attract a penalty. Three such cases shall lead to cancellation of contract by forfeiting the BG	While BIDDER shall put resonable effort to ensure that key personnels are present in such meetings, at times, it may not be possible in scenarios like that of health issues, personal emergencies etc. Any absence should ne notified to IPA, in that case, any penalty cause should be removed.	Please refer Corrigendum 5 failure of deputing key person in all those meeting without any approval from IPA will be treated as breach of contract. Each such failure shall attract a penalty Three such cases shall lead to cancellation of contract by forfeiting the BG
120	6.1 Payment components The scope of work is given in Vol II of this document	42		60% of the total payment will be paid out to the System Integrator at the time of Go-Live, based on the milestones achieved, and balance payment of 40% will be paid out in equal parts during the AMC period based on the achievements of milestones/ quality of services provided by selected Bidder.	**Please amend the clause as given below:** 60% of the total payment will be paid out to the System Integrator at the time of Go-Live, based on the milestones achieved, and balance payment of 40% will be paid out in equal parts during the AMC period based on the achievements of milestones/ quality of services provided by selected Bidder. All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by IPA and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	No Change, please refer RFP vol 1 of 3 clause 6.1 Payment components
121	6.1 Payment components	43		60% of the total payment will be paid out to the System Integrator at the time of Go-Live, based on the milestones achieved, and balance payment of 40% will be paid out in equal parts during the AMC period based on the achievements of milestones/ quality of services provided by selected Bidder.	100% of the price of Implementation phase (Design, Development and Implementation for NLP Marine) be paid upto Go-Live period. 1. HW and SW supply - 75% on delivery & 25% on Go-Live 2. Other components pertaining to milestone phase payment to be based on the milestone achieved and as detailed below: Submission and Acceptance of Detailed Software Requirement Specification (SRS) - NLP Marine - 10% Acceptance of Solution Architecture and Design, including Logical and Functional Architecture of the NLP System - 10% Proto-type of the design of the proposed NLP Marine – acceptance of the design by the stakeholders - 15% Configuration and Development of NLP Marine Module as per SRS - 15% Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA - 10% UATs - 10% Training & Pilot implementation - 10% Go Live - 10% Stabilization & fine tuning - 10% 3. Price for the O&M Phase - Equal payout in quarters at quarter end	No Change, please refer RFP vol 1 of 3 clause 6.1 Payment components - Part A: Milestone based payments
122	6.1 Payment components	43		*Only when the deliverables are approved by Purchaser, shall the invoice be raised	For the supply components, the bidder would need to raise the invoice at the time of delivery as per accounting guidelines. Hence request this clause be deleted.	No Change, please refer RFP vol 1 of 3 clause 6.1 Payment components - Part A: Milestone based payments

#	Clause	Page	Section	Clause Text	Query / Request	Response
123	6.1 Payment components	43		*The bidder will be expected to provide these components at the discovered unit rate as per the price bid for TWO years or GO-Live of the project, whichever is later.	Need clarity on this clause	No Change, The bidder should use same quoted component rates for two years or till Go Live whichever is later. No Change, please refer RFP vol 1 of 3 clause 6.1 Payment components - Notes
124	8.1	44	Roles & Responsibilities	Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Requested to provide location details along with the count of end point PCs/systems. This is required to size anti-virus.	No change, please refer RFP vol 2 of 3 Annexure VI Existing Systems Details
125	7 Liquidity Damage (LD)	44		The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.5% of the contract value for delay of each week or part thereof subject to a maximum of 10% of contract value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	Please amend the clause as: The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.5% of the contract **milestone** value for delay of each week or part thereof subject to a maximum of 10% **5%** of contract **milestone** value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	No Change, please refer RFP vol 1 of 3 clause 7 Liquidity Damage (LD)
126	7 Liquidity Damage (LD)	44		The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.5% of the contract value for delay of each week or part thereof subject to a maximum of 10% of contract value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	**Please amend the clause as given below:** The service provider (SP) shall ensure timely completion of the milestones mentioned above. There shall be a penalty @ 0.5% of the contract value for delay of each week or part thereof subject to a maximum of 10% 5% of contract value delayed services in non-achieving the milestones of work order unless such delay is duly approved caused by IPA. The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such penalty shall be IPA's sole and exclusive remedy for all delays herein.	No Change, please refer RFP vol 1 of 3 clause 7 Liquidity Damage (LD)
127	9.3 PQ Form 3 - Financial Capability	47		We have examined the books of accounts and other relevant records of <<Bidder / consortium Partner Name along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover and Net worth for the three years i.e. from FY 2016-17 to FY 2018-19 are as per details given below:	Request the clause be changed to : Those bidders who have the audited financial statements for FY 20, can provide the data for FY 2017-18, FY 2018-19 & Y 2019-20	Please refer Corrigendum 5 Pre Qualification Criteria
128	9.3 PQ Form 3 - Financial Capability	47		(Signature of the Chartered Accountant/Statutory Auditor)	Please amend as : (Signature of the Chartered Accountant/Statutory Auditor/Company Secretary/Authorized Signatory)	Please refer Corrigendum 5 Pre Qualification Criteria
129	9.5 PQ Form 5 - Details of Experience of Bidder in Various projects	49	General Information	Name of the contact person and contact details for the client of the assignment	As some of the projects are under NDA, it is not possible to share the Project Name, Client Contact details etc. Please allow the bidder to submit anonymize project citations.	Please refer Corrigendum 5 Technical Criteria
130	9.5 PQ Form 5 - Details of Experience of Bidder in Various projects	51-52	29	Documentary Proof attached duly notarised	Please remove the requirement of notarised documentary proofs. Bidder can submit the self certificates from Authorized signatory/Company Secretary.	No Change, please refer RFP vol 1 of 3 clause 9.5 PQ Form 5 - Details of Experience of Bidder in Various projects (Point no 29)
131	9.10 Tech Form 3 - Profile of Proposed Resources	61	Professional Certifications	Note: Please attach copies of relevant certificates	These can be provided at the time of deployment of resources. Please remove this requirement from the proposal document.	No Change, please refer RFP vol 1 of 3 clause 9.10 Tech Form 3 - Profile of Proposed Resources
132	9.18 Tech Form 11 - Format for Power of Attorney to Authorize Signatory	70		Format for Power of Attorney to Authorize Signatory	Request the bidder be allowed to submit the POA issued to the Authorized Signatory in it's own format.	No Change, please use format provided in RFP. Please refer RFP vol 1 of 3 clause 9.18 & 9.19
133		73		Tripartite agreement for Cloud Service Provider (This is required if and only Cloud Service provider is consortium partner.)	Can the Cloud Service provider be a sub contractor and if yes, then in such a case the bidder would include the Cloud services in the commercial bid.	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.
134	11.2 Summary (Part A & B) of Commercial Proposal	86	1	Design, Development and Implementation for NLP Marine	Request this line item be split into: Infra Supply, Cloud Services. Application development. Training and Others.	No Change, please refer RFP vol 1 of 3 clause 10.2.1 Design, Development and Implementation for NLP Marine
135	Part B: On-actual Payment	87		Contract to Bidder will be for 3 years (1 year development and 2 years O&M). The contract may be extended by IPA for initial 2 years. Bidder to factor in the extension during submission of commercial proposal in bid. For purpose of QCBS evaluation, IPA would consider the combined quoted cost of above Part A & Part B for 1 (implementation) + 2 (O&M) +2 (Possible Extension) years.	Need clarity on the contract tenure. Is it fixed for 5 years as per clause 2.1 pg 14 or should be considered as per this clause.	Please refer to corrigendum 5 Contract to Bidder will be for 3 years (1-year development and 2 years O&M). The contract may be extended by IPA for additional 2 years. For purpose of QCBS evaluation, IPA would consider the combined quoted cost of above Part A & Part B for 1yr (implementation) + 2 yrs (O&M). However, the bidder is required to quote the price for the additional 2 years of possible extension

136	1		9	1.1		Cloud migration for PCS 1.0 and Implementation	Are there any current challenges / issues with the existing Cloud Service Provider?	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
137	1		9	1.1		Cloud migration for PCS 1.0 and Implementation	How the different stakeholders are accessing the current PCS system. Is it through Internet or there are private circuits to different stakeholder organizations. Please elaborate on the same.	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
138	1		9	1.1		Set up a central 24/7 helpdesk with locational support.	Please suggest where the current helpdesk site is, whether on IPA premise, number of agents staffed etc.	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
139	1		9	1.1		Set up a central 24/7 helpdesk with locational support.	How is the helpdesk site connected to the current CSP. Is it through a dedicated link viz. MPLS / Leased line or over Internet. Please suggest the capacities of these links.	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
140	9		1.1			Cloud migration for PCS 1.0 and Implementation	Where is current service provider hosted currently? Who is the current hosting vendor? How many users have hit the site in the last 6 months?	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
141	2.3		17	Sub-Contracting		ii. Establishment of network infrastructure	Request IPA to elaborate more on this clause for us to understand and propose appropriate network Infrastructure accordingly. This information is required prior to submission of bid as it shall have commercial implications which needs to be considered.	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.
142	2.3		17	Sub-Contracting		vi. Onsite services at each location as required to implement and operate NLP (Marine) Ver 1.0	Onsite services are required at how many locations and request IPA to elaborate more on the onsite services being desired.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project
143	4.5 Pre-Qualification Criteria		29	5) Execution of similar project at National level in any country. *		Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	1) Please allow the bidder to submit the experience in Terminal Operating System Projects. Similar projects shall include Port Community System or Terminal Operating System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window or other Community Systems such as: a) Please also allow the bidder to include Single Window National/State Citizen Services Projects. b) Please also allow the bidder to include Single Window National/State projects for Ease of Doing Business. 2) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client. 3. We further request to lower the value of projects as per below suggested changes. **The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores 20 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores 10 Crores(or its equivalent in foreign currency) and above Or**	Please refer Corrigendum 5 Pre Qualification Criteria
144	4.6 Technical bid Evaluation		34	A.6		Bidder/any member of consortium being a member of IPCSA Proof of membership from IPCSA	Please remove this clause as - a) Major SI's are not member of IPCSA b) Even for a consortium to be formed there will be a restriction on the number partners available with IPCSA membership and as one IPCSA member can participate only with one bidder it will limit the number of bids.	Please refer Corrigendum 5 Pre Qualification Criteria

145	4.6 Technical bid Evaluation	33	A.1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the **last five years** (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	1) Please allow the bidder to submit the experience in Terminal Operating System Projects. Similar projects shall include Port Community System or Terminal Operating System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window or other Community Systems such as: a) Please also allow the bidder to include Single Window National/State Citizen Services Projects. b) Please also allow the bidder to include Single Window National/State projects for Ease of Doing Business.. Also please accommodate below revision in project value. **The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value ~~INR 23.78 Crores~~ 20 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Terminal Operating System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components** 2) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client.	Please refer Corrigendum 5 Technical Criteria
146	4.6 Technical bid Evaluation	34	A.4	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions **similar to the proposed system** in the last **FIVE years.** ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of **4 projects** for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	1) We understand that the experience relating to IT infrastructure for Terminal Operating System Projects or other Community Systems Projects (e.g. Single Window National/State Citizen Services Projects/ease of doing business) will be accepted. Please confirm. 2) Please also accept the experience relating to IT infrastructure for community solutions / any other Large IT Projects. 3) We understand that the projects awarded or implemented or On-going (under Operations & Maintenance Phase) in last five years will be accepted. Hence Bidder can submit on-going projects which have been awarded and have gone live before 5 years but are under O& M phase and bidder is actively delivering services to the client. 4) Please confirm how many projects needs to be given for this criteria. RFP statement says 20 marks per project. We understand bidder needs to give **3 projects** for a total score of 60. Please confirm.	Please refer Corrigendum 5 Technical Criteria
147	5	42		Constitution of Project Team	The bidders software development and O&M team is required to operate from IPA office or from bidders premises?	No Change, please refer RFP vol 2 of 3 clause 5.1.4 Key Personnel, deployment should be onsite
148	5	42		Constitution of Project Team	If the team is required to operate from IPA premises, please provide a detailed list of Infrastructure which IPA will provide to the bidders team along with the IPA office address details.	No Change, please check RFP vol 1 of 3 clause 8.2 IPA & stakeholders of communities point ii
149	8	44	8.1	Roles & Responsibilities xii. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Please suggest the number of PCs for which Antivirus solution is required. Also, suggest the distribution of the same across various locations as mentioned in this clause.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project
150	8	44	8.1	Roles & Responsibilities xii. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Is IPA already having the PCs at these various locations. If so, please suggest the current OS details for which Antivirus solution is required.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project
151	8	44	8.1	Roles & Responsibilities xii. Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Apart from Antivirus are there any other Infrastructure which needs to be provisioned at these various locations. Please provide a detailed BoQ so as to create level playing for all bidders.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project and 9.15 Tech Form 8 - Unpriced Bill of Material

#	Clause	Page	Sub-clause	Description	Query / Clarification	Response
152	8	44	8.1	xx. Ensuring the SLAs for downtime of system, software development / customization, procurement and delivery of hardware & networking equipment.	Kindly elaborate more on the procurement and delivery of hardware & networking equipment in terms of scope, specifications and Bill of Material for the bidders to have a clear understanding and also create a level playing for all.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project and 9.15 Tech Form 8 - Unpriced Bill of Material
153	9.7 PQ Form 7	56	Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units or Local Governments	Dear Sir, In response to the tender No. Dated for "<>", I/ We hereby declare that presently our Company/ Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. We further declare that presently our Company/ firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.	**Kindly amend the below clause as:** Dear Sir, In response to the tender No. Dated for "<>", **to the best of our knowledge and as per records available with the Company**I/ We hereby declare that presently our Company/ Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. **As per records available with the Company, W**we further declare that presently our Company/ firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.	No Change, please refer vol 1 of 3 clause 9.7 PQ Form 7
154	9.8 Tech Form 1	57	Technical Bid- Covering Letter1	1. We hereby request to be qualified with the IPA as a bidder for<Project Title> against Tender No. <>. I / We declare that all the services shall be performed strictly in accordance with the tender documents and we agree to all the terms and conditions in the tender 2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal. 8. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 (one eighy) days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and IPA. 13. We here by confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections	**Kindly amend the below clause as:** 1. We hereby request to be qualified with the IPA as a bidder for<Project Title> against Tender No. <>. I / We declare that all the services shall be performed strictly in accordance with the tender documents and **subject to the deviations submitted along with the bid proposal** ,we agree to all the terms and conditions in the tender. 2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal. 8. **Subject to the deviations submitted along with the bid proposal, W**we agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 (one eighy) days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and IPA 13. We here by confirm that our prices in**ex**clude all taxes. However, all the taxes are quoted separately under relevant sections	No Change, please refer vol 1 of 3 clause 9.8 Tech Form 1 - Technical Bid-Covering Letter
155	11.2 Summary (Part A & B) of Commercial Proposal	86,87,89	11.2 PartA PartB, 10.2.1, 10.2.2, 10.2.3	Commercial Price Data Sheet - place holder for Implementation along with 5 year O&M (year1 to Year5) price is to be provided.	Request your clarification on: 1. Is the year 1 price indicative to O&M support for 1 year? 2. Is the 5 year (year1 to year5) O&M value asked in data sheet table is indicative to: Year1 value is O&M Support for PCS 1x Year2 value is first year O&M Support for NLP-Marine Year3 value is second year O&M Support for NLP-Marine Year4 value is first year extendable O&M Support for NLP-Marine Year5 value is second year extendable O&M Support for NLP-Marine	Please refer to corrigendum 5 Contract to Bidder will be for 3 years (1-year development and 2 years O&M). The contract may be extended by IPA for additional 2 years. For purpose of QCBS evaluation, IPA would consider the combined quoted cost of above Part A & Part B for 1yr (implementation) + 2 yrs (O&M). However, the bidder is required to quote the price for the additional 2 years of possible extension
156	11.2 Summary (Part A & B) of Commercial Proposal - Facility Management	86, 91	Table PARTA-3d Facility Management 10.2.2 (d) Facility Management	Price for facility management component	Request your clarification on: 1. The scope of facility management.	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
157				General	In the proposed setup, how the different stakeholders are required to access the PCS system. Is it through Internet or there are private circuits to different stakeholder organizations required. Please elaborate on the same.	No Change, Bidder should update Tech Form 8 with all required details. Please refer RFP vol 1 of 3 clause 1.5 The Project

158				General	From Infrastructure setup perspective at stakeholder sites, please provide detailed scope of work.	No Change, please refer RFP vol 2 of 3 clause Annexure VI - Existing Systems Details
159	3.2 Pre-bid meeting and clarifications. 3.2.1 Bidders' queries	Page 19 of 96 of Vol 1	3.2.1 Bidders' queries. (i).	IPA would facilitate a Workshop with incumbent service provider of PCS 1.x before Pre-Bid meeting to provide a comprehensive understanding of current landscape. The date and venue would be notified later.	Kindly let us know the date of workshop on PCS 1.x.	Please refer Corrigendum 5 PCS 1.x workshop Date & Time: [10/11/2020]: [1230 HRS] Workshop done over teams call Refer to annexure 2.5 for response to the specific questions asked during the workshop. In addition to the clarification provided during the workshop, the details of the current application are given in annexure 2.6
160	3.3.3 Earnest Money Deposit (EMD)	Page 21 of 96 Vol 1	3.3.3 Earnest Money Deposit (EMD) (i)	i. Bidders shall submit, along with their bids, EMD as per the details mentioned in the Data Sheet.	MSME's registered with NSIC (under GOI Ministry of MSME) or holding Udyog Aadhar are exempted from payment of earnest money deposit (EMD). Reference, Public Procurement Policy for MSEs Order, 2012 has been notified under section 11 of MSMED Act, 2006. The Policy is effective from 1st April 2012 (Gazette notification on 26th March 2012). Request IPA to kindly dispense with EMD requirement for MSMEs registered with NSIC.	Please refer Corrigendum 5 Pre Qualification
161	3.4 Submission of Proposal. 3.4.1 Bidder Registration & Proposal Submission	Page 24 of 96 of Vol 1	Response to Pre- Qualification Criteria	Proof of IPCSA membership	Request to allow IPCSA membership be taken after the award of the project.	Please refer Corrigendum 5 Tech Qualification
162	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window "	Request to kindly elaborate on 'Trade Community System' projects and 'Cargo community system' projects.	Please refer Corrigendum 5 Tech Qualification & Pre Qualification
163	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window "	Will a technology portal which provides operational services to multiple stakeholders in a Port such as Importers, Exporters, Transporters, CHA, Port Authority, CISF, etc eligible?	Please refer Corrigendum 5 Tech Qualification & Pre Qualification
164	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window "	Will a technology portal which provides operational services to multiple stakeholders in a Port such as Importers, Exporters, Transporters, CHA, Port Authority, CISF, etc eligible?	Please refer Corrigendum 5 Tech Qualification & Pre Qualification
165	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window "	A technology portal that provides cargo tracking services to multiple stakeholders in a Port such as Importers, Exporters, Transporters, CHA, Port Authority, CISF, etc eligible?	Please refer Corrigendum 5 Tech Qualification & Pre Qualification
166	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of R	As per Government of India (Ministry of Micro, Small & Medium Enterprises) Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016 (Subject: **Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria**) To All Central Ministries/Departments/CPSUs/All Concerned, we request IPA to kindly dispense on prior experience requirement for MSMEs registered with NSIC.	Please refer Corrigendum 5 Pre Qualification
167	4.5 Pre-Qualification Criteria	Page 26 of 96 Vol 1	S.No 5 Execution of similar project at National level in any country.	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of R	As per Government of India (Ministry of Micro, Small & Medium Enterprises) Policy Circular No. 1(2)(1)/2016-MA Dt. 10th March 2016 (Subject: **Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria**) To All Central Ministries/Departments/CPSUs/All Concerned, we request IPA to kindly dispense on prior experience requirement for Startups registered with DIPP.	Please refer Corrigendum 5 Pre Qualification

#	Section	Page	Ref	Clause Text	Response	Remarks
168	4.6 Technical bid Evaluation	Page 31 of 96 Vol 1	A Bidder Experience. A1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation,operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components	For evaluation purpose a project of value of INR 23.78Cr is being considered for Max Marks while for qualifying the highest value of project is INR 47.55Cr. Request to kindly clarify the marking weightage.	Please refer Corrigendum 5 Pre Qualification
169	4.6 Technical bid Evaluation	Page 31 of 96 Vol 1	A Bidder Experience. A2	The Bidder/ any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: Study of the system & Optimization/ re- engineering Design of the solution Development / customization and Integration with other external parties Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	For evaluation purpose a project of value of INR 23.78Cr is being considered for Max Marks while for qualifying the highest value of project is INR 47.55Cr. Request to kindly clarify the reason for such a consideration.	Please refer Corrigendum 5 Pre Qualification
170	4.5	29	5	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	The Bidder or one of its Associates must have experience of successful Go- Live / completed/operational/ projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 (Striked out) **14 Crore** (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 (Striked out) **7 Crores** (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 (Striked out) **4 Crores** (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	Please refer Corrigendum 5 Pre Qualification
171	4.6	32	A.1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ongoing project of value INR 23.78 (Striked out) **14 Crores** (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window **or Logistic Supply chain Management** comprising of the following components ☐ Study of the system & Optimization/re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	Please refer Corrigendum 5 Tech Qualification
172	4.6	33	A.2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: ☐ Study of the system & Optimization/ reengineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects (Striked out) **Initiative e.g. e-Governance, Smart City Projects, etc..** under one community comprising of the following components: ☐ Study of the system & Optimization/ reengineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	Please refer Corrigendum 5 Tech Qualification

#	Section	Page	Clause	RFP Text	Query / Suggestion	Response
173	4.6	33	A.3	The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered. ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies Each of the following four parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects. ☐ Projects/ products development ☐ Implementation ☐ Operation ☐ Maintenance	The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered. ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies Each of the following four parameters will be awarded 5 (Striked out) **10 marks** subject to a maximum of 20 (Striked out) **40 marks** per project. Bidder can submit up to a maximum of 4 (Striked out) **2 projects.** ☐ Projects/ products development ☐ Implementation ☐ Operation ☐ Maintenance	Please refer Corrigendum 5 Tech Qualification
174	4.6	34	A.4	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions similar to the proposed system in the last FIVE years. ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions similar to the proposed system in the last FIVE years. ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40. (Striked out) **For Project hosted on State data centre 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.**	Please refer Corrigendum 5 Tech Qualification
175	Volume 1 - 1	7	6	Earnest Money Deposit	Request you to allow EMD in the form a BG from any commercial bank.	Please refer Corrigendum 5 Pre Qualification Criteria Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled / commercial Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 6 months from the date of submission of bid
176	Volume 1 - 1.5	13		Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed	Can you please share the current technology stack of PCS v1x, current support window and current ticket count for L1, L2, L3 categories, current SLA adherence	No Change, please refer vol 2 of3 Annexure Vi for existing functionalities
177	Volume 1 - 3.2.1	19	i	IPA would facilitate a Workshop with incumbent service provider of PCS 1.x before Pre-Bid meeting to provide a comprehensive understanding of current landscape. The date and venue would be notified later	Request you to plan for this workshop online due to current pandemic	Please refer to Corrigendum 5 . PCS 1.x workshop Date & Time: [10/11/2020]: [1230 HRS] Workshop done over teams call Refer to annexure 2.5 for response to the specific questions asked during the workshop. In addition to the clarification provided during the workshop, the details of the current application are given in annexure 2.6
178	Volume 1 - 4.5	28	2	Positive net worth	Details requested are of March 2019. Please suggest, if we should provide details of March 2019 or 2020	No change. Please refer to RFP vol1 section 4.5, point 2, pg. no. 28

179	Volume 1 - 4.5	29	5		Execution of similar project at National level in any country	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
180	Volume 1 - 4.5	29	5		Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services	Request you to allow the projects to be considered if these have either "Implementation" or "Operations and Maintenance Services" or both	Please refer Corrigendum 5 Technical Criteria
181	Volume 1 - 4.5	30	6		The bidder should a minimum (CMMi) Level 3	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
182	Volume 1 - 4.6	32	A.1		The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ◻ Study of the system & Optimization/ re- engineering ◻ Design of the solution ◻ Development / customization and Integration with other external parties ◻ Training & Implementation ◻ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
183	Volume 1 - 4.6	33	A.2		The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components:	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
184	Volume 1 - 4.6	33	A.3		The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered.	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
185	Volume 1 - 4.6	34	A.4		The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions similar to the proposed system in the last FIVE years. ◻ Design of IT infrastructure including sizing of hardware components ◻ Installation & commissioning ◻ Operation, administration & maintenance ◻ Security Management	Due to confidentiality clauses for few projects, if bidder is not able to submit PO / WO or completion certificate, then request you to kindly consider the self certificate signed by authorized signatory of the bidder or CS	Please refer Corrigendum 5 Technical Criteria
186	Volume 1 - 4.6	34	A.5		The bidder / any member of the consortium must have experience in designing, developing and integrating mobile applications on diverse platforms (Android, iOS, Windows, etc.) during the last seven years.	Please share the scoring of marks, if number of projects is less than 2	Please refer Corrigendum 5 Technical Criteria
187	Volume 1 - 4.6	35	B.1		Project Manager (Full Time)	Please share the scoring of marks, if number of projects is less than 2	Please refer Corrigendum 5 Technical Criteria
188	Volume 1 - 4.6	35	B.2		Domain Experts	Request to keep payment terms separate for all "hardware and software" and Services. For "Hardware and Software", please allow milestones as below i.e. 1. on delivery of these components - 30%, 2. completion of installations - 15%, 3. Post Uat sign off - 25% and 4. on go live - 30%	No change in payment terms
189	Volume 1 - 6.1	42	part A		Payment components	It is assumed that, this requirement is for NLP system and not for PCS v1x	No Change, Please refer RFP vol 2 of 3 for scope of the NLP
190	Volume 1 - 8.1	44	All		All points under section 8.1	For environments other than Production and DR (e.g. development, testing, staging, training etc), should the bidder plan to deploy HW and SW in data center only? Can the bidder plan for development environment to be setup at bidder's premise?	No Change, please refer RFP vol 2 of 3 clause 3.3.10 Cloud Services
191	Volume 1 - 8.1	44	xii		Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	For Business Continuity- it is assumed that, this requirement is limited to DC to DR failover and back. Kindly confirm	No change, Please refer Volume 2 of the RFP for Business Continuity requirements and Volume 3 for the Service Level Requirements of DC and DR

192	Volume 1 - 8.1	44	xvii	Maintain the business continuity	Can you please suggest the proposed timeline for technology upgrade / refresh?	No change, Please refer Volume 2 of the RFP for Business Continuity requirements and Volume 3 for the Service Level Requirements of DC and DR
193	Volume 1 - 4.5	29	5	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of **Maritime/port, Rail, Air, Road** community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	Please refer Corrigendum 5 Technical Criteria
194	Volume 1 - 4.5	29	5	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	By considering the importance and magnitude of the NLP - Marine program, we request you to please extend the submission timeline to 30th November 2020	Please refer Corrigendum 5 for updated timelines
195	Volume 1	8	10	Last date and time (deadline) for receipt of proposals in response to tender notice [26/10/2020]	We propose to have 30 days payment terms, and to have deemed acceptance of invoice if the invoice is not disputed within 10 days of receipt of invoice.	No Change, please refer RFP Vol 1 of 3
196	2.3 Sub-Contracting	17	iii	The Purchaser provides the flexibility to bidders to sub-contract part of the work, provided it is not more than 50% of the estimated fair value of the contract. However allowing sub-contracting should not dilute the responsibility & liability of the bidder/lead member.	How the 'estimated fair value of the contract' to be determined?	No Change, bidder to conduct necessary due diligence
197	4.6 Technical bid Evaluation	32	A1	Evaluation Criteria – Proposed Solution The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature...	We assume that 'successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores' includes the total value of the 2 projects shown for the purpose of meeting this requirement. Please confirm.	Please refer Corrigendum 5 Technical Criteria
198	4.6 Technical bid Evaluation	32		Evaluation Criteria – Proposed Solution	Request to change the clause 'Self-Certificate of experience (Certified by the Statutory Auditor)'- to "Self-Certificate of experience (Certified by the Bidder's representative with POA)' as Auditor's would not know project status for each project for large corporates?	Please refer Corrigendum 5 Technical Criteria
199	4.6 Technical bid Evaluation	33	A2	Evaluation Criteria – Proposed Solution The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature...	We assume that 'successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores' includes the total value of the 2 projects shown for the purpose of meeting this requirement. Please confirm.	Please refer Corrigendum 5 Technical Criteria
200	6.1 Payment components	43	Part A	Part A: Milestone based payments	We assume that if no comments have been received within 5 working days on a deliverable from the deliverable submission date, the deliverable should be deemed accepted. Please confirm, as delay in approval/ acceptance could lead to delay in milestone closure.	No Change please refer RFP vol 1 of 3

201	6.1 Payment components	43	Part A	Part A: Milestone based payments	Who shall approve the deliverables for payment processing and milestone closure?	No Change, Project Steering Committee
202	6.1 Payment components	43	Part A> 4	Configuration and Development of NLP Marine Module as per SRS	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	No change, Please refer to clause 14 of volume 3 of the RFP
203	6.1 Payment components	43	Part A> 5	Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	no change, Please refer to clause 14 of volume 3 of the RFP
204	6.1 Payment components	43	Part A> 5	UATs	We assume that 1 round of UAT shall be conducted for finding UAT defects. The closure of the UAT defects to be done by demonstrating the issue fixes to the IPA selected stakeholders only. This activity shall be used as the closure of this milestone. Please confirm.	No change, Please refer to vol 2 of the RFP
205	6.1 Payment components	43	Part A> 6	Training & Pilot implementation	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	No change, Please refer to clause 14 of volume 3 of the RFP
206	6.1 Payment components	43	Part A> 7	Go Live	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	No change, Please refer to clause 14 of volume 3 of the RFP
207	6.1 Payment components	43	Part A> 8	Stabilization & fine tuning	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	No change, Please refer to clause 14 of volume 3 of the RFP
208	6.1 Payment components	43	Part A> 9	O&M	We assume no approval/ acceptance is not required for milestone closure for this deliverable as it not mentioned in RFP. Please confirm.	No change, Please refer to clause 14 of volume 3 of the RFP
209	9.5 PQ Form 5 - Details of Experience of Bidder in Various projects	50	18	Revenues from PCS Operations (in millions)	The RFP requirements allowed any other community systems as well. On this context the clause may be updated as 'Revenues from PCS or other community system operations (in millions)'	Please refer Corrigendum 5 Updated PQ Form 5 point no 18
210	3.4.1 Bidder Registration & Proposal Submission	23	Response to Pre- Qualification Criteria	Proof of IPCSA membership	Request to remove the requirement of 'Proof of IPCSA membership' as it only points the organizations who have the said membership. The number of such companies are very low to the best of our knowledge.	Please refer Corrigendum 5 Pre Qualification Criteria
211	4.6 Technical bid Evaluation	33	Bidder Experience> A2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: • Study of the system & Optimization/ re- engineering • Design of the solution • Development / customization and Integration with other external parties • Training & Implementation	Request you to kindly update the clause as follows "The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects or State-level IT System Integration projects under one community comprising of the following components: • Study of the system & Optimization/ re- engineering • Design of the solution • Development / customization and Integration with other external parties • Training & Implementation"	Please refer Corrigendum 5 Technical Criteria
212	6.1 Payment components	42		60% of the total payment will be paid out to the System Integrator at the time of Go-Live, based on the milestones achieved, and balance payment of 40% will be paid out in equal parts during the AMC period based on the achievements of milestones/ quality of services provided by selected Bidder.	We request you to change the clause as follows '60% of the total payment will be paid out to the System Integrator during the time of Go-Live period at the end of each milestone phase, based on the milestones approval, and balance payment of 40% will be paid out in (on quarterly basis) equal parts during the AMC period based on the achievements of milestones/ quality of services provided by selected Bidder.'	No Change, RFP vol 1 of 3 clause 6.1
213	6.1 Payment components	43	Part B: On-actual payments	*Only when the deliverables are approved by Purchaser, shall the invoice be raised	We request you to change the clause as follows 'Only when the deliverables are approved by Purchaser/ after 5 days of sharing the deliverbales if no comments are received, shall the invoice be raised'. This change shall help maintaining the planned timelines.	No Change, RFP vol 1 of 3 clause 6.1
214	6.1 Payment components	43	Part B: On-actual payments	*Only when the deliverables are approved by Purchaser, shall the invoice be raised	How many days are required to provide your 1st review comments? What would be auto-approval timelines if no review comments received in 10 days from the deliverbale sharing date? How many days are required to provide approval for payment processing after resolution of your 1st review comments? We hope there will be only 1 review cycle from your end. Please confirm	No Change, RFP vol 1 of 3 clause 6.1
215	6.1 Payment components	43	Part B: On-actual payments	*Only when the deliverables are approved by Purchaser, shall the invoice be raised	We hope the deliverables to be approved by a Single Point of Contact (SPoC) from your end. Please confirm.	No Change, RFP vol 1 of 3 clause 6.1

216	I		7	6 read with PQ Form 4	Earnest Money Deposit - Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 12 months from the date of submission of bid	As a multinational firm, the banking relationships exists within the group and the the Bidding entity may not have the relevant limits with the bank and it would take time to secure limits from the Bank. We request that the EMD/ Bank Guarantee to be issued by the Bidder or its Associates. Since the Bank Guarantee is issued to IPA and is unconditional & irrevocable, this will not impact IPA.	Please refer Corrigendum 5 Pre Qualification Criteria
217	I		7	6 read with PQ Form 4 & 15 on page 8	Earnest Money Deposit - Rs. 1.19 Crore (Rupees One Crore nineteen thousand only), in the form of Bank Guarantee issued by a Indian Nationalized / Scheduled Bank and drawn in favour of Indian Ports Association, payable at New Delhi valid for 12 months from the date of submission of bid	Given that Bid Validity is until 180 days from the Date of Submission of the Bid, the Bank Guarantee should also be valid till 180 days. Kindly consider.	Please refer Corrigendum 5 Clause Volume 1, Request for Proposal Data Sheet - Earnest Money Deposit
218	I		7	9	Date, time and venue of pre-bid meeting	We understand that in person pre-bid meeting is scheduled on 9th October, 2020 at 1200 hours at IPA office. Given the restrictions around covid-19 and our HSE policies, we also request to allow prospective bidders to attend via video conference/zoom/MS Teams.	Please refer to Corrigendum 5 . PCS 1.x workshop Date & Time: [10/11/2020]: [1230 HRS] Workshop done over teams call Refer to annexure 2.5 for response to the specific questions asked during the workshop. In addition to the clarification provided during the workshop, the details of the current application are given in annexure 2.6
219	I		7	10	Last date and time (deadline) for receipt of proposals in response to tender notice. [26/10/2020]: [1500 HRS]	Please note that for a project of such strategic importance and such a large scope will need sufficient time to study by the prospective	Please refer Corrigendum 5 for updated timelines
220	I		8	11	Last date and time (deadline) for receipt of Bid fees and EMD in response to tender notice; [26/10/2020]: [1500 HRS]	Please advise the name of the concerned officer/ office who will collect the Bid Fees and EMD and issue a reciept.	Please refer Corrigendum 5 for updated timelines
221	I		12	1.5	The current provisioning of 27 stakeholders can also be expanded to any other due to its fluidic approach of functional and technical design architecture.	Please advise the list of the current 27 stakeholders and their roles in the PCS1x	No Change, please refer RFP vol 2 of 3
222	I		14	1.5	The NLP Project is for five years from signing of contract	Given the scope of work and the additional functionalities envisaged, the exact tenue of the project should be discussed with the Successful Bidder.	No Change please refer RFP vol 1 of 3 clause 1.5 The Project
223	I		14	2.1	The tenure of the contract of the successful bidders shall be for a term of design, develop, integrate and Implementation Period (one year) plus four years of Operations & Maintenance phase ("the Term"). IPA reserves the right to extend the contract beyond the specified period or terminate the contract before the completion of the period.	Given the scope of work and the additional functionalities envisaged, the exact tenue of the project should be discussed with the Successful Bidder.	No Change please refer RFP vol 1 of 3 clause 1.5 The Project
224	I		17	2.3	2.3 Sub-Contracting The bidder may use the services of a sub-contractor to leverage their specialized experience in respect of the following tasks/areas as may required: i. Cloud services ii. Establishment of network infrastructure iii. Mobile services iv. Call Centre services v. Data capture, scanning and digitization services vi. Onsite services at each location as required to implement and operate NLP (Marine) Ver 1.0	1. Are the works mentioned in Claue 2.3, which are permitted to be done through sub-contractors, require prior consent of IPA for sub-contracting ? 2. If no prior consent is required, then is the Service Provider required to give intimation of names of such contractors to IPA ?	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.

225	I		17	2.3	Sub-contracting shall be subject to the following conditions: i. **All sub-contracting arrangements must form part of the bid**. ii. **All sub-contracting contracts must be entered into by the bidder / lead bidder.** iii. The Purchaser provides the flexibility to bidders to sub-contract part of the work, provided it is not more than 50% of the estimated fair value of the contract. However allowing sub-contracting should not dilute the responsibility & liability of the bidder/lead member. iv. Any changes in sub-contractors shall be approved by IPA prior to conclusion of any contract between the bidder and the sub-contractor. v. IPA retains the right to request discontinuation of sub-contracting of activities at any time during the contract period. vi. IPA reserves its right to subject the sub-contractors to security clearances as it deems necessary.	1. Does the requirements under (i) and (ii) imply ONLY upon a consortium of bidders or also to an individual bidder ? 2. If the individual Bidder wishes to engage sub-contractors for the services permitted above, is it required disclose its sub-contracting arrangements, upfront in the technical bid itself or this can be done later under intimation to IPA ? 3. Given that IPA wishes to remain as an approving authority for appointment of a sub contractor, please advise if it wishes to be a party to the sub contracting agreement and share the associated commercial and legal risks.	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.
226			17	2.3	Sub-contracting - cloud services	Cloud Services is part of Sub-Contracting which invariably will be sub-contracted by almost all eligible bidders given specialised nature of services. We therefore request that could hosting beexcluded from 50% cap of sub-contracting?	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.
227	I		19	3.2.1 (i)	IPA would facilitate a Workshop with incumbent service provider of PCS 1.x before Pre-Bid meeting to provide a comprehensive understanding of current landscape. The date and venue would be notified later.	Please advise the date and time of the Workshop with the incumbent service provider of PCS 1.x to understand the complete landscape.	Please refer Corrigendum 5 PCS 1.x workshop Date & Time: [10/11/2020]: [1230 HRS] Workshop done over teams call Refer to annexure 2.5 for response to the specific questions asked during the workshop. In addition to the clarification provided during the workshop, the details of the current application are given in annexure 2.6
228	I		22	3.3.7	Virtual Visit	What is the last date for scheduling the virtual visit? What kind of support will be extended by existing service provider to the bidder and winner to prepare the appropriate scope and implement the project?	Please refer Corrigendum 5 PCS 1.x workshop Date & Time: [10/11/2020]: [1230 HRS] Workshop done over teams call Refer to annexure 2.5 for response to the specific questions asked during the workshop. In addition to the clarification provided during the workshop, the details of the current application are given in annexure 2.6
229	I		28	4.5 (i) (1)	Extracts from the audited Balance sheet and Profit & Loss statements and Certificate from the Statutory Auditor as per format "PQ Form 3"	Please note that "PQ Form 3" states that certificate from Chartered Accountant/ Statutory Auditor is required. Please confirm.	No change, Please refer to RFP vol 1, PQ for 3, Pg no. 47
230	I		28	4.5 (i) (2)	The bidder must have positive net worth as of March 31, 2019. For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Please note that typically for all RFQs/ RFPs issued by Ministry of Shipping are based on Model Bid Documents where the Applicant/ Bidder is allowed to use the Technical & Financial Capacity of its Associates which in the current tender document is referred to at Clause 2.2. We therefore request you to remove the specific criteria that positive net worth of only the bidding entity will be considered. The Bidder may use the credentails of its Associates.	No change. Please refer to RFP vol 1, pg np. 28
231	I		28	4.5 (i) (2)	Duly certified statement from the statutory auditor for the year 2018-19 as per format "PQ Form 3"	Please note that "PQ Form 3" states that certificate from Chartered Accountant/ Statutory Auditor is required. Please confirm.	No change. Please refer to RFP vol 1, PQ for 3, Pg no. 47
232	I		30	4.5 (i) (6)	The bidder should a minimum (CMMi) Level 3. Copy of valid certificate issued to the Bidding Organization by respective agencies	The Capability Maturity Model Integration (CMMI)® is a proven set of global best practices that drives business performance through building and benchmarking key capabilities. Please note that the Bidder should be considered pre-qualified if this certification is applied for and the contract can become effective once the Bidder is able to demonstrate CMMi Level 3 readiness. Please consider.	No Change. Please refer to RFP vol 1, point 6, pg no. 30

233	I		30	4.5 (i) (7)	The bidder / Lead Bidder in case of consortium must submit EMD (Refer Proposal Data Sheet for amount) to IPA as per tender format	As a multinational firm, the banking relationships exists within the group and the the Bidding entity may not have the relevant limits with the bank and it would take time to secure limits from the Bank. We request that the EMD/ Bank Guarantee to be issued by the Bidder or its Associates. Since the Bank Guarantee is issued to IPA and is unconditional & irrevocable, this will not impact IPA.	Please refer Corrigendum 5 Pre Qualification Criteria
234	I		41	4.8.3	The PBG shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project. IPA shall facilitate the signing of contract within the period of 30 (Third) days of notification of award.	Please note that the Winning Bidder would have already submitted the EMD and we request IPA to return the EMD to the successful Bidder before a Performance Bank Guarantee can be submitted.	No change. Please refer to RFP vol 1, section 4.8.3, pg 45
235	I		45	8.2	Roles & Responsibilities - IPA & Stakeholders	IPA should release the original source code, metadatas and other developer tools to the successful bidder. IPA should ensure that all existing documentation on PCS1x be handed over to the successful bidder.	No Change, please refer vol 2 of 3 clause 3.3.7 Software Components – NLP Marine point 2
236	I		73	10	**10.1 Sample Form 1:** Tripartite agreement for Cloud Service Provider (This is required if and only Cloud Service provider is consortium partner.)	Clause no 10.1 (sample form no 1) states that Tripartite agreement for Cloud Service Provider is required if and only Cloud Service provider is consortium partner. If the Cloud Service provider is not a consortium partner but a sub-contractor of Bidder then (i) Is this form requiree to be signed by the Sub contactor ? (ii) Is the terms of sub-contracting with required to be disclosed at the stage of bidding ?	Please refer to corrigendum 5 clause Section 2.3 Sub-Contracting for additional changes.
237	I		35	4.6	Resource Requirements - B	The total resources required as per Point B and details of key personnel as per Volume II - Page No 114 - Point 5.1.4 do not match. Please clarify which one needs to be considered for Technical Bid submission	Please refer Corrigendum 5 Technical Criteria
238	I		38	4.6	Proposed Solution - C1 - Technical Presentation	Is the demo of the product one of the necessary condition? How many points are there for Demo?	Please refer to Corrigendum 5 Technical Criteria
239	4		27	4.5 - Financial Strength	The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 and 2018-19).

* For conversion of US Dollars to Rupees, the rate of conversion shall be Rupees 72.00 [Rupees Seventy Two] to a US Dollar. In case of any other currency, the same shall first be converted to US Dollars as on the date 60 (sixty) days prior to the Application Due Date, and the amount so derived in US Dollars shall be converted into Rupees at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date. Note: In case the consortium partner is a MSME or a Startup registered with DIPP , turnover requirement is dispensed with | • Extracts from the audited Balance sheet and Profit & Loss statements And • Certificate from the Statutory Auditor as per format "PQ Form 3" | Please refer Corrigendum 5 Pre Qualification Criteria |
| 240 | 4 | | 26 | Clause 4.5 -Positive net worth | The bidder must have positive net worth as of March 31, 2019. For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.

Net Worth shall mean (Subscribed and Paid-up -capital + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders). | Duly certified statement from the statutory auditor for the year 2018-19 as per format "PQ Form 3" | Please refer Corrigendum 5 Pre Qualification Criteria |

241	4	28	Clause No 4.5 -Incorporation of the Firm, Legal Entity	The bidder could be • A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto Or • An entity registered under LLP Act 2008 and subsequent amendments thereto. Or • Partnership firms registered under Indian Partnership Act, 1932 The bidder must have been operating for the last 5 years as on the date of publishing of tender notice (including name change/ impact of mergers or acquisitions)	Copy of Certificate of Incorporation	Please refer Corrigendum 5 Pre Qualification Criteria
242	4	29	Clause Number 4.5 Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development / c • Training & Implementation	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above.	Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from the client/Statutory Auditor . Please provide project details as per format "PQ Form 5"	Please refer Corrigendum 5 Pre Qualification Criteria
243	4	30	Clause Number 4.5 Criteria related to Quality of Service Delivery	The bidder should a minimum (CMMi) Level 3	Copy of valid certificate issued to the Bidding Organization by respective agencies	Please refer Corrigendum 5 Pre Qualification Criteria
244	4	30	Clause Number 4.5 Other Criteria	The bidder / Lead Bidder in case of consortium must submit EMD (Refer Proposal Data Sheet for amount) to IPA as per tender format	Bank Guarantee against EMD shall be submitted by Bidder Please provide as per format "PQ Form 4"	Please refer Corrigendum 5 Pre Qualification Criteria
245	4	32	Clause Number 4.6	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components • Study of the system & Optimization/ re- engineering • Design of the solution • Development / customization and Integration with other external parties • Training & Implementation • Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	80	Please refer to Corrigendum 5 Technical Evaluation Criteria
246	4	32	Clause 4.6	Bidders who have experience in logistics or have tie-up with logistic companies	20	Please refer to Corrigendum 5 Technical Evaluation Criteria
247	4	33	Clause Number 4.6	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: • Study of the system & Optimization/ re- engineering • Design of the solution • Development / customization and Integration with other external parties • Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects	80	Please refer to Corrigendum 5 Technical Evaluation Criteria

248			A.3	The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered. • Ports/ Terminals • Shipping Lines • CFS / ICD • Multi-modal operators/ Consolidators • Shipping agents/ Freight forwarders • Any other allied agencies Each of the following four parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects. • Projects/ products development • Implementation • Operation • Maintenance	80		Please refer to Corrigendum 5 Technical Evaluation Criteria
249	4	34	Clause Number 4.6	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions similar to the proposed system in the last FIVE years. • Design of IT infrastructure including sizing of hardware components • Installation & commissioning • Operation, administration & maintenance • Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	100		Please refer to Corrigendum 5 Technical Evaluation Criteria
250			A.5	The bidder / any member of the consortium must have experience in designing, developing and integrating mobile applications on diverse platforms (Android, iOS, Windows, etc.) during the last seven years. 20marks will be awarded for each mobile project subject to a maximum of 4 projects for a total score of 80.	80		Please refer to Corrigendum 5 Technical Evaluation Criteria
251	4	34	Clause Number 4.6	Bidder/any member of consortium being a member of IPCSA Bidder/any member of consortium being ISO 27001 Standard certified Bidder/any member of consortium being ISO 20000-1 Standard certified Bidder/any member of consortium being CMMi- standard certified • CMMi level 3 • CMMi level 4 • CMMI level 5	20 15 15 6 8 10		Please refer to Corrigendum 5 Technical Evaluation Criteria
252	4	35	Clause Number 4.6	Project Manager (Full Time) • MBA with at least 10 years' of Total work experience (Mandatory Conditions) Award of marks will be as follows: • Experience of implementing end to end Projects for scope as defined in the criteria A.1 or A2 >= 2 Projects 10 Marks < 2 0 Marks PMP/Prince2 certified: 5 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria

253	4	35	Clause Number 4.6	Domain Experts (nos. 5) • B.E./B.Tech./MCA/M.Tech/MBA degree with 8 years' of total work experience with any of the stakeholder organizations given below or working with community systems • Ports/ Terminals • Shipping Lines • CFS / ICD • Multi-modal operators/ Consolidators • Shipping agents/ Freight forwarders • Any other allied agencies Part of implementation team for at least two projects of community systems as per scope of A1. • >= 2 projects 15 marks subject to a	75		Please refer to Corrigendum 5 Technical Evaluation Criteria
254	4	35	Clause Number 4.6	Functional/ BPR Consultants (no 5) – B.E./B.Tech./MCA/M.Tech/MBA degee with atleast 8 years' of total work experience relating to study and optimization of processes. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of BPR exercises for a minimum of 5 projects or more 10 marks >=2 and < 5 Projects- 5 marks < 2 projects- 0 marks	50		Please refer to Corrigendum 5 Technical Evaluation Criteria
255	4	36	Clause Number 4.6	IT experts (no 5) – BE / B.Tech / MCA / M.Tech or equivalent with atleast 8 years' work experience in designing, developing, implementing and maintaining systems and leading a team of minimum five IT professionals. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of 5 projects or more 10 marks >=2 and < 5 Projects- 5 marks < 2 projects- 0 marks	50		Please refer to Corrigendum 5 Technical Evaluation Criteria
256	4	36	Clause Number 4.6	Mobile app developers (nos 5) B.E./B.Tech./MCA/M.Tech/MBA degree with atleast 8 years' work experience in designing, developing, implementing and maintaining mobile apps. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of 5 projects or more 7 marks >=2 and < 5 Projects- 4 marks < 2 projects- 0 marks	35		Please refer to Corrigendum 5 Technical Evaluation Criteria
257	4	36	Clause Number 4.6	Solution Architect (no 1) B.E./B.Tech./MCA/M.Tech/MBA degree with atleast 8 years' work experience in architecting solutions for projects out of which at least one project for a community system similar to the project under scope of this tender . Award of marks will be as follows: Solution Architect in at least one project for a community system: 5 marks >1 project 10marks As Solution Architect in other projects >=3 projects 3 marks < 3 – 0 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria
258	4	36	Clause Number 4.6	IT infrastructure Specialist (no 1) BE / B.Tech / MCA / M.Tech with atleast 8 years' work experience as per scope of work defined for projects in A4. Award of marks will be as follows: Completion of => 5 projects 10 marks => 3 and < 5 projects 5 marks <3 projects 0 marks Certification- CCNA/CWNA/CCNP : 5 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria

259	4	37	Clause Number 4.6	Security expert (no. 1) BE / B.Tech / MCA / M.Tech with atleast 8 years' work experience as per scope of work defined for projects in A4. Award of marks will be as follows: Completion of => 5 projects 15 10 marks => 3 and < 5 projects 10 5 marks <3 projects 0 marks Any relevant Security Certification: 5 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria
260	4	37	Clause Number 4.6	Cloud/ data centre & BCM specialist (no. 1) Basic degree with atleast 8 years' of work experience. Experience in cloud computing technologies (IAAS/ PAAS / SAAS), large scale data centre design, implementation and support, DR site planning, designing and execution, data recovery etc. Award of marks will be as follows: Completion of projects with cloud/ DR / DC implementation => 5 projects 10 marks =>3 and < 5 projects 5 marks < 3 projects 0 marks. Cloud Certification from any leading Cloud OEMs : 5 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria
261	4	37	Clause Number 4.6	Trainers (no 3) Basic degree with 8 years' experience in conducting large scale awareness, promotional and in depth usage training development of course materials etc. in similar projects. Award of marks to individuals will be as follows: Conduct of training for >= 5 projects 5 marks >= 3 projects 3 marks < 3 projects 0 marks	15		Please refer to Corrigendum 5 Technical Evaluation Criteria
262	4	37	Clause Number 4.6	Solution overview: • Understanding of the objectives, challenges, risks; • Approach & methodology for implementation within timelines • Approach towards integration with external systems • Detailed project plan • Risk mitigation measures • Change management strategy • Promotional strategy • Project Governance framework	50		Please refer to Corrigendum 5 Technical Evaluation Criteria
263	4	38	Clause Number 4.7	Technical Presentation (Additional Marks shall be awarded on the basis of specific information submitted by the bidder, clarifications by bidder during the presentation) • Understanding of the challenges • Governance framework • Demo of the proposed system • Question and Answers	50		Please refer to Corrigendum 5 Technical Evaluation Criteria
264	4	38	Clause Number 4.6	Compliance to Functional Requirement Specifications as per Volume II of the Tender: • are met = 10 • can be met through workarounds/ equivalents = 5 • cannot be met = 0 Marks will be awarded for all requirements as per the above marking scheme and the total shall be pro-rated against a maximum score of 50.	50		Please refer to Corrigendum 5 Technical Evaluation Criteria
265	4	38	Clause Number 4.6	Compliance to Technical Requirement Specifications as per Volume II of the tender Technical requirements • are met = 10 • can be met through workarounds/ equivalents = 5 • cannot be met = 0 Marks will be awarded for all requirements as per the above marking scheme and the total shall be pro-rated against a maximum score of 50.	50		Please refer to Corrigendum 5 Technical Evaluation Criteria

266	Invitation to Proposal	6	5	The time, date and venue details related to the pre-bid conference and proposal submission are mentioned in the Key Events and Dates Sheet. Proposals that are received after the deadline will not be considered in this procurement process and shall be summarily rejected.	We assume that IPA will send a mail with a link/invite to join the Pre Bid meet online on Octber 9th, kindly confirm.	Please refer to Corrigendum 5 for updated bid submission timelines
267	Volume 1 - 1	12	1.5	The current provisioning of 27 stakeholders can also be expanded to any other due to its fluidic approach of functional and technical design architecture.	Can you please provide the technical architecture design for PCS1.x	No change, please refer RFP volume 2 of 3 Annexure VI
268	Volume 1 - 1	12	1.5	IPA intends to appoint a Service Provider who will Bootstrap PCS 1x with such features to develop proposed National Logistics Portal (Marine) Ver 1.0	The concept of bootstrap is not explained at all in the document. Please explain clearly on the same. Our understanding is that the bidder is free to use any technology stack, IT infrastructure compenents etc without any dependance on use of the current components in PCS 1x. The NLP Marine will interface with PCS1x by way of APIs to be developed in NLP Marine. As this is avery critical point in the tender, please clarify this in detail.	No Change, please refer RFP Vol 1 of 3 clause 1.5 The Project and vol 2 of 3 for scope of NLP
269	Volume 1 - 1	13	1.5	Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed	PCS 1x is a separate platform and its maintenance should not be mixed with NLP. In any case, if the maintenance is to be carried out by the NLP vendor, IPA needs to confirm that it has the audited and latest version of the source code with detailed documentation whcih will be provided to the successfull bidder. Also in case the source code/documentation is not found to be in order, it will not be the responsibility of the NLP Marine vendor to coordinate with the existing PCS1.x vendor. We request a specific confirmation on this point.	No Change, please refer RFP Vol 1 of 3 clause 1.5 The Project and vol 2 of 3 for scope of NLP
270	Volume 1 - 1	13	1.5	The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. During such time the bidder shall provide support and Maintenance for existing PCS 1x.	A platform of this nature will need significantly more time than 1 year to roll out. We request that this may be please increased to 18 months against the current one year.	No Change, please refer RFP Vol 1 of 3 clause 1.5 The Project and vol 2 of 3 for scope of NLP
271	Volume 1- 1	14	1.6- Volume 3- Master Service Agreement	Accordingly, bidder is deemed to have assessed and quoted for all the items required for successful completion of the Project. It will be the responsibility of the bidder to provide such items on free of cost basis which are not quoted in the bid but otherwise required at the time of installation for completion, successful commissioning and O&M of the project.	This is a very open ended clause and will lead to unnnecessary argument during project execution. We request that this may be clarified by providing areas and clauses where such a need may arise	No Change, please refer RFP Vol 3 of 3
272	Volume 1- 2	15	2.2	Bidder must not have any conflict of interest with any parties included in the bidding	We request you to expand the conflict of interest area to include that the potential bidder or consortium member should not be a part of any Logistics Organization , either directly or indirectly, having business in India. This is of paramount importance and will ensure that the NLP provider is above board on any bias because of its association with a Logistics company	No Change, please refer vol 1 of 3 clause
273	Volume 1- 2	15	2.2	A group of entities (the "Consortium") with, maximum three (members), coming together to implement the Project.	As per the GoI norms post COVID-19, any tender value lower than 200 Cr should not have any foreign (Non India registered) vendor either as single/lead bidder or as consortium partner. You are requested to please articluate the same as part of the definition of single/lead bidder and consortium member.	No Change, please refer vol 1 of 3 clause 2.2.2 Consortium of Firms
274	Volume 1- 2	15	2.2	For the purpose of evaluating the Bidder in respect of the prescribed pre-qualification and technical criteria, the respective technical experience and the financial capabilities of each of the Consortium Members shall also be considered. In addition, the technical experience and the financial capabilities of the Associates of the Bidder/each Members of the Consortium would also be considered.	This seems to be contradictory to the Pre Qualification(PQ) criteria wherein "any" member, instead of "each" member has been mentioned for Financial criteria. As per established Public Sector tender norms, World Bank guidelines for public tenders and CVC guidelines, the lead member should have 60% of the prescribed criteria and the balance equallly distributed between other members. Kindly ammend the PQ accordingly	Please refer Corrigendum 5 for Pre Qualification Criteria
275	Volume 1-2	15	2.2	In case the sole bidder / or one of the members of Consortium is an MSME, the benefits of MSME, as per the procurement through MSEs shall be accorded in line with Order dated 23rd March 2014 regarding procurement policy for Micro and Small Enterprises (MSEs)	As per the laws prescribed by GOI, MSME do not have to pay the EMD, please confirm the same	Please refer Corrigendum 5 Pre Qualification Criteria
276	Volume 1- 2	16	2.2.2	ii. The list of Consortium Members needs to be declared in the bid which shall not be changed by the bidder later on unless approved by IPA.	Can a consortium member be part of different consortiums?	No Change please refer RFP vol 1 of 3 clause 2.2.2 consortium (i)
277	Volume 1- 2	16	2.2.2	v. Lead Bidder shall be responsible and liable for the successful completion of the entire project.	The Lead Member must meet the PQ criteria as per the norms of the Public sector procurement in India. The current PQ does not specify the two most important criteria in PQ i.e Turnover and Experience to be provided by the Lead Member. Request you to modify the PQ suitably to comply with established norms	no change, Please refer to RFP vol 1, section 4.5
278	Volume 1- 2	17	2.2.2	x. IPA reserves the right to review, approve and amend the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of IPA. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Lead Bidder to IPA.	The tender provides for the Consortium agreement . If the bidder signs the consortium agreement as per the provided format, IPA should not review and ammend the same after the bid has been submitted. Please confirm	No change, please refer to RFP vol 1, section 2.2.2
279	Volume 1 - 2	17	2.3	iii. Mobile services	Does this refer to development of mobile application? If this is the case, it should not be allowed to be outsourced as this is a critical part of the NLP Marine. Kindly confrm.	No Change, please refer RFP vol 2 of 3 for scope of NLP
280	Volume 1 - 2	17	2.3	vi. Onsite services at each location as required to implement and operate NLP (Marine) Ver 1.0	What does NLP (Marine) Ver 1.0 mean? Will there be another tender for Ver 2.0?	No Change, please refer RFP vol 2 of 3 for scope of NLP

281	Volume 1 -2	18	2.8	i. Bids not qualifying under eligibility criteria.	Need clarity - could IPA define the criterias for rejection	No change, please refer to RFP vol 1, section 4.5, pg no 26
282	Volume 1 - 3	19	3.1	ii. The Bidder has to upload the scanned image of the demand draft towards cost of tender document (mentioned in the Proposal Data Sheet) along with the online bid submission. The actual DD shall be submitted at the address, date and time mentioned in Data Sheet.	We understand that this amount would have to be paid along with the submission of bid Rs 10,000 - kindly clarify	No Change, please refer to RFP vol 1 section 3.1
283	Volume 1 - 3	19	3.2.1	i. IPA would facilitate a Workshop with incumbent service provider of PCS 1.x before Pre- Bid meeting to provide a comprehensive understanding of current landscape. The date and venue would be notified later.	Request IPA to confirm the date ASAP to make necessary preparations, since we are left hardly any days. Else request IPA to extend the pre bid meet & workshop by two weeks	No Change, please refer RFP vol 2 of 3 for scope of NLP
284	Volume 1 - 3	20	3.3.1	i. The bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the quantities, specifications and diagrams that are included in the tender document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by IPA.	This needs clarity as this is fixed priced bid and cannot be subjected to changes in scope after the bid has been submiitted to IPA. Request to please suitbaly modify this clause to confirm that the final scope is as per the tender document	No change, please refer to RFP vol 1, section 3.3.1
285	Volume 1 - 3	21	3.3.1	iii. The bidder must propose a solution best suited to meet the requirements of IPA. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this tender document, are required to be made to meet the conceptual design and/or requirements of tender, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.	This needs clarity as this is fixed priced bid and cannot be subjected to changes in scope after the bid has been submiitted to IPA. Request to please suitbaly modify this clause to confirm that the final scope is as per the tender document	No change, please refer to RFP vol 1, section 3.3.1
286	Volume 1 - 3	21	3.3.1	iv. If, during the sizing of the solution, any additional product that is not listed in the tender document is required to be included to meet the conceptual design, performance requirements and other requirements of tender, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.	This needs clarity as this is fixed priced bid and cannot be subjected to changes in scope after the bid has been submiitted to IPA. Request to please suitbaly modify this clause to confirm that the final scope is as per the tender document	No change, please refer to RFP vol1, section 3.3.1
287	Volume 1 - 3	21	3.3.3	i. Bidders shall submit, along with their bids, EMD as per the details mentioned in the Data Sheet.	As per the laws prescribed by GOI, MSME do not have to pay the EMD, please confirm the same	No change, please refer to RFP vol1 section 3.3.3
288	Volume 1 - 3	21	3.3.3	☐ If the successful bidder fails to sign the Agreement in accordance withthis tender within 30 days from the issue of Letter of Intent (LOI) by IPA.	Given the pandemic situation and general curbs in place in number of places in India, we request you to increase the limit to 60 days from the existing 30 days	No change, please refer to RFP vol1 section 3.3.3
289	Volume 1 -3	22	3.3.7	i. The Bidder may visit and examine the PCS ver 1x and obtain all information on the existing processes, setup and functioning of PCS 1x that may be necessary for preparing the bid document. The visits by bidder may be scheduled through appointment made available on IPA website (https://indianpcs.gov.in/IPA_PCS/)	IPA is requested to oragnize a one day online workshop to familirize the bidders with the PCS 1.x platform. This should be done within one week of submission of the queries. Kindly confirm.	No Change, please refer RFP vol 1 of 3
290	Volume 1 -4	23	3.3.8	ii. The virtual visit may be used to seek clarification on the tender. It shall be used as a medium of understanding the exact needs and requirements for completing the technical and commercial response of the bid. The cost of such visits to the site(s) shall be at the Bidder's own expense.	How is the virtual visit enabled online? If it is through a zoom link, please provide the link.	No Change, please refer RFP vol 1 of 3
291	Volume 1 - 4	26	4.2	vi. IPA reserves the right to reject any or all proposals on the basis of any deviations without assigning any reason thereof.	Need clarity - IPA reserves the right to reject any or all proposals on the basis of any deviations without assigning any reason thereof. Can you explain the deviations	No change, please refer to RFP vol 1, section 4.2, pg no. 26
292	Volume 1 - 4	26	4.2	vii. IPA may invite each bidder to make a presentation at a date, time and venue decided by IPA. The purpose of such presentations shall be to allow the bidders to present their proposed solutions to the IPA and orchestrate the key points in their proposals.	Kindly explain - would the presentation be scheduled before the opening of the technical bid.	No change, please refer to RFP vol 1, section 4.2, pg no. 26
293	Volume 1 - 4	27	4.5	1. Criteria - Financial Strength Pre-qualification Criteria description - The bidder must have an average annual turnover of at least Rs 17.89 Crores (or its equivalent in foreign currency) in last 3 financial years (FY 2016-17, 2017-18 and 2018-19). * For conversion of US Dollars to Rupees, the rate of conversion shall be Rupees 72.00 [Rupees Seventy Two] to a US Dollar. In case of any other currency, the same shall first be converted to US Dollars as on the date 60 (sixty) days prior to the Application Due Date, and the amount so derived in US Dollars shall be converted into Rupees at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date. Note: In case the consortium partner is a MSME or a Startup registered with DIPP , turnover requirement is dispensed with Required documentary evidence - ☐ Extracts from the audited Balance sheet and Profit & Loss statements And ☐ Certificate from the Statutory Auditor as per format "PQ Form 3" Applicability - Single Bidder- Bidder Consortium- Any Consortium member	We would request that this be changed to average turnover critria for the last 3 completed financial years - 2017-18, 2018-19, 2019-20. Also as per the established Public Sector procurement/CVC guidelines and World Bank procurement guidelines, in case of Consortium, the Lead Bidder should have 60% of the Financial Strength and the balance members should have 20% each. We request an ammendment to this effect on this criteria	Please refer Corrigendum 5 Pre Qualification Criteria

294	Volume 1 - 4	28	4.5	3. Criteria - Incorporation of the Firm, Legal Entity Pre-qualification Criteria description -The bidder could be ☐ A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto Or ☐ An entity registered under LLP Act 2008 and subsequent amendments thereto. Or ☐ Partnership firms registered under Indian Partnership Act, 1932 The bidder must have been operating for the last 5 years as on the date of publishing of tender notice (including name change/ impact of mergers or acquisitions) Required documentary evidence -Copy of Certificate of Incorporation Applicability -Single Bidder- Bidder Consortium- Lead Bidder	Since this is a IT tender, The company incorprated must be a Software /IT company. The required documentary evidence should be the copy of the latest Memorandum of Undertaking and Articles of Association filed by the bidder with Registrar of Companies, GoI. We request you to ammnd the clause accordingly.	Please refer Corrigendum 5 Pre Qualification Criteria
295	Volume 1 - 4	29	4.5	4. Criteria -Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development • Training & Implementation • Operation and maintenance services Pre-qualification Criteria description -The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of INR 47.55 Crores (or its equivalent in foreign currency) and above Or in two projects of value of Rs 29.72 Crores (or its equivalent in foreign currency) and above Or in three projects of value of Rs 23.78 Crores (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live) Required documentary evidence -Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from the client/Statutory Auditor . Please provide project details as per format "PQ Form 5" Applicability - Single Bidder- Bidder Consortium- Any consortium member	As per the established Public Sector procurement/CVC guidelines and World Bank procurement guidelines, in case of Consortium, the Lead Bidder should meet 100% of the criteria. We request an ammendement to this effect on this criteria	Please refer Corrigendum 5 Pre Qualification Criteria
296	Volume 1 - 4	31	4.6	Schedule I – Evaluation criteria for the proposed solution	Evaluation Criteria is highly skewed in terms of Experience and type of resources. We request that, as per the normal practice in Public Sector procurement, the same may be modified as Bidder Experience: 500; Resources requirement: 200 and Proposed solution 300.	Please refer Corrigendum 5 Technical Criteria

297	Volume 1 - 4	32	4.6	A.1 Bidder Experience - The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects. Marks- 80 EVIDENCE TO BE SUBMITTED - Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	Bidder Experience - The Bidder/ **lead** member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation ☐ Operation and maintenance services Each of the above component will be awarded 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects. Marks- 80 EVIDENCE TO BE SUBMITTED - Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	Please refer Corrigendum 5 Technical Criteria
298	Volume 1 - 4	32	4.6	Bidders who have experience in logistics or have tie-up with logistic companies Marks - 20 EVIDENCE TO BE SUBMITTED - Lead Bidder experience: Proof of experience as per above ☐ For tie-ups of Lead Bidder: Joint-Certificate of experience with partner (Certified by the Statutory Auditor)	This will lead to a major conflict of interest and should be deleted. The winning bidder cannot be seen to be tied up with a Logistics company when the platform is intended to be used by all other stakeholders in the Logistics industry.	Please refer Corrigendum 5 Technical Criteria
299	Volume 1 - 4	33	4.6	A.2 Bidder Experience -The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects. Marks- 80 EVIDENCE TO BE SUBMITTED - Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR Self Certificate of experience (Certified by the Statutory Auditor); ☐ Please provide project details as per format "Tech Form 9"	This clause is same as in A1 except that it is at the National level . We request this to be deleted and its marks added to A1 or alternatively please change this to: Bidder Experience -The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project during the last FIVE years (as on the last date of bid submission) of National /Regional/level IT System Integration projects	Please refer Corrigendum 5 Technical Criteria

300	Volume 1 - 4	34	4.6	A.5 Bidder Experience -The bidder / any member of the consortium must have experience in designing, developing and integrating mobile applications on diverse platforms (Android, iOS, Windows, etc.) during the last seven years. 20marks will be awarded for each mobile project subject to a maximum of 4 projects for a total score of 80. Marks- 80 EVIDENCE TO BE SUBMITTED - Work Order + Completion Certificates from the client; OR ☐ Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR ☐ Work Order + Phase Completion Certificate (for ongoing projects) from the client OR ☐ Self-Certificate of experience (Certified by the Statutory Auditor); Please provide project details as per format "Tech Form 9"	We request it to be changed to -For Consortium- The lead member must meet the requirement	Please refer Corrigendum 5 Technical Criteria
301	Volume 1 - 4	34	4.6	A.6 Bidder Experience -Bidder/any member of consortium being a member of IPCSA-20 Bidder/any member of consortium being ISO 27001 Standard certified -15 Bidder/any member of consortium being ISO 20000-1 Standard certified -15 Bidder/any member of consortium being CMMi- standard certified ☐ CMMi level 3 - 6 ☐ CMMi level 4 - 8 ☐ CMMI level 5 - 10 EVIDENCE TO BE SUBMITTED - Proof of membership from IPCSA Copy of ISO 27001 Certificate Copy of ISO 20000-1 Certificate Copy of CMMi-L3/L4/L5 certificate	Please also include ISO 9001 in the list and provide suitable marks for the same.	Please refer Corrigendum 5 Technical Criteria
302	4	35	4.7	B.3 Resource Requirement -Functional/ BPR Consultants (no 5) – B.E./B.Tech./MCA/M.Tech/MBA degee with atleast 8 years' of total work experience relating to study and optimization of processes. Award of marks to individuals subject to a maximum of 5 personnel shall be as follows: Experience in completion of BPR exercises for a minimum of 5 projects or more 10 marks >=2 and < 5 Projects- 5 marks < 2 projects- 0 marks Marks- 50 EVIDENCE TO BE SUBMITTED - Self-certified experience certificate Please provide resource details as per format "Tech Form 3"	This is just a repeat of B2 and should be deleted. The marks for the same should be allocated to B2	Please refer Corrigendum 5 Technical Criteria
303	Volume 1 - 4	39	4.7	xiv. It is mandatory to provide break up of all taxes, duties and levies wherever applicable and/or payable. The taxes quoted in the offer must be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax shall be paid by IPA on production of documentary proof. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the bidders shall be passed on to IPA. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go live, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the bidder.	Kindly clarify should the Commercial Bid be inclusive of all duties, levies & taxes or not	No change, please refer to RFP vol 1, section 4.7, point 13, pg no. 39 of vol 1
304	Volume 1 - 4	41	4.8.2	☐ Failure of the successful bidders to agree to the Draft Legal Agreement and Terms & Conditions of the tender shall constitute sufficient grounds for the annulment of the award, in which event IPA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.	This clause is very one sided. We request for suitable ammendments as has been asked for bidders to comply to the same.	No change, please refer to RFP vol 1, section 4.8.2, pg no. 41
305	Volume 1 - 4	41	4.8.3	i.i The PBG shall be submitted within 30 days of notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project. IPA shall facilitate the signing of contract within the period of 30 (Third) days of notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier. All reference timelines as regards execution of project and payments to bidder shall be considered as beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier.	Owing to the pandemic, we request the days to be increased to 60 days in place of 30 days	No Change, please refer to RFP vol 1, clause 4.8.3

306	Volume 1 - 4	41	4.8.3	i.ii An amount equivalent of 10% of total contract value shall be payable by the bidder for the total duration of the contract plus six months. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder. Two years after Go-live at pre- defined locations, this bank guarantee shall be returned subject to work carried out to the satisfaction of IPA. However, a new performance bank guarantee with an amount equivalent to 5% of the total contract value for the remaining duration of the contract plus six months shall be payable by bidder before return of the original bank guarantee.	Please clarify what does locations mean? Our understanding is that the system is to be deployed on a central server and will go live at one go for all stakeholders and hence there is no question of different locations coming into the picture. Also we request that the PBG of 10% valid for 18 months from the date of signing of contract may only be made applicable.	No Change, please perform necessary due diligence and for existing system please refer RFP vol 2 of 3 Annexure VI
307	Volume 1 - 6	43	6.1		These terms are highly unfavourable to the bidders. We request the following: 1> On Contract signature: 10%, On Sumission and acceptance of SRS: 25% 3> Submission and acceptance of Solution Architecture and Design : 15% 4> Configuration & Development of the system: 10% 5> Finalization and on boarding of Latch on applications: 5% 6> UAT: 5%, 7> GO LIVE: 5%, 8> System Stabilization: 5% 9> O&M 20% in equal instalements monthly	No Change, please refer to RFP vol 1, section 6.1
308	Volume 1 - 6	43	6.1	☐ Indicative list of Latch-on functionalities is given in annexure VII of Volume 2. The bidder needs to estimate based on 50 Latch-on applications for the commercials as part of this scope of work in the RFP. However, if during implementation it is realized that a functionality is not being integrated as a latch-on and is made available through API integration, then the bidder shall be paid as per the discovered unit rate per API integration.	Are these referring to 50 latch on applications by different providers or it can be 50 different applications from a single provider? Please clarify	No Change, please refer RFP Vol 1 of 3 clause 6.1
309	Volume 1 - 6	43	6.1	☐ Additionally, if the bidder, during the project duration, plans to integrate latch-on applications beyond 50, then the bidder will be paid on actuals. For additional latch-on applications, beyond 50, the bidder can raise a single invoice for all the additional latch-on applications.	On what basis will the bidder be paid? Is this to be provided in the commercial bid at the time of submission of the bid?	No Change, please refer RFP Vol 1 of 3 clause 6.1
310	Volume 1 - 6	43	6.1	All payments shall be mark at actuals against accepted deliverables along with supporting invoices and documentation as needed by IPA in accordance to the SLA compliance.	Please explain the SLA mentioned here	No Change, please refer RFP vol 2 of 3 clause 5.3 Service Level Agreement
311	Volume 1 - 6	43	6.1	* Bidder shall be procuring all the requisite licenses, software/hardware on behalf of the IPA, in the name of IPA. .	Please explain in detail on this clause	No Change, any licenses should be in name of IPA
312	Volume 1 - 7	44		There shall be a penalty @ 0.5% of the contract value for delay of each week or part thereof subject to a maximum of 10% of contract value in non-achieving the milestones of work order unless such delay is duly approved by IPA.	Request to decrease the penalty to 0.1% for delay of each week to a maximum of 3%	No change, Please refer vol 1 , section 7, pg 44 of RFP
313	Volume 1 - 13	78		Any disputes which may arise out of this Agreement, and which cannot be settled in discussions or negotiations between the Parties, shall be referred to the appropriate management or higher authorities of the respective parties to resolve such dispute in good faith. In case no settlement is reached the parties shall refer it to a sole arbitrator appointed and selected by parties. Arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any other subsequent modifications or enactments thereof. The venue for Arbitration proceedings shall be Delhi. The Arbitration shall be conducted in English Language and the award shall be binding upon	Venue of arbitration should be Mumbai	No Change. Please refer to RFP vol1, section 13, pg no. 78
314	Vol 1 - 4.5 Pre-Qualification Criteria	26	Pre-qualification criteria	General Query	Cloud is the a very critical part of any project as all the data and controls lies in the datacenter of cloud provider. Therefore, the cloud service provider has to be a reputed name who has been in the industry for long, has good financials and guarantee of staying in the cloud business till the contract duration. We suggest IPA to add to the RFP minimum eligibility criteria for CSP as well.	Please refer Corrigendum 5 Technical Criteria
315	Vol 1 - 4.6 Technical bid Evaluation	31	C Proposed Solution 200	General Query	Cloud is the a very critical part of any project as all the data and controls lies in the datacenter of cloud provider. Therefore, the cloud service provider has to be a reputed name who has been in the industry for long, has good financials and guarantee of staying in the cloud business till the contract duration. Since this is a QCBS RFP,we suggest IPA to add to the RFP technical requirements around capability of cloud around ease of use, agility, data security, data privacy and latest features such as PaaS,for applications/ databases/ IOT/ Bigdata/ Datawarehouse/ AI/ ML.	Please refer Corrigendum 5 Technical Criteria
316	Vol 1 6. Payment terms	43	Payment Components	Part A: Milestone based payments	As Sotware Licenses , infrastructure and services are r ecognised differently and timelines are different,we suggest that a milestone be added for : Implementaton of Software Licenses, Infrastructure and Services with 90% of the payment for license aand infra to be made on delivery of licenses	No change, Please refer to NLP RFP vol 1, section 6.1, pg no. 43

317	Vol 1 6. Payment terms	43	6.1Payment Components	Part A: Milestone based payments	We request you to consider payment for AMCs and ATS be Quarterly in advance	No change. Please refer to NLP RFP vol 1, section 6.1, pg no. 43
318	Vol 1 6. Payment terms	43	6.1Payment Components Part B	All payments shall be mark at actuals against accepted deliverables along with supporting invoices and documentation as needed by IPA in accordance to the SLA compliance.	We suggest that you please add the clause for : 3 weeks Deemed acceptance of deliverables	No change in tender conditions. Please refer to NLP RFP vol 1, section 6.1, pg no. 43
319	Vol 1 6. Payment terms	43	6.1Payment Components Part B	*Only when the deliverables are approved by Purchaser, shall the invoice be raised	We suggest that a clause be added stating: Payment terms within 30 days of invoice.	No change, Please refer to NLP RFP vol 1, section 6.1, pg no. 43
320	Vol 1 6. Payment terms	43	6.1Payment Components	NA	We suggest that interest on delayed payment to Bidder clause be added.	No change. Please refer to NLP RFP vol 1, section 6.1, pg no. 43
321	4.5 Pre-Qualification Criteria	27	4.5 -> 5	Execution of similar project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services	We request you to please change this Prequalification criteria as Execution of large turnkey project at National level in any country. * *Similar projects shall include Port Community System or Trade Community System or Cargo Community System **or e-governance system** or National Single Window for EXIM trade or Maritime and Port Single Window " Consists of : • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services	Please refer Corrigendum 5 Pre Qualification Criteria
322	4.6 Technical bid Evaluation	31	4.6 -> A.1	The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	We request you to please change this Technical qualification criteria as The Bidder/ any member of consortium must have experience of successful Go-Live/ completed/ ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last five years (as on the last date of bid submission) in a project of similar nature viz. implementation, operation and maintenance of community system solutions which may include Port Community System or Trade Community System **or e-Governance system** or National Single Window for EXIM trade, Maritime and Port Single Window comprising of the following components • Study of the system & Optimization/re- engineering • Design of the solution • Development / customization and integration with other external parties • Training & Implementation • Operation and maintenance services 8 marks subject to a maximum of 40 marks per project. The bidder can submit up to a maximum of 2 projects.	Please refer Corrigendum 5 Technical Criteria
323	4.6 Technical bid Evaluation	34	4.6 -> A.4	The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for community solutions similar to the proposed system in the last FIVE years. ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	we request you to please change this clause as The bidder / any member of the consortium should have been carrying/ carried out the following activities relating to IT infrastructure for **National level IT System Integration** projects in the last FIVE years. ☐ Design of IT infrastructure including sizing of hardware components ☐ Installation & commissioning ☐ Operation, administration & maintenance ☐ Security Management Each of the above parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects for a total score of 60. For projects hosted and managed on cloud space 20 marks will be awarded subject to a maximum of 2 projects for a total score of 40.	Please refer Corrigendum 5 Technical Criteria
324	4.6 Technical bid Evaluation	34	4.6 -> A.2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	Please elaborate more on community	Please refer Corrigendum 5 Technical Criteria

325	4.6 Technical bid Evaluation	34	4.6 - > A.6	Bidder/any member of consortium being a member of IPCSA - **20 Marks** Bidder/any member of consortium being ISO 27001 Standard certified **- 15 Marks** Bidder/any member of consortium being ISO 20000-1 Standard certified **- 15 Marks** Bidder/any member of consortium being CMMi- standard certified ☐ CMMi level 3 - **6 Marks** ☐ CMMi level 4 - **8 Marks** ☐ CMMI level 5 - **10 Marks**	We request you to please change this clause as : Bidder/any member of consortium being ISO 27001 Standard certified - **20 Marks** Bidder/any member of consortium being ISO 20000-1 Standard certified - **20 Marks** Bidder/any member of consortium being CMMi- standard certified ☐ CMMi level 3 - **12 Marks** ☐ CMMi level 4 - **16 Marks** ☐ CMMI level 5 - **20 Marks**	Please refer Corrigendum 5 Technical Criteria
326	8 Roles & Responsibilities	44	8 - > Roles and Responsibility	Deploy requisite manpower and infrastructure for the digitization of the existing data.	How many pages of digitization to be done ? Does this digitization means scanning of document ? Please elaborate more on volumatrics and quantity / numbers of documents to be digitized. Does SI needs to provision underlying infra / hardware for digitization ? Does this digitization required at every port ?	No Change, bidder to perform necessary due diligence
327	9.11 Tech Form 4–Overview of the proposed solution	62	9.11 Tech Form 4–Overview of the proposed solution	Data Migration approach	Wha is the size of database to be migrated ? How many DB objects to be migrated ? Please provide more details like no of tables, no of db objects, no of backend job, custom functons etc ..which are required to be migrated.	No Change, please refer RFP vol 2 of 3 Annexure VI
328	General	NA	general	NA	Please elaborate more on Accpetance/ Approval and Delivery sign off procedure.	No change, Please refer to clause 14, vol 3 of the RFP
329	Vol 1 - 4.5 Pre-Qualification Criteria	26	Pre-qualification criteria	General Query	Cloud is the a very critical part of any project as all the data and controls lies in the datacenter of cloud provider. Therefore, the cloud service provider has to be a reputed name who has been in the industry for long, has good financials and guarantee of staying in the cloud business till the contract duration. We suggest IPA to add to the RFP minimum eligibility criteria for CSP as well.	Please refer Corrigendum 5 Technical Criteria
330	Vol 1 - 4.6 Technical bid Evaluation	31	C Proposed Solution 200	General Query	Cloud is the a very critical part of any project as all the data and controls lies in the datacenter of cloud provider. Therefore, the cloud service provider has to be a reputed name who has been in the industry for long, has good financials and guarantee of staying in the cloud business till the contract duration. Since this is a QCBS RFP,we suggest IPA to add to the RFP technical requirements around capability of cloud around ease of use, agility, data security, data privacy and latest features such as PaaS,for applications/ databases/ IOT/ Bigdata/ Datawarehouse/ AI/ ML.	Please refer Corrigendum 5 Technical Criteria
331	Volume 1, Data Sheet	Page 8		Bid submission Date	Time required for preparation of proposals We request IPA to kindly provide 6-8 clear weeks for preparation of the proposals after issuance of clarifications	Please refer Corrigendum 5 for updated timelines
332	Volume 1, 4.6 Bid Evaluation	Page 33	A2	The Bidder / any member of consortium must have a successful Go-Live / completed project / ongoing project of value INR 23.78 Crores (or its equivalent in foreign currency) during the last FIVE years (as on the last date of bid submission) of National level IT System Integration projects under one community comprising of the following components: ☐ Study of the system & Optimization/ re- engineering ☐ Design of the solution ☐ Development / customization and Integration with other external parties ☐ Training & Implementation Each of the above parameters will be awarded 10 marks per project with maximum of 40 marks. Bidder can submit up to a maximum of 2 projects.	Request that State level IT systems should be allowed. Further, all Government IT systems should be considered as relevant experience Other similar experience should be considered as relevant experience	Please refer Corrigendum 5 Technical Criteria

333	Volume 1, 4.6 Bid Evaluation	Page 33	A2	The Bidder / any consortium member should have sound domain knowledge and experience in the operations of stakeholder organizations of sea port/ cargo communities in the last FIVE years. Projects/ products developed, implemented, operated and maintained for any of the following stake holders will be considered. ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies Each of the following four parameters will be awarded 5 marks subject to a maximum of 20 marks per project. Bidder can submit up to a maximum of 4 projects. ☐ Projects/ products development ☐ Implementation ☐ Operation ☐ Maintenance	Please clarify the meaning of Products/Projects. We understand that advisory projects would also be conisdered as relevant projects. Accordingly, we request removal of the requirement of Project/product development; implementation; operation and maintenance	Please refer Corrigendum 5 Technical Criteria
334	Volume 1, 4.6 Bid Evaluation	Page 34	A6	Bidder/any member of consortium being a member of IPCSA: 20 Proof of membership from IPCSA Bidder/any member of consortium being ISO 27001 Standard certified: 15 Copy of ISO 27001 Certificate Bidder/any member of consortium being ISO 20000-1 Standard certified: 15	Enhancing competition Request removal of this requirement - this is very restrictive	Please refer Corrigendum 5 Technical Criteria
335	Volume 1, 4.6 Bid Evaluation	Page 35	B2	Domain Experts (nos. 5) • B.E./B.Tech./MCA/M.Tech/MBA degree with 8 years' of total work experience with any of the stakeholder organizations given below or working with community systems ☐ Ports/ Terminals ☐ Shipping Lines ☐ CFS / ICD ☐ Multi-modal operators/ Consolidators ☐ Shipping agents/ Freight forwarders ☐ Any other allied agencies Part of implementation team for at least two projects of community systems as per scope of A1. • >= 2 projects 15 marks subject to a maximum of 5 personnel with domain expertise.	We request IPA to consider experts having experience on advising logisics/port companies as relevant experts as well. Additionally, requirement of the domain experts being part of community system projects is highly restrictive and be removed Domain experts are expected to provide industry and domain inputs and defining requirements of such experts to have been part of community system projects is highly restrictive	Please refer Corrigendum 5 Technical Criteria
336	6.1	Page 43	Part A: Milestone based payments	Submission and Acceptance of Detailed Software Requirement Specification (SRS) - NLP Marine- 5% Acceptance of Solution Architecture and Design, including Logical and Functional Architecture of the NLP System - 5% Proto-type of the design of the proposed NLP Marine – acceptance of the design by the stakeholders - 5% Configuration and Development of NLP Marine Module as per SRS - 10% Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA - 5% UATs -5% Training & Pilot implementation-5% Go Live-10% Stabilization & fine tuning-10% O&M-40% Equal payout in quarters at quarter end	Suggest the following payment terms: Submission and Acceptance of Detailed Software Requirement Specification (SRS) - NLP Marine- 10% Acceptance of Solution Architecture and Design, including Logical and Functional Architecture of the NLP System - 10% Proto-type of the design of the proposed NLP Marine – acceptance of the design by the stakeholders - 5% Configuration and Development of NLP Marine Module as per SRS - 10% Finalization and on-boarding of all the Latch-on applications as per the agreement signed with IPA - 10% UATs -10% Training & Pilot implementation-5% Go Live-5% Stabilization & fine tuning-5% O&M-30% Equal payout in months Currently payment terms are highly back-loaded.	No Change, please refer RFP vol 1 of 3 clause Part A: Milestone based payment

Sr No	Tender Reference			Content of tender requiring Clarification	Points of Clarification Required	Response
	Section	Page	Clause			
1	79		MM.3.4.1.5|Document Management System Module	System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management	As understood from the RFP statement that there is a requirement of web based Document Management System where all the documents uploaded manually into the system or documents retrieved from external agencies will be archived in a central repository with a folder/subfolder based hierarchy to store the documents with an objective to reduce the effort for retrieving those documents in a quick & easy way with an integrated Record Management System to retain the documents for the required period. **Please confirm if the understanding is correct.**		Refer RFP section 2.2: Some of the benefits of the NLP-Marine platform are as follows: Document Management System to store all the important documents securely on Cloud Storage. Which helps in any time retrieval

| 2 | 79 | MM.3.4.1.5\|Document Management System Module | System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management | In assumption to the above understanding is correct, requesting the customer to incorporate the following Eligibility & Technical Criteria in order to ensure the participation of Industry Standard & Best-of-the Breed DMS Solution Provider. **Document Management System Specification** - Solution should be compliant to ODMA, WebDAV open source standards. - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) - Indexing of the documents on user defined parameters | | No change. Tender conditions prevail. Refer Vol 1 section 4.6 Technical bid evaluation |

| 3 | 79 | MM.3.4.1.5\|Document Management System Module | System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management | In continuation of the above points, requesting the purchaser to incorporate some more solution specification that will ensure the engagement of industry standard & best of the breed solution, -Server based Inbuilt platform independent Document Image Viewer for displaying image document without native viewer with support comprehensive secured annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - The DMS application should have an in-built linear kind workflow configuration capability. - Having an experience of archiving more than 10+ billion documents, showing the scalability of the DMS | | No change. Tender conditions prevail. Refer Vol 1 section 4.6 Technical bid evaluation |

| 4 | | MM.3.4.1.5\|Document Management System Module | System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management | As we understood from the RFP that IPA requires unified, structured and secured Document Management System, therefore to ensure the participation of industry standard DMS solution provider ,requesting IPA to incorporate the following clause for DMS
- The proposed DMS solution should exist in Gartner's MQ or Forrester's Wave for Content Services Platform/Enterprise Content Management reports of in any of the last 3 financial Years. | | No change. Tender conditions prevail. Refer Vol 1 section 4.6 Technical bid evaluation |
| 5 | 79 | .3.4.1.5\|Document Management System Module | System allow document/image capturing and should be able to send to a centralized repository | As mentioned in the RFP statement, there is a requirement of a bulk capturing tool which will capture(zone based capturing) the required data from the documents coming into the system from multiple channels, that will index the documents and archive those documents in the integrated Document Management System.
Please confirm, if the understanding is correct. | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 6 | | .3.4.1.5\|Document Management System Module | System allow document/image capturing and should be able to send to a centralized repository | In assumption to the above understanding is correct, requesting the customer to incorporate the following Eligibility & Technical Criteria in order to ensure the participation of Industry Standard & Best-of-the Breed DMS Solution Provider with integrated capturing tool.
Capturing Tool Specifications:
-Integrated scanning engine with DMS with capability for centralized Scanning & Document Capturing
-Well-defined capture module for support of document processing, validation, index building, and image enhancements.
-provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning
-Support document quality analysis image enhancement functionality
- Should support Bulk Import of image and electronic documents
-Should have capability of automatic segregation of documents/records based on Barcode, Blank page and Fixed page | | No change. Tender conditions prevail. Refer Vol 1 section 4.6 Technical bid evaluation. Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |
| 7 | 79 | 3.4.1.5\|Document Management System Module | System allow document/image capturing and should be able to send to a centralized repository | Requesting IPA to confirm any other source of documents coming into the document management system apart from scanned images like: MS-office applications-mail or any other 3rd party application etc. | | System should capture all common type of documents such as doc,docx,txt, pdf,msg,jpeg, etc.However, Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

8	79	3.4.1.5|Docume nt Management System Module	System allow document/ima ge capturing and should be able to send to a centralized repository	Please confirm: 1. No.of scanning users and scanning workstations		Refer RFP section 8.8, INFORMATION REQUIRED FOR SIZING NLP MARINE
9	79	3.4.1.5|Docume nt Management System Module	System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management	As understood from the RFP statement that there is a requirement of Record Management System to retain the records for the required period and congifure retention/destruction policoes accordingly which will be tightly integrated with the Document Management System. **Please confirm, if the understanding is correct.**		Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

| 10 | 79 | 3.4.1.5|Document Management System Module | System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management | In assumption to the above understanding is correct, requesting the customer to incorporate the following Eligibility & Technical Criteria in order to ensure the participation of Industry Standard & Best-of-the Breed RMS Solution tightly integrated with DMS
-should be certified to Record Management standard like DoD 5015.02 or equivalent standard and comply with regulatory and legal policies for long-term archival of content.
-should manage lifecycle of documents through record retention, storage, retrieval and destruction policies
-should support managing and tracking of physical location of documents and a provision to define physical location of record management facility
-should have facility to export / import electronic record with metadata in XML format
-should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department. | | No change. Tender conditions prevail. Refer Vol 1 section 4.6 Technical bid evaluation Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 11 | 79 | 3.4.1.5|Document Management System Module | System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management | In continuation of the above points, requesting the purchaser to incorporate some more solution specification
-should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories.
-should have a provision to move & track a record among users within office/across locations
-should provide report on the Records
-shall allow assignment of box storage locations in advance or on-the-fly. | | No change. Tender conditions prevail. Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 12 | 83 | 3.4.1.7\|Business Transaction Support Module | Business Transaction Support module shall facilitate the exporter/importer/LSPs to submit the grievances online. The request shall be forwarded to the NLP MARINE facilitation cell for processing. The response to the grievance query shall be sent through E-mail and SMS. | As understood from the RFP statement that there is a requirement for handling the grievances, where the grievances will be registerd online by exporter/importer/LSPs through the portal and at the backend the greivance management process will be designed on the low code configurable workflow (BPM) platform and with inbuilt case management feature ,the registered grievances will be resolved by the respective departments/users. All the related documents will be archived in the underlying central repository for easy retreival. **Please confirm, if the understanding is correct.** | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 13 | 83 | 3.4.1.7\|Business Transaction Support Module | Business Transaction Support module shall facilitate the exporter/importer/LSPs to submit the grievances online. The request shall be forwarded to the NLP MARINE facilitation cell for processing. The response to the grievance query shall be sent through E-mail and SMS. | In assumption to the above understanding is correct,
 As per our understanding, this workflow solution should have the following functionalities that will ensure the engagement of global standard, best of the breed solutions,

 1. The BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities including Sequential, Parallel, Rule Based & Ad-Hoc Routing along with movement of required documents through out the flow.
 2. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge.
3. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.
5. The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.
6. The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions. | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 14 | 83 | 3.4.1.7|Business Transaction Support Module | Business Transaction Support module shall facilitate the exporter/importer/LSPs to submit the grievances online. The request shall be forwarded to the NLP MARINE facilitation cell for processing. The response to the grievance query shall be sent through E-mail and SMS. | In continuation of the above points, requesting the purchaser to incorporate some more solution specification that will ensure the engagement of industry standard & best of the breed solution, 1. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 2. The workflow management system shall support extensive password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc. 3. The required workflow solution should comply to various open workflow standards such as BPMN, BPEL, WFMC. 4. The BPM solution should come with a Business Activity Monitoring System to facilitate users by providing a privilege based DashBoard view. 5.The quoted BPM based Workflow Solution should be present in Gartner's Magic Quadrant OR Forrester's Wave in any of the last 3 Financial Years.

The above are very few specification of a standard BPM based Workflow Solution through which an organization can achieve an out of box process automation solution with a very strong integration capability with multiple other application and having a very | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 15 | 92 | 3.4.2.2|Common Application Form Module | System shall provide facility/forms/tools for online order submission | As understood from the mentioned RFP statement, there is a requirement of an approval process designed on the low code based workflow tool with in built form designer to submit the application form with required documents and obtain certificates/NOCs/other documents from relevant Export Promotion Council(EPC) and Participative Government Agencies(PGAs)and integrated underlying Document Management System to archive the related documents. **Please confirm whether this understanding is correct.** | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 16 | 58 | 3.3.9|Business Intelligence & Data Analytics | The MSP should ensure that the NLP-Marine system shall provide a facility for generating and viewing online, real- time project and MIS reports for transactions handled during a specified period, transaction density trends for any specified periodicity (hourly, daily, weekly, monthly) and any bottleneck situation creating dependency at any stage. The Reporting functionalities shall be an integrated system which | As per the requirement mentioned in the RFP document, we suppose that the proposed solution should have a report designer tool tightly integrated with the BPM based workflow solution that should allow user to create new real time, drilled down reports and dashboard view from the UI itself and should support tabular and graphical view of the report with scheduling the reports as well. **Please confirm whether this understanding is correct.** | | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 17 | 70 | 3.4.1.1\|Registration Module | System shall follow the standard guidelines from the respective authority for external integration suchas Aadhaar rules and regulations,GSTN integration guidelines etc. | As understood from the RFP that the required Workflow & Document Management System need to be integrated with the followg,
a. Integration with External Gateways:
-UIDAI
-GSTN & DGFT gateway
- Ministry of Corporate Affairs Gateway
- E-mail & SMS Gateway
- Payment Gateway and others
b. PGAs/EPCs
c. Legacy and 3rd Party System
d. Existing stakeholder's application
e.Active Directory
f. Regulatory Bodies
Please confirm whether apart from the above, any other application needs to be integrated and if 'YES', please mention the name of the same. | | The NLP application also needs to be integrated with Latch-on services. Refer Annexure VII for information required for NLP sizing |

| 18 | 107 | 4.2 \|Project Milestone Plan | This phase would start from project initiation and would be completed once the system has been implemented. The various activities would include freezing of specifications for various components of envisaged system and data migration, application software development, testing, conference room demo of functionality, procurement & installation of hardware and required system software | Please provide clarity on the volume and format of data that needs to be migrated from the existing applications to the proposed application and Is there any requirement for Masters creation or maintenance in the system? If Yes, please provide the number and types of masters needs to be created & maintained in the system and number of applications from where migration will be done | | Refer Corrigendum-5 |

19	26	2.6.4 |Latch on Services	It is envisaged that many standalone applications, developed by multiple vendors, users and other stakeholders may be integrated with NLP MARINE. Keeping this in mind the system shall be able to provide data on subscription-publication basis. as provided for in the Latch On services agreement developed by IPA.	Request the client to provide clarity on the mentoined RFP Statement		Refer RFP section 8.9.1 for further clarity.
20			General	Please provide the information on User Volume, 1. Approx. total / concurrent number of users for Document Management System 2.Approx. total / concurrent number of users for Workflow		Refer RFP section 8.8 Anticipated Total users and concurrent users

| 21 | 118 | 5.3\|Service Level Agreement | Availability (uptime) of applications for doing business activities, except during scheduled down time as agreed with the department Uptime | As mentioned in the RFP that there is a requirement of an uptime of >=99.5**%** **Please confirm whether Required Solution should come with the following Environments,** 1. Production (With Active-Active Clustering) 2. DR Environment (With Active-Active Clustering) 3. UAT Environment (Stand Alone) 4. Development/Test (Stand Alone) 5.SIT Environment(StandAlone) | | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

22	57	3.3.7|Software Components-NLP Marine	The IT department of IPA will ensure that the incumbent service provider will transfer all the documents along with the source code and certify Go Live status of each module.	In reference to the mentioned statement requesting purchaser to accept the following : "The customized section of the proposed solution that has been developed(on top of base/core solution) for the purchaser's requirement will be handed over to the the purchaser. The source code and the IPR of the base/core solution will remain be with the the OEM of the solution. If the source code of the entire solution needs to be handed over,the same will be done through ESCROW model only." Please confirm.		No change. Tender Conditions prevail.
23	73	3.4.1.3|Document Exchange Module	System shall allow the documents exchange between the LSPs and Exporters/Importers/Shippers through NLP MARINE Exchange Platform	It is understood that there will be a source and a target application and the documents will move to and fro through the Exchange platform, post finalisation of the documents , it will be archived in the centralized document repository. **Please Confirm whether the understanding is correct.**		Refer RFP section 2.3
24	2.7.6	38	DataSecurity &	Deploy tools and technology for data classification from privacy point of view	Currently is there a data classification method adopted for identifing sensitive data? Will both generic and sensitive documents be managed by single DMS or service provider can suggest system or process to securely manage sensitive document from other non-sensitive document?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
25	3.4.1.3	73	EMDEM.REQ.0	System shall provide the facility to LSP to uploaded relevant documents using direct upload or selecting the documents from document management system (DMS)	Is there any DMS system currently in use?	PCS1x uses Linux based file system and NFS for archival of document

26	3.4.1.3	73	EMDEM.REQ.0	System shall allow the documents exchange between the LSPs and Exporters/Importers/Shippers through NLP MARINE Exchange Platform	Is there any Document Exchange Platform currently in use?	At present document exchange platform is not available
27	3.4.1.5	79	EMDMS.REQ.0	System allow the users to add attributes/metadata to the documents and classify the documents based on their Type	What are the different document types which DMS system will store and manage? What could be the storage and concurrent user requirement for the DMS system?	System should capture all common type of documents. Some of the common file formats are doc,docx,txt, pdf,msg,jpeg, etc. Refer RFP section 8.8, INFORMATION REQUIRED FOR SIZING NLP MARINE
28	3	162		Data Backup Policy	Can a service provider suggest new tool / system for secure data back-up?	Yes, Bidder can suggest new tool / system for secure backup with consideration of MeitY guidelines
29	2.7.6	37	DataSecurity &	Data security life cycle should be used as a principle in securing data while creating, storing, sharing, archiving or destroy. Database protection can be implemented by database activity monitoring and fileactivity monitoring	Can you please illustrate with an example on the data lifecycle workflow from creation, storing, sharing, archival point of view.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
30	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics	Do we have any technical requirements for this section as well?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

31	Section 2.7.2	31	Volume 2	For Maritime Trade, a Port/Terminal Operations accumulates huge amount of data such as terminal berthing, vessel sailing arrangements and actual arrival/sail out of cargo vessels, scheduling information on road and rail transport, categories and destinations of Import & Export goods, transportation routes, etc. The volume of this data would increase manifolds in foreseeable future, with contributing factors such as adoption of leading technologies such as IoT, RFID and sensors capturing the operational level data; growing integration with hinterland transport; integration with industries such as Insurance, Manufacturing, etc This data may be structured, semi structured or unstructured. The data footprint is generated across various ports, terminals and is fragmented among multiple stake holders.	Do we need solution to have a single metadata repository which provides the ability to track data lineage by performing impact and reverse impact analysis visually, through a graphical user interface? Kindly specify.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
32	Section 3.3.9, 58	Volume 2	Business Intellig	**Requesting to add Technical Specifications to highlight capabalities required from the Data Integration, Reporting and Analytical solution** <u>**Justification:**</u> We Request to include Technical Requirements in order to ensure deployment of a best in class solution with Advanced analytics capabilities which are required for achieving the deliverables required in the RFP		Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

| 33 | Section 2.7.2, 31 | Volume 2 | ETL (Extract, Transform and Load) - ETL provides for three capabilities and is suitable for structured data in batchmode: ☐ Extracting data from structured data sources ☐ Transforming data to make it suitable for loading into the Data Lake ☐ Routines to load the transformed data in the Data Lake | Are we looking for some solution to perform Data quality checks, do standardization of data as per Indian Standards, data profiling with having data Statistics such as min, max, mean, median, mode, standard deviation etc., Request to have inclusion in the RFP since we are dealing with large amount of data and different sources. | | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 34 | Volume 2 Section 3.3.9 | 58 | | Business Intelligence and Data Analytics | **Suggestion -** Requesting to add Technical Specifications to highlight capabilities required from the Data Integration, Reporting and Analytical solution <u>**Justification:**</u> We Request to include Technical Requirements in order to ensure deployment of a best in class solution with Advanced analytics capabilities which are required for achieving the deliverables required in the RFP | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

35	Volume 2 Section 2.7.2	30		ETL (Extract, Transform and Load) - ETL provides for three capabilities and is suitable for structured data in batchmode: ☐ Extracting data from structured data sources ☐ Transforming data to make it suitable for loading into the Data Lake ☐ Routines to load the transformed data in the Data Lake	**Clarification** - Are we looking for some solution to perform Data quality checks or do standardization of data as per Indian Standards, data profiling with having data Statistics such as min, max, mean, median, mode, standard deviation etc., Request to have inclusion in the RFP since we are dealing with large amount of data and different sources.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
36	Review of PCS 1x	9	1.4	IPA has decided to appoint a partner that can: 1. Development and Commissioning of National Logistics Portal – Marine 2. Operation and Maintenance of National Logistics Portal – Marine 3. Continue API integration onboarding efforts, 4. On Development and Implementation of National Logistics Portal – Marine, to support and Maintain the same 5. The Period for Development and Implementation of National Logistics Portal – Marine will be one year from signing of the contract 6. The support and Maintenance will be for four years thereafter 7. Therefore, the Project is for five years from signing of contract	Kindly advice on "continue API integration onboarding efforts" a) Stakeholders - Category and number of Stakeholders b) No of APIs for each Stakeholder c) Mechanism for on-boarding d) Is development for the APIs is expected from the NLP Marine Service Provider	Refer Corrigendum-5
37	Review of PCS 1x	9	1.4	The IT infrastructure required for running the PCS ver 1.x is cloud based augmented with the API Portal, Data Centre in Navi Mumbai and DR site is located at Chennai.	We assume given clause is providing details about existing CSPs and SI can choose any location for DC and DR given that they are in different seismic zones in India.	Refer Corrigendum-5
38	Review of PCS 1x	9	1.4	The Period for Development and Implementation of National Logistics Portal – Marine will be one year from signing of the contract. The support and Maintenance will be for four years thereafter. Therefore, the Project is for five years from signing of contract	Can bidder propose optimised approach where during development phase there will only be Dev and UAT environment and no DR.	No change. Tender conditions prevail. Refer RFP section 2.7.3 and 4.2

39	Journey of PCS towards NLP	10	1.6	Once NLP-Marine is developed and operated, it will be ultimately get merged/integrated with the I-log platform (single window) being developed by Logistics Division of Ministry of Commerce which embraces by Logistics portals viz. marine, land, air and e-market place.	*Refer to Vol 1 - Clause 1.4, Page 12*	No change. Tender conditions prevail. As per RFP section 1.6
40	Overview of Proposed NLP-Marine Regulatory Bodies and PGA Services	12	2.1.2	For different goods, and origin destination pair, NLP-Marine shall display the different certification requirement	1) Please indicate what are different types of certificate which are required 2) Will NLP Marine will be required in Front - End for Regulatory Bodies and PGAs 3) Please provide User Journey with each Authorities	Refer RFP section 3.3.6 Certifications platform. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
41	Overview of Proposed NLP-Marine Regulatory Bodies and PGA Services	12	2.1.2	NLP-Marine shall also include a common application form (CAF) to simplify regulatory process	1) Please indicate what are different types of stakeholders / regulatory process be part of CAF 2) Who will be responsible for making the CAF data set and acceptance of same by all PGA / Regulatory bodies.	Refer Annexure VII for information required for NLP sizing. Coordination with PGAs will be handled by IPA however all technical support will be provided by the bidder. Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers.
42	Overview of Proposed NLP-Marine Concept of NLP Marine	13	2.2	The proposed solution shall have the capability to integrate with various Port Operating Systems/ Terminal Operating Systems and other stakeholder(s) systems in the ecosystem.	1) How many instances of integration for POS and TOS 2) For other stakeholders (s), How many stakeholder systems to be integrated 3) For other stakeholder(s) systems it is suggested to share sample/reference systems to be considered for each stakeholder	Refer Annexure VII for information required for NLP sizing. Indicative requirements have been provided in the RFP. Bidder to perform self assessment and provide best solution

43	Concept of NLP Marine	13	2.2	Document Management System to store all the important documents securely on Cloud Storage. Which helps in any time retrieval	Kindly confirm whether bidder has to provision data storage for DMS to be migrated to new CSP. Please provide storage size needed to considered for the same.	Bidder has to make independent assessment for cloud storage requirement for DMS. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
44	NLP Marine Deployment Architecture	18	2.4	KEY ATTRIBUTES FOR THE NATIONAL LOGISTICS PORTAL *Logistics e-marketplace*	It is understood that NLP Marine will not have Logistics e-Marketplace activities. Please clarify	SI to ensure the integrations requirements with emarketplace are fulfilled as and when requested by 3rd party
45	NLP Marine Deployment Architecture	18	2.4	Cluster of Apache Web Servers	Kindly clarify if IPA has already finalized the technology or Bidder will have flexibility in selection appropriate technology? If Yes, kindly advice on the consideration for the same. Any specific purpose ? i.e. for CMS (Content Management System)?	Bidder has the flexibility in selection of appropriate open platform technology. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
46	NLP Marine Deployment Architecture KEY OBJECTIVES FOR THE NATIONAL LOGISTICS PORTALMARIN E	19	2.4	Most sought platform for exporters, importers and domestic traders Reduce regulatory complexities	Kindly share the Study Report on the interaction between IPA and the various different regulatory agencies on the subject.	Reports to be provided to the bidders during PCS application workshop

47	NLP Marine Deployment Architecture KEY OBJECTIVES FOR THE NATIONAL LOGISTICS PORTALMARINE	19	2.4	Most sought platform for exporters, importers and domestic traders Reduce regulatory complexities	It is understood that NLP Marine is only for EXIM Trade. Please clarify	Refer RFP page 198 NLP has been planned to encourage multimodal transport through the creation of a one-stop shop for availing export, import and domestic trade related logistics services related to marine trade ecosystem.
48	Solution Design Considerations	22	2.5	The stakeholder needs to have requisite hardware / software as specified by the IPA. The same will be communicated by IPA once the bid has been awarded to the qualifying bidder	IPA is hereby requested to share the existing hardware/software available with the stakeholders. This will enable solution provider to optimally design solution considering resource availability	Reports to be provided to the bidders during PCS application workshop. Bidder to make his own assessment to provide the best possible solution.
49	Solution Design Considerations	23	2.5	Regulatory Bodies and PGAs Service Platform	Section 2.1.2 mention many regulatory authority, however section 2.5 mentions only about Customs Please clarify which one to consider	Refer RFP page 182 for List of PGAs
50	Solution Design Considerations	23	2.5	Carrier Service Platform ☐ Activities related with Shipping Lines / Shipping Agents / Airlines will be included	It is understood that NLP Marine will not have Air Lines as stakeholders Please clarify	Refer RFP page 179 for list of stakeholders for NLP. Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers

51	Solution Design Considerations	23	2.5	Finance and Insurance Service Platform ☐ Transaction activities such as e-payments to any stakeholder within the system will be available	How many banks, payment gateways to be considered ?	Banks and payment gateways to be scalable. Current PCS 1x has 11 banks, 2 aggregators and 3 gateways. service provider to facilitate the integration of the bank and payment gateway.
52	Solution Design Considerations	24	2.5	Application should be hosted in a MeitY empanelled Cloud Service Provider.	MeitY empanelment has different deployment modules such as MeitY Public, MeitY VPC and MeitY GCC. We request bidder to choose for MeitY GCC platform as it provides best security and complete control over proposed cloud infrastructure. Hence we request you to please revise the clause as - **"Application should be hosted in a MeitY empanelled Cloud Service Provider on GCC platform"**	No change Tender conditions prevail. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
53	Security Architecture Audits and Reviews	35	2.7.4	Bidder shall get the Vulnerability Assessment (VA) and Penetration Testing (PT) and Application Security Audit conducted by CERT-In empanelled agency before deployment/ Go-Live of each project phase.	Typically VAPT audit by CERTIN empanelled agencies take around 2 months . UAT to Go Live period is 2 Months . It is suggested that VAPT to be conducted post Go Live	No change. Refer RFP section 4.2 for timelines
54	Audits and Reviews	40		It is extremely important to have a set of IT security management processes and tools to ensure that the IT security of NLP MARINE is always maintained. It is recommended that an IT security policy, framework and operational guidelines be maintained by the BIDDER and Cloud service provider (CSP) as an overall guideline to all forms of IT security – Physical, application, data, network and cloud.	kindly confirm what IPA is referring to in this clause. Please provide more clarity what IT management processes are need to be followed if any in specific. Mention the same.	Refer RFP annexure 2 for details

55	Audits and Reviews	41		**Scope - Frequency** i. Security Audit - Quarterly ii. SLA - Audit Half yearly iii. VAPT - Quarterly iv. Inventory Audit - Once in a year v. Secure Configuration Review - Quarterly vi. Information Security Controls like ISO27001 - Half yearly vii. Privacy Audit and review - Half yearly viii. Privacy Impact assessment templates and library - Annually ix. Incident reporting & management - Annually x. Data Protection Policy - Annually	Kindly confirm if bidder needs to perform all the audits (by third party or inhouse) or IPA will hire third part agencies to perform audits they charges for same will be paid by IPA. Please provide details for each audit.	Bidder needs to perform all the audits mentioned in RFP. IPA may also hire a third-party auditor to conduct security audit, and in such scenario, Bidder shall provide full access and support.
56	Integration Frame Work Roles and Responsibilities	42	2.7.11	-	It is suggested to add the roles and responsibilities of the other Government agencies, so that to develop the functionality, integration	Refer RFP page 42 which states that other application owners to provide functional/non-functional requirements for the Integration ,support during SIT, UAT, cut-over and deployment
57	Integration Frame Work Integration Guidelines Key integration approach	43	2.7.11	-	It is suggested to add the Authorisation / defining of the data set for each API/ Message will be carried out by whom, so that to develop the functionality, integration	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
58	Scope overview	46	3.1	Development and Commissioning of National Logistics Portal (Marine) System Requirement Study	1) To understand the System requirements in detail, System study for the other applications such as Customs, FSSAI, PGAs, POS, TOS need to be facilitated by the IPA. 2) What will be the coverage of system study 3) Time-frame for system Study 4) Who will bear the Cost for the study 5) How the impact in milestones caused by delay will be handled	Refer RFP section 4.2 for project timelines

59	Development and Commissioning of National Logistics Portal (Marine)	46	3.1	Analytics and Business Intelligence	Kindly advice, What will be the scope / coverage for Analytics and BI	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
60	Setting up & management of helpdesk	46	3.1	Call Centre for help desk service	1) Please provide number of locations and strength of resources and level to be deployed at each location 2) Will the office place (electricity, water , internet) be borne by IPA	IPA to consider a team of 2 people 24*7 for onsite helpdesk, rest can be handled remotely
61	Scope overview	47	3.1	Training, Capacity Building & Onboarding of Stakeholders Road Shows and Events to Onboard Stakeholders	Kindly advise on the tentative number of road shows along with location . What type of resources are required to attend the same ? How IPA will reimburse expenses towards Travel and Lodging	Refer Corrigendum-5
62	Scope overview	47	3.1	IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA.	This will be contradicting the subcontracting clause in Volume 1 , page 18 which reads as " 2.3 Sub-Contracting The bidder may use the services of a sub-contractor to leverage their specialized experience in respect of the following tasks/areas as may required: i. Cloud services" Kindly amend accordingly	As per RFP clause 3.1
63	Training, Capacity Building & Onboarding of Stakeholders	47	3.1	Road Shows and Events to Onboard Stakeholders	For Regulatory Authorities / PGA and EPC,IPAs involvement will be required	Refer Corrigendum-5
64	Scope Overview	47	3.1	Hosting - Multi-tenant hosting architectures support shared hosting, Co-Location and virtualization. Disaster Recovery and back up services provide uninterrupted access to systems and infrastructure	Kindly confirm whether Co-Location is in the scope of this project or CSP only has to comply to this clause and IPA may use these services in future during project duration.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

65	Scope Overview	47	3.1	Solution should have Onsite and Offsite proper backup mechanism with a mechanism for restoring data to check the backup consistency as per the mutual understanding with IPA on SLA	If off site backup is needed please share following details - * Kindly confirm location for offsite backup? * Methodology for offsite backup? (Disk/ tape based) (Physical media or over the internet) * Whether storage and connectivity already present at IPA site where off site is to be taken or bidder need to provision it?	Yes, details to be shared with the bidders during design. Bidder to do a comprehensive assessment.
66	Scope Overview	48	3.1	Solution should have the capability of providing Invoicing to the users of value-added solutions in multiple formats and against multiple parameters related to the transaction.	What is invoicing of Value Added Solutions? Is it a invoice model which needs to be built in?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
67	Scope overview	49	3.1	It is expected that the communication of the MOCI, GOI system with external interface will happen through an API layer. An API gateway should be used to manage the API communication with the external interfaces.	1) What is expected communication from MOCI , GOI ? 2) Who will be bearing cost for API Integration 3) Please confirm, How many such integrations will have to taken up	. Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase
68	Scope overview	49	3.1	Bidder has to consider both the options for on-boarding PGAs through SWIFT as a latch-on or individual API integration with PGAs shall be incorporated in the tender	1) Kindly advise number of PGA along with the tentative data set for API exchange 2) It is understood, via SWIFT only approval / rejection mechanism is operational, for issuance of certificate / permission / approvals / registrations, it will require for API connectivity 3) Will NLP Marine also require to provide front end for the same 4) Please provide, User Journey for integration with each PGA	Refer RFP page 182 for List of PGAs. Yes bidder to provide front end for the same Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

69	Scope overview	49	3.1	IPA, post 2 years of Go-Live, could get into an agreement with the bidder basis the per transaction fees for the customer on an agreed revenue sharing model as agreed by both the parties.	Clarification is required - 1) Post 2 years will this be only way of revenue to the bidder ? If yes , how the NLP Marine will be mandated by the GOI ? 2) This will provide the bidders sense of security for the investments that are being made in this project 3) It is suggested to have maximum transaction fee to be mentioned so as to avoid any ambiguity later on	Refer Corrigendum-5
70	Scope Overview	49	3.1	Indicative list of Latch-on functionalities is given in Annexure VII. The bidder needs to estimate based on 50 Latch-on applications for the commercials as part of this scope of work in the RFP. However, if during implementation it is realised that a functionality is not being integrated as a latch-on and is made available through API integration, then the bidder shall be paid as per the discovered unit rate per API integration.	It is assumed that there are 50 Latch-ons. This will be provided as 50 API integrations / Redirections, considered as a part of Latch-on integrations. For eg. Latch on Service Provider 'A' is integrated with NLP Marine for 50 different services. This will be completing the deliverable Kindly confirm the understanding	Refer Corrigendum-5
71	Scope overview	50	3.1	Additionally, if the bidder, during the project duration, plans to integrate latch-on applications beyond 50, then the bidder will be paid on actuals. For additional latch-on applications, beyond 50, the bidder can raise a single invoice for all the additional latch-on applications.	1) It is suggested that bidder to raise invoice for each latch on instead of single invoice 2) In-case, the identified LSP do not provide the requisite services / functionalities, it is suggested that successful bidder will be allowed to provide the same at the additional cost as per RFP Vol 3; Clause : 13.1	Refer Corrigendum-5
72	Scope for Implementation	50	3.2	During Implementation of the NLP Marine it is **recommended to have the sample users from each stakeholder type** - to create specific requirements of each type of stakeholder.	Kindly elaborate on the identification of Sample Users and their roles for each stakeholder type	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

73	Shipping bill generation	51	3.3.1	Submit form, upload document, download shipping bill	Document upload for Shipping Bill is done on e-Sanchit Portal of ICEGATE. Will NLP Marine be integrated to upload digitally signed documents	Refer RFP section 2.2 The overarching NLPMarine Vision is to cater to various stakeholders in G2G, G2B and B2B model. As such the key stakeholders of an effective Single Window system would be □ Exporters □ Importers □ Customs □ Regulatory Authorities □ Immigration □ Banks □ Ports (Sea, Land and Air)
74	Tracking	51	3.3.1	Tracking of goods and compliance	Please elaborate on this	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
75	Cargo and Carrier	53	3.3.1	Warehouses	1) Which all functionality will be considered for Warehouses 2) Any specific list of Warehouses to be onboarded	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
76	Document sharing for authentication	53	3.3.2	Dispatch documents generated as available in Digi locker shall be shared with bank for document authentication and initiation of payment process	It is understood that Digi Locker services are only applicable for citizen and not for any business entity. Therefor it is suggested to that this should not be considered	No change. Tender conditions prevail.

77	Regulatory Bodies and PGAs platform	54	3.3.3	The regulatory platform planned under the proposed national logistics portal **plans to ensure submission of generated certification documents** to the ICEGATE for regulatory compliance of the consignment and generation of the Let Export Order	1) As on today, ICEGATE do not allow any integration with the external systems. Please confirm will IPA arrange for the same. 2) Kindly elaborate which generated certifications along with the originator of the document 3) Will this integration limited to Let Export Order and / or other Customs Documentation, if so, please elaborate	PGAs will be handled by IPA and technical support will be provided by the bidder Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
78	Integration with PGAs/EPCs	54	3.3.4	OfflinePGAs/EPCs: The EPCs/PGAs that works on physical certification process. As a result, integration with such **organizations can be facilitated by the development of a new module in the system**. Users can authenticate themselves using individual IDs and passwords, after which the system provides them with the required services such as capturing and uploading of documents. The interaction with NLP MARINE will happen via NLP MARINE Exchange platform	Kindly advise those PGA/EPC which are on physical certification process for which needs to be facilitated by development of new module	PGAs will be handled by IPA and technical support will be provided by the bidder Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
79	Online/ partially online PGAs/EPCs and other agencies	54	3.3.5	The approach used in this case can be that of an open API to integrate existing portals with NLP MARINE. The open API can be JSON based if it is a service-oriented portal and/or XML-based in case it is a object-oriented portal. The application package interface can facilitate two-way communication over one of the popular, widely accepted protocols from: HTTP, HTTPS, SMTP,FTP.	1) which are these PGAs/EPCs which are online/partially online ? 2) Available API from these stakeholder 3) In-case those which are not online what will be modus-operating for integration 4) Those PGAs which will later be online, please confirm as this will be as additional cost over and above the commercial proposal as accepted by IPA	PGAs will be handled by IPA and technical support will be provided by the bidder Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
80	Regulatory Bodies and PGAs platform	54	3.3.3	NLP Marine shall only exchange messages with ICEGATE and SWIFT systems and shall not influence or alter the internal process of these systems	Is it an assumption ? Need to elaborate further.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

81	Digital Document Exchange	56	3.3.6	Integration with Hardware used at different locations for extraction of data from digital medium	Please confirm if NLP will directly get connected with Hardware at locations (such as Ports / Terminals / ICD / CFS OR with their ERPs	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
82	Certifications Platform	56	3.3.6	Please Note: The NLP Platform shall be multi-lingual i.e. shall support both Hindi and English language. The system modules are mapped with respective business services below:	It is not clear. Since it is under 3.3.6., is it only for Certification platform OR complete NLP Marine Whether it is applicable only for certification platform or it is applicable for other modules also i.e. Market place / DMS etc. Does multilingual aspect apply only for field labels or also for input values ? It is understood that labels will be English and Hindi, but Input and Output will be in English only Please clarify	NLP platform would be Multilingual. The aspect applies for field labels
83	Certifications Platform	56	3.3.6	Additionally latch-on modules to be provided which can work as plug-n-play. These modules can work independently as well as work as integral part of the NLP Marine	What is the average size of each document upload? & How many are projected in a given financial year. Retention period to be specify for documents which will be uploaded on to the system	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
84	Mobile Application	59	3.3.11	As part from application development, BIDDER shall also develop a mobile app for both internal and external users of MOCI, GOI	Kindly advise which users at MOCI along with type of access required	Details to be captured by bidder during the design phase.
85	Mobile Application	59	3.3.11	The BIDDER shall study the requirements for the development of mobile app in consultation with MOCI, GOI	It is suggested to have a nodal officer from each ministry/PGA/EPC who will be Single point of contact for all requirements	The officer shall be assigned to the winning bidder during the design phase

86	Cargo and Carrier Services	62	3.4.1	NLP to provide functionality for Customs related filing at Customs server viz. Shipping Bill, Bill of entry, IGM etc.,	IPA need to provide required access points and approvals from Customs	The required access points and approvals shall be provided to the winning bidder during the design phase
87	List of services to be included in NLP-Marine as part of Latch-on system/application	63	3.4.1	System integration for making payments like duty payments directly to ICEGATE system through NLP	1) Will the Customs Duty payment via NLP Marine be allowed from Customs? 2) What will be integration points, will the payment gateway allowed 3) Is this part of 'Bharat-Kosh'	PGAs will be handled by IPA and technical support will be provided by the bidder Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
88	Registration Module	66	3.4.1.1	Overview of Module Functional Requirements	Detailed Specification is included for 18 Modules, For rest 12 Modules, Detailed specification is not included in the RFP	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
89	Registration Module	66	3.4.1.1	Registration Module shall enable registration of Exporters/ Importers and Logistics Services Providers (LSPs) with NLP MARINE, to participate in EXIM trade transactions, and also manage their profiles (including contact person details, company details, business type, GST details, Bank account number etc.)	How is KYC maintained and who will be responsible for approval? Is integration with other Govt Agencies like UAIDI, CBEC, eSarathi etc. for validation of KYC documents. ? Who will pay for authentication API from eg. UIDAI, PAN	IPA would be required to approve the KYC and SI would need to pay for authentication
90	Integration with external gateways	68	EMREG.REQ.018	System shall be integrated with UIDAI gateway to retrieve and pre-fill minimum contact details of the applicant such as Name,Address,E-mail and Mobile number	It is assumed that IPA will provide Support required for Identification of the required officers and approval for making changes to be received in time bound manner	IPA will provide support required for Identification of the required officers and approval for making changes during the design phase

91	Integration with external gateways	68	EMREG.REQ.020	System shall be integrated with GSTN and DGFT gateway to retrieve and pre-fill minimum company details of the applicant from GSTIN and IEC such as Legal Business Name, Registered Address of the Company, Business Type: Proprietary, Public, Private etc., Date of Incorporation, Company Bank Account and PAN number	It is assumed that IPA will provide Support required for Identification of the required officers and approval for making changes to be received in time bound manner	IPA will provide support required for Identification of the required officers and approval for making changes during the design phase
92	Login in NLP MARINE	71	EMLOG.REQ.005	System shall facilitate three types of login: a) Login using mobile number and OTP b)Login using Aadhaar numberandOTPc)Login using registered username and password	Since the platform is for institutional Users, Login based on the personal data (such as Aadhar) is not recommended. Therefore Login using Aadhar to be removed.	No change. Tender conditions prevail.
93	Integration with external gateways	76	EMTT.REQ.015	System shall provide the Emergency Response mechanism in case of any break down or crisis	Kindly elaborate on this requirement	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
94	Integration with external gateways	77	EMTT.REQ.025	System shall always use the up-to-date APIs of integration with external agencies (FOIS etc.) and services (Google Map API etc.)	While the IT systems at the external agencies may undergo changes / upgrade multiple times during the lifetime of NLP Marine. With our experience in past, we suggest a capping of 3 upgrades to be kept from NLP Marine service provider's efforts. For more than 3 changes for same agencies should be on paid basis to service provider	No change. Tender conditions prevail.
95	Payment Module	81	PM.REQ.005	System shall generate invoice from the information captured by the LSP. The generate invoice shall be in pdf or jpeg format	Please clarify detailed requirement on this	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

96	Content Management Module	84	3.4.1.8	The Content Management Module (CMS) shall help / guide / navigate all the users of the NLP MARINE about the various operations. The CMS shall provide FAQs, Video Tutorials, User Manuals and other guiding materials in the NLP MARINE	We are assuming that it is a separate site / application from NLP application. Who shall manage this CMS in the post production phase i.e. direct govt. authority / agency or the service provider / bidder under instruction / approval from a designated govt. agency ? Who will be providing the data / prepare Video Tutorials, Other Guiding Materials	As per the RFP scope refer section 3.4.1.8 the CMS specifications are for NLP. Data to be provided by IPA
97	Mobile App Track and Trace Module	89	MATT.REQ.013	System shall provide facility to capture documents digitally	Kindly elaborate requirement of this functionality in the Trace and Trace module. This will be captured in the DMS	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
98	Single window certification system	90	3.4.2.1	Listing module shall enable the user to view the required certifications/NOCs or any other type of document from Export Promotion Councils (EPC) / Participative Government Agencies (PGAs) on the basis of input information such as commodity name and HS codes, source, destination etc.	There are multiple agencies involved in this. Mechanism for getting these details from respective will be shared with the successful bidder for development. These details are dynamic in nature , please clarify how this mechanism will work for the update/refresh of this information.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
99	Common Application Form (CAF) module	91	3.4.2.2	CAF module shall enable the user to submit the single application form and all the required documents to obtain certificated/NOCs/other documents from relevant Export Promotion Council (EPC) and Participative Government Agencies (PGAs)	Kindly advise liasioning framework , nomination of required officers . Kindly share the study reports carried out for this requirement Kindly advice details of EPC and PGAs for which CAF will be prepared	PGAs will be handled by IPA and technical support will be provided by the bidder. Refer annexure VII for NLP sizing.
100	Common Application Form (CAF) module	91	3.4.2.2	CAF module shall enable the user to submit the single application form and all the required documents to obtain certificated / NOCs / other documents from relevant Export Promotion Council (EPC) and Participative Government Agencies (PGAs)	Is it assumed that all the request to obtain certificates.	Refer answer to above query

101	Payments Module	94	3.4.2.3	Payments module shall facilitate the user to perform online payments for the certificate/NOCs/other documents	Please clarify detailed requirement on this	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
102	PAY.REQ.006	94	3.4.2.3	System shall consider the total amount of the fees for the payment . For example: If the fees for the certificate to be obtain from one EPC is INR 100 and the fees for the certificate to obtain from another EPC is INR 50,then the system shall consider the amount INR150 for the payment	Is NLP Marine authorised to generate invoice ? it is suggested to avoid combination of Fees as each EPC would like to have separate payment and transaction number for their audit purpose. Please clarify Kindly advise banks for each EPC to be integrated for distribution of funds	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. Banks to be provided during the design phase.
103	Payments Module	94	3.4.2.3	This section presents the key and minimum functional requirements specifications for the National Logistics Portal (NLP MARINE) Mobile Application. Payments module shall facilitate the user to perform online payments for the certificate/NOCs/other documents	There should be SLA for Banks / Payment Gateways to close the given tasks in time-based manner	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. Banks to be provided during the design phase.
104	EPC/PGA Interface Module	96	EPC/PGA Interface Module Overview	EPC/PGA interface module shall provide the facility to Export Promotion Council (EPC) and Participative Government Agencies (PGAs), which have completely or partial online process and generate certificates/NOCs/other documents through physical copies only. This module shall enable the EPC/PGA to view application information and provide scanned copy of the certificate/NOC/other documents	Kindly advise agency wise certificate/NOC/other documents which will be shared with the NLP Marine . Format for these certificate XML/ API etc Will the certificates be issued by respective agencies and shared with NLP Marine OR NLP Marine to generate the same as per Agencies' formats digitally Will NLP Marine require to provide front-end for stakeholders to perform activities with PGAs / EPCs	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

| 105 | Integrated Regulatory Platform | 100 | 3.4.2.4 | Integrated regulatory module shall facilitate the regulatory information exchanges between ICEGATE and Exporters/Importers and LSP through NLP MARINE Exchange Platform | Kindly advice on the authorization received from Customs on Integration with ICEGATE.

Kindly advise which information will be moving from Customs to Exporter/Importer and vice versa.

Kindly share the schema / format in which this information will be transmitted

It is understood that this will be only via API.

Please confirm | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
|---|---|---|---|---|---|---|
| 106 | Integrated Regulatory Platform | 101 | IR.REQ.014 | System shall provide the estimated turnaround time of the information/document generation by the customs | Since this is part of ICEGATE System under control of Customs, therefore it is requested that this will not be part NLP Marine.

Kindly Confirm | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 107 | Trade Finance Platform | 102 | 3.4.3.1 | This module shall help exporter/importer to find a suitable service provider for obtaining the Letter of Credit and/or other relevant documents | Kindly elaborate the other relevant document | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 108 | e-BG | 104 | 3.4.3.3 | E-BG Module shall facilitate the exporter/importer for obtaining Performance Bank Guarantee from LSP online | Does this module expect NLP Marine to exchange the finance messages like COV760, COV767, SFMS .

This also involves the onboarding of the banks overseas also.

How this is envisaged | Indicative requirements are mentioned in the RFP. Bidder to perform a self assessment and provide the best possible solution. |

109	IMPLEMENTATION CHANGE	107	4.1	Conduct change management workshops (including presentation materials and related documents) before the Go Live of Pilot and before the Go Live out of Rollout.	Kindly clarify the Go Live will be done in two phases ie, 1) Go Live of Pilot 2) Go Live of Rollout	Refer to RFP section 4.2, Go-Live refers to go live of NLP -Marine. In clause 4.1 Go-live is for implementation phase consisting of Pilot and rollout
110	Project Milestone Plan	108	4.2	Milestones as mentioned in table on page no 108 and page no 107	Milestones mentioned on page number 108 don't constitute the Rollout in phases as mentioned on page number 107	Refer Corrigendum-5 Annexure 2.1
111	Governance Structure	113	5.1	As part of the project governance, each Port shall appoint three committees: ☐ An Evaluation Committee, which shall evaluate the business solutions proposed by the BIDDERs as well as the project timelines ☐ IT team, which will interact with the BIDDER and steering committee. ☐ A User Team, along with member of IT team will evaluate the fit of the workflows as proposed by the BIDDER. In addition, this team will be involved in the UAT during the implementation phase.	Please elaborate the purpose. It is suggested to have one centralize project management committee under leadership of IPA	No change. Tender conditions prevail. Refer responsibilities in section 5.1
112	Key Personnel	114	5.1.4	Table depicts the expected key personnel	Please elaborate the purpose. is suggested to have one centralize project management committee under leadership of IPA	The table refers to the deployment of resources for the project duration
113	Acceptance Procedure of Deliverables	115	5.2	All the project deliverables shall be submitted by SI for approval through Project Management Information system (PMIS) only. This system will be developed by SI as a part of system development.	Kindly clarify expectation and coverage on PMIS system . Expected No of users at IPA, Port, MoC , Mos	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

114	Service Level Agreement	116	5.3	The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure.	It is requested not to keep any hold on quarterly payment. The Bidder is suppose to submit BG It is understood that the BG, purpose is covering the performance in O&M period	No change. Tender conditions prevail.
115	Service Level Agreement	117	5.3	Table : SLA During Phase I and II: Implementation and Stabilization	Please provide the figures which are marked as XXXXX SLAs are also provided in RFP Vol 3. Please confirm which one to be consider	Refer Corrigendum-5 point 3.6
116	Service Level Agreement	117	5.3	Table : SLA During Phase I and II: Implementation and Stabilization	Please provide the figures which are marked as XXXXX SLAs are also provided in RFP Vol 3. Please confirm which one to be consider	Refer Corrigendum-5 point 3.6
117	Classification for Helpdesk services	129	5.3	Table Classification for Helpdesk services Severity level - Critical - Outage that does not impact PORT SERVICES **Severity level - Medium - Outage that does not impact PORT SERVICES but affects department services** Severity level - Low - Upgrade, shifting and preventive maintenance	For Severity Level - Medium; Kindly advise which department services are expected here	Department services refers to the various PGAs, IT, etc.

118	Disaster Recovery Infrastructure	132	6.4	Functional DR with at least 50% compute capacity and 100% storage as that of Primary site.	Please confirm whether bidder has to consider compute and other services at 50% when DR is in passive mode.	Bidder has to perform an independent assessment of the Infrastructure requirements for the proposed system and provide a detailed BOM for the proposed infrastructure in line with the requirements of the project and performance on service level agreements.
119	Disaster Recovery Infrastructure	132	6.4	Functional DR with at least 50% compute capacity and 100% storage as that of Primary site.	Please confirm whether IPA is referring to compute wise or quantity wise 50% for all components.	Bidder has to perform an independent assessment of the Infrastructure requirements for the proposed system and provide a detailed BOM for the proposed infrastructure in line with the requirements of the project and performance on service level agreements.
120	Functional Requirement of Cloud # Overall Cloud Requirement	142	8.2.1	The primary DC and the disaster recovery site should be in different seismic zones within India	The said clause contradicts with clause from section 8.2.2 Technical Requirements of Cloud from page no. 146 which states *DC and DR shall be provided by the same service provider. DR should be more than 100 Km away from DC.* Requesting IPA to please keep this clause as it provides best possible disaster recovery solution considering all scenarios like DC failover, earthquake, flood - ***"The primary DC and the disaster recovery site should be in different seismic zones within India"***	Refer Corrigendum-5

121	Functional Requirement of Cloud # Cloud Service Requirement	143	8.2.1	Cloud service shall use solid state drive (SSD) backed storage media with minimum latencies.	Kindly confirm minimum IOPS required at SSD Storage level	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
122	Functional Requirement of Cloud # Cloud Service Requirement	143	8.2.1	Cloud service shall use solid state drive (SSD) backed storage media with minimum latencies.	Kindly confirm whether SSD storage is to used across all storage requirements in this project.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
123	Functional Requirement of Cloud # Cloud Service Requirement	144	8.2.1	Cloud service shall have access control policies that are attached to users, groups. Cloud service shall integrate with LDAP / Active Directory. Cloud provider shall support setting up a stand-alone directory in the cloud or connecting cloud resources with LDAP / Microsoft Active Directory	Can CSP propose it's own IAM services for cloud access which will be integrated with AD or LDAP.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
124	Functional Requirement of Cloud # Cloud Service Requirement	144	8.2.1	Cloud services provider shall provide services like Database as a service (both RDBMS and No SQL), SMTP and SMS, DNS, Data warehouse, Storage, Analytics, Message queuing etc.	Kindly confirm data warehouse and analytics is in the scope of this project or CSP only has to comply to this clause and IPA may use these services in future during project duration.	In RFP Annexure II clause 8.2.1 states that data warehouse and analytics is in the scope of this project
125	Functional Requirement of Cloud	145	8.2.1	Refer Annexure II for further information's	Kindly share the Annexure II , missing from the RFP Document	Refer Corrigendum-5
126	Functional Requirement of Cloud # Cloud Service Requirement	145	8.2.1	All sensitive data must be secured using encryption with the encryption keys generated, escrowed synchronized and under control of IPA and not by the cloud service provider. Encryption solutions used must have industry standard certifications and accreditations like FIPS, Common Criteria etc.	Kindly confirm if IPA is referring to HSM here? Can bidder propose HSM (Key Management as services) or IPA is looking for dedicated HSM hardware for this project.	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM hardware suggested for this project

127	Functional Requirement of Cloud # Cloud Service Requirement	145	8.2.1	Native or default encryption options available at different layers such as storage, database, application etc. are only to be used when it is possible to provide centralized key management for the options. All encryption keys at every part of the infrastructure should be auditable and accessible to IPA through a centralized key manager	Kindly confirm if IPA is referring to HSM here? Can bidder propose HSM (Key Management as services) or IPA is looking for dedicated HSM hardware for this project	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM hardware suggested for this project
128	Functional Requirement of Cloud	147	8.2.2	Refer Annexure IV for further information's	Kindly share the Annexure IV , missing from the RFP Document	Annexure IV included in RFP section 8.4
129	Technical Requirements of Cloud # Cloud proposal by Service Provider	147	8.2.2	Availing backup or DR services from a different service provider	We request IPA to opt for DC and DR services from same CSP as every CSP follows it's methodologies and processes. In case DC -DR switchover, DR drill it may create integration issues. Hence please revise this clause as - **"DC, DR and backup services needed for this project should be from same cloud service provider"**	No change. Tender conditions prevail.
130	Technical Requirements of Cloud # Cloud proposal by Service Provider	147	8.2.2	Cloud Service provider shall provide required support to IPA in migration of the Virtual Machines (VMs), data, content and any other assets to the new environment created by IPA to enable successful deployment and running of NLP Marine on the new infrastructure	As per mentioned clause, IPA will perform migration from existing to new CSP and bidder will only provide support for the same. Please validate if assumption is correct. If not please explain. (If bidder needs do provide end to end migration)	Refer RFP clause 8.2.2 which states that Cloud Service provider shall provide required support to IPA
131	Technical Requirements of Cloud # Cloud proposal by Service Provider	147	8.2.2	Cloud Service provider shall provide required support to IPA in migration of the Virtual Machines (VMs), data, content and any other assets to the new environment created by IPA to enable successful deployment and running of NLP Marine on the new infrastructure	Kindly confirm details about overall storage size needed to be migrated from existing CSP to new CSP for planning migration strategy and storage sizing in new environment	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

132	Technical Requirements of Cloud # Cloud proposal by Service Provider	147	8.2.2	Cloud Service provider shall provide required support to IPA in migration of the Virtual Machines (VMs), data, content and any other assets to the new environment created by IPA to enable successful deployment and running of NLP Marine on the new infrastructure	Kindly confirm migration to be provided for complete infra as mentioned in **8.6.1 Existing Systems Details on page no. 154-160** of volume II of RFP	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
133	Software Component Stack for NLP Marine	151	8.4.1	Table depicting the Software Component stack	This table has asterisk(*) marked at sr no 8,9,10,12,13 Kindly advise meaning for the same	Kindly ignore the asterisk
134	Annexure 5	153	8.5	List of documents exchanged in Maritime Logistics	1) List of only 20 Documents is mentioned under this. In-case of more than 20, how the same will be handled. 2) Kindly advice on the modality of the additional document functionality to be implemented	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
135	Reliability (up time), redundancy, persistency, fall back scenarios	153	8.4.3	Bandwidth Estimation	Kindly provide details about internet bandwidth required at cloud DC and DR site.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
136	Security tools Implemented in IPAPCS1.x Application	161	3	**Selecting an Off-site Storage Facility**	Kindly confirm off site storage is part of cloud solution expected in this RFP or mentioned as part of existing solution. Please share details whether bidder need to provision offsite storage as a part of this solution and as per shared requirements under Selecting an **Off-site Storage Facility on page 165 onwards of Vol II of RFP**	Annexure 2 refers to existing PCS 1x solution. NLP Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
137	Security tools Implemented in IPAPCS1.x Application	162	3	Privileged identity management (PIM) will be used for monitoring and protection of superuser accounts in IT environments.	Kindly confirm no. of users at cloud DC and DR for PIM service	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

138	Deployed UAT Infrastructure Solution	169	8.6.1.3	Documents exchanged during import procedure	Same point is repeated as mentioned on Pg no 153, but list at both places is different	Annexure 2 at page 169 refers to existing PCS 1x solution.
139	Annexure 7 - INFORMATION REQUIRED FOR SIZING NLP MARINE	179	8.8	Modules proposed in NLP-Marine	Modules list is repeated on 1) Pg No 60 (under 3.4 Full Functional Scope) where modules for 'Cargo' and 'Carrier' are not mentioned. 2) Pg No 184 where Modules for 'Carrier' are not mentioned. Please clarify which one to consider	Consider modules on both the pages. Refer Corrigendum-5 for corrected module name
140	INFORMATION REQUIRED FOR SIZING NLP MARINE	179	8.8	Additional PGAs and EPCs	Kindly advise number of PGAs and EPCs	Refer RFP page 182 for list of EPC and PGA
141	Regulatory Bodies and PGAs Platform	181	8.8	Information about the list of certificates, supporting documents, estimated time etc. on the basis of commodities, source location, destination location etc.	It is understood that requisite data will be provided by IPA	Indicative requirements have been provided in the RFP, data to be provided during the design phase
142	Certification Platform	181	8.8	Visibility of ETA for different certifications	Please elaborate on this	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
143	LATCH ON AGREEMENT	185	8.9.1	Latch on Agreement	This agreement don't have word as NLP Marine but have PCS 1x. In case PCS 1x is expected to get converted it should be NLP Marine accordingly other caused to be relooked if necessary	Refer Corrigendum-5
144	Memorandum of Understanding	197	8.10.1	Memorandum of Understanding	It is assumed that this MoU doesn't impact the deliverable and master agreements as mentioned Volume 3 of RFP will supersede any such MoU or understanding .	As per RFP

145	Memorandum of Understanding	200	8.10.1	Article 2 : GOVERNANCE OF NLP Marine PROJECT The Governance Structure would include an "Apex Committee" with Joint Secretary (Shipping), Joint Secretary (Logistics) and Chairman, IPA.	It is understood that the RFP is published by IPA , thereby the successful bidder will be signing master agreements as provided in Volume 3 of RFP and as such will be responsible to comply to the requirements of the IPA as governed by RFP	As per RFP
146	De-Registration of User			No where mentioned the Exit Criteria / Closure of User / stakeholder. This can be applicable when a company or a firm ceases to exist or closes down their operations.	What would be the de-Registration process for Stakeholder or User? 1) Documents Related to Stakeholder / User 2) Transaction done 3) Files stored 4) etc.	Refer RFP Volume 3
147	Integration with Banks / Govt. Authorities / Ports / etc.			1) Current Integration Kit 2) Response Time	There has to be SLA set for response from Government authorities for completion criteria. This force the other stakeholders to close the tasks within given timeframe other wise it goes on.. Eg. Bank Integration for HDFC / Kotak & Indian Bank etc. where we are awaiting revised specs for more than 2 months.	SLA set for response from Government authorities for completion criteria to be provided during the design phase
148	General Query				Kindly provide estimation for year on tear growth in data and in users for sizing the solution.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
149	General Query				Kindly provide details for daily data generation of PTP replication link between cloud DC and DR	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

150	General Query				Kindly confirm whether IPA has any dependency on any OEM for existing solution like PIM, SIEM, etc or bidder can propose services from leading OEMs for respective services as required.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
151	General Query				Kindly confirm after the contract exit bidder will not handover any Hardware & Software in the name of IPA, the Hardware & Software ownership remains with CSP only.	Refer Corrigendum-5
152	Volume 2 2.7.1				File handling is usually not advisable as per information security standards. While the document says File handling is to be done with Reliability. Kindly elaborate whether PCS or ICEGATE interfaces handle File handling operations. IF so , How?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
153	Volume 2 Page - 28				e) Ability to adopt Electronic Signature Certificates. Please elaborate what types of Electronic Signature Certificates will be required to handle? The given statement is broad h) Audit trail - Audit trail preservation period is to be specified i) Data Alterations - Data visibility matrix for the roles and classes of users shall be given to the bidder User Interface - Extent of PErsonalisation shall be defined	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
154	Volume 2 Page - 29				Whether MVC pattern is to be strictly adhered to? Bidders shall be given freedom to implement using any of the design patterns	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

155	Volume 2 Page - 30 2.7.2				Please elaborate on the reporting tools which are available with IPA Whether the reports shall be plugged in to existing system or the SB is expected to design a new system? Any data lakes are already present in IPA. If so please share details of software and version	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
156	Volume 2 PAge 32				Freedom for not to use Cloud Hosting model for Firewall , DB and Load balancer shall be give to SB Whether automated patch management solution is available with IPA which is to be integrated with the infrastructure that will be implemented by the SB	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
157	Volume 2 PAge 33				Centralised IDentity management is to be implemented by the SB or whether the existing Identity management can be used with a validation service	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
158	Volume 2 PAge 34				IT and IS policy shall be given to bidders before bidding since it may enable to include appropriate costing as per the existing policies of IPA	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
159	Volume 2 PAge 37				Data Privacy- Data PRivacy policy can be elaborated which has to be followed in the project Classification of data has to eb==be listed by the IPA before the bid is submitted in order to include the same in the design and costing of the project	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
160	Volume 2 PAge 40				Current UI design which is used in IPA packages such as PCS etc shall be shared in order to design in similare way. The design classes shall be shared as a service	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

161	Volume 2 PAge 47				Onboarding of stakeholders - For this, what would be IPA's assistance or contribution in terms of data, man power etc.	IPA would assist in providing the list and contacts of relevant stakeholders to help the service provider in organising road shows and events
162	Volume 2 PAge 52				Booking of freight forwarder for full service - Please clarify	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
163	Volume 2 PAge 56				Payment module - Whether online PAyment gateway integration is available or expected to be done. Charges are to be borne by clients. Please clarify To verify details with Digilocker etc - Hope subscription for all these services are present with IPA	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
164	Volume 2 PAge 62				LAtch on applications - Description and documentation of Latch-on services shall be provided to the bidders	Existing list available in RFP
165	Volume 2 PAge 115				IT Helpdesk executives at each centre shall be reduced to 3 Trainers shall be reduced to 6 since video SOP s are parat of the deliverables	As per RFP page 115
166	Volume 2 PAge 117				SLA score can be revised as <=100 to >=90 and < 90 slabs with 0.25% and 0.5% for a big project with so many stake holders like this	As per RFP page 117
167	General Queries				1)Whether successful bidder is allowed to issue 2FA devices at a nominal cost to clients for secure usage of Mobile app? 2)Staging infrastructure sizing shall be specified 3)Marketing or PR material designing and management is out of the scope of this project - PLease confirm	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. As per RFP section 3.1 pt. 5 Road Shows and Events to Onboard Stakeholders

168	RFP Vol 2	62	3.4.1	Vessel Related Services (Harbouring Services)	What all list of Services will be included for vessel related services	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
169	RFP Vol 2	62	3.4.1	Regulatory inspection services	Which application is required (Mobility or Web) to record the inspections	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
170	RFP Vol 2	63	3.4.1	Real Time Goods and Status	Does POS/TOS integrate with NLP or any other system, if yes what is the frequency	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
171	RFP Vol 2	47	3.1	Maintaining existing PCS	What resources (Documentation, Source Code, Technical and Training) will be provided for this	Refer Corrigendum-5
172	RFP Vol 2	77	EMTT.REQ.020	Attachments upload	Whether system should authenticate	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
173	RFP Vol 2	66	3.4.1	User Registration	Whether multiple user id to be provided or single User ID	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
174	RFP Vol 2	145	8.2.1	Archiving or Encryption of DMS	What methodology to be adopted	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

175	RFP Vol 2	76	EMTT. REQ.015	Emergency Response mechanism in case of Breakdown in Mobile or Web	What are the Criteria for triggering emergency response	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
176	RFP Vol 2	62	3.4.1	Vessel Related Services (Harbouring Services)	Please share the list of Services will be included for vessel related services in detail with message structures and required integration mechanism	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
177	RFP Vol 2	62	3.4.1	Regulatory inspection services	Please share the suitable application is required (Mobility or Web) to record the inspections while onboarding the Vessels / inspection services	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
178	RFP Vol 2	63	3.4.1	Real Time Goods and Status	Does POS/TOS integrate with NLP or any other system for real time data transmission, if yes what is the frequency	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
179	RFP Vol 2	47	3.1	Maintaining existing PCS	What resources (Documentation, Source Code, Technical and Training) will be provided for this and mode of interaction or any KT sessions with existing PCS 1x vendors will be provided.	Refer Corrigendum-5
180	RFP Vol 2	77	EMTT.REQ.020	Attachments upload	Whether system should authenticate all the attachments with Digital signature, Captcha authentication, Inbuilt OCR reader.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
181	RFP Vol 2	145	8.2.1	Archiving or Encryption of DMS	What methodology to be adopted in terms of Archiving and retrieval of documents.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

182	RFP Vol 2	76	EMTT. REQ.015	Emergency Response mechanism in case of Breakdown in Mobile or Web	What are the Criteria for triggering emergency response is any matrix/ hierarchy will be provided with includes Fire / Coast guard/ Rescue / pollution control / Spillage departments	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
183	RFP Vol 2	116	5.3	Service Level Agreement	Is there a requirement for SLA tool from the vendor as part of proposed solution	As per RFP section 5.3 Automated measurement tool to be developed as part of SLA monitoring tool
184	RFP Vol 2	46	3.1	Scope Overview	RFP mentions preparation of BRS based on To-Be process flows. IPA is requested to provide more details to understand the extent of change in the current business processes and the nature of value addition	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
185	RFP Vol 2	30	2.7.2	Data architecture	Please provide the reference architecture of the overall solution required, all components with their interface, 3rd party applications and depicting the overall ST, MT or hybrid model	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
186	RFP Vol 2	121	5.3	SLA Parameters during Operations and Maintenance Period	API subscription as part of latch on will be paid by new vendor or existing vendor	Latch on services for NLP are under scope of NLP system provider
187	RFP Vol 2	9	1.4	Maintenance and support of existing PCS 1x, continuation of API integration onboarding efforts, support and maintenance	Please confirm whether bidder is expected to redevelop the functionalities of the existing PCS1x as part of proposed NLP Marine platform or bidder is expected to continue maintaining the PCS1x platform as it is for the entire project duration and only develop the new functionalities as required	Refer Corrigendum-5
188	RFP Vol 2	31	2.7.3	Infrastructure architecture – solution should provide decision support tools to all stakeholders	This is an open ended requirement, please specify the number of users for whom decision support tools are required	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

189	RFP Vol 2	185	8.9	Latch on agreement	Do we need a separate agreement with each of the latch on and or IPA will provide a blanket agreement with all, contract and functional document	Refer RFP section 8.9.1 for Separate agreement with each latch -on
190	RFP Vol 2	47	3.1	Scope overview	The major cloud data centres support multi-tenant architecture. Please confirm as to what the term co-location means? Does it mean spreading instances across the locations or a single data centre	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
191	RFP Vol 2	58	3.3.9	Business intelligence and data analytics	What will be the approximate number of analytical use cases and what would be their complexity level (high/medium/low)? This will help us estimate better	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
192	RFP VOL2	13	2.1.3	Carrier Service Platform	How this Container Booking and Slot Booking is envisaged in NLP?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
193	RFP VOL2	13	2.1.3	Carrier Service Platform	Does IPA looking for Functionality or purely based on third party integration	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
194	RFP VOL2	13	2.2	Concept of NLP Marine	What is meant by Remote EDI system Package	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
195	RFP Vol 2	180		Modules proposed in NLP	For latest amendments and Changes in HS codes and Duty calculations how NLP system will get notified.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

196	1, 4	9, 108	1.4, 4.2	**Page 9 (Bullet point 5 - 7)** • The Period for Development and Implementation of National Logistics Portal – Marine will be one year from signing of the contract • The support and Maintenance will be for four years thereafter • Therefore, the Project is for five years from signing of contract **Page 108 (Phase III - Operations and Maintenance)** The SI would be responsible for the functioning of the system for a period of 2 years and would also maintain the entire system for the same duration.	Is the maintenance period 2 years or 4 years?	Refer Corrigendum-5
197	3	47	3.1	Facilitate for the maintenance and support – L1, L2 and L3 support for the Application as per the mutual understanding with IPA on desired SLA.	What is the current SLA – Level 1,2 and 3 support? 24X7? response time? Resolution time? What is the LD if any, when the SLA is not met.	Refer Corrigendum-5
198	3	49	3.1	The bidder needs to estimate based on 50 Latch-on applications for the commercials as part of this scope of work in the RFP	Is the bidder expected to implement the 50 latch-on applications within the 12 months?	Refer Corrigendum-5
199	3	51	3.2	For streamlined operations NLP Marine will formulate the 24x7 support centre. • NLP Marine will provide full application support with strict SLAs. • Provision of Interactive agent(s)	Note the SLA on page 116 – not sure if it is considered strict	As per RFP section 5.3
200	3	57	3.3.7	• The bidder may acquaint them self to the existing functions of the software components of PCS 1x and along with their detailed description for their reference before bidding from the IT Department of IPA. • The IT department of IPA will ensure that the incumbent service provider will transfer all the documents along with the source code and certify Go Live status of each module.	Does that mean IPA is changing the PCS vendor?	Refer RFP volume 1 Section 1.5

201	3	62	8	Harboring Services	Mooring service? Port services? Is it just a service request or does it include service provider getting approval from authorities to do it?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
202	3	62	12	Approval for deposit in PD Account	Item 12 - 32: Already in PCS 1x? Need to create/ integrate which features?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
203	3	62	15	Submission of Import Advance List	What document is this?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
204	3	62	16	Final Tally Report for the Vessel	Terminal Departure Report (PCS)? Also include ships that come alongside? Is there an existing structured/ standard format for this report?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
205	3	65	24	Intimation of Booking	What document is this?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
206	3	65	28	Empty Pick up Letter	Does the system need to generate this?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
207	3	65	30	The Surveyor provides the final examination report (confirming the quantity of export) to CHA, CHA gets the Shipping Bill amended if required, and fresh LEO is issued by Customs.	Report is manual and to be uploaded? Or a UI to be created to input the details? Or generate the cargo information from existing system info and let the Surveyor just confirm the details?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

208	3	71	EMLOG.REQ.0	In 'Login using mobile number', the system shall request for OTP generated on mobile after entering mobile number as User ID	What is the process for this?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
209	3	82	PM.REQ.016	System shall provide and allow PD Top-up by other stakeholders to terminal operators.	What kind of stakeholders/ topups needed?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
210	3	90	Overview	Listing module shall enable the user to view the required certifications/ NOCs or any other type of document from Export Promotion Councils (EPC) / Participative Government Agencies (PGAs) on the basis of input information such as commodity name and HS codes, source, destination etc.	Confirm that this will only be for Mobile App and not for Web?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
211	3	90	SWL.REQ.002	The master database shall contain following minimum information: • Commodity name • Commodity HScodes • List of EPC involved in respective commodity • List of PGA involved in respective commodity • List of certificates/ NOCs/ other documents generated for trade of respective commodities • List of fields of application form • List of documents required to submit along with the application form to each relevant EPC and PGA • Processing time for each certificate/ NOCs or any other type of document from EPC/ PGA • Location specific details • Fees for each certificate/ NOCs or any other type of document from EPC/ PGA • Bank details of EPCs and PGAs	What is required by location specific details?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

212	3	92	SWCAF.REQ.0	System shall provide the single input field to enter, in case of the overlapping of field names	Not sure what does this requirement mean - single input field/ overlapping of field names?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
213	3	97	EPCI.REQ.004	The login credentials for EPCs and PGAs shall be pre-defined and be shared with the respective EPC and PGAs	Login credentials pre-defined/ shared - could you please explain this process?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
214	3	98	EPCI.REQ.019	System shall provide a facility to take action on each application submitted. The action shall open a new interface to upload document	What is the process for this?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
215	8	151	8.4.1 Annexure	To standardize coding practices MS.Net	Will Java based solution also be acceptable? Or needs to be .Net?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
216	3	61	3.4.1	List of services to be included in NLP Marine as part of API based integration	Please confirm that the functions in this section are those included in the current PCS 1x, and do not require development as part of the NLP	Refer RFP section 3.4.1 List of services to be included in NLP-Marine as part of API based integration. Bidder to make independent assessment.
217	3	63	3.4.1	List of services to be included in NLP Marine as part of latch on system/application	Please confirm that the functions in this section are those included in the current PCS 1x, and do not require development as part of the NLP	Refer RFP section 3.4.1 List of services to be included in NLP-Marine as part of API based integration. Bidder to make independent assessment.

218	1	8	1.3 Current Status of PCS 1x	The IT infrastructure required for running the PCS ver 1.x is cloud based augmented with the API Portal, Data Center in Navi Mumbai and DR site is located at Chennai. Help Desk Services (24x7) for PCS is operational from 2018 onwards.	In the list of MeitY empanelled Cloud Service Providers, which CSP hosts the current PCS ver 1.x System?	PCS 1.x is hosted on Sify
219	8	143	8.2 Annexure - II 8.2.1 Functional Requirement of Cloud	CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	From the MeitY empanell list, is there any preferred CSP to host the NLP Marine System?	Refer Corrigendum-5
220	7. Annexures	138	8.1 Annexure - I	8.1.1, 8.1.2, 8.1.3, 8.1.4	Can we assume that the integration to all the stake holders will be via Internet to the NLP System, hosted Cloud Service Provider's data center (for both Production, UAT and D.R)?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
221	2	14	2.2 Concept of NLP Marine	The overarching NLPMarine Vision is to cater to various stakeholders in G2G, G2B and B2B model. As such the key stakeholders of an effective Single Window system would be Exporters Importers Customs Regulatory Authorities Immigration Banks Ports (Sea, Land and Air)	Can we assume that the integration to all the stake holders will be via Internet from the NLP System hosted Cloud Service Provider's data center?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

222	8	143	8.2 Annexure - II 8.2.1 Functional Requirement of Cloud	CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	From the MeitY empanell list, it is understood that Amazon Internet Services Ltd is also listed. But they are not part of GCC (Government Community Cloud). Therefore, can we safely state that Amazon cannot be selected as a CSP for this tender?	Refer Corrigendum-5
223	8	11	Last date and time (deadline) for receipt of Bid fees and EMD in response to tender notice	Timeline of one month is very less to prepare a comprehensive National level system for National Logistics Portal. So we request IPA to provide one month extension till 30 Nov 2020 to prepare the bid submission.	Request IPA to share more details about the current system hosting details.	Current details provided in Corrigendum-5
224	1	9	1.1 Cloud Migration for PCS 1.0	Migration of PCS1x to Cloud	As per Volume 1, it is stated that the Vendor has to maintain the existing PCS1x for 1 year during development of NLP & then maintain the NLP system for 4 years(total duration: 5 years). However as per this clause, it is stated that Vendor has to maintain the PCS1x for a period of 2 years for O&M. Pls Clarify.	Refer Corrigendum-5
225	2	9	2.a Scope of the	The Service Provider shall be required to design, develop, integrate, implement, operate and maintain "NLP Marine ver1.0 for the Indian sea port communities and provide technical support for one year to PCS 1x (design, develop, integrate, implement, operate and maintain "NLP Marine ver1.0) and during to the solution for a period of 2 years for O&M ; from the date ofGo-Live, totaling to three years	Is Java Acceptable as the new system development for NLP.	Refer Corrigendum-5

226	8	151	8.4.1 Annexure		. What is the no. of Production issues per month in current PCS 1x System. . How many change Requests/Service requests added in last one year in existing CS1x system.	There is no production issue,apart from few downtime during production.
227	5	116	5.3 Service Lev	SLA for operation & Maintenance of current PCS 1x.	What is the Size of current support system	Refer Corrigendum-5
228	5	116	5.3 Service Lev	SLA for operation & Maintenance of current PCS 1x.	What is the current SLA, how much is the response time to respond for different types of issues in current PCS 1x system minor issues: major issues:	Refer Corrigendum-5
229	5	116	5.3 Service Lev	SLA for operation & Maintenance of current PCS 1x.	Current PCS1x is being used by 12 major ports & 12 minor ports in India. How to consider the addition of more minor port integration in future, Will it be considered through Change Request mechanism or a fixed price. If fixed price: How mush it is being approved by IPA.	Refer Volume 3 Schedule II
230	8	138	Annexure - I	Major Ports & Minor Ports on PCS 1x	Since the NLP System will be hosted in the Cloud, what is the meaning of On Site resources for L1 & L2 Support?	IPA to consider a team of 2 people 24*7 for onsite helpdesk, rest can be handled remotely
231	2	33	2.7.3	• Solution is based on SLA (response and resolution) support as per the following: • Ticketing System for capturing incident and record of closure **• On site resources for L1 & L2 Support** • Off Site resources for L3 and above	On Site resources for L1 & L2 Support is meant to be stationed for which location?	IPA to consider a team of 2 people 24*7 for onsite helpdesk, rest can be handled remotely
232	2	33	2.7.3	• Solution is based on SLA (response and resolution) support as per the following: • Ticketing System for capturing incident and record of closure **• On site resources for L1 & L2 Support** • Off Site resources for L3 and above	Since the NLP System will be hosted in the Cloud, what is the meaning of On Site resources for L1 & L2 Support?	IPA to consider a team of 2 people 24*7 for onsite helpdesk, rest can be handled remotely

| 233 | 3 | 48 | 3.1 Scope Overview | •Solution provider should provide SLA based (response and resolution) support as per the following:
•Ticketing System for capturing incident and record of closure
• Location-wise On-site resources for L1 & L2 Support
• Off-Site resources for L3 and above | On Site resources for L1 & L2 Support is meant to be stationed for which location? The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Center within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the IPA's requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience.

AWS has multiple "availability zones" within India region that are different facilities in different places but not necessarily different siesmic zone. Each Availability Zone is designed as an independent failure zone. Each availability zone runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities.

Applications can also be architected for near-zero RPO and RTO that can be achieved through synchronous replication of data across the primary and secondary sites. This is possible only when the data centers are close enough to allow high-speed low latency links for synchronous replication but | Refer Corrigendum-5 |
| 234 | 3 | 48 | 3.1 Scope Overview | •Solution provider should provide SLA based (response and resolution) support as per the following:
•Ticketing System for capturing incident and record of closure
• Location-wise On-site resources for L1 & L2 Support
• Off-Site resources for L3 and above | | Query not clear |

235	Vol 2 Termination	192	Termination	The other party to the Agreement is in material breach of the Agreement and does not remedy the breach within 30 days of notice from the other party so to do (if capable of remedy) the other party may terminate the Agreement immediately by notice to the party in breach. The material breach including but not limited to the following.	We suggest that remedy of the breach be done in 60 days instead of 30 days.	No change. As per RFP section 8.9
236	Vol 2 Service Level Agreement	116	Service Level Agreement	The maximum penalty to be levied is 10% of Quarterly Payout. The payments will be as per terms defined under Schedule VI of Volume III of this tender.	We request you to provide the maximum Penalty exposure as a percentage of the total contract price rather than quarterly pay	No change. As per RFP section 5.3
237	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics	Do we have any technical requirements for this section as well.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
238	Section 2.7.2	30	Volume 2	Alerts and Notifications –The alert and notification engine would enable real time or batch-based publishing of alerts and notifications across multiple channels (email,SMS)	Are we looking for tool to write business rules and if data is not coming with validation rules then throw an alert	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

239	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics: Data thus acquired from this complete supply chain of Maritime Trade, may need to be further complemented with external data sources such as Manufacturing, Weather, Spatial Geography, etc. Such data, may be used for smart decision making, such as:	Are we looking for data to br proiled first before loading and provide below profile report: Data sufficiency analysis in terms of null count, blank count, unique count etc. Data Statistics such as min, max, mean, median, mode, standard deviation etc. Performing structure discoveries Computing frequency distributions Computing pattern frequency distributions Computing metadata validations and statistics Identifying outliers and percentiles Identifications on range and domain checks Identifying referential integrity (pk/fk relationship) analysis Performing redundant data analysis	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
240	Volume 2-			· Event based Notifications and Alerts at triggers points on key transactions.	Can you please specify key transactions on which notifications and alerts are triggered in current PCS1.x	Notifications and alerts raised for messages in real time for traders, customs, users as SMS and Email
241	Volume 2-			· New Development of Value Adds to PCS 1.0 modules	Please specify in detail the Value add Modules with functionalities which has brought in by PCS1.x from PCS1.0	PCS 1x was moved to clould platform. Details to be provided to SI
242	Volume 2-			· Development of Mobile Application.	Kindly advice how many stakeholders have downloaded the mobile app till date and what all benefits the Mobile app has brought to the end user or shipment stakeholders	Current mobile application is not for any transactions. Details for mobile downloads and mobile transactions to be provided to the winning bidder

243	Volume 2- Section	7	1.1	Integration of systems on a Single Platform	We believe when you mean to say integration of systems, that is only with API mechanisim and not other ways such as UNEDIFACT messages, SOAP or Web Services, Etc. Please confirm our understanding?	Refer RFP section 3.1 The system has to provide a centralized intelligent electronic message switching facility to exchange messages in XML, UNEDIFACT and proprietary standards in multiple protocols to and from members of maritime community.
244	Volume 2- Section	8	1.3	PCS 1x is implemented at all 13 major port and multiple private non major ports / terminals and other stakeholders.	Please advise the names of multiple non major ports/terminals where PCS1.x is implemented	Refer Annexure 1 -8.1.2, 8.1.3, 8.1.4
245	Volume 2- Section	8	1.3	The stakeholders (Category) in the current PCS 1x system are 27. The list of stakeholders is as follows:	Please advise how many are active stakeholders from listed 27 stakehoders.	23 stakeholders are active. PHO, Immigration, MMD and Tank Form operator are not active
246	Volume 2- Section	8	1.3	Some of the major functionalities implemented/ under implementation as part of PCS 1.x are:	Please give detailed explanation of the functionality currently enabled in PCS1x and a compartive table with what is being desired in NLP- marine. What has been provided is at a very high level for bidders to understand	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. Bidder to perform a self assessment of existing system during system walkthrough.
247	Volume 2- Section	8	1.3	· 98 EDI messages exchange in XML, Proprietary and UNEDIFACT formats as per the PCS defined formats. (**Annexure III**List of Messages)	Kindly advice how many EDI messages have been tested and implemented successfully. Are those Mobile enabled also.	All messages are implemented in PCS1.x. At present, Mobile app is not for transactions.
248	Volume 2- Section	8	1.3	· API Gateway enabling the various stakeholder to integrate with PCS1x using API services	Why it is specified that integration with various stakeholders via API services and not by other means such as SOAP,Web services,sFTP,etc. The other modes should also be allowed so as to ensure wider choice of integration with stakeholder systems	Refer Corrigendum-5

249	Volume 2- Section	8	1.3	API Integration with the ICEGATE, Major Ports, ICD CFSs, and Shipping Lineshas provided following benefits	Why it is specified that integration with various stakeholders via API services and not by other means such as SOAP,Web services,sFTP,etc. The other modes should also be allowed so as to ensure wider choice of integration with stakeholder systems	Refer Corrigendum-5
250	Volume 2- Section	8	1.3	· Seamless integration with the various service providers providing services like eDO, eVGM etc.	With how many services providers PCS1.x have done integrations for services like e-DO,VGM. Kindly give brief names of service providers.	Refer Annexure VII - 8.7.2
251	Volume 2- Section	9	1.3	· Exchange of EDI messages using multiple protocols (SFTP, API, HTTPS)	As per our understanding PCS1.x does not support sFTP & HTTPS. Please share with us which are the messages that are exchanged with stakeholders using multiple protocols.	Refer Corrigendum-5 for additional details of PCS 1.x
252	Volume 2- Section	9	1.3	· Seamless conversion of messages from one format to another	Please specify in detailed what are the formats that the messages are converted. Kindly share the messages list which are converted with stakeholders details who are currently using same	Refer Corrigendum-5
253	Volume 2- Section	9	1.3	· Intelligent routing of messages to multiple stakeholders as per defined recipient list	Statement is not clear or elaboratory to understand the functionality which has been developed (Intelligent routing?)	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
254	Volume 2- Section	9	1.3	· Administrative services	What are the administrative services those are part of PCS1.x	Stakeholder can manage their Password protection, expiry, OTP validation, Email change
255	Volume 2- Section	9	1.3	· Alerts to the stakeholders using SMS & emails	Kindly share the list of stakeholders who are receiving the SMS notifications.	Notifications and alerts raised for messages in real time for traders, customs, users as SMS and Email

256	Volume 2- Section	9	1.3	· Dashboard with important KPIs for port officers and Ministry	Kindly share the number of repoorts that has been provided to Ports/IPA/Ministry.	1. Bank Integration 2. Stakeholder onboarding 3. Payment Volume 4. EDI / API Messages exchanged 5. Delivery Orders 6. Vessel Status at Ports 7. PMX Status 8. Port Performance 9. Application Performance
257	Volume 2- Section	9	1.3	· Entire cycle of eInvoice -ePayment- eDelivery Order	What does this means entire cycle development is completed or its under development	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
258	Volume 2- Section	9	1.3	During the present year, 2019-20, more than 18 million messages are exchanged through the PCS ver.1.x system.	We would appreciate if you could share the success and failure both data with regards to messgaes exchanged through PCS1.x	Messages failed are retried indefinately at an interval of 5 minutes
259	Volume 2- 1	9	1.4	PCS1x connected to major stakeholders which are required for the EXIM trade and the framework for exchanging messages, standardization of business/ message directories, central repository of knowledge and secure processes for facilitating payments have been established has achieved it's intended objectives.	"central repository of knowledge"Kindly share the number of repoorts that has been provided to Ports/IPA/Ministry.	1. Bank Integration 2. Stakeholder onboarding 3. Payment Volume 4. EDI / API Messages exchanged 5. Delivery Orders 6. Vessel Status at Ports 7. PMX Status 8. Port Performance 9. Application Performance

| 260 | Volume 2- Section 9 | 1.4 | PCS1x provides for the electronic exchange of information between all port and logistics sectors and is acknowledged as most advanced method for the exchange of information. PCS1x will reduce the duplication of data input through efficient electronic exchange of information. PCS1x has the ability to act as a National Logistics Portal as per Government directives. As Stage I, PCS 1x will be bootstrapped for enhancement and implementation of Nation Logistics Portal – Marine as per directives | 1. "PCS1x provides for the electronic exchange of information between all port and logistics sectors". Kindly share the list of all ports and logistics sectors for exchaging electronic information. We believe that the stakeholders to be more than 27. 2.Is there any audit for PCS1x being conducted by IPA? Any audit reports available and same can be published for everyones ref.? 3.Can you please advise what is the stability of current PCS1.x. Like Availability, Down times, reported issues audit logs. | Refer annexure 8.1 for list of ports and logistic sectors. Certin Audit is conducted. Audit Report, SLA reports can be provided to the SI |
| 261 | Volume 2- Section 10 | 1.6 | Journey of PCS towards NLP | 1. We found Diagram P11 displaying as Portall PCS instaed of PCS 1x? Is our understanding correct. 2. Can you please check and advise the correctness of phase wise rollout for Exporter/Importer. | Kindly refer it as PCS 1x |

262	Volume 2			Once NLP-Marine is developed and operated, it will be ultimately get merged/integrated with the I-log platform (single window) being developed by Logistics Division of Ministry of Commerce which embraces by Logistics portals viz. marine, land, air and e-market place.	Why is it specifically advised I-Log platform as single window and not any other solution provider?	Refer RFP page 198: Ministry of Commerce (MOC) has envisioned establishment of the India Logistics Platform (I-Log) comprising of Marine, Land, Air and E-Commerce Platform for the EXIM Trade as well as Domestic Trade from and to India with a view to increase the Ease of Doing Business quotient in India and increase the Logistics Performance Index (LPI). MOC and IPA agree to subsequently integrate the National Logistics Portal – Marine with the India Logistics Platform (hereinafter referred to as I-Log) after the completion of its development by MOC.
263	2	12	2.1	The NLP-Marine is designed in order to offer the following for the maritime stakeholder community	We see that the same services are mentioned by different names across the document. This creates avoidable confusion. Kindly ammend so as to have the required consistency of terminology	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
264	Volume 2 - 2	12	2.1.1	Cargo Services	Please specify the services realted to Cargo/Goods in detail that will be handled From / To stakeholders. What are documents getting exchanged with current mode of activity for services that are currently performed in PCS1.x and addionally required in NLP marine	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

265	Volume 2 - 2	12	2.1.2	Regulatory Bodies and PGA Services	Please specify the services realted to Regulatory Bodies and PGA Services in detailed that will be handled From / To stakeholders. What are documents getting exchanged with current mode of activity,services that are currently performed in PCS1.x and addionally required in NLP marine.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
266	Volume 2- 2	12	2.1.3	Carrier Service Platform	Please specify the services realted to Carrier Services in detailed that will be handled From / To stakeholders. What are documents getting exchanged with current mode of activity,services that are currently performed in PCS1.x and addionally required in NLP marine.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
267	Volume 2 - 2	13	2.1.4	Finance and Insurance Platform	Please specify the services realtaed to Finanace and Insurance platform in detailed that will be handled From / To stakeholders. What are documents getting exchanged with current mode of activity,services that are currently performed in PCS1.x and addionally required in NLP marine.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
268	Volume 2 - 2	13	2.2	Concept of NLP Marine	If we see the High level functionality required as in detailed from and to stakeholders is not written in tender document, mostly all functionalities are from PCS1.x. Can you highlight a tabular table providing details of existing functionality in PCS1.x and required functionality in addition to same in NLP	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
269	Volume 2 - 2	21	2.5	The proposed solution should be able to scale up for user volume, data volume, transaction volume and functionality; as and when required.	Please provide us the scalability break up for No of user, tentative transaction & data volume expected from slotuon	Refer section 8.7.1, 8.7.4, 8.7.5, 8.8
270	Volume 2 - 2	23	2.5	Cargo Service Platform:	Please share the functionality in detail with from to stakeholder and documents exchanged at each event	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

271	Volume 2 - 2	23	2.5	· Regulatory Bodies and PGAs Service Platform	Please share the functionality in detail with from to stakeholder and documents exchanged at each event	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
272	Volume 2 - 2	23	2.5	Carrier Service Platform	Please share the functionality in detail with from to stakeholder and documents exchanged at each event	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
273	Volume 2 - 2	23	2.5	Finace and Insurance Service Platform	Please share the functionality in detail with from to stakeholder and documents exchanged at each event	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
274	Volume 2 - 3	51	3.3.1	Cargo and Carrier Platform	It would be clearer if the existing PCS1x architecture and features are described and the additions proposed to be included under this tender are indicated clearly. It would be better to provide the existing / additional features to be carried out under this RFP specifically. Perhaps, information given in a table would make it clearer to the vendor. Topic / Features Available controls & features in PCS 1x Additions required for NLP Marine Sign On Authentication Identity Management Authorization Security Privacy Enterprise Manageability Etc.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

275	Volume 2 - 3	53	3.3.2	Selected features of banking and financial services are expected to be added in the NLP Marine	EEMD and EPBG features – Whether the existing features of PCS 1x would be included under these services. Payment related issues in PCS 1x already reported would be addressed prior to proposed implementation?.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
276	Volume 2 - 3	83	3.4.1.7	Business Transaction Support Module	Business Transaction Support Module – Is it another name for the Grievances Module?	As per RFP section 3.4.1
277	Volume 2 - 3	86	3.4.1.9	Mobile App Login Module	Mobile App Log in Module – What is required to be developed here as it is already available in PCS1x	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
278	Volume 2 - 5	116	5.3	The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure.	What is the SLA for IPA to carry out verification/audit of invoices.	Refer Corrigendum-5 point 3.1
279	Volume 2 - 5	116	5.3	The bidder will be eligible for an SLA holiday period wherein the SLAs shall not be applicable. This SLA holiday period will not be more than a quarter from the date of GO-Live, until and unless decided or agreed with IPA. The SLA holiday period is for streamlining the SLA measurement and monitoring process of the project.	What do you mean by Quarter period. Pls brief in detail weather it can be considered as 90 Days per year from Go Live or anything else	As per RFP section 5.3 The maximum period is for 3 months after the Go-live, based upon the discretion of IPA
280	Volume 2 - 8	138	8.1.1	Major Ports on PCS 1x	Can you please specify outoff all registered Major ports all are active stakeholders of PCS1.x	All major ports are stakeholders of PCS 1.x
281	Volume 2 - 8	138	8.1.2	Non-Major Ports on PCS 1x	Can you please specify outoff all registered Non- Major ports all are active stakeholders of PCS1.x	All non - major ports are stakeholders of PCS 1.x

282	Volume 2 - 8	138	8.1.2	This section contains the CFS and ICD onboarded on PCS Ver 1x. These have to be taken up under the scope of this RFP.	Can you specify how many are active stakeholders of PCS1.x	23 stakeholders are active. PHO, Immigration, MMD and Tank Form operator are not active
283	Volume 2 - 8	168	8.6.1.3	1. Vessel Module	Can you assist in providing the detailed functionality which will help in analysing avoiding overlapping functionality	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
284	Volume 2 - 8	168	8.6.1.3	2. Cargo (Containerized / Non-Containerized) Module	Can you assist in providing the detailed functionality which will help in analysing avoiding overlapping functionality	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
285	Volume 2 - 8	168	8.6.1.3	3. Regulatory Clearance Module	Can you assist in providing the detailed functionality which will help in analysing avoiding overlapping functionality	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
286	Volume 2 - 8	168	8.6.1.3	4. Payment Module	Can you assist in providing the detailed functionality which will help in analysing avoiding overlapping functionality	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
287	Volume 2 - 8	168	8.6.1.3	5. Latch-on Services	Can you assist in providing the detailed functionality which will help in analysing avoiding overlapping functionality	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
288	Volume 2 - 8	174	8.7.1	List of Stakeholders of PCS 1x:	From the attached list can please specify how many active stakeholders are there in PCS1.x	23 stakeholders are active. PHO, Immigration, MMD and Tank Form operator are not active

| 289 | Vol 2 - Infrastructu | 33 | Row no 2 & Ro | BYOL (Only DB) - IPA can bring their own Licenses and run the same, the Licensing is governed by the IPA with the Software vendors. IPA needs to certify and meet the conditions of the respective Software Vendors

Subscription from Cloud Service Provider (CSP) Under SPLA- IPA can subscribe for the licenses through SPLA model and pay monthly or Annual Payments, depending on the subscriptions. | Row no 2 and Row no 3 are contradictory in nature and is causing ambiguity on the total bid value. Please specify if operating system and database licenses will be supplied by IPA (BYOL) or they have to be factored in the bid cost (subscription from CSP). | Refer Corrigendum-5 |
|---|---|---|---|---|---|---|
| 290 | Vol 2 - Infrastructu | 33 | Row no 2 & Ro | Subscription from Cloud Service Provider (CSP) Under SPLA- IPA can subscribe for the licenses through SPLA model and pay monthly or Annual Payments, depending on the subscriptions. | SPLA(Service Provider License Agreement) is a Microsoft specific licensing model in which Microsoft provides rights to use its licenses in subscription model to hosting providers. Kindly delete the SPLA requirement as not all bidders and CSPs will be able to offer SPLA.

Please modify the clause to- "Subscription from Cloud Service Provider (CSP) - IPA can subscribe for the licenses and pay monthly or Annual Payments, depending on the subscriptions." | Refer Corrigendum-5 |
| 291 | Vol 2 - 3.3.10 Clou | 59 | First Line | It is expected by IPA that the bidder who qualify to provide clouds services will also comply with the mandatory information security requirements applicable for cloud deployment models of "MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)" | Provisional empanelment of CSP was done by MEITY long ago and that is no longer in use. MeitY has given (non-provisional) empanelment to multiple cloud service providers which are listed on their website: https://www.meity.gov.in/content/gi-cloud-meghraj;

Hence please remove the term "provisional". Also IPA should mandatorily ask for empanelment letter of MEITY and undertaking on CSP letterhead for this clause. | Refer Corrigendum-5 |

292	Vol 2 - 8.2.1 Func	143	Bullet no 1	CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	Provisional empanelment of CSP was done by MEITY long ago and that is no longer in use. MeitY has given (non-provisional) empanelment to multiple cloud service providers which are listed on their website: https://www.meity.gov.in/content/gi-cloud-meghraj; Hence please remove the term "provisional". Also IPA should mandatorily ask for empanelment letter of MEITY and undertaking on CSP letterhead for this clause.	Refer Corrigendum-5
293	Vol 2 - 8.2.1 Func	143	Bullet no 5	☐ The primary DC and the disaster recovery site should be in different seismic zones within India	This clause is not in line with the MEITY criteria for Disaster Recovery services in cloud. Request you to kindly delete this clause and consider only the MEITY Guidelines published on their website: https://www.meity.gov.in/writereaddata/files/tender_upload/Application_CSP.pdf ; Pg 33, Point no. 4. "The DC & DR sites shall be separated by a minimum distance of 100 kilometers."	Refer Corrigendum-5
294	Vol 2 - 8.2.1 Func	143	Buller no 2	Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard	Clause is ambiguous in nature. Kindly delete "or any standards body setup / recognized by Government of India "	No change. As per RFP clause 8.2
295	Vol 2 - 8.4.3 Relia	152	Bullet no 1	Built in high availability - SLA from 99.5% to 99.999%.	Vol-2, Section 5.3 has the granular level Service Level Agreement defined. This clause is ambigious in nature and doesn't specify on what components/service of the cloud infrastructure is this SLA applicable.	The clause refers to Reliability as per RFP
296	Vol 2 - 8.4.3 Relia	152	Bullet no 2	We recommend Cloud SLA to be up and above 99.5% to be taken into consideration while selecting CSP.	Please clarify if the clause is a recommendation or a mandate.	It is a requirement for IPA

297	Vol 2 - 8.4.3 Relia	152	Bullet no 2	Reliability SLA: > 99.99% Loss of Data due to unavailability / failure of infrastructure	Vol-2, Section 5.3 has the granular level Service Level Agreement defined. This clause is ambigious in nature and doesn't specify on what components/service of the cloud infrastructure is this SLA applicable.	The clause refers to Reliability as per RFP
298	Vol2 - 3.1 Scope (	47	Sub bullet no 4	IPA will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution.	This clause is restrictive in nature as many global hyper-scale Cloud Service Providers don't transact directly with customers and require a service provider in between them and customer. Kindly delete this clause. CSP should provide cloud services to the bidder and maintain cloud SLA at the backend and bidder should be held responsible for overall SLA (application+cloud+DR+helpdesk)	No change. As per RFP clause 2.5
299	Vol 2 - Section 2.6	26		Technical Query	How will data security be handled while intefacing with PCS 1x?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
300	Vol 2 - Section 2.6	26		Technical Query	Will there be any PKI implementation? Or will it be through secured APIs?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
301	Vol 2 - Section 2.7	26		Technical Query	We are assuming there is no technology constraint for NLP Marine system	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
302	Vol 2 - Section 3.1	47		Technical Query	NLP Marine hosting shall be in anywhere in India on a MeitY empanneled Cloud Service Provider	As per RFP section 2.5 Cloud Enabled Deployment Application should be hosted in a MeitY empanelled Cloud Service Provider.

303	Vol 2 - Section 8.6	165		Technical Query	What is the data retention period?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
304	Vol 2 - Section 2.6	26		Technical Query	Is there any SSO requirement to connect to PCS 1x or the data will be purely exchanged using interfaces?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
305	Vol 2 - Section 2.1	12		Technical Query	Is there any integration between NLP & any reaulatory authorities or other systems?	Refer RFP section 3.1
306	Vol 2 - Section 2.5	22		Technical Query	Is there a standard payment gateway that shall be provided for integration or it will be decided by the solution provider?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
307	Vol 2 - Section 3.3	58		Technical Query	Regarding Analytics or BI Data warehouse, will it be specific only to NLP Marine or it will share data with other systems or other systems will feed data to NLP system?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
308	Vol 2 - Infrastructure Software Licensing baseline	33	Row no 2 & Row no 3	BYOL (Only DB) - IPA can bring their own Licenses and run the same, the Licensing is governed by the IPA with the Software vendors. IPA needs to certify and meet the conditions of the respective Software Vendors Subscription from Cloud Service Provider (CSP) Under SPLA- IPA can subscribe for the licenses through SPLA model and pay monthly or Annual Payments, depending on the subscriptions.	Row no 2 and Row no 3 are contradictory in nature and is causing ambiguity on the total bid value. Please specify if operating system and database licenses will be supplied by IPA (BYOL) or they have to be factored in the bid cost (subscription from CSP).	Refer Corrigendum-5

309	Vol 2 - Infrastructure Software Licensing baseline	33	Row no 2 & Row no 3	Subscription from Cloud Service Provider (CSP) Under SPLA- IPA can subscribe for the licenses through SPLA model and pay monthly or Annual Payments, depending on the subscriptions.	SPLA(Service Provider License Agreement) is a Microsoft specific licensing model in which Microsoft provides rights to use its licenses in subscription model to hosting providers. Kindly delete the SPLA requirement as not all bidders and CSPs will be able to offer SPLA. Please modify the clause to- "Subscription from Cloud Service Provider (CSP) - IPA can subscribe for the licenses and pay monthly or Annual Payments, depending on the subscriptions."	Refer Corrigendum-5
310	Vol 2 - 3.3.10 Cloud Services	59	First Line	It is expected by IPA that the bidder who qualify to provide clouds services will also comply with the mandatory information security requirements applicable for cloud deployment models of "MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	Provisional empanelment of CSP was done by MEITY long ago and that is no longer in use. MeitY has given (non-provisional) empanelment to multiple cloud service providers which are listed on their website: https://www.meity.gov.in/content/gi-cloud-meghraj; Hence please remove the term "provisional". Also IPA should mandatorily ask for empanelment letter of MEITY and undertaking on CSP letterhead for this clause.	Refer Corrigendum-5
311	Vol 2 - 8.2.1 Functional Requirement of Cloud	143	Bullet no 1	CSP should be empanelled under MeitY's "Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)"	Provisional empanelment of CSP was done by MEITY long ago and that is no longer in use. MeitY has given (non-provisional) empanelment to multiple cloud service providers which are listed on their website: https://www.meity.gov.in/content/gi-cloud-meghraj; Hence please remove the term "provisional". Also IPA should mandatorily ask for empanelment letter of MEITY and undertaking on CSP letterhead for this clause.	Refer Corrigendum-5

312	Vol 2 - 8.2.1 Functional Requirement of Cloud	143		Bullet no 5	☐ The primary DC and the disaster recovery site should be in different seismic zones within India	This clause is not in line with the MEITY criteria for Disaster Recovery services in cloud. Request you to kindly delete this clause and consider only the MEITY Guidelines published on their website: https://www.meity.gov.in/writereaddata/files/tender_upload/Application_CSP.pdf ; Pg 33, Point no. 4. "The DC & DR sites shall be separated by a minimum distance of 100 kilometers."	Refer Corrigendum-5
313	Vol 2 - 8.2.1 Functional Requirement of Cloud	143		Buller no 2	Meet any security requirements published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP by MeitY as a mandatory standard	Clause is ambiguous in nature. Kindly delete "or any standards body setup / recognized by Government of India "	No change. As per RFP clause 8.2
314	Vol 2 - 8.4.3 Reliability (up time), redundancy, persistency, fall back scenarios	152		Bullet no 1	Built in high availability - SLA from 99.5% to 99.999%.	Vol-2, Section 5.3 has the granular level Service Level Agreement defined. This clause is ambigious in nature and doesn't specify on what components/service of the cloud infrastructure is this SLA applicable.	The clause refers to Reliability as per RFP
315	Vol 2 - 8.4.3 Reliability (up time), redundancy, persistency, fall back scenarios	152		Bullet no 2	We recommend Cloud SLA to be up and above 99.5% to be taken into consideration while selecting CSP.	Please clarify if the clause is a recommendation or a mandate.	It is a requirement for IPA
316	Vol 2 - 8.4.3 Reliability (up time), redundancy, persistency, fall back scenarios	152		Bullet no 2	Reliability SLA: > 99.99% Loss of Data due to unavailability / failure of infrastructure	Vol-2, Section 5.3 has the granular level Service Level Agreement defined. This clause is ambigious in nature and doesn't specify on what components/service of the cloud infrastructure is this SLA applicable.	The clause refers to Reliability as per RFP

317	Vol2 - 3.1 Scope Overview	47		Sub bullet no 4	IPA will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution.	This clause is restrictive in nature as many global hyper-scale Cloud Service Providers don't transact directly with customers and require a service provider in between them and customer. Kindly delete this clause. CSP should provide cloud services to the bidder and maintain cloud SLA at the backend and bidder should be held responsible for overall SLA (application+cloud+DR+helpdesk)	No change. As per RFP clause 2.5
318	National Logistics Portal (Marine) Ver1.0, Volume 2 "Bill of Material"	130		6.1, 6.1, 6.3, 6.4	"Bill of Material"	A total of 5 virtual WAF (vWAF) has been asked for including all DC and DR locations. Please confirm if Virtual Hypervisor need to be provided by the bidder as part of the solution ok only WAF VM needs to be provided? If only VM if required for WAF, please confirm on whcih hypervisor or cloud, WAF will be deployed.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
319	National Logistics Portal (Marine) Ver1.0, Volume 2 "Bill of Material"	163		Infrastructure and Application Security, 3. Security tools Implemented in IPAPCS1.x Application, "point (i) i.e., WAF"	Infrastructure and Application Security, 3. Security tools Implemented in IPAPCS1.x Application, "point (i) i.e., WAF"	As we have understood from the RFP, the requirement from WAF is to provide lapplication level security from common layer-7 attacks as cross-site scripting (XSS), SQL injection, etc. Please confirm the use case for better clarity as the Technical Specificatins for WAF are not covered in the RFP.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

| 320 | Provision of a Sustainable, Scalable Solution | Volume II, Page 26 of 206 | 2.6.1 | "The section talks about, a **scalable and sustainable solution for the next 10 years.** | Our understanding is, that to meet such requirements, bidder has to come up with emerging technology solution using modern development methodogies and architectures.

Please confirm if the proposed solutionshould be based on ***microservices and enterprise container based architecture*** including the other leading platforms like *ESB, API, Portal, BPM etc.* | Refer Corrigendum-5 |

| 321 | Infrastructure Software Licensing baseline | Volume - II, Page 33 of 206

Page 157 - Data Center Infrastructure Bill of Material Annexure VI-Section 8.6 **Pages 157-161** | 2.7.3 | Infrastructure Software Licensing baseline - Category : Open Source
Pricing Option : No charge
Description : IPA can run unlimited versions of the same, except limited by number of VMs allowed per cloud | Our understanding is that National Logistic Portal (NLP) - Marine is mission critical program which requires business continuity, high availability while also ensuring scalability, performance and enterprise grade security.

To meet above criterias and SLAs mentioned in RFP document, **there shall be enterprise grade support for all technologies including Open Source software products** which will be used to build *Portal, API, ESB, Message Queue, BPM, Rule Engine, Application Server, Web Server or any data bases.*

Your kind attention is drawn to the **Bill of Material (DC & DR) published in Annexure VI of the RFP Vol 2 where open source products with enterprise support are already deployed and they are not the free or community versions.**

It is requested to amend the Infrastructure Software Licensing baseline as follows:

Category : Open Source with Enterprise Support
Pricing Option : Cost to be included in SI's bid | Refer Corrigendum-5 |

322	Reference Architecture of Integration Platform	Volume - II, Page 44 of 206 Page 157 - Data Center Infrastructure Bill of Material Annexure VI-Section 8.6 Pages 157-161		Reference Architecture of **Integration Platform**	The reference architecture depicts components like business process management and business rules solution components along with other solution components. *Your kind attention is drawn to the Bill of Material (DC & DR) published in Annexure VI of the RFP Vol 2 where open source products with enterprise support are already deployed and they are not the free or community versions.* Please confirm that ***these solution components shall also be of enterprise class*** and to be provided by bidders as part of solution proposed.	Comprehensive bid to be provided by the SI based on self assessment.
323	-Volume 2, 8.2.2. -Volume 2, 8.2.1	-146 -143	-3 -5	-DC and DR shall be provided by the same service provider. DR should be more than 100 Km away from DC - The primary DC and the disaster recovery site should be in different seismic zones within India	The Primary DC-Cloud and the DR-Cloud should be in different physical locations supporting active-active arrangement Current clauses limit the partipication from public cloud players, which will potentially reduce the options for the NLP program. Request the committee to reconsider these	Refer Corrigendum-5
324	Volume 2, 8.4.1	Page 151	-2 -4	-Application Framework - To standardize coding practices MS.Net - Reporting - To provide Management with reporting information RDLC, MS SQL, SSRS, PDF / Excel Export	-Application Framework - To standardize coding practices on MS.Net as well as other open standards frameworks - Reporting - To provide Management with reporting information RDLC. MS SQL, SSRS or other ppen standards frameworks, PDF / Excel Export This will help to adopt best practices using open standards approach and reduce dependence on any particular technology alone	Refer Corrigendum-5
325	Volume 2, 3.1	Page 46	-4	Call center for help desk service	Will this be a separate call center or additional FTEs supporting existing call center. Please clarify	IPA to consider a team of 2 people 24*7 for onsite helpdesk, rest can be handled remotely

326	Volume 2, 3.1	Page 47	-2	Prepare a cloud roadmap for PCS 1x and implement the same	Beyond cloud licenses, will the existing licenses (software, hardware and AMC) required to run PCS 1x be made available by IPA to the bidder. Please clarify	Refer Corrigendum-5
327	Volume 2, 3.1	Page 49		Intergration of 50 latch on systems to NLP	Please clarify if integrations of latch on systems be taken care by bidder or by existing providers. Also is there any requirement to migrate the latch on systems on cloud as well.	Refer Corrigendum-5
328	II	10	1.6	Jouney of PCS towards NLP	Once NLP-Marine is developed and operated, it will be ultimately get merged/integrated with the I-log platform(single window) being developed by Logistics Division of Ministry of Commerce which embraces by Logistics portals viz. marine, land, air and e-market place. What is this I-log platform? Do we have understanding what does integration and more importantly merging means here?	The details of data to be exchange to be captured at the design phase. I-log platform is an eMarketplace platform to combine air, marine, road, and provide single window
329	II	39	2.7.8	Enterprise Manageability and Operations Architecture	What is Change Management Board? Who will be part of it?	Please SCHEDULE II – CHANGE CONTROL SCHEDULE in Volume 3 of the RFP
330	II	47	31	Scope Overview	Who all are MeitY certified Cloud Service Providers? Any suggestions? Basically, I saw Azure and AWS have taken this certificate in 2017 and 18 respectively, not sure if its lifetime certificate or they have keep taking it periodically.	Please refer official website of Ministry of Electronics and Information Technology for the latest list of empanelled cloud service providers
331	II	49	3.1	Scope Overview	Does the bidder also needs to spend upon Marketing? Basis point: "Bidder is expected to market NLP-Marine in order to onboard maximum number of stakeholders so that all the transaction envisaged under NLP-Marine are carried out through the system. The success of this could also result in incentivisation of the bidder, which would be decided by IPA at a later stage."	Refer Corrigendum-5

332	II	107, 108	4.1	Project Implementation Approach	Phase 1, 2 and 3 on Page 107 and Implementation Phases on 108, dont match with each other.	Please refer Corrigendum-5 Annexure 2.1
333	II	115	5.3	Service Level Agreements	The SLAs and Penalties are defined without mentioning the load of the system. What is the load of traffic, transactions, messages etc are we looking at in next 5 years?	Refer section 8.8 for NLP sizing
334	II	118	5.3	SLA Parameters during Operations and Maintenance Period	Who is to develop the automated measurement tool? IPA or the Bidder or can we use third party?	Bidder to provide the tool
335	II	133	6	Operation and Maintenance	Is the bidder responsible for Management till 2 years after delivery or 5 years?	Refer Corrigendum-5
336	II	51	3.3.1	1-Route options for selected origin destination pair Estimated time calculation for different options Estimate cost calculation	Will Route planning be applicable for Non-Containeratized Cargo as well? What is the mandatory info to be entered by Importer/exporter for route planning? When user submits a route planning request are there any limits on number of options to be shown by different vendors? Any Business rules to list ordered by estimated time/Estimated Cost ect? Restrict route plans based on preferred vendors? Route also include if origin/ destination is a warehouse, factory or inland container depots?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
337	II	51	3.3.1	2-Maintain list of preferred vendors Check Vendor Information including GSTN, certifications, contact details, associations, number of trips completed, ratings, reviews etc.	should Exporter, Importer have ability to add/delete preferred vendors at any time?what are the different processes a vendor can be added vendor management list? How can the GSTn details be retrieved for a Vendor? Is there a common identifier? How is the common identifier validated?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

| 338 | II | 51 | 3.3.1 | 3-Consolidation of load to be done via freight forwarders | Is booking of freight forwarder mandatory for awailing this service? What is the meaning of less than container load? Is it based on maximum container weight? Is this based on VGM weight. What is the defination of Less than Truck Load? Is it based on size of truck or carrying capacity of truck? How is the consolidation to be done? Per container wise for Freight Forwarder? Per trip wise for the Freight Forwarder? Consolidation should be based on Vessel Visit for all containers for the freight Forwarder? What needs to be done with the consolidation of load? | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 339 | II | 51 | 3.3.1 | 4-E-way bill generation Exchange of e-bill of lading
Exchange of virtual contract documents
Exchange of e-invoice
Exchange of booking note from shipping line | What are the different types of virtual contract documents applicable?
How the exchange needs to happend for a customer will there be a common code used across multiple systems?
How all needs to see the Bill?
How is submission to be managed with integrated systems?
How is bill generations to be done? where will the charges be consolidated?
How will GSTN be managed for generating a Bill?
What is the scope for Generation of exchange? Does this also includes charges?
Which all charges need to be included?
Are there customers which are going to have a special contract and discounts?
With whom are the booking notes to be shared, parties nominated for the booking only?
Documents Exchange need to be between which all parties?
Will there be partial generation of e-bill or the user needs to pay complete amount?
Can the charges be paid per service over a e-bill by different parties?
Who decides a paying party or is there a default paying party? | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |
| 340 | II | 51 | 3.3.1 | 5-Submit form, upload document, download shipping bill | What are the different type of forms need to be submitted for Shipping Bill?
What documents are required for submitting a shipping bill?
Does this requrie integration with ICE-Gate?
When can a user download a shipping bill?
After Shipping bill is generated? | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

| 341 | II | 51 | 3.3.1 | 6-Cargo related services-Booking of freight forwarder | what is the confirmation process post approvals (if any) and payments?
What are the list of services included for booking of freight forwarder?
Who approves these services to be delivered?
What is the procedure if there are any mishaps on delivering these services?
Will there be a customised list of services being offered per freight Forwarder?
Who list the services applicable for a freight Forwarder?
Is there a validation for a freight forwarder to list their services?
Who approves the list of transaction that can be registered against the offering freight forwared? Is there any validation on this?
Is there any requriement of documents to be submitted for a freight forwarder before he can offer a service?
How is the verification of Freight Forwarder offering services done? | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. |

342	II	51	3.3.1	7-Cargo Specific Warehousing Module	Please List the warehouse services applicable on the portal? what is the confirmation process post approvals (if any) and payments? Who approves these services to be delivered? What is the procedure if there are any mishaps on delivering these services? Will there be a customised list of services being offered per Warehouse? Who list the services applicable for a Warehouse? Is there a validation for a Warehouse to list their services? Who approves the list of transaction that can be registered against the offering Warehouse? Is there any validation on this? Is there any requriement of documents to be submitted for a Warehouse before he can offer a service? How is the verification of Warehouse offering services done?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
343	II	51	3.3.1	8-Cargo Specific Packaging Services	Please List the packaging services applicable? what is the confirmation process post approvals (if any) and payments? Are the service lists different with respect to the Cargo? Are there any standards to be followed for packaging? How is the validation of this service will be done? Who all can offer Packaging service? Is there any document required after booking the packaging service? How is this document going to be authenticated?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

344	II	51	3.3.1	9-Tracking of goods and compliance	Tracking needs to be done based on which parameters? Example shipping bill?Container Number? Is there a integration requried for tracking for receiving information? What all tracking is needed on this? E.g. Movement of cargo? Cargo tracking based on each activities? What all activities are included? does this require a google map integration	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
345	II	51	3.3.1	10-Online payment services	which payment methods needs to be supported on the portal? what are the safety & security measures to be in place?(Ex tokenization/3D authentication)/Any reporting requirements against payments to analyze sales and payments on the portal? Are there any compliance requirements (ex PCI DCS)? Is registration on the portal required for payments?Please list the complete set of services required for payments(Ex Electronic invoicing/Text/email reminders ect)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
346	II	51	3.3.1	11-Query submission, processing and tracking	What is the current process of Grievance redressal ? Griviances are addressed to whom ? Are there any SLA around grienciences redressal? how can the importer/exporter track the griviences raised on the portal? Is there any process that needs to be carried out? Is there an override mechanisim required over that? Is there an approval requried? Does this Submission need to have instruction list from submitter? Is there any amendment be reported as submission?	All tickets are raised in OTRS which can be tracked. Detailed requirements to be captured in the design phase

347	II	51		3.3.1	12-User based dashboards to view trade statistics	What are the different reports/dashboards that should be accessible to the importer/exporter? what will be the purpose of the each reports. Will reports be considered as a new module in NLP?What are the options user should have with the reports -View/download/share/print ect? Are these reports to be based on role and privileges?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
348	II	52		3.3.1	5-Door to door service	Will Door to Door service will be provided for Both FCL/LCL contianers on the portal? When user opts for Door to Door service what will the default services to be listed?Are there any validations on the default services Door to Door option listed by the vendor?Will user have the option to select/unselect partially some services from the list and get a revised quote accordingly? Will door to door be based on the address provided during registration? Can a user have multiple address within on registration?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
349	II		52	3.3.1	8-Ratings and reviews of different service providers	what shoud be the rating system to be followed in the portal?Is there any approval process for reviews and ratings provided ? what are the different user types who have option to provide reviews/ratings?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
350						Is the rating and review be based on per service or per module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

351	II	52	3.3.1	12-User based dashboards to view trade statistics	What are the different reports/dashboards that should be accessible to the domestic trader? what will be the purpose of the each reports. Will reports be considered as a new module in NLP?What are the options user should have with the reports - View/download/share/print ect?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
352	II	52	3.3.1	2-Invoice Generation Invoice Sharing	what is the mandatory information required for raising the invoice?is there any approval process post invoice generation?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
353	II	52	3.3.1	3-User based Activity Dashboard	What are the different reports/dashboards that should be accessible to the importer/exporter? what will be the purpose of the each reports. Will reports be considered as a new module in NLP?What are the options user should have with the reports -View/download/share/print ect?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
354	II	52	3.3.1	4-Query submission, processing and tracking	queries covered in the above section	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

355	II	52	3.3.1	1-Post survey and container allotment request with container depot	what is the mandatory information required to be passed to the container allotment request? what is the current process for post survey&container allotment? What is included as part of the survey? Is there any integration requried for requesting an Allotment? On what data will this allotment be carried out? Will there be a nomination process for nominating a container depot? Will there be a common code by which a container depot will be recognised? Does the container depot need to be registered incase it is integrated with the system? How will system understand who is the container depot the request is supposed to be sent to incase it is only integrated through B2b?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
356	II	52	3.3.1	1-Accept allotment request	Is there a approval flow required for accepting the request? Does an achnowledgement be sent in approving the request? How will it be determined that an allotment request be closed? Is there any B2b Integration requried? Is there a confirmation with the requesting party required on what container is being alloted? How is descripancy on the request and what is being fulfilled be handled? Can a container depot decline a allotment request? Is there additional details within the booking need to be filled by empty container depot? What information is necessary to be filled to complete the allotment requrest?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

357	II	52	3.3.1	3-User based Activity Dashboard	Please eloborate on the Activity Dashboard requirements that would be avilable for Container Depot/Truck aggregators/CFS/ICD? Are there going to standard reports for each client type? What are the list of reports that need to be available based on client type?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
358	II	52	3.3.1	1-Accept booking request from shipper/exporter/ importer Sharing electronic Contract between stakeholders Request for mandatory document sharing	How are railway custodian to be integrated as a nomination to the booking? Who validated the contract between stakeholders? Who validates the mandatory documents authenticity? How is the document shared electonically? what type of integration is requried? Is there an approval required for accepting a booking? In case of amendment can the user Amend the booking or they need to decilne the booking for Shipper/exporter/importer to resend the booking?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
359	II	54	3.3.4	General Query	Following services are listed under Cargo&Carrier Platform a.Route Planning b.Vendor management List c.container booking services d.freight forwarder booking e.Warehousing services booking f.packaging services booking i.Review and Rating h.Allot containers request i.Accept Allotment request j.Railway Custodian booking request & acceptance k.Packaging owner booking request But the modules under Cargo&Carrier Platform donot cover the detailed requirements for these services. Are these existing modules in PCS? Please provide more details.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

360	II	67	3.4.1.1	EMREG.REQ.001-System shall provide single interface for registration to all exporters/ importers and LSPs who intend to do EXIM trade business using NLP MARINE	What are the different LSP types allowed for registration? Is registration mandatory for availing the services on this portal? Who will approve the registration? What all services will be applicable to these clients? What are the mandatory fields necessary for registration? What is the documents required to be submitted for registration?	All the approved LSP by the IPA and Ports shall be allowed to register. Registration is mandatory for the approved LSPs to avail the services. Detailed functional requirement needs to be captured by the bidder during the design phase for Registration module and others
361	II	67	3.4.1.1	EMREG.REQ.002-System shall provide facility to register according to the business type: Exporters, Importers, and LSPs	Are multiple user accounts allowed for a single company? if yes,how is the relationship maintained between parent & Child accounts all belonging to a company? What is the LSP's role? what activities can LSP do?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
362	II	67	3.4.1.1	EMREG.REQ.003-System shall provide facility/forms/tools for online filing of user registration forms	what are the different methods user registration can be performed? (Example online filing of application form/ uploading filled registration form/) What are the different facilities, forms and tools requried? Who will validate the information? Does this form need to be sent to any system for further vaildation?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
363	II	67	3.4.1.1	EMREG.REQ.004-System shall implement the validation controls to ensure that all the mandatory fields are filled by the user	Will the mandatory information to be entered remain same for Importers/Exporters/LSP's? How will the data be validated?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

364	II	67	3.4.1.1	EMREG.REQ.005-Facilitate the applicants to save a partly filled application form for registration in 'Save Draft' mode for a period of 7 days. Further, once the basic profile is created, the System shall also have 'Auto- Save' functionality to ensure that additional information already entered by the user does not have to be re-entered in case of any outages/ navigation errors.	shoud the filled application in draft mode be auto-deleted post 7 days if no further action is taken by user? Any notifications (Email/SMS) to be send for reminding registration completion?what are the mandatory fields to be filled by user for basic profile creation? What all details can the applicant access when the profile is in draft mode? How will the applicant be able to re access the information? what should be created as a reference for applicant to reaceess?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
365	II	67	3.4.1.1	EMREG.REQ.006-System shall submit registration information to the background verificationagencyforreview.Thereshallbethe timelinefor7daysfor anyadditionaldocumentrequired.Ifnodocume ntisreceivedfromthe applicant within 7 days, then the verification status will be 'rejected' and verification window will get closed. The notification/alerts shall be sent for any additional documents requirement, along withtimelines	Pls eleborate on background verification agency process? post submission should notifications/alerts be triggered to verification agency user accoun to start process of verificationt?Are the notification/alerts to be sent for any additional documents requirement system genertaed or manually trigerred by verification agency user, ?What are the methods user can submit additional documentation?(Upload on the portal/respond on email)?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
366	II	67	3.4.1.1	EMREG.REQ.007-System shall allow the NLP MARINE administrator to activate or reject the registration on basis of report received from Background Verification Agency via E-mail to Competent Agency	How does the NLP MARINE administrator receive the report of Background Verification?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
367	II	67	3.4.1.1	EMREG.REQ.008-System shall generate and send profile activation link through e-mail, once the registration has been successful and activated by the NLP MARINE Administrator	Profile activaion link will be valid for how long? is there any option to resend the profile activation email post it expires?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

368	II	67	3.4.1.1	EMREG.REQ.009-System shall facilitate creation of new user ID and password through e- mail activation link	what are the validations around userid ? What are the password compliance requrements?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
369	II	67	3.4.1.1	EMREG.REQ.010-Systemshallprovidealertstothecompetentauthorityforthenewuser registration requests received in thesystem	what describes a competent authority? should he also be registered in the system? if yes/what is the user type	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
370	II	68	3.4.1.1	EMREG.REQ.011-System shall capture the following minimum information of the applicant: Contact Information, Company Information, LocationDetails and Company Bank AccountDetails	"Under contact information are both email/mobile mandatory? Is there any validation rule on any of the minimum information that needs to be captured? Is ther any sms/email validation requried for registering account details? What all fields are requried to register account details? Is there any integration with banks that is requried on this level? How is the user account and bank account be linked?"	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
371	II	68	3.4.1.1	EMREG.REQ.012-System shall capture Aadhaar number, GSTIN and Import Export Code (IEC) from the applicant	Any validation required to capture this information?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
372	II	68	3.4.1.1	EMREG.REQ.013-System shall provide the facility to capture multiple location details such as Communication address, Billing Address, Manufacturing Address, Service Centre Address and Godown Address	should there be a indicator for primary address in case multiple address are captured? Is there any need to submit any document as a proof for registering the different address?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

373	II	68	3.4.1.1	EMREG.REQ.014-System shall provide standard template for capturing all generic information of the company including mandatory and non-mandatory fields.MandatoryinformationmayincludeAadhaarnumber,GSTIN,IEC Code, Bank Account information, Location information and Business type	companies without GSTIN,IEC Code will not be allowed to register? How does the mandatory information change with respect to different client types?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
374	II	68	3.4.1.1	EMREG.REQ.015-IftheuserisLSP,thenthesystemshouldbeabletomandatorycapture all the route details. Also System should be able to capture all the vehicle numbers from the LSP. The LSP shall be able to upload the list of vehicle numbers in the standard excel file or standard text file. The standard template shall be provided by theSystem	For LSP without route/vehicle number details registration should not be allowed? What all services are applicable to LSP? Is there any validation required on registering trucks?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
375	II	68	3.4.1.1	EMREG.REQ.016 System shall maintain the master route database and master vehicle details for all the LSPs	How does a LSP define a route? What are the paramters need to be captured while defining a route? Each LSP will have their on set of routes or will share across a common master? If a LSP is using a registered route by another LSP can he make amendments?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

376	II	68	3.4.1.1	EMREG.REQ.017-System shall capture list of certifications and Associations from the LSP (Optional). Also, the LSP shall provide at least two reference of the clients, along with the contact details (mandatory)	For LSP without client references registration should not be allowed? What type of clients referrence are required? How does the system validate the identity of the client? Can client approve or reject the reference? Are these clients among the registered users?For LSP without client references registration should not be allowed? What type of clients referrence are required? How does the system validate the identity of the client? Can client approve or reject the reference? Are these clients among the registered users?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
377	II	68	3.4.1.1	EMREG.REQ.018-System shall be integrated with UIDAI gateway to retrieve and pre-fill minimumcontactdetailsoftheapplicantsuchas Name,Address,E-mail and Mobilenumber	Under contact information are both email/mobile mandatory for registartion. Will Adhaar card number be the primary information? This is in contrast with what the primary information is expected EMREG.REQ.011? How does the Admin authenticate this information? This will only be applicable for User registration, what about when the company registration? Will there be 2 modules one for company registration and another for User registration?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
378	II	68	3.4.1.1	EMREG.REQ.019-System shall verify Aadhaar details via OTP	What happens if OPT verification fails? Will system have a option to resend OTP?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

379	II	68	3.4.1.1	EMREG.REQ.020-SystemshallbeintegratedwithGSTNandDGFTgatewaytoretrieveand pre-fill minimum company details of the applicant from GSTIN and IEC such as Legal Business Name, Registered Address of the Company, Business Type: Proprietary, Public, Private etc., Date of Incorporation, Company Bank Account and PANnumber	companies without GSTIN,IEC Code will not be allowed to register? What is the mandatory field for linking the company with GSTN and DGFT? How is this validated? Is there a OTP or confirmation to be sent by the integrated system post which this information can be validated?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
380	II	68	3.4.1.1	EMREG.REQ.021-If required, system may capture the CIN details of the applicant's company and retrieve company details from Ministry of Corporate Affairs gateway	CIN details are to be captured for which user type?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
381	II	69	3.4.1.1	EMREG.REQ.022-System shall be integrated to E-mail and SMS gateway for email and SMS notifications and alerts	Pls list the E-mail and SMS notifications post registration form submission/background verfication /approval/rejection? What all acitivies and process should generate the notification post registration? Including withing a process Create/Amend/Cancel/Completed scenarios?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
382	II	69	3.4.1.1	EMREG.REQ.024-The information retrieved from the external gateways should not be editable by the user. For changing such information, the system shall implement workflow and approval process, which must require approval from the government.	List the details of approval process (ex: who is the concerned authority for approval?) in case user intends to change the data from external gateways? Are there additional forms or documentations need to be submitted to change prefilled data? What is the validation process in changing the pre filled data?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

383	II	69	3.4.1.1	EMREG.REQ.023 System shall be flexible to integrate with other external gateways depending upon the requirement of user's or user's company information"	Will the system have one standard API for all systems of the user and user company to integrate? Is B2b integration to be a part of the client profile? Can the user setup by himself the B2b configuration? What are the stand API sturctures requried?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
384	II	69	3.4.1.1	EMREG.REQ.025-System shall be integrated to the payment gateway. Also, System shall beintegratedwithVahaangatewaytocapturevehicleinformationsuch as Private/Commercial Vehicle, Name of owner, RC Expiry date, Model number of Vehicleetc.	for every vehicle detail submitted, should additional information be captured? What happens in case addition information cannot be derived? Is this linked with Truck Registration? User once uploads the truck number is there process for verifcation? What is the process of verficiation? Can a user change any prefilled information?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
385	II	69	3.4.1.1	EMREG.REQ.027 System shall perform validations for the information supplied by the user (including verification of mandatory fields, usage of same e-mail address and existence of same username, existence of same company etc.).	How can the details be validated in case of same company? What are the key validation parameters which need to be considered as unique for each User and Company?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
386	II	69	3.4.1.1	EMREG.REQ.026 "System should ensure that all the mandatory information for registration is provided by the user and system shall highlight all registrationfieldsthathavenotbeenfilledincompletely&correctlyby user. Systemshallhave'Auto-Save'functionalitytoensurethatthedatafilled in the online forms is not lost due to page re-load, system outage etc. Thus, the System should not require the user to enter the details already entered and shall only require the user to submit incremental data."	How can the user access the auto saved data?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

387	II		3.4.1.1	3.4.1.1	EMREG.REQ.029-Systemshallinformuserofafailureincasethesameusernamealready exists in the system, inform the user of the failure through an appropriate message and propose alternativeusernames	any there any business rules around proposing alternative names?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
388	II	69		3.4.1.1	EMREG.REQ.030-System to validate and match the information retrieved from external gateways such as GSTIN, IEC and if required, PAN	if there is a mismatch between GSTNandDGFT information then should registration be stopped? EMREG.REQ.018 and EMREG.REQ.020 are all data that are received from external system With what details does this need to be matched?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
389	II	69		3.4.1.1	EMREG.REQ.032-User credentials (e.g.: passwords, Aadhaar number) must be stored in an encrypted/hashed format and access to such information must be restricted from all categories of users, including DBAs.	Pls list the user credentials that needs to be encryed/hashed?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
390	II	70		3.4.1.1	EMREG.REQ.034-System shall maintain the detailed audit trails for the registration application submitted in the system including the date and time of receipt of the application form	Are any Dashborads/reports required listing the number of users applied/approved/rejected with timestamp?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
391	II	70		3.4.1.2	EMLOG.REQ.013-In case of Login through mobile and through Aadhaar, the maximum time allowed to enter OTP should not be more than 180 seconds	will there be a functionality to resend OTP if user fails to enter correct opt within 180 seconds Should there be forgot password/ reset password/Lock/unlock/Disable account functionality in place? If Yes,Please detail the requirements around these functinalities?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

392	II	72	3.4.1.2	EMLOG.REQ.011-System shall maintain the detailed audit trails for the user login in the system including the date and time of login	Are there any reporting requirements around User login audit?Any requirements around inactivating the account in case user doesnot log in for a period of time/say 180 days & how to activate the account back?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
393	II	72	3.4.1.2	EMLOG.REQ.004-System shall provide the facility to reset password through 'Forgot Password' option, in case the user forgets the password	"What is the process for forget password? How many times can a user enter a wrong password? What happens when the forget password link is already generated but password is not reset, Can user still login with old password?"	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
394	II	72	3.4.1.3	EMDEM.REQ.001-System shall provide different interface for LSP's & Exporter/Importer/Shipper	what are the different interfaces required?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
395	II	72	3.4.1.3	EMDEM.REQ.002-System shall provide facil	What are the forms/tools and facilities required? Is any of it a pre-requisite before a user can work on the request?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
396	II	72	3.4.1.3	EMDEM.REQ.003-System shall allow the do	What type of document exchange mechanism is required? is there any integration required? Does anyone approve the documents before being shared?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
397	II	72	3.4.1.3	EMDEM.REQ.005-Systemshallprovidethefac	Is there a cut-off for sharing the documents? Can any Exporter/ Importer and shipper de-select an LSP? What happens if the LSP is deselected after sharing the documents?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

398	II	72	3.4.1.3	EMDEM.REQ.007-Document exchange betw	Can the documents be visible to other parties nominated in the request like CHA/ Terminal etc.?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
399	II	72	3.4.1.3	EMDEM.REQ.008-System shall allow LSP to	Please provide the List of document names that needs to be displayed on LSP interface to be shared with the exporter/importer/shipper? Will this a default list as soon as the LSP is selected by importer/exporter?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
400	II	72	3.4.1.3	EMDEM.REQ.009-System shall provide the	Post uploading the relevant documents any email alert with notification need to be send to the the exporter/importer/shipper? Every document uploaded should be stored in DMS system? Are there any naming conventions for the documents to be uploaded? Can the documents be edited before sharing by LSP? Is there a process required for generating a document? what is the process? what is the content of the document?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
401	II	72	3.4.1.3	EMDEM.REQ.010-Systemshallprovidethedo	Document Pending status should be shown for documents which were requested from exporter/ importer and shipper and yet to be send by LSP?Or is there ia default list of documents to be send to importer/exporter/shipper post selection of LSP?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
402	II	72	3.4.1.3	EMDEM.REQ.011-For EXIM trade, relevant	How will the documents be shared within LSP like FF & CB or ICD & Rail operator in NLP?Similarly how will the documents be shared between Exporter& importer and shipper using the NLP interface? Is there an integration for fetching all the documents? What is the common identifier for the same?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

403	II	72	3.4.1.3	EMDEM.REQ.012-SystemshallallowExporter	Will there be a default list displayed based on the LSP selected or document requested by LSP will be displayed here?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
404	II	72	3.4.1.3	EMDEM.REQ.015-SystemshallenabletheExp	How will the document be linked to the transaction? Or will there be a general section where the documents will be received? What are the different documents that need to be filled? How are these documents validated? Will there be a section to download generic form or and auto generated form will be produced by the information provided to generate the documents?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
405	II	72	3.4.1.3	EMDEM.REQ.017-Information received from	How will the document be linked to the transaction? Or will there be a general section where the documents will be received?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
406	II	72	3.4.1.3	EMDEM.REQ.019-For EXIM trade, relevant	Is there an integration for fetching all the documents? What is the common identifier for the same? How will the document be linked to the transaction? Or will there be a general section where the documents will be received?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
407	II	72	3.4.1.3	EMDEM.REQ.020-The document exchange	Who all should be able to see the documents based on an Exim request the nominated parties? Or the IE will attach each documents separately to each request?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

408	II	72	3.4.1.3	EMDEM.REQ.022-System shall maintain the	Please elaborate on the reporting requirements around document exchange	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
409	II	72	3.4.1.3	EMDEM.REQ.023-System shall perform field	What are the validation rules required for Inputting the information? What information is required to be inputted? Is there any information that will be received from integrated systems?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
410	II	75	3.4.1.4	EMTT.REQ.001 System shall provide different interface for LSPs and Exporters/Importers and Shipper	what are the different interfaces required?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
411	II	75	3.4.1.4	EMTT.REQ.002 System shall provide facility/forms/tools for document exchange	What are the forms/tools and facilities required? Is any of it a pre-requisite before a user can work on the request?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
412	II	75	3.4.1.4	EMTT.REQ.003 System shall be integrated with the LSP mobile app, FOIS, PCS and other departments which are PCS/FOIS/CONCOR/ involved in order movement	What kind of integration is required? are these going to be one standard message or set of messages for all or will they be different for different entities? How many messages are required to be integrated? How is integrated data to be linked?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
413	II	75	3.4.1.4	EMTT.REQ.005 System shall provide notific	Will all concerned parties get the notifications? or is it based on privileges?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

414	II	75	3.4.1.4	EMTT.REQ.006 System shall use Google M	what will be the parameters on which tracking will be shown?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
415	II	75	3.4.1.4	EMTT.REQ.007-System shall provide track and trace module from the order details module	Order Details module is existing module in PCS?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
416	II	75	3.4.1.4	EMTT.REQ.011-Systemshallprovidetheconsolidatedordertrackingdetails(timeline) through progress chart and shall facilitate to drill down for more information (such as: viewing live location tracking through google map, tracking ID generated from external agencies etc.). System shall provide the details of the scope of the tracking/status update information	What all system drill down features are required to consolidate the tracking details?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
417	II	76	3.4.1.4	EMTT.REQ.013-System shall provide the update to the exporter/shipper whenever the cargo change hands between the different LSPs and/or different movement methods	Are notifications to be send only to exporter/shipper when cargo changes hands within LSP? In what all events the notification should be sent?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
418	II	76	3.4.1.4	EMTT.REQ.014-System shall activate Ratings module when the order gets delivered	will it be mandatory to rate or optional?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

419	II	76	3.4.1.4	EMTT.REQ.015-System shall provide the Emergency Response mechanism in case of any break down or crisis	Please elaborate on the Emergency Response mechanism in case of any break down or crisis?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
420	II	76	3.4.1.4	EMTT.REQ.018-System shall be integrated with the LSP mobile app, FOIS, PCS and other agencies which are involved in order movement	What are all the other agencies that need to be integrated with Track& Trace module other than LSP mob ile app, FOIS, PCS ? is it going to have a standard API with which all other systems will integrate or different API with different systems?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
421	II	76	3.4.1.4	EMTT.REQ.019-System shall also capture tracking id from the above external agencies	How will the tracking ID be linked to a container or request?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
422	II	76	3.4.1.4	EMTT.REQ.022-System shall maintain the detailed audit trails for the track and trace module	Any reporting requirements around the Cargo order movement audit?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
423	II	76	3.4.1.4	EMTT.REQ.027-SystemshallsupportprovisionforIVR/Call Centre/SMS/online option for checking of status update	What is the triggering point post which IVR/Call Centre/SMS/online option for checking of status update will be made available to the user? Who are the users who will have these options relating to the delivery order movement? What are the inputs which the user should provide to each of the option to get the correct tracking information?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

424	II	77	3.4.1.4	EMTT.REQ.028-System shall allow the applicant to print/e-mail the status update informationiftheapplicantisretrievingthestatu sthroughtheportal.	Is this email or status of the request? or History of the request?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
425	II	77	3.4.1.4	EMTT.REQ.029-System shall allow the grievance mechanism in case of any false deliveryupdateoranyotherissuesrelatedtothe deliveryoftheorder	Who will have the option to override the req? Is there a approval requried to override the status? Is there any requirement of documents to be attached to raise a greivance?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
426	II	77	3.4.1.4	EMTT.REQ.030-There shall be also hybrid mobile app for exporter/importer for this module	What all features are expected as part of the mobile app?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
427	II	78	3.4.1.5	EMDMS.REQ.001-System shall have document management system which should have a functionality to store and archive the document in the system. The system should have the modules of having following features in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management	What is the arichival period for information? what is the process and timeperiod on purging the old imaging of the DMS? Is there a need to run a secondry copy of DMS in case of fall outs?	Currently data archival is 90 days. Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
428	II	79	3.4.1.5	EMDMS.REQ.003-Provide out-of-the-box integration with leading application servers	Will there be standard integration with respect to the NLG system? or Different API for different integration?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

429	II	79	3.4.1.5	EMDMS.REQ.004-Systemshallprovidewebinterfacealongwiththefacilityofdragand drop. Web interface should support popular browsers such as Microsoft Explorer, Firefox, Netscape, Google and any other proposed browser etc.	What are the list of proposed browsers? Also is there any particular browser version that needs to be supported?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
430	II	79	3.4.1.5	EMDMS.REQ.005-Systemallowdocument/imagecapturingandshouldbeabletosend to a centralized repository	what is the process of sending this? How will the image be captured? Is this referring to repository image then what is the time period when this needs to be synced?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
431	II	79	3.4.1.5	EMDMS.REQ.006-The system shall provide the standard file hierarchy structure of foldersandsub-folderstoallowusersandgroupsofuserstomanage and organize their documents. State any limitations to the number of folders, subfolder levels.	are folders and sub folders in DMS to be auto created post receipt of documents from external agencies/manual upload? If Yes, what is the folder structure to be followed for document exchange between LSP to importer/Exporter/ for every shipment? what is the folder structure to be followed for document exchange between importer/Exporter to LSP for every shipment? If No, should all the documents per shipment be placed in 1 root folder and subsequent organization will be taken case by LSP/Importer/Exporter?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
432	II	79	3.4.1.5	EMDMS.REQ.007-Theinterfaceshallallowuserscreation,editing andmanagementof documents. The system shall provide the to update the version of the linked document whenever the original is updated	Does original document need to be saved or made a copy? When can document not be amended?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

433	II	79	3.4.1.5	EMDMS.REQ.008-The web interface shall provide multiple views of the content and allowuserstoaccess/modifyfoldersbasedonth eiraccessrightsand permissions. The proposed system should be able to restrict the userstoaccessdocuments/imagesbasedonth eirpre- defined rights &privileges	What are the rights and privileges/ permission need to be defined? Is it based on document types? or is it based on folder in which the documents will be saved? Is there privileges based on download and viewing of the document?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
434	II	79	3.4.1.5	EMDMS.REQ.009-System must provide web-based administration tool and provide a single point of access for managing and administering all repositories, servers, users and groups regardless of their location	What management features are required for the admin?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
435	II	79	3.4.1.5	EMDMS.REQ.010-System allow the users to add attributes/metadata to the documents and classify the documents based on their Type	Which all users can add the attributes? Will these changes be published to all or a specific group of people? Is there a approval required for changing the attributes? What about the documents already pre filled and submitted will these changes be applied to those documents?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
436	II	79	3.4.1.5	EMDMS.REQ.011-System shall have simple search & advanced search facility	What are the parameters expected as part of simple search and advanced search?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
437	II	79	3.4.1.5	EMDMS.REQ.012-System shall provide a policy engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time	What are the business rules around placement and migration policies of documents in DMS?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

438	II	79	3.4.1.5	EMDMS.REQ.013-System shall provide migration logs and audit trails so that operations on content is traceable. Audit trail must contain information such as event performed on document, user who performed the action, and date time stamp	Pease advise on any reporting requirements on document storage/view/modifications details with user & timestamp?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
439	II	79	3.4.1.5	EMDMS.REQ.015-System shall be able to store images/documents in various formats suchjpeg,gif,bmp,worddoc,excel,powerpoint ,pdfetc.Thesame infrastructure should be able to support other content types in the future like audio, video files etc.	What is the file size for saving the document types?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
440	II	79	3.4.1.5	EMDMS.REQ.016-System shall not require any additional license to communicate / exchange data between client / host machine and server	What will be the authentication requirement for exchange of data? which will be set in system and be auto handled by the system?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
441	II	79	3.4.1.5	EMDMS.REQ.017-System shall support application of metadata taxonomy based on key words within the document.	Is there a list of keywords that will be defined or will it be a like search? Is there indexing of search required?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
442	II	80	3.4.1.5	EMDMS.REQ.018-System shall enable cross-reference of documents	what is the cross reference capability required with respect to documents stored on DMS?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
443	II	80	3.4.1.5	EMDMS.REQ.019-System shall have search capabilities that supports powerful and comprehensive full-text searching, metadata searching or a combination of the two.	Will this be based on parameters? within a field like search?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

444	II	80	3.4.1.5	EMDMS.REQ.020-System shall provide ability for the user to search and find documents based on any of the associated metadata, such as document type, author, title, location, active/inactive status, date created etc.	PIS elaborate on active/inactive status on the document? When does a document get tagged as inactive?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
445	II	80	3.4.1.5	EMDMS.REQ.021-System shall provide capability to search within so that users can narrow down the search	what is the drill down mechanism required to search within the application? Does the requirement mean multi field search with fixed parameters/ drop downs?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
446	II	80	3.4.1.5	EMDMS.REQ.022-Interface for managing the entire lifecycle of Document management, starting from its creation to its disposition	What are the rules around this interface? What is expected archiving or retrieving policy?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
447	II	80	3.4.1.6	PM.REQ.00 1-System shall provide separate interface for the exporter/importer and for the LSP	What are the different LSP types allowed? To which system does it interface with? What's the data expected and usage of same in payments?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
448	II	81	3.4.1.6	PM.REQ.00 2-System shall provide facility/forms/tools for invoice submission	What is the frequency of invoice generation? Is it post-paid / prepaid / online? What are different type of invoices generated ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
449	II	81	3.4.1.6	PM.REQ.00 3-System shall implement the validation controls to ensure that all the mandatory fields are filled by the user	What are the validation rules?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

450	II	81	3.4.1.6	PM.REQ.00 4-System shall capture following minimum information from the LSP: · Order Number · Name and Address of the client(pre-filled) · Date · Amount · Amount inwards · Currency · Tax details · Description of Services · Payment Due Date · Any other details	From which module this information will be available?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
451	II	81	3.4.1.6	PM.REQ.00 5-System shall generate invoice from the information captured by the LSP. The generate invoice shall be in pdf or jpeg format	Is it an auto generated invoice on monthly basis or per transaction basis? The invoices should be stored in FTP or real-time generation is enough?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
452	II	81	3.4.1.6	PM.REQ.00 6-System shall provide the facility to the LSP to either submit the system generated invoice to the exporter/importer or upload the scanned copy of their own invoice and submit against the order number	What is the journey of this cycle? Why would the user submit the invoice (generated from system) again to the system?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
453	II	81	3.4.1.6	PM.REQ.00 7-System shall allow the exporter/importer to view the invoice submitted in order details	User roles who can view and view and download has to be provided	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
454	II	81	3.4.1.6	PM.REQ.00 8-System shall send email notification/alerts about the receiving of the invoice submitted by LSP	Yes, to the registered email address?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

455	II	81	3.4.1.6	PM.REQ.00 9-System shall provide and allow financial transaction functions	More details & explanation about financial transaction functions required to understand what to be done	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
456	II	81	3.4.1.6	PM.REQ.01 0-System shall check for all details of the application form before initiating the payment	What all details to be checked has to be detailed (business rules)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
457	II	81	3.4.1.6	PM.REQ.01 1-System shall record and maintain all details of payment against a unique service file number generated for the applicant	Where is this unique service file number generated	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
458	II	82	3.4.1.6	PM.REQ.01 3-System shall be integrated to payment gateway and shall provide multiple modes of payment such as Internet Banking, Credit Card, Debit Card and UPI	Which payment gateway(s) does this integration will be? More details on the payment integration required	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
459	II	82	3.4.1.6	PM.REQ.01 5-In case of payment issues such as failure in reaching the payment gateway, system shall try for either reconciliation mechanism or re-try mechanism	To be confirmed after understanding the payment integrator details. Retry mechanism shall be made. Need more details on reconciliation mechanism?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
460	II	82	3.4.1.6	PM.REQ.01 6-System shall provide and allow PD Top-up by other stakeholders to terminal operators.	Where is PD maintained?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

461	II	83	3.4.1.7	EMGRV.REQ.003-System shall provide the facility to capture grievance related information from the user	What all information need to be captured as part of grievance	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
462	II	83	3.4.1.7	EMGRV.REQ.004-System shall allow uploading of supporting documents along with the grievances information	Are there any pre-defined gradience types based on roles to be configured?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
463	II	83	3.4.1.7	EMGRV.REQ.006-System shall implement the validation controls to ensure that all the mandatory fields are filled by the user	What are the mandatory fields to be captured while posting grievances?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
464	II	84	3.4.1.7	EMGRV.REQ.008-System shall send E-mail and SMS notification to the user providing the acknowledgement of the grievance submission	is it required to display a dashboard view of number of grievances raised/open/closed for a period say last 1 month for every user in this screen	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
465	II	84	3.4.1.7	EMGRV.REQ.009-System shall maintain the detailed audit trails for the grievances submission	are there any reporting requirements based on the number of open /closed grievances with timestamp details?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
466	II	84	3.4.1.7	EMGRV.REQ.011-System shall allow NLP MARINE facilitation cell to submit the query response	Will there be function to override/ edit any details or request or only submit the response to query?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

467	II	85	3.4.1.9	MALOG.REQ.001-System shall interface for login to both LSP and exporter/importers	What are the different LSP types allowed for registration? Is registration mandatory for availing the services on this portal?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
468	II	85	3.4.1.9	MALOG.REQ.002-System shall provide facility/forms/tools for online user login	Is this going to be a normal login with user name and password? What is the tools that is being mentioned for user login	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
469	II	86	3.4.1.9	MALOG.REQ.003-System shall implement the validation controls to ensure that all the mandatory fields are filled by the user	All the attributes that are considered as Optional / Mandatory to be provided during requirement gathering time itself.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
470	II	86	3.4.1.9	MALOG.REQ.005-System shall facilitate three types of login: a) Login using mobile number and OTP b) Login using Aadhaar number and OTP c) Login using registered username and password	Do we have a specific API for validating Aadhar Card and OTP combination from central govt? For using Mobile Number and OTP combination, what about multiple mobile numbers that user will be having? Do you want to auto-read the OTP from the app installed device and prevent the user from entering it directly from typing it?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
471	II	86	3.4.1.9	MALOG.REQ.008-System shall validate the user ID: username/mobile/Aadhaar number and password/OTP entered for successful login	Aadhar Number should be a mandatory attribute while performing User Registration, else, we won't be able to bind the User with Aadhar Number	No Change. As per RFP
472	II	86	3.4.1.9	MALOG.REQ.010-System shall perform field validations for the login information (For example: mobile number, password etc.)	The etc need to be defined in the requirements spec	No Change. As per RFP

473	II	86	3.4.1.9	MALOG.REQ.013-In case of Login through mobile and through Aadhaar, the maximum time allowed to enter OTP should not be more than 180 seconds	What about retry for OTP and number of retry?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
474	II	87	3.4.1.9	MALOG.REQ.014-System shall maintain the detailed audit trails for the user login in the system including the date and time of login	What about unsuccessful attempts?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
475	II	87	3.4.1.9	MALOG.REQ.015-System shall be highly secure and the security measures should be up- to-date to prevent existing/new cyber attacks	Security requirements/Specification to be outlined in respective section.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
476	II	87	3.4.1.9	MALOG.REQ.016-User credentials (e.g.: passwords, Aadhaar number) must be validated in an encrypted/hashed format (secured mechanism)	Do we have any specific standards to be followed, or, shall we proceed using the standard encryption techniques	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
477	II	89	3.4.1.10	MATT.REQ.001-System shall display order details such as order number, name and contact details of shipper, pickup location, destination location, commodities and capacity, expected date of delivery, etc.	The etc need to be defined in the requirements spec	No Change. As per RFP
478	II	89	3.4.1.10	MATT.REQ.002-System shall display important contact details of LSP and shipper	To be provided in the requirement spec.	No Change. As per RFP

479	II	88	3.4.1.10	MATT.REQ.003-System shall request Global Positioning System (GPS) permissions of mobile devices to access location information	Are we having any specific API to be used for this, or shall we use Google API's for location based transactions?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
480	II	88	3.4.1.10	MATT.REQ.005-System shall transmit location information to the NLP MARINE over mobile internet	Details about data integration with NLP marine to be provided to confirm this. Also, will this be part of Audit-trails?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
481	II	88	3.4.1.10	MATT.REQ.006-System shall enable viewing real-time positioning of the shipment on map	Which is the source which is providing the real-time position ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
482	II	88	3.4.1.10	MATT.REQ.007-System shall allow LSPs to manually update the status of shipment with respect to checkpoints (e.g.: arrived at ICD, left from port)	A backend functionality by auto status update with specific interval or by dashboard? What is it to be implanted in mobile?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
483	II	89	3.4.1.10	MATT.REQ.008-System shall validate the status of shipment updated by LSP with location information available via the API	API details to be provided to confirm?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
484	II	89	3.4.1.10	MATT.REQ.009-System shall enable alerts via notifications in case of an emergency or delay during transit	Are we talking about in-app Notifications or Push Notifications?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

485	II	89	3.4.1.10	MATT.REQ.010-System shall display the time taken by shipment to move between checkpoints	These details shall be retrieved from Server Side.	Query not clear
486	II	89	3.4.1.10	MATT.REQ.011-Systemshallretrievethelistofdocumentstobee xchanged(at origin and destination) from the Document Management System module	These are supposed to be the configurations that will be accessed from Server side, and displayed to the end user?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
487	II	89	3.4.1.10	MATT.REQ.013-System shall provide facility to capture documents digitally	Are you specifying about capturing photo of document and sharing it using Mobile App?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
488	II	89	3.4.1.10	MATT.REQ.014-System shall provide facility to upload documents exchanged to the Document Management System	Any specific formats to be considered or excluded?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
489	II	89	3.4.1.10	MATT.REQ.015-The real-time location and status of the shipment should only be visible to the involved LSP and the shipper	The data access matrix to be provided to configure such an access layer	Query not clear
490	II	89	3.4.1.10	MATT.REQ.016-The documents should be uploaded via a secure, encrypted channel	To be detailed in security requirements	Query not clear
491	II	89	3.4.1.10	MATT.REQ.018-System shall keep a local store of required data on the mobile device in case of loss of network connectivity	What all are the functionalities that should be supported when the internet connection is offline?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

492	II	89	3.4.1.10	MATT.REQ.019-The location transmission should support one or several encryption modes, e.g., static wired equivalent privacy (WEP) encryption	What all are the functionalities the should be supported by Mobile App?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
493	II	92	3.4.2.2	SWCAF.REQ.002-System shall implement the validation controls to ensure that all the mandatory fields are filled by the user	Based on the Commodity/Code/EPG/PGA/ origin-destination will the mandatory information very or will it remain constant? what is the mandatory information to be input in CAF?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
494	II	92	3.4.2.2	SWCAF.REQ.003-Facilitate the user to save a partly filled order form in 'Save Draft' mode for a period of 7 days. Further, once the basic information is entered, the System shall also have 'Auto- Save' functionality to ensure that additional information already entered by the user does not have to be re-entered in case of any outages/ navigation errors.	should the filled application in draft mode be auto-deleted post 7 days if no further action is taken by user? Any notifications (Email/SMS) to be send for reminding registration completion?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
495	II	92	3.4.2.2	SWCAF.REQ.004-System shall facilitate simple user interface and fast user experience for easy submission of orders	Does the system need to work on server based or UI driven loading?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
496	II	92	3.4.2.2	SWCAF.REQ.006-System shall be integrated with the online system of each PGA and EPC	What is the List of the different PGA and EPC systems? Will the system have one standard Format?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

497	II	92	3.4.2.2	SWCAF.REQ.007-System shall retrieve application form fields from the master database and shall provide the consolidated application form (Common Application form) to the user	What the application form fields to be displayed for different application form types in CAF?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
498	II	93	3.4.2.2	SWCAF.REQ.008-System shall provide the single input field to enter, in case of the overlapping of field names	System shall provide the single input field to enter, in case of the overlapping of field names in CAF? please explain with an example?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
499	II	93	3.4.2.2	SWCAF.REQ.009-System shall provide standard template for common application	Are these templated created within the system or will be uploaded as file attachments? will these need to shown based on client type?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
500	II	93	3.4.2.2	SWCAF.REQ.010-System shall provide the interface to upload all the required documents in documents management system (DMS)	once the certificate is issued by EGA should it not be aut-traffered to DMS ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
501	II	93	3.4.2.2	SWCAF.REQ.012-Upon completion of the information entry, system shall display the data entered by the user in a consolidated view for verification and confirmation by the user.	Can the user amend any data on confirmation page?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
502	II	93	3.4.2.2	SWCAF.REQ.013-System shall maintain the detailed audit trails for the registration application submitted in the system including the date and time of receipt of the application form	Any reporting requirements on the number of applications/status of applications/last processed etc?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

503	II	93	3.4.2.2	SWCAF.REQ.018-System shall enable the payment option only when all the fields of service request forms are filled and no errors received	How will the user know whether the form has been filled correctly? Is there any integration or validation engine to be run at this? If yes please provide the scope?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
504	II	93	3.4.2.2	SWCAF.REQ.018-System shall have track and trace facility to enable the exporter/importer to view the status of the application, estimated time from each relevant EPC/PGA, status update of the application, etc.	Should this be handled in the Track&Trace module of Cargo&Carriers? Or do we need a seperate module for track & trace of applications foe certifates/noc's.IF yes, what are the requirements of this new module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
505	II	94	3.4.2.3	PAY.REQ.001-System shall provide and allow financial transaction functions	What are the financial transaction functions?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
506	II	94	3.4.2.3	PAY.REQ.002-Systemshallcheckforalldetailsoftheapplicationformbeforeinitiating thepayment	What are the business rules and details to be checked to be detailed	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
507	II	94	3.4.2.3	PAY.REQ.003-Systemshallrecordandmaintainalldetailsofpaymentagainstaunique service file number generated for theapplicant	Where is this unique service file number generated	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
508	II	94	3.4.2.3	PAY.REQ.005-System shall be integrated to payment gateway and shall provide multiplemodesofpaymentsuchasInternetBanking,CreditCard,Debit Card andUPI	Which payment gateway(s) does this integration will be? More details on the payment integration required	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

509	II	94	3.4.2.3	PAY.REQ.006-Systemshallconsiderthetotalamountofthefeesforthepayment.For example: If the fees for the certificate to be obtain from one EPC is INR 100 and the fees for the certificate to obtain from another EPC is INR 50,thenthesystemshallconsidertheamountINR150forthepayment	The mentioned example can be done. But which are the modules where these values to be made available and business rules pertaining to that should be outlined	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
510	II	95	3.4.2.3	PAY.REQ.008-In case of payment issues such as failure in reaching the payment gateway, system shall try for either reconciliation mechanism or re-try mechanism	Retry mechanism shall be made. Need more details on reconciliation mechanism?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
511	II	95	3.4.2.3	PAY.REQ.011-Receiving acknowledgment for successful credit of amount in bank account from each EPC and PGAs. The minimum information that acknowledgement shall contain are date and time, transaction ID and amount	Need to understand the user journey	Query not clear
512	II	95	3.4.2.3	PAY.REQ.012-Providing consolidated payment acknowledgment to the user. The minimum information in the user acknowledgement shall contain: • Date and time • Name ofEPC/PGA • Transaction • Amount • Certificate/NOC/Other document name	How this has to be informed to customer ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
513	II	96	3.4.2.3	PAY.REQ.013-Submitting filled respective application form details and documents to each EPC/PGA	How & who will submit the form?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

514	II	96	3.4.2.3	PAY.REQ.015-Receive acknowledgment of the information submission to EPC/PGA and provide it to the user. The acknowledgment shall contain the application ID and other required acknowledgement details	Need to understand the user journey	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
515	II	96	3.4.2.3	PAY.REQ.019-Providing other modes of payment to the user	What are the different modes of payment?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
516	II	97	EPC/PGA Inter	EPCI.REQ.001-Systemshallprovidesingleinterfaceforloginto allregisteredexporters/ importers andLSPs	Will Importer/Exporters need to login again to access this module post login into NLP?EPC/PGA interface module is only for EPC/PGA's without any online presence?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
517	II	97	EPC/PGA Inter	EPCI.REQ.004-The login credentials for EPCs and PGAs shall be pre-defined and be shared with the respective EPC and PGAs	Who will predefine & Share the credentials of EPCs and PGAs ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
518	II	97	EPC/PGA Inter	EPCI.REQ.008-System shall perform field validations for the login information (For example: mobile number, password etc.)	Does this mean OTP authentication? If yes , then until which time period OTP will be valid? Will there be regenerate option?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
519	II	97	EPC/PGA Inter	EPCI.REQ.010-System shall inform user of a failure in case the wrong login credentials, inform the user of the failure through an appropriate message	Pls elaborate on account locking/unlocking/password reset/forgot password functional requirements in detail?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

520	II	97	EPC/PGA Inter	EPCI.REQ.013-System shall maintain the detailed audit trails for the user login in the system including the date and time of login	Are there any reporting requirements on EPC PGA interface?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
521	II	98	EPC/PGA Inter	EPCI.REQ.015-System shall provide list of information about the application submitted and supporting documents for certificate/ NOC/ other documents	Where will the Applications be submitted for offline EPC/ PGA? In EPC PGA interface or CAF module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
522	II	98	EPC/PGA Inter	EPCI.REQ.016-System shall capture the application submitted through NLP MARINE exchange platform	Application submission is in CAF module correct? If Yes, then the CAF info should be viewable in EPG PGA interface?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
523	II	98	EPC/PGA Inter	EPCI.REQ.018-System shall provide a facility to export the information in PDF or XLS	The details submitted in CAF needs to be exported as PDF/XLS ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
524	II	98	EPC/PGA Inter	EPCI.REQ.021-System shall send alerts/notification to the applicant about the certificate/ NOC/ other document upload on E-mail and SMS	Alerts to be triggered in case of both successful/unsuccessful applications?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
525	II	99	EPC/PGA Inter	EPCI.REQ.025-System shall provide workflow mechanism for each EPC and PGA. The workflow mechanism shall be flexible and each EPC and PGA can define their workflow	Please elaborate on the workflow mechanism? Where can this workflow be defined?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

526	II	99	EPC/PGA Inter	EPCI.REQ.028-System shall have separate database and separate process flow. System shallalsoprovidethefacilitytotheEPC/PGAadministratortocustomize the look and feel of their department interface	EPC - PGA interface will have the input info from CAF module and output certificates will be stored in Document management module both to be stored in NPL DB? In that case, what information needs to be stored in this separate database?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
527	II	90	Listing Module	SWL.REQ.001-Systemshallmaintainthemasterdatabaseofcommodities,agencies, documents required, application form details and list of certifications/NOCs/other documents generated	How will the master data information of commodities, agencies, documents required, application form details and list of certifications/NOCs be provided to the system. who will provide this info?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
528	II		Listing Module	SWL.REQ.002-The master database shall contain following minimum information: § Commodity name § Commodity Hodes § List of EPC involved in respective commodity § List of PGA involved in respective commodity § Listofcertificates/NOCs/otherdocumentsgeneratedfortrade of respectivecommodities § List of fields of application form § List of documents required to submit along with the application form to each relevant EPC and GA § Processing time for each certificate/ NOCs or any other type of document formic/PGA § Location specific details § Feesforeachcertificate/NOCsoranyothertypeofdocument fromEPC/PGA § Bank details of EPCs andPGAs	For different commodities and different EPG/PGA one common application form will suffice? Will the list of documents be a pre defined set and will it be based on selected commodity? Are there any documents that need to filled by user on the portal or need to be integrated from any other system of the submission?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

529	II	91	Listing Module	SWL.REQ.004-System shall be able to capture the input details from the Logistics e- market place component (Order Submission)	what is Logistics e- market place component (Order Submission)? Can this information be overridden by the user?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
530	II	100	Generated Cert	GC.REQ.001-System shall be integrated with the external online systems of EPCs and PGAs through NLP MARINE Exchange platform	Please provide one process flow example starting from application by importer/exporter on CAF to receipt of NOC/certificate . Which all modules/systems will be involved? how will the data flow between the modules?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
531	II	100	Generated Cert	GC.REQ.003-Oncethecertificate/NOC/otherdocumentisgeneratedintheEPC/PGA online system, system shall be able to fetch the require certificate through the NLP MARINE Exchange Platform	Please provide more details on NLP MARINE Exchange Platform ? What are the other modules/platforms dependent on this platform?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
532	II	101	3.4.2.4	IR.REQ.002-System shall allow the user to select 'Customs' option wherever the interaction with ICEGATE is required	What are the other options user can avail other than 'customs' in this module? How will the user be able to login into their ICE gate account through NLG account?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
533	II	101	3.4.2.4	IR.REQ.003-System shall integrate 'Integrated Regulatory Platform' module with e- Logistics marketplace module	What is e- Logistics marketplace module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
534	II	101	3.4.2.4	IR.REQ.004-System shall provide facility/forms/tools for online submission of application to ICEGATE	will the templates be defined within NLG? or will the system open ICEGATE in the same window and allow clients to fill the form? Is there a need to generate and download the documents?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

535	II	101	3.4.2.4	IR.REQ.005-System shall provide necessary validation controls to the application form	What are the validations and controls required?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
536	II	101	3.4.2.4	IR.REQ.006-System shall provide the facility to the user to provide supporting documents along with the application form	Will this module have its own application capture process or the application will be captured in CAF module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
537	II	101	3.4.2.4	IR.REQ.009-NLP MARINEExchangeplatformshalltranslatethe messageaspertheintegration format and forward toICEGATE	How will the sender id linked with the user and does the system need to show the acknowledgement message or approval message from ICE Gate? Will the system also show the Response message from ICEGATE?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
538	II	102	3.4.2.4	IR.REQ.010-System shall provide the acknowledgement received from the ICEGATE to the user through NLP MARINE Exchange platform	Are any notifications need to triggered from NLP post successful application submission to Customs?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
539	II	102	3.4.2.4	IR.REQ.011-Once the information/document generated by the ICEGATE system, system shall translate and forward it to the user through NLP MARINE Exchange Platform	What will be the common identifier for the messages?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
540	II	102	3.4.2.4	IR.REQ.012-The information/documents received from the ICEGATE shall be stored in the Document Management System in the pre-defined folder	will the predefined path be a configuration in NLP or a static value?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

541	II		102	3.4.2.4	IR.REQ.013-System shall generate notifications/alerts to the user about the new information/document received from ICEGATE	what are the audit requirements/reporting requirements around applications submitted to Customs.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
542	II		102	3.4.2.4	IR.REQ.014-System shall provide the estimated turnaround time of the information/document generation by the customs	Will the ETA time for customs turnaround be shown in this same module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
543	II		102	3.4.3.1	TF.REQ.001 The system shall have a master database storing details of banks offering trade finance services	How will the master data of banks offering trade finance services be provided to the system before cut-over? Is there any data migration requirement?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
544	II		102	3.4.3.1	TF. REQ.005-The system shall be regularly updated to ensure correctness of bank information and add/delete/modify banks offering the L/C service	How will be the master data be updated? Is there any download requirements of Bank master data files at regular intervals?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
545	II		103	3.4.3.1	TF. REQ.006 The system shall inform the user if there are special terms offered by certain banks-	What are the possible special terms? Will there be any notifications to the users on these special terms?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
546	II			3.4.3.1	TF. REQ.008-The system shall provide the facility to the user to apply for Letter of Credit. The link shall be redirected to the respective bank application page	Will this module have the form for capturing the information for issuance of LOC by bank? Or will it be handled through CAF module? Does the information to the respective bank need to flow through NLP Exchange platform?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

547	II	103	3.4.3.2	DS. REQ.001-System shall link this module with the Document Management System module to fetch existing available documents	Should this module be used only sharing documents from PGAs/EPCs/regulatory authorities with the bank and Vice Versa? How is this different than the NLP Marine Exchange platform? Can a single platform be utilized for sharing the necessary documents to PGAs/EPCs and Banks from Document management system? How are documents going to be linked with the modules? will a document be share with multiple modules? Who all can see the documents of the user if it linked to a request in a module?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
548	II	103	3.4.3.2	DS. REQ.004-System shall prevent transfer of unnecessary documents to the bank.	Will there be a configuration at user level to restrict the document types to be shared with banks/PGAs/EPCs?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
549	II	103	3.4.3.2	DS. REQ.008-System shall have simple search & advanced search facility	simple search & advanced search facility should be on the documents stored in Document management system?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
550	II	104	3.4.3.3	BG.REQ.002-Nearest Branch of bankers will act as advising branch for E-BG related transaction	Advising branch for E-BG related transaction will be auto selected by the system based on the preferred address of importer/exporter? Pls advise.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

551	II	104	3.4.3.3	BG.REQ.003-If needed, exporter/importer may opt for bank guarantee & indicate advising Banker of his choice at time of bidding process in e-Logistics Marketplaceandaccordinglysystemwillalertpr ospectivebidderabout the requirement of bank guarantee in electronic form from the successful supplier after completion of bidding cycle.	Please provide an overview of e-Logistics Marketplace ? What is the bidding process in this platform? Bank Guarantee requirement to be auto submitted to bidder through the system post bidding? please elaborate on this requirement.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
552	II	104	3.4.3.3	BG.REQ.004-After successful bidding process, System will provide standard BG format complete with all the necessary field such as value of contract, validity of the BG, beneficiary detail, BIC Code of advising bank chosen by the buyer and vital information related with the contract populated from NLP MARINE data base in automated manner	Will there a pre-defined template for E-BG ? if yes, who defines this template? Will this be specific for every bank?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
553	II	104	3.4.3.3	BG.REQ.005-Simultaneously, an advisory containing field value of critical SFMS attribute consisting of beneficiary details, validity of BG, value of BG, contract number & BIC code etc will also be made available by the system to issuing Bank trough supplier to avoid mistake during StructuralFinancialMessagingSystem(SFMS)process.Thesevalueswill alsobetransmittedtoadvisingbankconcurrentl yforvalidationofe-BG	Will there be configuration of required SFMS attributes to be transferred to the bank? Will this configuration remain standard across the bank?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
554	II	104	3.4.3.3	BG.REQ.006-Paper BG of issuing bank will not be operational unless same is transmitted to advising bank through SFMS message COV 760. There is provisionforSuppliertouploadpaperBGinPDF formatbeforesending the same to buyer for their reference and scrutiny.	In which module does the Paper BG needs to be uploaded? Once uploaded will the SFMS message be auto processed to advising bank?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

555	II	104	3.4.3.3	BG.REQ.007-Advisingbank,onreceiptoftheSFMSmessage (760COV),will compare & validate the e_BG from the validation data base created on basis of advance information received from NLP MARINE portal. On positive validation, banker server will update the NLP MARINE server by flag "Y" and thus enabling thebuyertoplaceformalcontractonsupplier.Unlessflagis"Y",formal contract cannot be placed	Is bank guarantee mandatory for Bidding on e-Logistics Marketplace? Is it mandatory to get a formal contract finalized? Please list the process flow steps from Bidding to Contract finalization on the portal?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
556	II	105	3.4.3.3	BG.REQ.008-In case validation failed, error message will be generated with the reason of failure. Accordingly NLP MARINE portal will advise supplier for amendmentthroughCOV767messagefromissuingbank.Onreceiptof amendment through SFMS, advising bank will process the input as per above step and update the flag of NLP MARINE portal suitably	Will the issuing bank auto transmit the COV767 message to advising bank?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
557	II	105	3.4.3.3	BG.REQ.009-Advising bank will keep on alerting the buyer about the e-BG such assist expiry etc.&ifnothingreceivedadversely,capitalblockedinformofBG willbereleasedwithintimeframewhichwillultimatelyreducethecost of procurement.	Please list the process flow steps from application of E- BG to expiry? What are the different types of alerts to be triggered and which intervals?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
558	II	56	Certification Pla	Generic Query	We assume Certification& PGA Regulatory platform is the same due to the overlapping functionalities described? Please advise in case of any variations?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

559	II	58	3.3.9	BI and Data Intelligence	Will there be predefined reports? What is the basis of BI report? What will be the filter to be shown dependent on the client type? Can a predefined report be created and published based on client type? Will there be a predefined date for data fetch with the volume of data? Can the reports be shared over Email? Is there a download functionality required? What is the format supported for the reports if there is download functionality?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
560	II	63		Latch On Systems	What will be the structure of latch on services? will each service have a different structure? Is there approval required for latch on service? What and how will it be determined the service is delivered? will there be b2b message interaction on providing details for the latch on services? How is the payment of the service integrated? Who is the receiver of the payment? How will the service providing party register? How will the services under the service providing party be registered? What is the validation for registering for a service? who will authorise service or a service provider? Is there a document verification process?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
561	II	82	PM.REQ.013	Payment Integration	Is there any requiremnt of certification for payment gateway integration?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

562	II	34	2.7.4	Host Level Security	Please elaborate the scope of this	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
563	II	48	3.1	Solution shall cater to industry standards of quality and information security with certifications like ISO 27001 and ISO 9001	Does solution need to be ISO27001 certified or it would just follow process. Generally ISO 270021 certification contains locations and departments. Does the solution development location needs to be ISO27001 certified?	Service provider should follow processes of ISO27001 and for certification requirements please refer Volume 1 of the RFP

| 564 | Volume 2, 8.2.2. | 146 | 3 | DC and DR shall be provided by the same service provider. DR should be more than 100 Km away from DC | The Primary DC-Cloud and the DR-Cloud should be in different physical locations supporting active-active arrangement The requirement is to provide the Business Continuity in case of any disruptions / disaster to the Primary Data Center within the specified RPO / RTO timelines. Different CSPs provide the Disaster Recovery / Business Continuity through different architectures. The Disaster Recovery architecture may be left to the bidder to meet the IPA's requirement of having a fully functional DR in case of disruption to the Primary DC and provide consistent user experience.

AWS has multiple "availability zones" within India region that are different facilities in different places but not necessarily different siesmic zone. Each Availability Zone is designed as an independent failure zone. Each availability zone runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities.

Applications can also be architected for near-zero RPO and RTO that can be achieved through synchronous replication of data across the primary and secondary sites. This is possible only when the data centers | Refer Corrigendum-5 |

565	Volume 2, 8.2.1	Page 143	5	The primary DC and the disaster recovery site should be in different seismic zones within India	The Primary DC-Cloud and the DR-Cloud should be in different physical locations supporting active-active arrangement AWS has multiple "availability zones" within India region that are different facilities in different places but not necessarily different siesmic zone. Each Availability Zone is designed as an independent failure zone. Each availability zone runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities. Applications can also be architected for near-zero RPO and RTO that can be achieved through synchronous replication of data across the primary and secondary sites. This is possible only when the data centers are close enough to allow high-speed low latency links for synchronous replication but at the same physically distinct and far apart so that even uncommon disasters such as fires, tornados, or flooding do not simultaneously impact both the facilities.	Refer Corrigendum-5
566	Volume 2, Infrastr	Page 33		Vendor Specific /Request to follow open standards	Vendor Specific /Request to follow open standards	Refer Corrigendum-5
567	Volume 2, 8.4.1	Page 151	2	Application Framework - To standardize coding practices MS.Net	Application Framework - To standardize coding practices MS.Net / Open standards frameworks The requirement is to follow standard coding practices. Different technology stacks could have different set of best/standard practices. Request to follow open standards	Refer Corrigendum-5

568	Volume 2, 8.4.1	Page 151	4	Reporting - To provide Management with reporting information RDLC, MS SQL SSRS, PDF / Excel Export	Reporting - To provide Management with reporting information RDLC/ Open standards frameworks, MS SQL SSRS/ Open standards frameworks, PDF / Excel Export Request for including Open standards.	Refer Corrigendum-5
569	Volume 2, 8.4.1	Page 151	15	SFTP Client- File Transfer Client "PMX"	SFTP Client- File Transfer Client "PMX" / Open standard frameworks Request for including Open standards.	Refer Corrigendum-5
570	Volume 2, 8.2.2	Page 146	Technical Requirements of Cloud	IPA may at any point of time do physical audit of the DC and DR facilities and the service provider shall facilitate such timely physical audits as decided by IPA	IPA may at any point of time do audit of the provisioned cloud services and the Bidder should implement the necessary features (e.g, audit trail, logging, ..) to enable such audits facilitate timely console access to IPA team. Cloud services are offered through a self-service portal for the customer to provision, manage and administer. The features are provided through the console or APIs for the customer to use to build and deploy a highly available solution. Customer / MSP has full ownership and control of their data. Customer / MSP manages access to their content and AWS services and resources. Customer / MSP maintains who can access the content, the content lifecycle and disposal. Public Cloud Service Providers offer cloud services to multiple customers. In such an environment, the security controls and compliance to various standards (Including ISO 27001, ISO 27017, ISO 27018) are verified by third party auditors. Third-party certifications and evaluations provide assurance that effective physical and logical security controls are in place. Departments should leverage these third party accreditations. CSP may provide the required third party certifications to the	Bidder needs to perform all the audits in order to avoid conflicts and business blindness. IPA may also hire a third-party auditor to conduct security audit, and in such scenario, Bidder shall provide full access and support

571	Volume II	9	1.4 Review of PCS 1x	The IT infrastructure required for running the PCS ver 1.x is cloud based augmented with the API Portal, Data Center in Navi Mumbai and DR site is located at Chennai.	We assume given clause is providing details about exising CSPs and SI can choose any location for DC and DR given that they are in different seismic zones in India.	Refer Corrigendum-5
572	Volume II	9	1.4 Review of PCS 1x	The Period for Development and Implementation of National Logistics Portal – Marine will be one year from signing of the contract. The support and Maintenance will be for four years thereafter. Therefore, the Project is for five years from signing of contract	Can bidder propose optomised approach where during developemnt phase there will only be Dev and UAT environment and no DR.	No change. Tender conditions prevail. Refer RFP section 2.7.3 and 4.2
573	Volume II	13	2.2 Concept of NLP Marine	Document Management System to store all the important documents securely on Cloud Storage. Which helps in any time retrieval	Kindly confirm whether bidder has to provision data storage for DMS to be migrated to new CSP. Please provide storage size needed to consdidered for the same.	Bidder has to perform independent assessment to provision data storage for DMS
574	Volume II	24	2.5 Solution Design Considerations	Application should be hosted in a MeitY empanelled Cloud Service Provider.	MeitY empanelement has different deployment modules such as MeitY Public, MeitY VPC and MeitY GCC. We request bidder to choose for MeitY GCC platform as it provides best security and complete control over proposed cloud infrastructure. Hence we request you to please revise the clause as - **"Application should be hosted in a MeitY empanelled Cloud Service Provider on GCC platform"**	The stated RFP clause states that application should be hosted in a MeitY empanelled Cloud service provider is not restrictive to GCC platform while security specifications are already mentioned
575	Volume II	40	Audits and Reviews	It is extremely important to have a set of IT security management processes and tools to ensure that the IT security of NLP MARINE is always maintained. It is recommended that an IT security policy, framework and operational guidelines be maintained by the BIDDER and Cloud service provider (CSP) as an overall guideline to all forms of IT security – Physical, application, data, network and cloud.	kindly confirm what IPA is referring to in this clause. Please provide more clarity what IT management processses are need to be followed if any in specific. Mention the same.	Refer Vol-2 section 8.2 Annexure II - Cloud Security

576	Volume II	41	Audits and Reviews	**Scope - Frequency** i. Security Audit - Quarterly ii. SLA - Audit Half yearly iii. VAPT - Quarterly iv. Inventory Audit - Once in a year v. Secure Configuration Review - Quarterly vi. Information Security Controls like ISO27001 - Half yearly vii. Privacy Audit and review - Half yearly viii. Privacy Impact assessment templates and library - Annually ix. Incident reporting & management - Annually x. Data Protection Policy - Annually	Kindly confirm if bidder needs to perform all the audits (by third party or inhouse) or IPA will hire third part agencies to perform audits they charges for same will be paid by IPA. Please provide details for each audit.	Bidder needs to perform all the audits in order to avoid conflicts and business blindness. IPA may also hire a third-party auditor to conduct security audit, and in such scenario, Bidder shall provide full access and support
577	Volume II	46	3.1 Scope Overview	Facilitate for seamless upgradation of the existing Application hosting at MeitY Certified Cloud Service provider with DR capabilities as per the mutual understanding with IPA on SLA and deliverables on various aspects of Uptime of Infrastructure, Application, Connectivity, Information Security & Compliance, etc.; as per the implementation guidelines of the incumbent solution provider of PCS 1x solution	Kindly provide details about incumbent CSP. Please confirm migration to be under IPA scope or will be facilitaded by bidder.	Migration will be facilitated by the Bidder. IPA will provide administrative support
578	Volume II	47	3.1 Scope Overview	Hosting - Multi-tenant hosting architectures support shared hosting, Co-Location and virtualization. Disaster Recovery and back up services provide uninterrupted access to systems and infrastructure	Kindly confirm whether Co-Location is in the scope of this project or CSP only has to comply to this clause and IPA may use these services in future during project duration.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
579	Volume II	47	3.1 Scope Overview	Solution should have Onsite and Offsite proper backup mechanism with a mechanism for restoring data to check the backup consistency as per the mutual understanding with IPA on SLA	Our assumption is IPA is looking for DC on cloud with on site backup, DR on cloud, and off site backup (In a different flood plain location to DC site). Please validate if our assumption is correct, if not please correct and explain expected solution.	Assumption is correct.

580						If off site backup is needed please share following details - * Kindly confirm location for offsite backup? * Methodology for offsite backup? (Disk/ tape based) (Physical media or over the internet) * Whether storage and connectivity already present at IPA site where off site is to be taken or bidder need to provision it?	Yes, details to be shared with the bidders during design. Bidder to do a comprehensive assessment.
581	Volume II	59		3.3.10 Cloud Services	It is expected by IPA that the bidder who qualify to provide clouds services will also comply with the mandatory information security requirements applicable for cloud deployment models of "MeitY's **Provisional Empanelment of Cloud Service Offerings of Cloud Service providers (CSPs)**".	Requesting IPA to make this clause manadatory for all cloud service providers and should be added in pre-qualifications criteria for CSP participating in this tender and **CSP must be MeitY empaneled for DC and DR services and STQC audited.**	The stated RFP clause states about MeitY empanelled cloud service offerings and is not restrictive to DC / DR services
582	Volume II		132	6.4 Disaster Recovery Infrastructure	Functional DR with at least 50% compute capacity and 100% storage as that of Primary site.	Please confirm whether bidder has to consider compute and other services at 50% when DR is in passive mode.	The stated RFP clause defined that functional DR with at least 50% compute capacity considering DR is in passive mode. However, Bidder has to perform an independent assessment of the Infrastructure requirements for the proposed system and provide a detailed BOM for the proposed infrastructure in line with the requirements of the project and performance on service level agreements.

583					Please confirm whether IPA is referring to compute wise or quanitity wise 50% for all components.	The stated RFP clause defined that functional DR with at least 50% compute capacity. However, Bidder has to perform an independent assessment of the Infrastructure requirements for the proposed system and provide a detailed BOM for the proposed infrastructure in line with the requirements of the project and performance on service level agreements
584	Volume II	142	8.2.1 Functional Requirement of Cloud # Overall Cloud Requirement	The primary DC and the disaster recovery site should be in different seismic zones within India	The said clause contradicts with clause from section 8.2.2 Technical Requirements of Cloud from page no. 146 which states *DC and DR shall be provided by the same service provider. DR should be more than 100 Km away from DC.* Requesting IPA to please keep this clause as it provides best possible disaster recovery solution considering all scenarios like DC failover, earthquake, flood - ***"The primary DC and the disaster recovery site should be in different seismic zones within India"***	Refer Corrigendum-5 Should be compliant with guidelines of National Critical Infrastructure
585	Volume II		143	8.2.1 Functional	Cloud service shall use solid state drive (SSD) backed storage media with minimum	Kindly confirm minimum IOPS requried at SSD Storage level	SSD Storage minimum IOPS - 1000
586						Kindly confirm whether SSD storage is to used across all storage requirements in this project.	SSD Storage recommended across all storage requirements in this project

587	Volume II	144	8.2.1 Functional Requirement of Cloud # Database and Allied Services	Cloud service shall have access control policies that are attached to users, groups. Cloud service shall integrate with LDAP / Active Directory. Cloud provider shall support setting up a stand-alone directory in the cloud or connecting cloud resources with LDAP / Microsoft Active Directory	Can CSP propose it's own IAM services for cloud access which will be integrated with AD or LDAP.	CSP can propose IAM/PIM solution. However, it should an open platform solution
588	Volume II	144	8.2.1 Functional Requirement of Cloud # Database and Allied Services	Cloud services provider shall provide services like Database as a service (both RDBMS and No SQL), SMTP and SMS, DNS, Data warehouse, Storage, Analytics, Message queuing etc.	Kindly confirm data warehouse and analytics is in the scope of this project or CSP only has to comply to this clause and IPA may use these services in future during project duration.	In RFP Vol-2, Annexure II clause 8.2.1 states that data warehouse and analytics is in the scope of this project
589	Volume II	145	8.2.1 Functional Requirement of Cloud # Cloud Security	All sensitive data must be secured using encryption with the encryption keys generated, escrowed synchronized and under control of IPA and not by the cloud service provider. Encryption solutions used must have industry standard certifications and accreditations like FIPS, Common Criteria etc.	Kindly confirm if IPA is referring to HSM here? Can bidder propose cloud HSM or IPA is looking for dedicated HSM hardware for this project	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM
590	Volume II	145	8.2.1 Functional Requirement of Cloud # Cloud Security	Native or default encryption options available at different layers such as storage, database, application etc. are only to be used when it is possible to provide centralized key management for the options. All encryption keys at every part of the infrastructure should be auditable and accessible to IPA through a centralized key manager		Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
591	Volume II	147	8.2.2 Technical Requirements of Cloud # Cloud proposal by Service Provider	Availing backup or DR services from a different service provider	We request IPA to opt for DC and DR services from same CSP as every CSP follows it's methodologies and processes. In case DC -DR switchover, DR drill it may create integration isssues. Hence please revise this clause as - **"DC, DR and backup services needed for this project should be from same cloud service provider"**	No change. Tender conditions prevail.

592	Volume II		147	8.2.2 Technical Requirements of Cloud # Cloud proposal by	Cloud Service provider shall provide required support to IPA in migration of the Virtual Machines (VMs), data, content and any other assets to the new environment created by IPA to enable successful deployment and running of NLP Marine on	As per mentioned clause, IPA will perform migration from existing to new CSP and bidder will only provide support for the same. Please validate if assumption is correct. If not please explain. (If bidder needs do provide end to end migration)	Technical and functional responsibilities lies on lead Bidder and CSP for migration. IPA will provide administrative support
593						Kindly confirm details about overall storage size needed to be migrated from existing CSP to new CSP for planning migration strategy and storage sizing in new environment	Bidder has to perform an independent assessment of the Infrastructure requirements for migration storage sizing
594						Kindly confirm migration to be provided for complete infra as mentioned in **8.6.1 Existing Systems Details on page no. 154-160** of volume II of RFP	8.6.1 Existing Systems Details on page no. 154-160
595	Volume II	153		8.4.3 Reliability (up time), redundancy, persistency, fall back scenarios	Bandwidth Estimation	Kindly provide details about internet bandwidth required at cloud DC and DR site.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
596	Volume II	161		3. Security tools Implemented in IPAPCS1.x Application	**Selecting an Off-site Storage Facility**	Kindly confirm off site storage is part of cloud solution expected in this RFP or mentioned as part of existing solution. Please share details whether bidder need to provision offsite storage as a part of this solution and as per shared requirements under Selecting an **Off-site Storage Facility on page 165 onwards of Vol II of RFP**	Annexure 2 refers to existing PCS 1x solution. For NLP Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
597	Volume II	162		3. Security tools Implemented in IPAPCS1.x Application	Privileged identity management (PIM) will be used for monitoring and protection of superuser accounts in IT environments.	Kindly confirm no. of users at cloud DC and DR for PIM service	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

598	General				Kindly provide estimation for year on tear growth in data and in users for sizing the solution.	Bidder has to perform an independent assessment on tear growth in data and in users for sizing the solution
599	General				Kindly provide details for daily data generation of PTP replication link between cloud DC and DR	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
600	General				Kindly confirm whether IPA has any dependancy on any OEM for exisiting solution like PIM, SIEM, etc or bidder can propose services from leading OEMs for respective services as required.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
601	7.5 Training and Capacity Building	136	3	4. The BIDDER is required to impart the following types of training to ensure smooth implementation of NLP MARINE.	As employees of various Port Community System of Indian Ports Association needs to join online training & discussion remotely on regular basis , it is suggested to have Video based Training hardware from Instant Messaging OEM at critical office locations for smooth and seamless communications. Kindly suggest	No change. Tender conditions prevail. Refer Vol 2 section 7.5
602	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	IPA may at any point of time do physical audit of the DC and DR facilities and the service provider shall facilitate such timely physical audits as decided by IPA	As per RFP Security and Data Criticality guidelines of IPA PCS1.x project , We understand that Applications should be hosted on dedicated Private Cloud in Govt approved premises for DC & DR facilities . Also all data base , compute, storage and Network resources of this project should not be shared with other customer and will be availeble for audit and fornesic analysis. Kindly confirm if our understanding is correct.	Refer Corrigendum-5

603	2.5 Solution Design Considerations	24	3	Application should be hosted in a MeitY empanelled Cloud Service Provider.	MeitY empanelled CSP do provide service on shared basis which is not recommended for this kind of critical government project. So request you to clarify that if CSP will created separate private cloud for this project where resource will not be shared by CSP for other customers or they are allowed to provide shared resource/services . Kindly Clarify.	Refer Corrigendum-5
604	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	New development and enhancements	We understand that to develop new modules & enhancement, the application architecture should be built on micro-services based architecture, considering the scale of the applications & making it to build Single platform .CSP should look at new age micro-services architecture to build DC & DR facilites, that can make the application modules pluggable & scalable. Kindly clarify our understanding correct	Scalability and modular design architectures are the prime requirement of NLP Marine. Bidder can propose solution architecture adhering RFP clauses and Meity guidelines
605	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Workloads Provisioning	To build DC & DR facilites for IPA ,We understand that CSP must include enterprise grade supported lightweight container management platform for production grade environments, powered by Kubernetes to reduces the complexity of configuring, deploying, securing, scaling and managing containers. Kindly confirm if our understanding correct	Yes, understanding is correct

606	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Workloads Provisioning	To build DC & DR facilites for IPA, We understand that CSP should use AI/ML engine to provide right actions for every layer of the stack:- sizing:- how to right size the containers (CPU, Mem, N/W utilizations), Placement:- when to reschedule pods to which nodes, auto-scaling:- when to scale in & scale out. Kindly confirm if our understanding correct	Yes, understanding is correct. Dynamically allocate instances based on load, with no service during demand spikes to maintain performance and decrease capacity during lulls to reduce costs
607	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Network Provisioning & Visibility	To build DC & DR facilites for IPA, We understand that CSP must use spine-leaf architecture with MACsec support on all network hardware for integrated security and SDN Fabric that must have zero trust policy model for connected systems or hosts to help in protecting against any kind of attacks like Unauthorized Access, Man - in - the - middle - attack, Replay Attack, Data Disclosure, Denial of Service through stateless distributed firewall. Kindly confirm if our understanding correct	Yes, understanding is correct. The Security architecture principles (Adhering MeitY,CERT-In and ISO 27001 guidelines) for NLP Marine is required to be considered as "Defence in Depth", multi-layer defence mechanisms, so that an attacker has to defeat multiple mechanisms to perform an attack.
608	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Network Visibility	To build DC & DR facilites for IPA, We understand that CSP must use Fabric /SDN controller should provide micro-segmentation rules and policies for workloads (BareMetal, virtual (VMware, Hyper-V, KVM, open stack), containers) connected to DC fabric for east-west traffic . It must support segmentation of VM based attributes like hostname, OS, VM Tags, FQDN, Microsoft AD based classification (by integrating with MS AD controller, MS AD Domain and Groups) Kindly confirm if our understanding correct	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

| 609 | SolutionDesignConsiderations | 24 | 4 | Virtual Private Network Deployment | Keeping in view the scale and complexity of the project and as also mentioned that server will be accessed from external users after authentication. It is important to have a integrated defence in depth approach wherein not only identity based threat are mitigated but also the device specific threats or apt related threat protectection is also required.

We strongly recommend to use multifactor authentication along with solution capability to perform security posture accessment, with DNS & IP Layer enforcement before allowing server/application access from anywhere.Domain Based Split Tunnel is also required for VPN

Please clarify if our understanding is correct to have secure architecture to meet future requirement. | Refer RFP Vol-2 section 8.2 -Annexure II |

| 610 | Network Security | 152 | | | Security measures against malware (anti-virus, Trojan detection, anti-spam, etc.) Security measures against network-based attacks (IPS/IDS systems, firewall, Application Layer Gateway, etc.) DDoS mitigation (protection against DDoS attacks) | With Zero trust architecture defenses moved from static, network- based perimeters to focus on users, assets, and resources.Zero trust is a response to enterprise network trends that include remote users, bring your own device (BYOD), and cloud- based assets that are not located within an enterprise-owned network boundary. Application access by right user and from secure device and securing all connection within the application is advisable. Zero Trust Architecture for the integrated system shall include zero trust architecture for workload as well as for workforce.

Request you to consider Zero-Trust Architecture along with antiAPT for the integrated ecosystem.

Considering defense in depth cybersecurity strategy please clarify if workload protection (which includes behavior baselining, analysis, and identification of deviations, microsegmentation policies) is also required.

Kindly include this sugession to have secure architecture to meet future requirement. | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 611 | Network Security | 152 | | | Security measures against network-based attacks (IPS/IDS systems, firewall, Application Layer Gateway, etc.) | It is suggested that Device must automatically generate IPS/IDS rules based on network discovery data which must be based on operating systems, servers, and client application protocols detected on network. Kindly include this sugession to have secure architecture to meet future requirement. | Refer Corrigendum-5 annexure 2.2 |

612	5.3 Service Level Agreement	118 /120	SLA Parameters during Operations and Maintenance Period	Availability for applications - Automated measurement tool to be developed as part of SLA monitoring tool to provide metric values against this parameter.	Considering strignent SLA guidelines mentioned in RFP document w.r.t to SLA monitoring / performance of Application , We understand that CSP must include standard Application Performance Management platform to track performance issues, transaction failures and monitor metric for SLA meaurement. Standard APM tool will facilitate & ensure comprehensive application performance visibility assuring seamless service dellivery and SLA adherence. Please clarify.	The bidder is expected to fulfil all requirement of RFP and bidder is expected to provide an appropriate technology solution that would be evaluated against requirement
613	2.7.8 Enterprise Manageability and Operations Architecture	39	Application/Infrastructure Monitoring Tools and Practices	It is strongly recommended to have application monitoring in place for all applications where application performance is continuously recorded and evaluated.	Please clarifiy whether the monitoring tool required to monitor the application performace and availability related metrics for SLA by SP should be perpetual in nature or subscription license model. Given its large mission mode project nature and software support required for multiple years, perpetual license is the best fit.	The bidder is expected to fulfil all requirement of RFP and bidder is expected to provide an appropriate technology solution that would be evaluated against requirement

| 614 | 2.7.8 Enterprise Manageability and Operations Architecture | 39 | | Application/Infrastructure Monitoring Tools and Practices | It is strongly recommended to have application monitoring in place for all applications where application performance is continuously recorded and evaluated. Application monitoring would enable quick troubleshooting of any issues related to application performance and also give a continuous end user experience measurement. | We understand that below features are required for Applications Performance

- To perform auto-discovery and provide performance visibility into all transactions processed by an application and its related components. This will facilitate real time tracking of application and transaction health.

- To proactively detect application performance issues and minimize transaction failures?

- To populate real-time application landscape map of requests across its topology to detect dependencies among various tiers and components along with performance

- To automatically learn all the application traffic patterns and baseline them. And whenever any deviation are detected within these patterns, it should be able to alert the operations team. This will facilitare proactive monitoring.

- Code-level visibility to facilitate tracking bottlenecks into the application performance and help in code optimization.
Kindly include the above features to have Granular Application Performance | Refer Corrigendum-5 annexure 2.2 |

615	2.7.8 Enterprise Manageability and Operations Architecture	39	Application/Infrastructure Monitoring Tools and Practices	It is strongly recommended to have application monitoring in place for all applications where application performance is continuously recorded and evaluated. Application monitoring would enable quick troubleshooting of any issues related to application performance and also give a continuous end user experience measurement.	We understand below features are required for APM reporting - For setting up auto-thresholding of all the application performance metrics/KPIs in the monitored environment to facilitate proactive monitoring and actionable alerting. - To run synthetic scripts periodically to monitor availability and performance of critical services across 24*7 from defined locations - a single monitoring platform which provides contextual visibilty across various layers of application like server/databases/middlewares/remote end-points etc. Kindly include the above functaionlities to ensure bidder propose industary standard APM tools for this project.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
616	7.2 Infrastructure Maintenance	134	1	1. The BIDDER shall be responsible for the overall administration and management of the NLP MARINE including the related ICT Infrastructure. The BIDDER shall be responsible includes but not limited to: a. Maintenance of Hardware and Server System at Cloud DC and DR b. Undertaking of performance tuning of the Hardware System to enhance Systems performance and comply with SLA requirements on a continuous basis. c. 24x7 monitoring & management of availability & security of the infrastructure & assets (including data, servers, systems etc.) d. Monitoring and recording ICT infrastructure performance at all locations and taking corrective actions to ensure performance optimization on a daily basis	We understand that Bidder will be responsible for Complete underline Infra Structure like Network , Security , Compute , Storage etc. and NLP Applications for this NLP Marine Project. This condition is only possible if Hardware & Software used in DC and DR facilities will be completely dedicated & owned by IPA for IPA NLP Marine Project and will not share any resources with other customers. Kindly clarify	Refer Corrigendum-5

617	2.5 Solution Design Considerations	24	3		Application should be hosted in a MeitY empanelled Cloud Service Provider.	MeitY empanelled CSP do provide service on shared basis which is not recommended for this kind of critical government project. So request you to clarify that if CSP will create separate private cloud for this project where resource will not be shared by CSP for other customers or they are allowed to provide shared resource/services . Kindly Clarify.	Yes, CSP can suggest private cloud for this project. However, Cloud service offerings and CSP should be empanelled with MeitY
618	8.2.2 Technical Requirements of Cloud	146		Cloud proposal by Service Provider	IPA may at any point of time do physical audit of the DC and DR facilities and the service provider shall facilitate such timely physical audits as decided by IPA	A CSP provides a Virtual Machine (VM) to the customer. The server hosting the VM may be running multiple other VMs for other customers, thus creating contention, and resource crunch during application bursts. Since the physical servers are not accessible to the end customer, auditability of the infrastructure becomes a major challenge on the CSP Model. The Complete Physical Audit of DC and DR is only possible if Hardware & Software used in DC and DR facilities will be completely dedicated for IPA NLP Marine Project and will not share any resources with other customers. Kindly clarify	Bidder needs to perform all the audits in order to avoid conflicts and business blindness. IPA may also hire a third-party auditor to conduct security audit, and in such scenario, Bidder / CSP shall provide full access and support

| 619 | 2.7.8 Enterprise Manageability and Operations Architecture | 39 | Application/Infrastructure Monitoring Tools and Practices | It is strongly recommended to have application monitoring in place for all applications where application performance is continuously recorded and evaluated. | Please add below clause as

"Application Monitoring Tool required to monitor the application performace and availability related metrics for SLA should be based on perpetual license model and APM vendor should be in latest Gartner leader Magic Qudarant"

Justitication:-
Given its large mission mode project nature and Software support should be required for multiple years, We recommend that perpetual license is always the best fit and Gartner endorsement on solution will help bidder to propose industary recognised solution for deep insight in complex applications ,best in class service & support. | Refer Corrigendum-5 annexure 2.2 |
| 620 | Volume 2 Scop of Work | 46 | 3.1 Scope Overview | All services and licenses procurement will be proposed by successful bidder and responsibility of procurement and cost shall rest with IPA, who will be the owner. | Pleas clarify the services including (Server hardware, storage hardware) & all software licenses will be in name of IPA? | Refer Corrigendum-5 |

| 621 | Volume 2 Scop of Work | 24 | 3. Cloud Enabled Deployment | Cloud virtrual private network | Kindly add below clause as "The solution should provide cloud agnostic networking & automate and secure multi-cloud connectivity through unified management. Single pane of glass for management, visibility, monitoring, and troubleshooting across multi-cloud environments. The solution should automate cross-domain service chaining of application traffic across various L4–L7 devices to scale and secure any application, anywhere The solution should provide cloud networking functionalities like User Account , logical isolation of network , security groups The solution should provide networking, visibility, and policy-translation functionalities for workloads deployed across multiple cloud regions and availability zones." **Justitication:-** Cloud virtual private network should have unifid network autoamtion & visibilty in the network, the solution should also provide cloud agnostic networking to ensure there is no cloud lock in & there could be seamless migration to other cloud if required in future | No change. Tender conditions prevail |

622	Volume 2 Scop of Work	24	3. Cloud Enabled Deployment	Backup	Kindly add the clause as "The data should be backed up at Cloud location providing WORM, Encryption (FIPS, AES 256), native archive to cloud & provision to move data across clouds. "	No change. Tender conditions prevail
					Justification Request you to define above clause for backup section to ensure data backup should be performed by cloud agnistic backup tool to ensure protection of files	

| 623 | Volume 2 Scop of Work | 26 | 2.7.1 Guiding Architectural Principles | Performance | Kindly add the clause as "The solution should include a workload optimization tool that is cloud instance aware (on demand, reserved etc.), to give recommendations on scaling based on the available inventory offering performance & scale

The application resource management solution should user AI/MI engine & provide cost visibility of a VM (compute, license, Public IP, storage costs etc.) & should provide automated actions to optimize cost to identify & suspend unused instances (based on utilization) in the cloud, the solution should be aware of the purchasing pattern of the cloud on-demand & reserved instances.

The application assurance solution should be aware of PaaS services like Databases & should be able to monitor and provide scaling actions of relational databases in cloud environment "

Justification:-
Request you to define certain features under performance section, that can ensure solution uptime & using AI/ML engine for real time application resource management | Refer Corrigendum-5 |

624	Volume 2 Scop of Work	31	2.7.3 Infrastructure Architecture	Infrastructure Solution Baseline	Kindly add the clause "The DC & DR shall operate on Active-Passive mode. DR shall be exact replica in architecture of DC ad shall operate at 50% compute & 100% storage as DC during outages. The solution should provide policy translation and cloud-networking functionalities in DC & DR to assure security (stateless distributed firewall, microsegmentation) consistency in policies in both DC, DR (same network & security profile cross Data centers) " **Justification:-** Request you to define certain features under Infrastructure Solution Baseline that can ensure solution High Availibility, Security and seamless operations.	No change. Tender conditions prevail
625	Volume 2 Scop of Work	31	2.7.3 Infrastructure Architecture	Additional Migration point	Kindly add the clause as "Support in Migration of all data from existing infrastructure in secured manner ensuring data mobility without vendor lock-in by providing Automate data management to move and recover workloads across clouds" **Justification:-** Request you to define above clause migration scope that can ensure solution seamless migration in case of Multivendor clouds enviornment..	No change. Tender conditions prevail

| 626 | Volume 2 Scop of Work | 26 | 2.7.1 Guiding Architectural Principles | Managbility | Kindly add the clause as "The solution should be managed by cloud agnostic enterprise grade supported lightweight container management platform for production grade environments, powered by Kubernetes to reduces the complexity of configuring, deploying, securing, scaling and managing containers.

The solution should provide immutable infrastructure & container as a service:- Unified fullstack management of host OS, K8s etc. With integrated deployment of add-ons (Prometheus, registry, IP mgmt. without external DHCP)"

Justification:-
To manage the solution at scale request you to include container managment platform that will assis the applicaitons in easy management | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 627 | Volume 2 Scop of Work | 26 | 2.7.1 Guiding Architectural Principles | Scalability: | Kindly add the clause as "The application functions to be divided logically and developed as Modular solution. the application architecture should be built on micro-services based architecture"

Justification
Considering the scale of the applications & making it to build pl request you to look at new age micro-services architecture, that can make the application modules pluggable & scalable | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

628	Volume 2 Scop of Work	26	2.7.1 Guiding Architectural Principles	SLA driven solution:	CaaS (container) solution should have GUI with integrated monitoring with Prometheus/Grafana, log analytics with ELK bundled as part of the platform with security releases & lifecycle management The solution should provide full stack context; Application metric via Prometheus/Grafana, Service mesh monitoring via Kiali, Tracing via jaeger **Justifcation**:- In order to maintain SLA's in real times, th solution shoudl have built in monitoring tools to identify any issus, remediate them & maintain SLA's	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
629	7.5 Training and Capacity Building	136	3	The BIDDER shall conduct the training at IPA office in New Delhi and/or online using tools like Zoom, TEAMS or equivalent	We understand that instant Messaging tools for online training and online meetings should have General Data Protection Regulation compliance to ensure secure communications between Govt Stakeholders. Please clarify if our understanding is correct.	Bidder expected to conduct training in secure manner as per GOI guidelines
630	7.5 Training and Capacity Building	136	3	4. The BIDDER is required to impart the following types of training to ensure smooth implementation of NLP MARINE.	As employees of various Port Community System of Indian Ports Association needs to join online training & discussion remotely on regular basis , it is suggested to have Video based Training hardware from Instant Messaging OEM at critical office locations for smooth and seamless communications. Kindly incorprate the above suggestion for seamless & secure meetings & trainings.	No change, please refer RFP Vol-2 section 7.5

631	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	New development and enhancements	We understand that to develop new modules & enhancement, the application architecture should be built on micro-services based architecture, considering the scale of the applications & making it to build Single platform .CSP should look at new age micro-services architecture to build DC & DR facilites, that can make the application modules pluggable & scalable. Kindly clarify our understanding correct	Scalability and modular design architectures are the prime requirement of NLP Marine. Bidder can propose solution architecture adhering RFP clauses and Meity guidelines
632	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Workloads Provisioning	To build DC & DR facilites for IPA ,We understand that CSP must include enterprise grade supported lightweight container management platform for production grade environments, powered by Kubernetes to reduces the complexity of configuring, deploying, securing, scaling and managing containers. Kindly confirm if our understanding correct	Yes, understanding is correct
633	8.2.2 Technical Requirements of Cloud	146	Cloud proposal by Service Provider	DC & DR Workloads Provisioning	To build DC & DR facilites for IPA, We understand that CSP should use AI/ML engine to provide right actions for every layer of the stack:- sizing:- how to right size the containers (CPU, Mem, N/W utilizations), Placement:- when to reschedule pods to which nodes, auto-scaling:- when to scale in & scale out. Kindly confirm if our understanding correct	Yes, understanding is correct. Dynamically allocate instances based on load, with no service during demand spikes to maintain performance and decrease capacity during lulls to reduce costs

| 634 | 8.2.2 Technical Requirements of Cloud | 146 | Cloud proposal by Service Provider | DC & DR Network Provisioning & Visibility | To build DC & DR faciles for IPA, We understand that CSP must use spine-leaf architecture with MACsec support on all network hardware for integrated security and SDN Fabric that must have zero trust policy model for connected systems or hosts to help in protecting against any kind of attacks like Unauthorized Access, Man - in - the - middle - attack, Replay Attack, Data Disclosure, Denial of Service through stateless distributed firewall.

Kindly confirm if our understanding correct | Yes, understanding is correct. The Security architecture principles (Adhering MeitY,CERT-In and ISO 27001 guidelines) for NLP Marine is required to be considered as "Defence in Depth", multi-layer defence mechanisms, so that an attacker has to defeat multiple mechanisms to perform an attack. |
|---|---|---|---|---|---|---|
| 635 | 8.2.2 Technical Requirements of Cloud | 146 | Cloud proposal by Service Provider | DC & DR Network Visibility | To build DC & DR faciles for IPA, We understand that CSP must use Fabric /SDN controller should provide micro-segmentation rules and policies for workloads (BareMetal, virtual (VMware, Hyper-V, KVM, open stack), containers) connected to DC fabric for east-west traffic . It must support segmentation of VM based attributes like hostname, OS, VM Tags, FQDN, Microsoft AD based classification (by integrating with MS AD controller, MS AD Domain and Groups)

Kindly confirm if our understanding correct | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

| 636 | SolutionDesignConsiderations | 24 | 4 | Virtual Private Network Deployment | Please add the below clause as

"Integrated defence in depth approach wherein not only identity based threat are mitigated but also the device specific threats or apt related threat protectection is also required.

Multifactor authentication along with solution capability to perform security posture accessment, with DNS & IP Layer enforcement before allowing server/application access from anywhere.Domain Based Split Tunnel is also required for VPN "

Justifcation:- Security framework should have above features to ensure secure architecture to meet future requirement. | Refer RFP Vol-2 section 8.2 -Annexure II |

| 637 | 8.4.2 Technical Requirements Security | 152 | Network Security | Security measures against malware (anti-virus, Trojan detection, anti-spam, etc.) Security measures against network-based attacks (IPS/IDS systems, firewall, Application Layer Gateway, etc.) DDoS mitigation (protection against DDoS attacks) | Please add the clause as

With Zero trust architecture defenses moved from static, network- based perimeters to focus on users, assets, and resources.Zero trust is a response to enterprise network trends that include remote users, bring your own device (BYOD), and cloud- based assets that are not located within an enterprise-owned network boundary.

Application access by right user and from secure device and securing all connection within the application is advisable. Zero Trust Architecture for the integrated system shall include zero trust architecture for workload as well as for workforce.

Considering defense in depth cybersecurity strategy please clarify if workload protection (which includes behavior baselining, analysis, and identification of deviations, microsegmentation policies) is also required.

Justifcation:- Request you to consider above features to ensure Zero-Trust Architecture along with antiAPT for the integrated ecosystem to meet NLP IPA future requirement | No change. Tender conditions prevail |
| 638 | 8.4.2 Technical Requirements Security | 152 | Network Security | Security measures against network-based attacks (IPS/IDS systems, firewall, Application Layer Gateway, etc.) | PLease add the clause as

"Device must automatically generate IPS/IDS rules based on network discovery data which must be based on operating systems, servers, and client application protocols detected on network".

Justifcation:- Kindly include this sugession to have secure architecture to meet future requirement. | Refer Corrigendum-5 annexure 2.2 |

639	2.7.8 Enterprise Manageability and Operations Architecture	39	Application/Infrastructure Monitoring Tools and Practices	It is strongly recommended to have application monitoring in place for all applications where application performance is continuously recorded and evaluated. Application monitoring would enable quick troubleshooting of any issues related to application performance and also give a continuous end user experience measurement.	We understand below features are required for APM reporting - For setting up auto-thresholding of all the application performance metrics/KPIs in the monitored environment to facilitate proactive monitoring and actionable alerting. - To run synthetic scripts periodically to monitor availability and performance of critical services across 24*7 from defined locations - a single monitoring platform which provides contextual visibilty across various layers of application like server/databases/middlewares/remote end-points etc. Kindly include the above functaionlities to ensure bidder propose industary standard APM tools for this project.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
640	1.2 Objectivesof PCS 1x Volume 2	8		The objectives of developing PCS 1x: • Cloud based (24 x7 availability)	What is the current status of servers i.e. these are on cloud (AWS or Azure) or on premisis, please confirm	PCS 1x currently hosted on Cloud
641	1.2 Objectivesof PCS 1x Volume 2	8		The objectives of developing PCS 1x: • Move towards paperless regime	Please provide details flow count and exact flow which we need to digitalize	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
642	1.3 Current Status of PCS 1x Volume 2	8		Some of the major functionalities implemented/ under implementation as part of PCS 1.x are:	Can you please specify exactly what are completed and what is in progress , and are these in scope of vendor or PCS will complete the same at their end only	Refer Corrigendum-5
643	1.4 Review of PCS 1x Volume 2	9		IPA has decided to appoint a partner that can: Therefore, the Project is for five years from signing of contract	All infra part i.e. servers and licenses are under vendor scope or that will be provided by PCS	Refer Corrigendum-5

644	1.6 Journey of PCS towards NLP Volume 2	10			Ministry of Commerce, Ministry of Shipping and Indian Ports Association have envisaged a National Logistics Portal which would integrate the Marine National Logistics Portal, Land National Logistics Portal, e-Marketplace and Air National Logistics Portal.	Land , air, e market place has already been developed or we have to develop all with marine system	Refer RFP Vol 2 section 1.6
645	1.6 Journey of PCS towards NLP Volume 2	10			Once NLP-Marine is developed and operated, it will be ultimately get merged/integrated with the I-log platform (single window) being developed by Logistics Division of Ministry of Commerce which embraces by Logistics portals viz. marine, land, air and e-market place.	It is already developed or under development For integration will PCS arrange meetings and all facilitation for this or its under vendor's ownership	i-log is the futuristic vision and the modalities are yet to be decided. NLP Marine is a step towards i-log.
646	2.1 Overview of Proposed NLP-Marine Volume 2	11			PCS 1x is currently operational for nineteen port communities, predominantly the messages being exchanged are between the Ports, and the Customs, that too mostly vessel related. Annexure I in this document shows the total identified stakeholders under the PCS 1x program.	Are these integrations standardized and real time , Please explain	All ports are linked through API, xml or flat files. Messages are exchanged in real time
647	2.1.1. Cargo Services Volume 2	12			• Activities / services for handling non-containerized cargo will be included in the same	Is PCS is currently handling non-containerized cargo or not, Please confirm. If yes, what is the unique key to handle that.	Yes, PCS currently handling the non-containerized cargo
648	2.1.4. Finance and Insurance Platform Volume 2	13			• Services offered by Bank such as LC process, Bank Guarantee Process can be done	Banks with which integration is already there in Phase 1 will be used for this purpose or any new integration is in scope	IPA recommends the banks / payment gateways to be integrated with NLP and service provider to facilitate the integration of the bank and payment gateway
649	2.1.4. Finance and Insurance Platform Volume 2	13			• Reconciliation service to benefit the Services provider and consumer for easy tracking of the payment history and faster reconciliation process	Reconciliation is already there in the system or we have to do for phase 1 part also And Payment settlement is with any bank or with us only	IPA already has a system of bank reconciliation (daily sum of PCS 1x). The same has to be taken forward. Invoice generation will be part of scope

650	3.1 Scope Overview Volume 2	48		Solution should have the capability of providing Invoicing to the users of value-added solutions in multiple formats and against multiple parameters related to the transaction.	How many invoice formats needs to consider	Atleast standard EDIFACT and XML, rest to be finalized during design phase
651	3.1 Scope Overview Volume 2	48		Solution should provide Notifications in the form of SMS, Email, WhatsApp and In App Notifications.	Are you referring WhatsApp Chat Bot(i.e Task Management Tool)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
652	3.1 Scope Overview Volume 2	49		Provide value added services which will benefit the users of NLP Marine; such as Bidding Module, Chat Bot	Regarding chat bot tool, we like to have some more functional information on this document	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
653	3.1 Scope Overview Volume 2	49		Implementation and Onboarding of stakeholders conduct road shows and events.	Regarding Onboarding, road shows & events, bidder needs the full support from IPA in terms of arrangements and planning activities. kindly consider this point.	Refer Corrigendum-5
654	3.1 Scope Overview Volume 2	49		Bidder has to consider both the options for on-boarding PGAs through SWIFT as a latch-on or individual API integration with PGAs shall be incorporated in the tender.	Is that the list given in section:8.7.2 & 8.7.3 or any other will include?	Refer List of PGAs on Page 182, however not limited to this list.
655	3.1 Scope Overview Volume 2	49		IPA, post 2 years of Go-Live, could get into an agreement with the bidder basis the per transaction fees for the customer on an agreed revenue sharing model as agreed by both the parties.	Instead of 2 years, can we change to 1 year post go-live for per transaction business model. Kindly consider.	Refer Corrigendum-5

656	3.1 Scope Overview Volume 2	49		Indicative list of Latch-on functionalitiesis given in Annexure VII. The bidder needs to estimate based on 50 Latch-on applications for the commercials as part of this scope of work in the RFP. However, if during implementation it is realised that a functionality is not being integrated as a latch-on and is made available through API integration, then the bidder shall be paid as per the discovered unit rate per API integration.	Q-1:Is total latch-on application count is 50 or its only for commercials Q-2: If its only for commercials, then what is the total count for whole project	Refer to corrigendum-5
657	3.3 Other Key Requirements 3.3.1 Cargo and Carrier Platform Volume 2	51		Route Planning --Estimate cost calculation	Q-1:Regarding cost calculation, Do we need to show the both vehicle & cargo related cost estimation? Q-2: If its a vehicle cost, where we can integrate the details like latest diesel rate, vehicle base cost etc?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
658	3.4 Full Functional Scope NLP MARINESYSTE M Volume 2	60		The NLP MARINE platform is divided on the basis of four components: 1) Carrier and Cargo Services 2) Single window certificationsystem 3) Integrated Regulatory Platform 4) Banking and InsurancePlatform	In current platform(i.e PCS 1x), do we have all these components	For existing modules of PCS 1x, please refer the Vol-2 section 8.6 Annexure VI

659	2. Proposed National Logistics Portal - Marine 2.1 Overview of Proposed NLP-Marine Volume 2	11		Due to the prevalent scenario, following are the challenges faced by Trade on a daily basis. □ Absence of standardised formats across stakeholders; □ Limited levels of automation among various stakeholders; □ Manual process for documentation and duplication of paperwork as required for various agencies and stakeholders; □ Lack of real time information; □ Lack of standardised operating procedures and timeframe for giving approvals; □ No standardisation and harmonization of processes and Documentation;	If you provide some real time case studies for each challenges, it will be great to understand the problems	Case studies to be provided during the implementation
660	3.1 Scope Overview Volume 2	48		Solution should provide Decision Support To	Any specific software or tool to recommend	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
661	3.1 Scope Overview Volume 2	47		Hosting - Multi-tenant hosting architectures support shared hosting, Co-Location and virtualization. Disaster Recovery and back up services provide uninterrupted access to systems andinfrastructure	**Question1**: All major cloud datacenter vendor support multi-tenant hosting architecture. Please confirm what exactely the terms related to co-location, it means spreading instances across regions or data center where you get floor space, electrical power and an Internet connection. **Question2**: Can we conside AWS, Azure, Google cloud in such case.Please confirm.	Refer Corrigendum-5
662	Others				PCS is integrated with multiple stakeholders. As per our understanding, we do not have to integrate with these stakeholders already as data is available in PCS already. Please describe the data components available in PCS to be used in NLP for analytics and reporting purpose.	Refer Corrigendum-5

663	RFP Vol 2 Section - 3.1	46		Scope of Work - Cloud Provisioning and 3rd Party Security Audit	NLP Marine Estimates Cloud Computing Size – DC / DR Establishment of Network Connectivity Deployment and commissioning of requisite Hardware/Network Infrastructure components at Cloud for DC/DR	Is the DC-DR in Active-Active or Active-Passive or Hot Standby?	Bidder to provide solution as per his assessment.
664	RFP Vol 2 Section - 3.1	46		Scope of Work - Cloud Provisioning and 3rd Party Security Audit	3rd Party Security Audit and Certification	In a cloud environment - How do you propose third party security audit?	Refer RFP Vol-2 section 2.7.5
665	RFP Vol 2 Section - 3.1	47			IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA.	Does the Solution provider provision for CSP cost in its financial proposal?	Refer Corrigendum-5
666	RFP Vol 2 Section - 3.1	47			Solution should have Onsite and Offsite proper backup mechanism with a mechanism for restoring data to check the backup consistency as per the mutual understanding with IPA on SLA.	Is it required to provision onsite backup? If yes - Please provide details of quantum of resources, mechanism for back up.	Refer Corrigendum-5
667	NLP-IPA-Vol2 1. About The Project	7		1.1 Background	Cloud migration for PCS 1.0 and Implementation	NLP-Marine is requested to provide the full details of the existing setup for the migration of the infrastructure to cloud, details provided in **6.1 Data Centre Infrastructure – Production & 6.2 Data Centre Infrastructure – UAT / QA, 6.3 Data Centre Infrastructure - Staging and 6.4 Disaster Recovery Infrastructure** is not sufficient, Need the full details as per the **asset sheet** provided.	Existing setup details provided in RFP Vol-2 section 8.6, Annexure VI
668	NLP-IPA-Vol2 1. About The Project	7		1.1 Background	Cloud Solution-Allows Access from Anywher	Can the Service Provider propose the Public Cloud or Private Cloud	Refer Corrigendum-5
669	NLP-IPA-Vol2 1. About The Project	7		1.1 Background	Mobile Approach	Is there any mobile application currently being used for MDM	Query not clear

670	NLP-IPA-Vol2 1. About The Project	8	1.3 Current Status of PCS 1x	PCS 1x is implemented at all 13 major port and multiple private non major ports / terminals and other stakeholders.	Requesting NLP team to provide the List of all the locations for connectivity to the Cloud DC and DR	Refer RFP vol 2 section 8.1
671	NLP-IPA-Vol2 1. About The Project	8	1.3 Current Status of PCS 1x	The IT infrastructure required for running the PCS ver 1.x is cloud based augmented with the API Portal, Data Center in Navi Mumbai and DR site is located at Chennai. Help Desk Services (24x7) for PCS is operational from 2018 onwards.	Requesting NLP team to provide the existing Cloud service provider details, Also requesting you to confirm which is the location of the Helpdesk is currently operational	Sify is existing CSP
672	NLP-IPA-Vol2 2. Proposed National Logistics Portal - Marine	21	2.5 Solution Design Considerations	3. Cloud Enabled Deployment Application should be hosted in a MeitY empanelled Cloud Service Provider.	Can the Service Provider propose the Public Cloud or Private Cloud which are MeiTY empanelled CSP.	Refer Corrigendum-5
673	NLP-IPA-Vol2 2. Proposed National Logistics Portal - Marine	25	2.5 Solution Design Considerations	**5. Backup and Recovery** Service provider shall develop, document and implement the following: ☐ Data Backup, Archival and Retention Policy ☐ Security Policy ☐ Disaster Recovery Policy	Does the NLP currently has the Data Backup, Archival, Retention Policy, Security Policy and Disaster Recovery Policy. What is the current backup, archival and retention policy? What is the current disaster recovery policy? What is the current RTO and RPO?	Refer section 8.2.2 and 8.6 for details However, Bidder has to perform independent assessment and suggest the best practices as per MeitY guidelines
674	NLP-IPA-Vol2 2.7 Solution Architecture	32	2.7.3 Infrastructure Architecture	**Infrastructure Solution Baseline** Networking and other associated IT Components in the Data Centre of Cloud Service provider	Does NLP team have any complaince parameter for the Network Devices?	Refer RFP section 2.7.4
675	NLP-IPA-Vol2 2.7 Solution Architecture	32	2.7.3 Infrastructure Architecture	**Infrastructure Solution Baseline** 24 * 7 monitoring and management services.	NLP team is requested to confirm if the Monitoring and Management services to be provided from Offshore or Onsite (at NLP premises), Is this being referred to only Application Support or Service Provider has to include the Cloud Infrastructure for Monitoring and Management Can service provide propose the Offshore monitoring and management in the shared services model?	Refer Corrigendum-5

676	NLP-IPA-Vol2 2.7 Solution Architecture	33	2.7.3 Infrastructure Architecture	**Infrastructure Software Licensing baseline** Cloud Service provider will enable IPA to subscribe to available Software options within catalogue. The following table of options will be applicable. **Category:** Open source **Pricing Option:** No Charge **Description:** IPA can run unlimited versions of the same, except limited by number of VMs allowed per Cloud	Please eleborate what is the Category of "**Open Source**" is being referred to as is this for the Applicaton or the Operating System or other parameters?	Comprehensive bid to be provided by SI including operating system and database costs to be factored in the bid cost (subscription from CSP).
677	NLP-IPA-Vol2 2.7 Solution Architecture	33	2.7.3 Infrastructure Architecture	**Infrastructure Software Licensing baseline** Cloud Service provider will enable IPA to subscribe to available Software options within catalogue. The following table of options will be applicable. **Category:** Subscription from Cloud Service Provider (CSP) Under SPLA **Pricing Option:** Different options **Description:** IPA can subscribe for the licenses through SPLA model and pay monthly or Annual Payments, depending on the subscriptions. Note – IPA cannot combine in one Cloud host, with Subscription based and BYOL, either IPA will have to opt for subscription based or BYOL.	Can Service Provider propose the SPLA or IPA shall provide the existing licenses under BYOL to be used for the new cloud infrastructure?	Refer Corrigendum-5
678	NLP-IPA-Vol2 2.7 Solution Architecture	33	2.7.3 Infrastructure Architecture	**Infrastructure Solution Baseline** Facilitate for the maintenance and support – L1, L2 and L3 support for the Application as per the mutual understanding with IPA on desired SLA.	NLP team to confirm if the maintenance support is to be provided only for Applications or to be provided also for the Infrastructure as the same is getting conflicted with the clause	Bidder to provide support and maintain the applicable SLAs
679	NLP-IPA-Vol2 2.7 Solution Architecture	46	2.7.11 Integration Framework	**5. Client Application** An application (including but not limited to Web, mobile and cloud apps) that relies on data and functionality accessed via APIs	What is the peak users / client who would be accessing the applications? Is there any peak time for the application usage?	Refer RFP annexure VII for sizing of NLP

680	NLP-IPA-Vol2 3 ScopeofWork	46	3.1 Scope Overview	**Category**: Cloud Provisioning and 3rd Party Security Audit **Scope of Work**: NLP Marine Estimates Cloud Computing Size – DC / DR Establishment of Network connectivity Deployment and commissioning of requisite Hardware /Network Infrastructure components at Cloud for DC/DR 3rd Party Security Audit and Certification	Please confirm the No. of Locations which needs to be connected to the DC & DR. Requesting NLP to confirm can both the DC & DR can be on cloud or DC in cloud and DR in OnPrem	Refer RFP annexure VII for sizing of NLP
681	NLP-IPA-Vol2 3 ScopeofWork	46	3.1 Scope Overview	**Category**: Operation & Maintenance of NLP Marine **Scope of Work**: Application Support & Maintenance Cloud Infrastructure Maintenance Technology Upgrade /Refresh User Profiles and Account Management IT Infrastructure Asset Management Information Security Services	NLP to confirm what is the Technology Upgrade / Refresh is envigased by NLP as the setup will be new and on cloud? Does NLP wants to have the revised any OS / Application / Database in the next 1 year?	Bidder to provide support and maintain the applicable SLAs
682	NLP-IPA-Vol2 3 Scope of Work	47	3.1 Scope Overview	IPA will have complete ownership and will transact directly with the MeiTY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA	Since IPA wants to directly transact with the MeiTY certified cloud service provider, is that any preferred CSP that NLP-IPA had any discussion with.	CSP shall be MeitY Certified Cloud Solution provider
683	NLP-IPA-Vol2 3 ScopeofWork	48	3.1 Scope Overview	Solution provider should provide SLA based (response and resolution) support as per the following: o Ticketing System for capturing incident and record of closure o Location-wise On-site resources for L1 & L2 Support o Off-Site resources for L3 and above	1. NLP to confirm if the ticket tool needs to be provided by Service provider or they have to use the current ticketing tool if any available in the environement. 2. Also requesting NLP to confirm if the Monitoring tool needs to be provided by Service Provider or current monitoring tool to be used if any available in the environement.	Refer Section 6, page 130, BIDDER shall provide automated tool-based monitoring of all performance indices and online reporting system for SLAs defined in this document. The tools must have the capability for the IPA to log in anytime to see the status.

684	NLP-IPA-Vol2 4. Governance	114	5.1.4 Key Personnel	Minimum Onsite Deployment	Can the minimum onsite deployment be changed by Service provider during the Phase I and Phase II as per the requirement (based on the analysis by service provider) or it is mandate to maintain the Minimum Onsite deployment	No change. Tender conditions prevail. Refer Vol 2 section 5.1.4
685	NLP-IPA-Vol2 1.3 Current Status of PCS 1x	8	98 EDI messages exchange in XML	98 EDI messages exchange in XML, Proprietary and UNEDIFACT formats as per the PCS defined formats. (Annexure IIIList of Messages)	Annexure III missing Please share Annexure III	Refer Vol 2 section 8.6 Annexure III
686	NLP-IPA-Vol2 2.1.2 Regulatory Bodies and PGA Services	12	3	It is mentioned exporters and importers to access facilities like digi-lockers and check status of compliance.	Will the system be integrated with Digi-locker ?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
687	NLP-IPA-Vol2 2.1.2 Regulatory Bodies and PGA Services	12	3	It is mentioned exporters and importers to access facilities like digi-lockers and check status of compliance.	Will Digi-locker be used to store all documents?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
688	NLP-IPA-Vol2 2.1.2 Regulatory Bodies and PGA Services	12	3	It is mentioned exporters and importers to access facilities like digi-lockers and check status of compliance.	Please provide few examples of status of compliance	Bidder to do self assessment and provide best possible solution
689	NLP-IPA-Vol2 2.1.4 Finance and Insurance Platform	13	1	The module shall help users find insurance and LOC service providers	Who are LOC service providers? Please provide few examples	Refer Corrigendum-5
690	NLP-IPA-Vol2 2.2 Concept of NLP Marine	13	4	The proposed solution shall have the capability to integrate with various Port Operating Systems/Terminal Operating Systems and other stakeholder(s) systems in the ecosystem.	Please provide integration details with Port Operating Systems/ Terminal Operating Systems and other stakeholder(s) systems in the ecosystem.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
691	NLP-IPA-Vol2 3.3 Other Key Requirements	51	1	details requirement of sizing of NLP marine refer Annexure VIII.	Please provide Annexure VIII	Refer section 8.8 Annexure VII

692	NLP-IPA-Vol 2	118	Vol II Section 5.3	No Substitution resource will be allowed whose CVs have been provided along with the technical bid	Indicative profiles/CVs to be allowed	No change, tender condition prevails, refer Vol-2 section 5.3
693	NLP-IPA-Vol 2	29	2.7.1 Guiding Architectural Principles	Systemshouldnotallowdatabase/systemadministratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	Is MDM to be achieved via a Tool like Informatica/ Talend etc. or is there a preference for this to be achieved via the ETL process itself?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
694	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	ETL (Extract, Transform and Load) - ETL provides for three capabilities and is suitable for structured data in batchmode:	ETL/ Data Ingestion can be carried out on Unstructured and Semi-structured data also. Should the ETL Tool being proposed be capable of this or should the ETL tool only process structured data?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase

| 695 | NLP-IPA-Vol 2 | 31 | 2.7.2 Data Architecture | DATASOURCES | We understand the below Source Systems would feed in data into the Target DW & BI Solution of NLP-

Application/ Systems:
o Master DB
o Transactional DB
o Reporting DB
o Audit DB

Please indicate

a) if there are any further data sources that need to be considered

b) Underlying Database(s) & Technologies of the Application DB's (Oracle, SQL Server etc.)

c) for which of the above sources Streaming/ Real & Near-Real Time Data is expected

d) Approximate Number of Database(s) & Data base Tables & Entities/ Files/ Objects for each & every Data Base | Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase |
| 696 | NLP-IPA-Vol 2 | 31 | 2.7.2 Data Architecture | DATASOURCES | What are the

a) Data Types of the above Data Sources - Structured/ Semi-Structured & Unstructured Data
b) Approximate Historical Data Volumes in GB/ TB & Data types in scope for Data Migration from the Data Sources
c) Daily Incoming Data Vloumes in GB/ TB for the Different Data Sources | Currently transaction data before 2018 also available in PCS which we need to keep. Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. Refer RFP section 8.8 for NLP sizing |

697	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Visualization and HumanInterface	What are/ is the- a) Approximate number of Users that will be accessing Target DW & BI Solution for Viewing the Reports/ Creating or Authoring Reports/ Super Users b) Expected Report/ User Concurrency - the number of Users who can access the System Simultaneously?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. Refer RFP section 8.8 for NLP sizing
698	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Web based GUI/ Real Time Reports	What are the Approximate number of Reports to be developed per Application System on the Data Lake/ DWH?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. Refer RFP section 8.8 for NLP sizing
699	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Web based GUI/ Real Time Reports	Is there a requirement for Self Service BI? (Ability for Users to create their own Reports/ Visualizations at any time). We believe this would be a requirement.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
700	NLP-IPA-Vol 2	29	2.7.1 Guiding Architectural Principles	Systemshouldnotallowdatabase/systemadm inistratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	Are you looking out for Data Governance, Master Data Management to be achieved via a separate tool like TALEND MDM, INFORMATICA MDM etc. or is the expectation that this should be acheived as part of the Data Ingestion/ ETL Process only (Azure Data Factory, INFORMATICA ETL etc.?	At present data masters are changed with approvals from IPA. The data is routed for transactions. Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase

701	NLP-IPA-Vol 2	29	2.7.1 Guiding Architectural Principles	Systemshouldnotallowdatabase/systemadministratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	Is there any requirement for a 360 degrees MDM Solution? (Example: Customer 360, Donor 360 etc.)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
702	NLP-IPA-Vol 2	29	2.7.1 Guiding Architectural Principles	Systemshouldnotallowdatabase/systemadministratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	Is there a requirement for Hierarchy Management to be also carried out as part of Master Data Management or would this need to be achieved through the BI & Visualization Tool? (Example: Country-State-City-MU)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
703	NLP-IPA-Vol 2	29	2.7.1 Guiding Architectural Principles	Systemshouldnotallowdatabase/systemadministratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	What would be the approximate number of Master Data Entities in Scope? (Example: Customer, Product, Geography etc.)	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase

704	NLP-IPA-Vol 2	58	3.3.9 Business Intelligence and Data Analytics	The potential value of the data lies in the attempt made to synthesize and collate the information, identify patterns in the data, and reference such insights to facilitate trade related decision making. Data thus acquired from this complete supply chain of Maritime Trade, may need to be further complemented with external data sources such as Manufacturing, Weather, Spatial Geography, etc.	Is there any expectation for Advanced Analytics/ AIML Platform to be also setup as part of the RFP?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase
705	NLP-IPA-Vol 2	58	3.3.9 Business Intelligence and Data Analytics	The potential value of the data lies in the attempt made to synthesize and collate the information, identify patterns in the data, and reference such insights to facilitate trade related decision making. Data thus acquired from this complete supply chain of Maritime Trade, may need to be further complemented with external data sources such as Manufacturing, Weather, Spatial Geography, etc.	What would be the approximate number of Analytical Use Cases & Potential Complexity Split (High/ Medium/ Low) for the same for estimation?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase. Refer RFP section 8.8 for NLP sizing
706	NLP-IPA-Vol 2	31	2.7.2 Data Architecture	DATASOURCES	Any existing data that is stored in the Source Systems that would need to be regulated and complied with region-wise/Port-wise for storage in Data Warehouse and/ or Data Lake?	Data migration needs to be performed by the bidder
707	NLP-IPA-Vol 2	34	2.7.4 Security Architecture	DataSecurity	Is there any requirement for Data to be Anonymized/ Masking during storage in Data Warehouse/ Data Lake or while viewing Reports?	Bidder should propose data security architecture in consideration of industry best practices and MeitY guidelines
708	NLP-IPA-Vol 2	34	2.7.4 Security Architecture	DataSecurity	Is there a requirement for encrypting Data-at-rest and/ or Data-in-motion within the Datawarehouse/ Data Lake?	Data at rest and Data in motion Encryption is mentioned in RFP Vol-2 section 2.5
709	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Web based GUI/ Real Time Reports	Is there a requirement to access reports via Tablets/ Mobiles?	Refer Section 2.5

710	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Web based GUI/ Real Time Reports	What is the frequency of data refresh required in reports- is it once in a day or every 1 hours etc.?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
711	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	ETL (Extract, Transform and Load) - ETL provides for three capabilities and is suitable for structured data in batchmode:	Please share information on the number of KPIs in Data Lake/ Datawarehouse to be Developed?	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
712	NLP-IPA-Vol 2	29	1.2 Objectivesof PCS 1x	Cloud based (24 x7 availability)	Based on this, we assume that the Data Lake/ DWH, BI & Analytics Solution Proposed will be on Public Cloud. Please confirm if the assumption is correct or should it be an on Premise based Solution that will be containerized on Cloud (VPC)?	Refer Corrigendum-5
713	NLP-IPA-Vol 2	29	1.2 Objectivesof PCS 1x	Cloud based (24 x7 availability)	Who is the existing CSP providing Cloud Services for IPC?	Sify is existing CSP
714	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Generic	Please provide a detailed list of all of the technologies with Software Vendor Names & Versions for each of the Solution Components in Scope of the RFP as this will help us to arrive at the appropriate Technical Stack for the Proposed Solution	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
715	NLP-IPA-Vol 2	30	2.7.2 Data Architecture	Generic	Please provide a Reference Solution Architecture Diagram	Please refer RFP Vol-2 section 8.6 Annexure VI
716	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics	Cloud section has technical requirememts, Can we have technical sepcifications for this section as well	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.

717	Section 3.3.8	57	Volume 2	System should not allow database / system administrators to make any changes to data. It should ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct the truth.	Do we need data management solution to use fuzzy matching algorithm and do dedpulication of data and also to have indian quality knowledge base to do standadization of data before doing single source of truth	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
718	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics: The MSP should ensure that the NLP-Marine system shall provide a facility for generating and viewing online, real-time project and MIS reports for transactions handled during a specified period,	Do we need solution to provide customizable in-memory algorithms in interactive and programming interfaces to analyze large, complicated data and provide concurrent access to the same data in memory by many users improves efficiency	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
719	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics	How much is going to be volume of data and how many reports and users are going to be.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
720	Section 3.3.9	58	Volume 2	Business Intelligence and Data Analytics	Any details on volumetric/workloads for data analytics - number of users for each persona, etc. – e.g. What is the number of users who need to have self-service data exploration capabilities?

Details on the jobs - complexity, batch/non-batch and SLA for data loading | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |
| 721 | 1.3 Current Status of PCS 1x | 8 | | The IT infrastructure required for running the PCS ver 1.x is cloud based augmented with the API Portal, Data Center in Navi Mumbai and DR site is located at Chennai | 1) Please clarify on which cloud is the current PCS1x deployed. Is it a MeitY empaneled Cloud Service Provider?
2) Is the bidder expected to propose the same cloud being used by PCS1x?
3) Please confirm that IPA will continue to bear the cost for loud hosting till the time that PCS1x is in use. | Refer Corrigendum-5 |

722	2.5 Solution Design Considerations	22		Integration layer – This layer is used for integrating NLP Marine with other 3rd party applications of other PGAs, Stakeholder systems, Payment Gateways, Insurance companies, SMS and Email gateways etc. as well as through API Gateway and SFTP servers.	1) Please confirm that the cost for SMS will be borne by IPA. 2) If no, please provide the number of SMS to be considered every year 3) Please confirm that any one time/ recurring / per transaction cost for payment gateways will be borne by IPA and/or the end users	Refer Corrigendum-5
723	2.5 Solution Design Considerations	24		3. Cloud Enabled Deployment Application should be hosted in a MeitY empanelled Cloud Service Provider.	1) Please clarify that if the existing PCS1x functionality platform is continued to be used, is the bidder expected to migrate the same to the Cloud proposed as part of the current bid? 2) If yes, then will the existing PCS1x vendor ensure compatibility requirements, if any?	Refer Corrigendum-5
724	2.5 Solution Design Considerations	24		3. Cloud Enabled Deployment Application should be hosted in a MeitY empanelled Cloud Service Provider.	Please confirm that in addition to provisioning VMs as IaaS (infrastructure as Service) the bidder is free to propose PaaS (Platform as a Service) from the cloud service provider as per its solution needs, for eg.DB as a service, API as a service.	Refer Corrigendum-5
725	2.7.1	28	Guiding Architectural Principles	Ability to adopt other authentication mechanism such as Electronic Signature Certificates	For facilitating Electronic Signature Certificates based authentication, PKI solution needs to be proposed. Please clarify the requirements. Also, MSP understands that ESC issuance is out of scope of MSP.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
726	2.7.1 Guiding Architectural Principles	28		Reliability: It may be necessary to mainly ensure the following\n\nc) Ensure near zero data loss	The requirement for near zero data loss is in contradiction to section 8.4.3 Reliability (up time), redundancy, persistency, fall back scenarios, pg 152, where the RPO is 30 Mins and RTO is 4 Hrs. Hence please remove the clause for near zero data loss	Refer Corrigendum-5
727	2.7.3 Infrastructure Architecture	33		☐ Solution should provide Decision Support Tools to all stakeholders	This is an open ended requirement. Please specify the number of users for whom Decision Support tools are required	Refer annexure VII for NLP sizing

728	2.7.4	34	2.7.4 Security Architecture	All the Databases and Data stores should be encrypted to reduce the impact, in case of a potential compromise which in turns increases the complexity of attack by adding a layer of security	MSP understands that encryption needs to be applied on critical data in production Databases and Data stores. Please confirm.	Indicative security requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
729	2.7.4	34	2.7.4 Security Architecture	Data security life cycle should be used as a principle in securing data while creating, storing, sharing, archiving or destroy. Database protection can be implemented by database activity monitoring and file activity monitoring	Does MSP need to factor Database activity monitoring solution (COTS product). Please confirm.	Yes, Bidder can factor DAM monitoring solutions
730	2.7.5	36	2.7.5 Levels of Authentication	A strong authentication mechanism should be considered to protect unauthorized access to NLP MARINE. Consider use of at least two of the following forms of authentication mechanism: 1. Something you know, such as a password, PINetc. 2. Something you have, such as a smart card, hardware security tokenetc. 3. Something you are, such as a fingerprint, a retinal scan, or other biometric methods	Smartcard, Hardware tokens, fingerprint, biometric devices for Second level of authentication are out of scope of MSP. Please confirm.	Bidder need to consider multi factored authentications as a part of infrastructure solution design baseline
731	2.7.8	39	2.7.8 Enterprise Manageability and Operations Architecture	Latest security tools like IPS, IDS, Malware protection, Data loss protection, DB change audit observation kits etc. need to be in place. All the security management processes, tools and usage should be well documented in security policy for NLP MARINE and guide the security processes to be followed to maintain IT security of the NLP MARINE system.	Please confirm that the Data loss Prevention is restricted to web DLP.	The DLP system should be designed to detect potential data breach / data ex-filtration transmissions and prevent them by monitoring, detecting and blocking sensitive data while in-use (endpoint actions), in-motion (network traffic), and at-rest (data storage).

732	2.7.11 Integration Framework	44		API Layer (API Management) SI to design, develop and Implement the API Management Layer	1) As per the existing stack of PCS1x given in the RFP Vol2, an IBM API gateway is already available. Please confirm that the bidder is not expected to procure a new API gateway for NLP Marine. 2) Also confirm that the additional API gateway licenses required to cater to additional load will also be made available to the SI.	Refer Corrigendum-5
733	3.1	46	3.1	IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA.	Bidder has to propose the MeitY empanelled CSP along with sizing of components and IPA will do the procurement. Thereafter bidder to facilitate management. Is this understanding correct?	Refer Corrigendum-5
734	3.3.9 Business Intelligence and Data Analytics	58		The volume of this data would increase manifolds in foreseeable future, with contributing factors such as adoption of leading technologies such as IoT, RFID and sensors capturing the operational level data; growing integration with hinterland transport; integration with industries such as Insurance, Manufacturing, etc This data may be structured, semi structured or unstructured. The data footprint is generated across various ports, terminals and is fragmented among multiple stake holders.	1) Please provide the volume of structured data required to be maintained for BI and analytics purpose. Please provide the Year on year growth to be factored 2) Please provide a breakup of structured, semi structured or unstructured data.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
735	3.3.11 Mobile application	59		Mobile app for the respective platforms must be hosted at their official platforms namely Apple app store and Android play store and should be downloadable from official platforms only	Please confirm that the cost for hosting the mobile app on Apple App store and Android Play store will be borne by IPA	Cost to be borne by SI

736	3.4.1.1 Registration Module	68		EMREG.REQ.018 System shall be integrated with UIDAI gateway to retrieve and pre-fill minimum contact details of the applicant such as Name,Address,E-mail and Mobile number EMREG.REQ.019 System shall verify Aadhaar details via OTP	1) Please clarify whether IPA has an existing AUA gateway and KUA gateway implemented to meet these requirements. 2) If not, please confirm whether the bidder is required to propose and AUA gateway and KUA gateway as part of the solution. 3) Please confirm that IPA will bear the one time / per transaction cost charged by ASA (Authentication Service Agencies) service provider	Indicative functional requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. SI to bear cost
737	3.4.1.1 Registration Module	69		EMREG.REQ.022 System shall be integrated to E-mail and SMS gateway for email and SMS notifications and alerts	Please confirm that IPA will provide the email gateway and SMS gateway, and that the bidder only has to integrate with the same	Indicative functional requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. SI to bear cost
738	3.4.1.2 Login Module	72		EMLOG.REQ.013 User credentials (e.g.: passwords, Aadhaar number) must be validated in an encrypted/hashed format (secured mechanism)	1) Please clarify whether IPA is maintaining the Aadhaar number of users. If yes, does IPA have an Aadhaar Data Vault or is the bidder required to propose an Aadhaar Data Vault. 2) In case bidder is required to propose an Aadhaar Data Vault, please specify how many Aadhaar numbers are to be stored in the vault. 3) an Aadhaar Data Vault requires HSM for encryption. Please confirm if IPA has an existing HSM or is the bidder required to propose the same?	Indicative functional requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
739	3.4.1.4 Track and Trace Module	76		EMTT.REQ.006 System shall use Google Maps or any other map framework to display the live tracking details to the exporter or shipper	Google map APIs are chargeable after a certain number of transactions. Please confirm that IPA will bear the cost for the maps or else confirm if IPA will provide Bhuwan Maps to the SI	NLP will include international locations. Therefore Bhuwan maps would not work . SI to bear cost for the maps

740	3.4.1.8 Content Management Module	85		EMCM.REQ.002 System shall provide web-based training videos (WBT) demonstrating all the user interaction related modules in detail. Such videos shall explain each phase of the registration process, contents and documents to be attached during registration etc. Online training programmes shall be in both English and local language (Hindi).	Please clarify how many videos are expected to be in Hindi.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
741	3.4.1.10 Mobile App Track and Trace Module	88		MATT.REQ.004 System shall use a suitable API to convert the location coordinates into address: Area, City, State, Pin Code	Please confirm that the location coordinates are required only for India.	NLP will include international locations.
742	4.1 Project Implementation Approach	107		IMPLEMENTATION CHANGE 5. Rollout inPhases Phase I - Launch of Cargo and Carrier Services Phase II - Launch of Logistics National Single Window Certification System and Integrated Regulatory Platform Phase III- Delivery of Complete NLP Marine	The section 4.2 Project Milestone Plan does not mention the timelines for these rollout phases. Please clarify by when are these phases expected to be delivered.	Refer Corrigendum-5
743	5	114	5.1.4 - Key Personnel	List of Minimum number of people and their %age of deployment	This list of min number of people is different than that provided in Vol 1: Resource Requirements - Sec B - 4.6 Technical evaluation Criteria. Which one to be considered for estimation purpose.	Refer Corrigendum-5 annexure 2.3 for estimation
744	5.3 Service Level Agreement	119		SLA Parameters during Operations and Maintenance Period Time for opening of Home Page of portal Average must be achieved with maximum homepage opening time till success for 90% or more of the sample cases being within the stipulated time Web-to-web response time. <=3 seconds	Request that this SLA should be measured within the DC	No change, Please refer RFP Vol-2 Section 5.3

745	5.3 Service Level Agreement	119		Time for on-line submission of the electronic forms Average must be achieved with maximum time till success for 90% or more of the total submissions within the stipulated time Web-to-web response time <=5 seconds	Request that this SLA should be measured within the DC	No change, Please refer RFP Vol-2 Section 5.3
746	5.3 Service Level Agreement	120		Time for on-line submission of the electronic forms Average must be achieved with maximum time till success for 90% or more of the total submissions within the stipulated time Web-to-web response time <=5 seconds	Request that this SLA should be measured within the DC	No change, Please refer RFP Vol-2 Section 5.3
747	5.3 Service Level Agreement	120		Time for uploading data file including xml, txt, etc. (other than images and pdf) on various portals Average must be achieved with maximum time till success for 90% or more of the total uploads within the stipulated time Web-to-web response time <=20 seconds	Request that this SLA should be measured within the DC	No change, Please refer RFP Vol-2 Section 5.3
748	6.1	130	6.1 Data Centre Infrastructure – Production	Log / SIEM Server	Can MSP propose SIEM as service from CSP in DC? Please confirm	Yes, MSP can propose the same.SIEM is a part of infrastructure solution baseline
749	6.1	130	6.1 Data Centre Infrastructure – Production	Security / HSM Server	Need clarity on security/HSM server requirement. Can MSP propose HSM as service from CSP in DC? No OEM or CSP provide Virtual HSM.	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM hardware suggested with EMS (Enterprise Management Service)integration for this project

750	6.1	130	6.1 Data Centre Infrastructure – Production	Encryption Server	Can MSP propose native encryption for database and File storage in DC? In this case separate encryption server will not be required.	Yes, Bidder can propose native encryption for DB and File Storage. However, it should adhere MeitY and CERT-In guidelines
751	6.1 Data Centre Infrastructure – Production	130		API Manager &Analytics Server- 02 API Portal Server -02	1) Since PCS1x already has an API gateway implemented, please clarify whether that gateway will be discontinued. How will the existing APIs be handled? 2) Please confirm that the bidder can propose API as a service from the Cloud Service provider	Refer Corrigendum-5
752	6.2	131	6.2 Data Centre Infrastructure – UAT / QA	Web Application Firewall (WAF)	Can WAF server proposed in DC production be used in UAT/QA and Staging with a separate interface?	Bidder should proposed the solution design with adhering RFP cloud security clauses
753	6.2	131	6.2 Data Centre Infrastructure – UAT / QA	Security / HSM Server	Need clarity on security/HSM server requirement. Can MSP propose HSM as service from CSP in UAT/QA and Staging? No OEM or CSP provide Virtual HSM.	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM hardware suggested with EMS (Enterprise Management Service)integration for this project
754	6.2	131	6.2 Data Centre Infrastructure – UAT / QA	Encryption Server	Can MSP propose native encryption for database and File storage UAT/QA and Staging? In this case separate encryption server will not be required.	Yes, Bidder can propose native encryption for DB and File Storage. However, it should adhere MeitY and CERT-In guidelines
755	6.4	132	6.4 Disaster Recovery Infrastructure	Log / SIEM Server	Can MSP propose SIEM as service from CSP? Please confirm	Yes, MSP can propose the same.SIEM is a part of infrastructure solution baseline

756	6.4	132	6.4 Disaster Recovery Infrastructure	Security / HSM Server	Need clarity on security/HSM server requirement. Can CSP propose HSM as service. No OEM or CSP provide Virtual HSM.	HSM referred here as "Hardware Security Module" for key management, key exchange and encryption services. Bidder can propose HSM as service, however dedicated HSM hardware suggested with EMS (Enterprise Management Service)integration for this project
757	6.4	132	6.4 Disaster Recovery Infrastructure	Encryption Server	Can MSP propose native encryption for database and File storage. In this case separate encryption server will not be required. Please clarify	Yes, Bidder can propose native encryption for DB and File Storage. However, it should adhere MeitY and CERT-In guidelines
758	7	135	7.4 - Setting Up and Management of Helpdesk	Provision and supervision of personnel for the help-desk. Minimum qualification requirements for personnel for this process are stated in the document.	Minimum qualification for helpdesk is missing. Can BIDDER assume as appropriate?	Refer Corrigendum-5
759	8.2.1 Functional Requirement of Cloud	143		The primary DC and the disaster recovery site should be in different seismic zones within India	Request that this requirement may be removed	Refer Corrigendum-5
760	8.2.1	145	8.2.1 Functional Requirement of Cloud	All sensitive data must be secured using encryption with the encryption keys generated, escrowed synchronized and under control of IPA and not by the cloud service provider. Encryption solutions used must have industry standard certifications and accreditations like FIPS, Common Criteria etc.	This clause of FIPS, Common Criteria etc. for Encryption solutions will not be applicable if Native or default encryption options are proposed. Please confirm.	Yes, Bidder can propose native encryption for DB and File Storage. However, it should adhere MeitY and CERT-In guidelines

761	8.2.1	145	8.2.1 Functional Requirement of Cloud - Incident Response	For the proposed NLP Marine, Service Provider shall plan for policies and procedures to ensure timely and thorough incident management, as per established IT service management policies and procedures. Service Provider shall have proper forensic procedures defined and implemented, including chain of custody, required for the presentation of evidence to support potential legal action subject to the relevant jurisdiction after an information security incident	As per the requirement, forensic procedure to be implemented with en evidence to support potential legal action subject to the relevant jurisdiction after an information security incident. Request clarification on specific legal actions with jurisdiction details.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
762	8.4 Annexure – IV 8.4.1 Software Component Stack for NLPMarine	151		Reporting To provide Management with reporting information RDLC, MS SQL SSRS, PDF / Excel Export	We understand that this is an indicative requirement and that the bidder is free to propose any reporting tool. Please confirm	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
763	8.4 Annexure – IV 8.4.1 Software Component Stack for NLPMarine	151		Description (Highlighted components of Existing PCS1x are to be used in building NLP Marine)	Please confirm that the licences and maintenance support corresponding to system software (e.g IBM IIB) for all these components will be provided by IPA. Any additional licences will also be provided by IPA for the entire project duration	Refer Corrigendum-5
764	8.9.1 LATCH ON AGREEMENT	185		LATCH ON AGREEMENT	Kindly provide the relevance of this "LATCH ON AGREEMENT" and we would need our legal to review any such agreement.	Refer Section 8.9.1
765	1.3	9		Alerts to the stakeholders using SMS & emails	Please confirm SMS Gateway services will be provided by IPA at no cost to bidder.	SI to bear cost
766	1.3	9		Alerts to the stakeholders using SMS & emails	Please confirm Email Gateway services will be provided by IPA at no cost to bidder.	SI to bear cost

767	1.6 Journey of PCS towards NLP	10		IPA has decided to rollout the National Logistics Portal (NLP)- Marine which will in conjunction with the existing PCS1.x platform and will offer the following for the Maritime stakeholder community. ☐ Regulatory bodies and PGA services ☐ Banking and Financial Services ☐ Cargo and Carrier services	a) Need clarity here that PCS1.x will remain and will offer the additional Regulatory and PGA services Banking and Financial Cargo and Carrier b) Are these services not been provided currently in PCS1.x. c) What are the additional modules that are to be developed in NLP marine which are not a part of PCS1.x clarity needed on the same.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
768	1.6 Journey of PCS towards NLP	10		merged/integrated	Kindly confirm that this will be only integration through API's only with the ILog platform	NLP to be integrated with EPC, PGA, Latch-on, etc. Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
769	2.1 Overview of Proposed NLP-Marine	11		☐ Absence of standardised formats across stakeholders; ☐ Limited levels of automation among various stakeholders; ☐ Manual process for documentation and duplication of paperwork as required for various agencies and stakeholders; ☐ Lack of real time information; ☐ Lack of standardised operating procedures and timeframe for giving approvals; ☐ No standardisation and harmonization of processes and Documentation;	a) Are all these shortcomings mentioned in PCS1.X need to be taken care in NLP marine. b) Also confirm that all the required data inputs in real time are available now c) Who will publish and formalize and legislate the standardized formats across stakeholders. The govt and IPA will have to undertake this responsibility. Please Confirm.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
770	2.1 Overview of Proposed NLP-Marine	12		The NLP-Marine is designed in order to offer the following for the maritime stakeholder community. Diagram	In this diagram what are different shades of grey colour conveying. Kindly clarify which all modules already exist in PCS1.X and which are new it will help all to reach a level playing field	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

771	2.1.2 Regulatory Bodies and PGA Services	12		2.1.2 Regulatory Bodies and PGA Services	Kindly clarify that the various regulatory stakeholder will log in to this platform to complete the required approvals. OR The data will be migrated to the stakeholders systems via API , and results collected back through API' after processing by regulatory body approval Has the individual workflow required for the functionality of each Regulatory authority has to be built into this portal. Please Confirm.	PGAs will be handled by IPA and technical support will be provided by the bidder Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
772	1.5 The Project	13		· Continue API integration onboarding efforts, Support and Maintain the existing PCS ver 1x till the time development of National logistics Portal – Marine is completed · The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. During such time the bidder shall provide support and Maintenance for existing PCS 1x. · The support and Maintenance of NLP shall be for four years thereafter	1) If the bidder is expected to bear the support cost for all licenced products till the time that PCS1x is in use, then please provide the exact number of licences and support cost for each product that IPA/incumbent is currently paying to respective OEMs. 2) In case the bidder is expected to subsume the PCS 1x in NLP marine, please provide what are the SLAs applicable to the current contract. Please also provide the SLA report for the last 6 months. This will help the bidder understand whether the PCS 1x is required to be augmented to meet the SLAs of the current RFP.	Existing SI Portall to maintain PCS 1x for one year, by which NLP-Marine should be implemented. After one year NLP-Marine SI to maintain PCS 1x, if needed. in case of any delays in implementation, the maintenance contract with portall with get extended SLA reports to be provided during to SI
773	2.2 Concept of NLP Marine	13		The proposed solution shall have the capability to integrate with various Port Operating Systems/ Terminal Operating Systems and other stakeholder(s) systems in the ecosystem. All documents generated by the proposed solution will be in line with global best practices and standards	The integration will be through API's , kindly confirm that the other side will do the required changes to its code to satisfy the requirements of API.	Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers

774	2.2 Concept of NLP Marine	13		Some of the benefits of the NLP-Marine platform are as follows: domestic tracking of the shipment with notifications on each stage	Please clarify, how will the domestic logistic tracked in real time?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
775	2.2 Concept of NLP Marine	13		important documents securely on Cloud Storage. Which helps in any time retrieval	What is the archival policy for these documents	The system should be able to archive data, based on IPA specified parameters (i.e. data range) and restore archival data when required The SI should ensure that activity such as proper Data backup, Data Restoration, and Data synchronization are tested and implemented.
776	2.2 Concept of NLP Marine	13		Importer / Exporter / Customs Broker. For instance, Vessel related information, Terminal Gate Transaction, CFS Gate Transaction etc.	Is all such information sources available digitally and can provide the information in real time through well defined API's? Kindly confirm	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
777	2.2 Concept of NLP Marine	13		☐ Data Lake and analytics	Please Confirm - a) What is the size of the data lake? b) How many years of data has to be stored in data lake? c) How much structured and unstructured data is to be stored per year? d) How many persons will perform analytics?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

778	2.2 Concept of NLP Marine	14		☐ Market Place	Can you provide in detail the functionality that is to be provided through e-market place?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
779	2.4 NLP Marine DeploymentArchitecture	18		Diagram: Trending & Regulatory Committee External Applications	Please clarify - What is LSP and What is VAS?	LSP -Logistic Service Provider VAS -Value Added Service
780	2.4 NLP Marine DeploymentArchitecture	18		KEY ATTRIBUTES FOR THE NATIONAL LOGISTICS PORTAL ☐ Single window for certification and compliance ☐ Simplified access to certification process ☐ Coordination among stakeholders ☐ Logistics e-marketplace ☐ Cater to all exporters, importers, domestic traders ☐ Seamless movement of goods across multiple modes ☐ Paperless trade ☐ User friendly ☐ Transparent ☐ Integrated IT infrastructure	What are the details of Logistics emarket place? Please clarify.	SI to ensure the integrations requirements with emarketplace are fulfilled as and when requested by 3rd party
781	2.5	21		Solution Design Considerations: Presentation Layer – It provides user interface to connect securely to NLP Marine solution using Web Interface (HTTPS) – via Internet. The user interface provides functionalities based on the roles and permissions configured for those.	Please confirm the Internet connection along with end user computing, LAN etc. at the respective user end locations is out of bidders scope of work.	Refer RFP annexure VII for NLP sizing. Bidder to provide a comprehensive bid for NLP system
782	2.5 Solution Design Considerations	22		The proposed solution shall have provisions for translating messages of different standards (EDIFACT, XML, ANSI etc) to facilitate meaningful exchange of messages with multiple external systems in required formats.	Can you confirm that PCS1.x has to be subsumed in to the NLP (Marine)?	Refer Corrigendum-5

783	2.5	22			The stakeholder needs to have requisite hardware / software as specified by the IPA. The same will be communicated by IPA once the bid has been awarded to the qualifying bidder.	Please confirm that the requisite hardware / software etc. at the respective stakeholder locations is out of bidders scope of deliverables.	Refer RFP annexure VII for NLP sizing. Bidder to provide a comprehensive bid for NLP system
784	2.5 Solution Design Considerations	24			3. Cloud Enabled Deployment Application should be hosted in a MeitY empanelled Cloud Service Provider	Are we allowed to use Cloud specific Can we use PAAS Services : such as: a) data base as a service b) API as a service c) monitoring as service d) queue as service Kindly confirm. In all these cases NO licenses would be purchased	Refer Corrigendum-5
785	2.5 Solution Design Considerations	25			5. Backup and Recovery Service Provider shall ensure that the data is replicated at the backup and DR Site.	Kindly confirm if there are two sites a Backup and a DR site	Yes DR and offsite backup
786	2.5 Solution Design Considerations	25			5. Backup and Recovery □ Information Security: Log Monitoring and Correlation	Can SIEM be provided as a service or has to be installed separately? Have the various security equipment like IPS, HIPS,Anti APT, WAF etc. to be installed? If yes who will procure and install the same and where are the specifications for the same.	Bidder to provide comprehensive bid. Indicative requirements provided. Bidder to provide the best possible solution available as per RFP
787	2.5 Solution Design Considerations	25			6. Technical Obsolescence The compatibility between the various elements of the system need to be considered and mitigation options, not be limited to periodic update from OEM/system supplier, shall be indicated in detail.	More Information is required on this. Kindly clarify the same in detail.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

| 788 | 2.7.1 Guiding Architectural Principles | 28 | | | Security: a) Data security policies and standards to be developed and adopted across stakeholders. b) In order to adequately provide access to secured information, security needs must be identified and developed at the data level. Database design must consider and incorporate data integrity requirements. c) Role based access for all the stake holders envisaged to access and use the system d) Appropriate authentication mechanism adhering to industry best practices regarding Password Policies etc. e) Ability to adopt other authentication mechanism such as Electronic Signature Certificates f) Authorization validity to be ensured for the users providing the Data to the system. Data should be accepted only from the entity authorized g) Data should be visible only to the authorized entity h) Audit trails and Audit logging mechanism to be built in the system to ensure that user action can be established and investigations (if any) can be aided. (E.g. Logging of IP Address etc.) i) Data alterations etc. through unauthorized channel should be prevented. j) Industry best practices for coding of application so as to ensure sustenance to | How will we store IP addresses in Mobile access? Please clarify. | Bidder is responsible with association of CSP |
| 789 | 2.7.1 Guiding Architectural Principles | 28 | | | User Interface: d) The load time for all web page user interfaces must satisfy both the following response time targets on 1 MBPS connection: 2 seconds for all pages 99 % of the time | Kindly confirm that the connectivity is of 1 Mbps. Can it be measured by taking a dedicated connection in the Datacenter or the port office for measurement of SLA? Please confirm. | Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase. |

790	2.7.1 Guiding Architectural Principles	28		Reliability: a) Prevent processing of duplicate incoming files / data b) Prevent unauthorized alteration to the Data uploaded on NLP MARINE c) Ensure near zero data loss	1) How will duplicates be detected, what serial no is unique in all incoming files. Please confirm. 2) Achieving zero data loss over 2 data centres i.e. DC and DR which are separated by a distance of few 100 km is not technically possible, one will need a third near by data centre , hence kindly relook at RPO and RTO.	Refer Corrigendum-5
791	2.7.1 Guiding Architectural Principles	28		Manageability: It is essential that the application architecture handles different failures properly; be it a hardware failure, network outage, or software crashes. The system must be resilient to failures and have the ability to restart and make human intervention minimal. All layers of the system (application, infrastructure etc.) must be managed through automation and proactive alerts rather than deploying people for manual management.	To achieve high degree of automation make use Microservices & Containers Mandatory. Please amend the clause accordingly.	Refer Corrigendum-5
792	2.7.1 Guiding Architectural Principles	29		Availability: c) Distributed or load balanced implementation of application to ensure that availability of services is not compromised at any failure instance.	Kindly specify a valid RPO and RTO in a two data center solution.	Refer Corrigendum-5
793	2.7.1 Guiding Architectural Principles	29		Master Data Management: Systemshouldnotallowdatabase/systemadm inistratorstomakeanychangestodata.Itshould ensure that the data and file (data at rest) that is kept in the systems has tamper resistance capacity and source of truth (original data of cargo movement) could be used to reconstruct derived data such as ledgers and system generated returns. System should be able to detect any data tampering through matching of hash value and should be able to reconstruct thetruth.	Kindly confirm that the Entire Master data is to be kept in a Tamper proof storage.	Indicative requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

794	2.7.2 Data Architecture	30		Real Time Trace & Track – The real-time trace and track feature would provide a tracing mechanism not only for physical movement of cargo but also for EDI messages exchanged amongst stakeholders.	a) How will real time data come for logistic movement and which platform is to be used? b) Will each logistic provide their tracking info legally?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
795	2.7.3 Infrastructure Architecture	32		Indicative Solutions Design: NLP Marine Cloud Infrastructure	a) Kindly confirm there is No High Availability (HA) in DR b) Kindly confirm the compute size of DR in comparison with DC. c) Are the DMZ and MZ FW in HA in DC? Kindly confirm the same.	Refer RFP section 5 for information on DC and DR cloud infra requirement
796	2.7.3 Infrastructure Architecture	32		Infrastructure Solution Baseline ☐ Cloud Hosting Model to provide Virtual Servers, Firewalls, Data Base & Load balancer ☐ Security Services for the infrastructure SIEM (Security information and event management, DDoS protection, PIM (Privileged identity Management) & MFA (Multi Factor Authentication).	Will this be taken as a service from CSP or is it to be installed and licence owned by bidder.	Cloud Service offerings and CSP should be MeitY empanelled
797	2.7.3	32		Indicative Solutions Design: NLP Marine Cloud Infrastructure	The architecture provided is not legible. Request to provide readable version of the same.	Indicative solution design provided in RFP section 2.7.3
798	2.7.3	32		Indicative Solutions Design: NLP Marine Cloud Infrastructure	In DR the components are shown in Non HA. Request IPA to confirm that HA is not required in DR?	DR is 50% compute and 100% storage as per indicative BoM. Bidder need to perform an independent assessment for propose solution with consideration of SLA clause stated in RFP
799	2.7.3 Infrastructure Architecture	33		☐ Solution should be able to meet RPO (Recovery Point Objective) i.e. acceptable Data Loss and RTO (Recovery Time Objective) i.e. time to bring back system defined in SLA.	What is the required RPO and RTO? Please confirm.	Refer Corrigendum-5

800	2.7.3 Infrastructure Architecture	33			☐ All services and licenses procurement and implementation will be done by Service Provider for IPA, IPA will be the owner.	If PASS services are used then no licences are there? Kindly clarify.	Refer Corrigendum-5
801	2.7.3 Infrastructure Architecture	33			☐ Solution should provide Decision Support Tools to all stakeholders.	Please provide details of the same as it is an open ended statement.	Indicative requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
802	2.7.3 Infrastructure Architecture	33			☐ Cloud Service Solution provider is expected to provide infrastructure hosting, managed services as approved by IPA.	Request that the bidder be given a choice to manage or take managed services from cloud provider. Please amend the clause accordingly.	No Change, Bidder has to take approval from IPA. Refer RFP Vol-2 section 2.7.3
803	2.7.3 Infrastructure Architecture	33			Infrastructure Software Licensing baseline	Kindly allow for PASS Services to be used. IPA needs to clearly clarify if it wishes that the bidder mandatorily uses the various software licenses it holds in IPA name. If Yes, it should also provide the entire detail of the number of licenses for different pieces of software along with the License numbers and date of purchase of those licenses.	Refer Corrigendum-5
804	2.7.4 Security Architecture	33			The security architecture must include Web Application Firewall (WAF), Intrusion Prevention System (IPS), Internet Connection Sharing (ICS) Firewall as well as antivirus.	Anti APT should be there as a lot of documents will be loaded by the stakeholders hence is recommended. Please amend the clause accordingly.	No change. Tender conditions prevail
805	2.7.4 Security Architecture	34			Network and Data Security: MPLS should be a private and dedicated network only providing connection between required and identified entities.	All the stakeholders are going to access the solution through INTERNET , kindly clarify which stakeholders are going to access the solution through MPLS , kindly confirm MPLS connectivity.	IPA / Ports internal stakeholders are going to access the solution through MPLS connectivity
806	2.7.4 Security Architecture	34			There should also be a provision for DDOS Free Bandwidth as a part of its solution.	Kindly clarify that the Internet bandwidth being sourced will be clean i.e. after DDOS	Yes, understanding is correct

807	2.7.4	34		Network and Data Security: Infrastructure and Application Access should be protected via Two Factor Authentication such that the MPLS should be a private and dedicated network only providing connection between required and identified entities.	Request IPA to confirm the bidder is not required to provision any MPLS links and that all data exchange will be through the Internet as the solution will be hosted in Cloud.	Refer point no. 64 for reference
808	2.7.4 Security Architecture	36		The first line of defence is the password conforming to the 'password complexity rules. Along with the password next user has to provide a one-time password which varies for each session. One-time passwords are valid for each session and it is not vulnerable to dictionary, phishing, interception and lots of other attacks. A counter synchronized One-Time Password (OTP) solution could be used for this purpose.	As the RFP ask is for SSO, the auth mechanism will be same for all applications i.e. multifactor, hence change the clause accordingly.	No change. As per RFP section 2.7.5
809	2.7.6 Centralized Identity and Access Management Model	37		4. DataSecurity& Privacy ☐ For Data Security of Infrastructure and Application Data Access should be protected via Two Factor Authentication such that the MPLS should be a private and dedicated network only providing connection between required and identified entities.	All the stakeholders are going to access the solution through INTERNET , kindly clarify which stakeholders are going to access the solution through MPLS , kindly confirm MPLS connectivity.	IPA / Ports internal stakeholders are going to access the solution through MPLS connectivity
810	2.7.6 Centralized Identity and Access Management Model	37		Data Privacy and Data Protection	Here the data is b2g , or b2B, or G2B what is the personal /private data we are talking of , can you give some examples of messages that would contain personal data which needs to be protected under privacy act Kindly modify the clause accordingly.	No change, Refer RFP Vol-2 section 2.7.6
811	3.1	46	2	Scope Overview: Cloud Provisioning and 3rd Party Security Audit Establishment of Network Connectivity	Request IPA to elaborate on the Establishment of Network Connectivity in terms of the scope of work for the bidder.	Bidder to do self assessment and provide the best possible solution

812	3.1	46	2	Deployment and commissioning of requisite Hardware /Network Infrastructure components at Cloud for DC/ DR	Typically in a Cloud Service Provider environment, the hardware and network infrastructure are already available and gets provisioned along with the Virtual Machines. As such a bidder will not be able to deploy and commission any dedicated hardware or network infrastructure components in cloud. Please clarify what is IPAs expectation from this clause.	Refer RFP section 5 for information on DC and DR cloud infra requirement
813	3.1 Scope Overview	47		o The Infrastructure layer will provide the underlying basis for hosting, connectivity and provisioning of all components: - Connectivity - Connectivity services enable highly available, redundant and scalable connections via existing WAN (FedNet). They further enable secure connection mechanisms for trusted external parties via VPN andDMZ - Hosting - Multi-tenant hosting architectures support shared hosting, Co-Location and virtualization. Disaster Recovery and back up services provide uninterrupted access to systems andinfrastructure - Provisioning - Automated and consistent (template-based) provisioning of users, servers and services. Reliable and transparent metering and service usage monitoring used for billing or performancemeasuring - Storage - Storage services should provide highly available, redundant and scalable storagecapabilities	1) For the existing PCS1.x need the following a)deployment diagram showing HA b)overall additional vms needed for additional 1 year load c) current storage in various types also storage needed in 1 additional year d)Performance sla applicable currently e)SLA performance report for last 6 months. f)No of help desk call in last 6 months. g)how many bug fixes in last six months h)how many CR's were done in last six months i) volumetrics no of different type of user per module and user concurrency per module. j) Kindly provide year on year increase in userbase from 16000 to 3.5 Lakhs and equivalent year on year concurrency.	Refer Corrigendum-5. Further details will be provided to the winning SI
814	3.1 Scope Overview	47		o IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA.	As per financial the payment terms selection of CSP is to be done by the bidder hence this clause contradicts the same	Refer Corrigendum-5

815	3.1	47			Bandwidth guidelines for access of the PCS 1x application for locations of IPA to the chosen MeitY Certified Cloud Service provider.	Request IPA to confirm that the bidder is only required to suggest the bandwidth requirements and that they are not required to commercially factor the same.	SI to provide comprehensive bid
816	3.1	47			IPA will have complete ownership and will transact directly with the MeitY Certified Cloud Solution provider while the Service Provider will facilitate the management of the solution. Solution provider to propose the optimum model for rules of engagement and ownership to IPA.	As IPA will transact directly with the Cloud Solution Provider, do we assume we are not required to commercially cost for the Cloud services in the bid. Please confirm.	SI to provide comprehensive bid
817	3.1 Scope Overview	48			o Solution should provide Notifications in the form of SMS, Email, WhatsApp and In App Notifications.	Who will provide SMS and email gateways charges for WhatsApp volumetrics no of SMS per transaction volumetrics of OTP no of emails to be sent per transactions has a full fledged email system to be included then no of boxes , size of each box to be provided.	SI to bear cost Refer annexure VII for NLP sizing
818	3.1 Scope Overview	48			o Solution should have the capability to automate capture of data.	Please provide more details on this clause.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
819	3.1	48			Solution should provide Notifications in the form of SMS, Email, WhatsApp and In App Notifications.	Request IPA to confirm that the bidder is only required to Integrate with these notification services viz. SMS, Email, Whatsapp and that the per transaction costs associated with it will be directly borne by IPA.	Indicative notification services are provided in RFP, however Bidder can propose the solution as part of response
820	3.1 Scope Overview	49			☐ IPA, post 2 years of Go-Live, could get into an agreement with the bidder basis the per transaction fees for the customer on an agreed revenue sharing model as agreed by both the parties.	Please clarify: 1. If there might be a change in pricing model for extendable O&M support from FIXED price to TRANSACTION based price. 2. if IPA is expected to go for a fresh negotiation on price post 2 years of O&M support.	No change, Please refer RFP Vol-2 section 3.1

821	3.3.6 CertificationsPlatform	56		Digital Document Exchange ☐ The cost to provide same is exclusive of the quote to be submitted	a) Kindly confirm if Digital Document Exchange has not to provided by bidder or Is it required to be provided as a latch on product? b) Can it be the bidders product itself if so how will the bidder be paid for it? c) Who will be the stakeholder and who will be vendor. Kindly confirm.	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
822	3.3.6 CertificationsPlatform	56		Scope ☐ To provide services related to document / information exchange via:	Please clarify who is responsible for providing these services.	SI to provide the services
823	3.3.11 Mobile application	59		Apple app store and Android play store and should be downloadable from official platforms only	Please clarify who will pay the hosting charges.	SI to bear cost
824	3.3.12 API management and usage	59		The utility should reside in the NLP Marine environment may reside both in the department environment as well as in the MOCI, GOI environment based on requirement for data exchange and feasibility to change in department side application.	Kindly clarify this clause in detail and also clarify the role of MOCI and GOI.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
825	4.3 Project deliverables	109	Deliverable Table - D11	SLA Compliance Reports (Monthly) should cover the following: - IT facility management services review report	Request your clarification on applicable SLA for facility management services	Refer Corrigendum-5
826	5.1.4 Key Personnel	115		Technical Support Team at each Port	Please clarify the number of shifts and persons per shift.	Refer Corrigendum-5 annexure 2.3
827	5.1.4 Key Personnel	115		IT Helpdesk executives at centre	Please clarify the number of shifts and persons per shift.	Refer Corrigendum-5 annexure 2.3
828	5.1.4 Key Personnel	115		IT Helpdesk executives at ports (Minimum 3 per port)	Is it required 24*7? Please clarify the number of shifts and persons per shift.	Refer Corrigendum-5 annexure 2.3
829	5.2 Acceptance Procedure of Deliverables	115		IPA / Port will review the deliverables and either accept the deliverable or provide feedback on changes to be done in writing within a reasonable period of time	Other than training all deliverables should be accepted by IPA. Does the SI have to get approvals from all 6 ports? This will cause issue and delay. Hence, please modify the clause accordingly.	No change, please refer the RFP Vol-2 section 5.2
830	5.2 Acceptance Procedure of Deliverables	116		2 Payment authorization	This process will delay payments. Payment should be made in 30 days beyond that interest should be paid. Please amend the clause accordingly.	No change, please refer the RFP Vol-2 section 5.2

831	5.3	124			Uptime of all components at DC, (Network infrastructure related) & DR including but not limited to: · Servers · Storage · Tape Library · SAN · Switches · Routers Any downtime for maintenance shall be with prior written intimation and approval of IPA .	The current SLA format is more pertinent had the DC & DR been on-premise or on a colocation model. In a cloud the Infrastructure is made available as a service in a multi-tenancy model and hence there are Service / feature level SLAs and not on an individual component level like Servers, Storage, Tape Library, SAN, Switches, Routers etc. Hence, request to modify the SLAs to suit to a cloud setup accordingly.	No change. Tender conditions prevail
832	7.2	134			1. a. Maintenance of Hardware and Server System at Cloud DC and DR	In a cloud setup, it is the CSP who is responsible for the maintenance of hardware and Server system. Hence, request to remove the same from the bidders scope.	No change. Tender conditions prevail
833	7.2	134			d. Monitoring and recording ICT infrastructure performance at all locations and taking corrective actions to ensure performance optimization on a daily basis	The expectation from this clause isn't clear as the bidder understands that there is no Infra to be supplied at user end locations. Kindly clarify the same.	Bidder to do self assessment and provide the best possible solution
834	7.2	134			The BIDDER shall escalate and co-ordinate with SDC and IPA for problem resolution wherever required.	Kindly clarify what is SDC and what is the escalation and coordination expected from bidder with SDC.	Refer Corrigendum-5
835	2.1				Only when the deliverables are approved within the PMIS, SI shall raise payment request	In case the deliverables are not accepted within a mutual agreed time frame, the deliverables would be deemed accepted and SI shall raise the payment request through an Invoice. For supply items payment request would be raised on delivery.	No change, please refer the RFP Vol-2 section 2.1

836	1.5 The Project 8.4 Annexure – IV 8.4.1 Software Component Stack for NLPMarine	151		Description (Highlighted components of Existing PCS1x are to be used in building NLP Marine)	a) As per this table the existing IBM IIB framework is highlighted and is expected to be used in building NLP Marine. However as per Section 2.7.11 Integration Framework - it is mentioned that "SI to design, develop and Implement the API Management Layer". Kindly clarify whether the same API gateway is to be continued? b) If yes please provide the following details 1) How many messages per day are handled by IBM IIB? 2) What is the peak messages per second that IBM IIB handles currently? 3) What is the CPU/memory/IO utilization of the IBM IIB server during peak and non-peak hours? 4) How many licences of IBM IIB are currently being used? 5) Since IPA recommends the SI to continue IBM IIB usage, has IPA evaluated that the product have the capability to scale to the expected volumes?	IPA provide source code to the SI. It should be up to the SI to build on top of the code or make improvements in the existing code or build from scratch. In PCS IIB is well integrated for front end and API based transactions. The complete business logic is into IIB, which is scalable by adding more servers. currently 25 TPS handling and routing with benchmark of 200 TPS
837				General	Please suggest the bidders development and O&M team shall operate from IPA office premises or from bidders premises. If it is IPA premises, pls suggest the Infra which will be made available to the deployed bidders resources by IPA.	Please refer RFP Vol-2 section 5.1.4
838	1.4 Review of PCS 1x	Page 9 of 206 Vol 2	1.4 Review of PCS 1x	As Stage I, PCS 1x will be bootstrapped for enhancement and implementation of Nation Logistics Portal – Marine as per directives	Request to kindly elaborate on the phrase "bootstrapped for enhancement and implementation". Does it imply that PCS 1x will have to be reused for designing & developing National Logistic Portal?	IPA provide source code to the SI. It should be up to the SI to build on top of the code or make improvements in the existing code or build from scratch.

839	1.4 Review of PCS 1x	Page 9 of 206 Vol 2	1.4 Review of PCS 1x	As Stage I, PCS 1x will be bootstrapped for enhancement and implementation of Nation Logistics Portal – Marine as per directives	PCS 1x is based on SOA architecture which is older generation architecture which has scalability issues. New generation large scale global portals with millions of users and billions of transactions each day (including Amazon, Netflix, etc.) are all Microservices Architecture based. We request IPA to kindly dispense with the requirement to bootstrap PCS 1x. Microservices Architecture based systems are low cost compared to SOA Architecture based systems.	Refer Corrigendum-5
840	Volume 2	191	8.9; Annexure I	The obligations under this Section shall not apply to any information that (i) is or becomes publicly available other than by breach by Recipient of this Agreement; (ii) was already in Recipient's rightful possession prior to its receipt from Disclosing Party; or (iii) is rightfully received by Recipient from an independent source without obligation of confidentiality.	Suggest adding the following: (iv) independently developed by the receiving party; or (v) approved by the disclosing party for release, in writing	No change, Please refer Vol-2 Section 8.9.1 Page 191
841	Volume 2	191	8.9; Annexure I	Annexure IX…	Suggest adding: 1. In the event a Force Majeure Event shall have occurred and be continuing for ninety (90) consecutive days, the Party not suffering such Force Majeure Event shall be entitled to terminate this Agreement or the relevant Work Order, effective immediately upon written notice to the Party suffering such Force Majeure Event. 2. A Force Majeure Event shall neither relieve IPA of its payment obligations for Services and Deliverables actually rendered by Service Provider prior to the occurrence of Force Majeure Event.	No change, Please refer Vol-2 Section 8.9.1 Page 191

| 842 | Volume 2 | 192 | 8.9; Annexure I | Either party can terminate the agreement without cause with an advance written notice of at least 90 days | Either party can terminate the agreement without cause with an advance written notice of at least 90 days. Suggest adding: 1. In the event of termination of any Work Order, IPA shall pay Service Provider all amounts due for Services rendered up to the effective date of termination and any termination fee agreed to in the respective Work Order. 2. Following termination of this Agreement by either party, IPA shall pay to LSP the charges for all Services and Deliverables provided to IPA up to the effective date of termination | No change, Please refer clause 8.9.1 Page 192 |

| 843 | Volume 2 | 194 | 8.9; Annexure I | Each Party shall defend indemnify and hold other party and its officers, employees, representatives and agents harmless from and against any and all Liabilities arising or brought against or incurred by the other Party and its officers, employees, representatives and agents for (a) any injury to persons (including physical or mental injury, libel, slander and death) caused by wrongful acts and or omissions(or relating to the strict liability) of the indemnifying Party, or its officers, employees, representatives, personnel or agents ("Indemnifiers"); or (b) loss or damage to property, caused by the Indemnifiers (c) any violation or infringement of Intellectual Property Rights. | Each Party shall defend indemnify and hold other party and its officers, employees, representatives and agents harmless from and against any and all third party claims and Liabilities arising or brought against or incurred by the other Party and its officers, employees, representatives and agents for (a) any injury to persons (including physical or mental injury, libel, slander and death) caused by wrongful acts and or omissions(or relating to the strict liability) of the indemnifying Party, or its officers, employees, representatives, personnel or agents ("Indemnifiers"); or (b) loss or damage to tangible property, caused by the Indemnifiers (c) any violation or infringement of Intellectual Property Rights.
Suggest adding the remedy to be provided by LSP to IPA:
LSP shall have sole control and authority over the defense and/or settlement of such a claim, suit or action, including the right, at its sole discretion to (i) procure for IPA the right to use the infringing Deliverable, (ii) replace the infringing Deliverable with a non-infringing, functionally equivalent one, (iii) suitably modify the infringing Deliverable so that it is non-infringing, or (iv) accept return of the infringing Deliverable and refund a pro-rata portion of any fees paid by IPA to LSP with respect to such Deliverable.
THE INDEMNITY SET FORTH IN THIS STATES LSP'S ENTIRE OBLIGATION AND | No change, Please refer clause 8.9.1 Page 194 |
| 844 | Volume 2 | 194 | 8.9; Annexure I | Annexure IX… | Suggest limiting the warranty of Infosys as follows:
The total, cumulative liability of LSP and its affiliates under this agreement and any work order, whether in contract, tort or otherwise, shall be limited to the average amounts paid by IPA to LSP under the applicable work order during each consecutive twelve (12) months preceding the first event giving rise to liability. | No change, Please refer clause 8.9.1 Page 194 |

845	Volume 2	194	8.9; Annexure I	Annexure IX…	Suggest adding AR Discounting clause: IPA hereby consents to LSP assigning all or some of its Receivables under this Agreement to a third party ("Bank") and LSP is hereby notifying IPA of such assignment. For the sake of clarity, the term "Receivables" is hereby defined as any amounts due from IPA under an invoice raised by the LSP for Services delivered under this Agreement. Further,IPA acknowledges that LSP may share limited excerpts of this Agreement and other details directly relating to the Receivables on a "need to know" basis with the Bank, subject to appropriate confidentiality undertakings by the Bank.	No change, Please refer clause 8.9.1 Page 194
846	Volume 2	188	Annexure IX	Data Sharing Rules	Please can you clarify on this as there are no data sharing rules present in the agreement	As per MeITy data rules
847	Volume 2 - 3.1	46	3	Technology Upgrade /Refresh	Who needs to provide certification in this case?	As per bidders scope
848	Volume 2 - 3.1	46	2	3rd Party Security Audit and Certification	Is this applicable for PCS v1x as well or only limited to NLP?	Applicable for both PCS 1.x and proposed NLP
849	Volume 2 - 3.1	47	5	Training, Capacity Building & Onboarding of Stakeholders	It is suggested that, incumbent vendor provides transition to new bidder and till the time new bidder takes over the primary support, the SLA and penalty should be applicable for incumbent vendor	No change, Refer Vol-2, section 5.3
850	Volume 2 - 3.1	47	5	Training, Capacity Building & Onboarding of Stakeholders	What will be the service window for L2 support and L3 support?	To be decided at a later stage
851	Volume 2 - 3.1	47	3.1	Facilitate for the maintenance and support – L1, L2 and L3 support for the Application as per the mutual understanding with IPA on desired SLA.	What will be the frequency of such road shows and events	Refer Corrigendum-5
852	Volume 2 - 3.1	49	3.1	Implementation and Onboarding of stakeholders conduct road shows and events	Please suggest the number of dashboards needed along with how many of these will be complex or simple or medium complex	Number of dashboards to be finalized in design phase.
853	Volume 2 - 3.1	51	12	User based dashboards to view trade statistics	Is this system already existing and needs to be enhanced further?	Refer Corrigendum-5

854	Volume 2 - 3.1	52	5	Grievance Redressal	As per our understanding, scopre of Cert In vendor is for functional testing. Security testing, performance testing will be handled by bidder directly. Kindly confirm	Refer RFP section Audit and Reviews
855	Volume 2 - 3.3.14	60	1	Bidder shall engage a CERT-In empanelled third-party agency for conducting Audit prior to Go-Live of each phase of the project or major change of Information technologyinfrastructure.	How many languages need to be planned as part of multi lingual helpdesk support? Kindly suggest, as these inputs will be needed from sizing perspective	Refer RFP section 7.4
856	Volume 2 - 7.4	135	7.4	There shall be multi-lingual helpdesk support. The multi-lingual helpdesk support shall be in Hindi, English, and shall include more languages over period of time as per the requirement	What is the scope / preferences in terms of mode of training delivery - classroom training, e-learning, m-learning, videos, user manuals, frequently asked questions?	Refer RFP section 7.5
857	Volume 2 - 7.5	136	7.5	Training and Capacity Building	1. For application training, can we assume that training env has to be provided? Or can SP conduct training in any other testing env? 2. If training env has to be provided, how many concurrent users must be supported by the Training environment?	Bidder can provide training on training or testing env. Bidder to ensure SLA are maintained.
858	Volume 2 - 7.5	136	7.5	Training and Capacity Building	Is it expected to update the training material during O&M Phase?	Yes training material needs to be updated. Refer RFP section 7.5 and SLA
859	Volume 2 - 7.5	136	7.5	Training and Capacity Building	Is it expected to provide any training during O&M Phase? If so, please list the number of trainings, type of trainings and location where training has to be conducted?	Yes training material needs to be updated. Refer RFP section 7.5 and SLA
860	Volume 2 - 7.5	136	7.5	Training and Capacity Building	Is there any requirement for providing any hard copies of material during training?	Soft copy is to be used wherever possible.
861	Volume 2 - 7.5	136	7.5	Training and Capacity Building	Is there any requirement for providing any physical certificate to trainees after successful completion of the training?	Soft copy is to be used wherever possible.

862	Volume 2 - 7.5	136	7.5	Training and Capacity Building	It is assumed that, development team will be working in onsite - offshore model i.e. Most of the development and O&M team will be based in bidder's premise with skeleton team working from client location. It is assumed that, client will agree and provide permission to establish a connectivity between bidder's premise and client data center. Kindly confirm, if this understanding is correct.	Bidder to ensure that the project timeline and SLA are met while ensuring security of the system
863	Volume 2 - 7.5	46	7.5	Development and Commissioning of National Logistics Portal	The Bidder or one of its Associates must have experience of successful Go- Live / completed/ operational projects during the last five years (as on the last date of bid submission) in: At least one project of similar nature viz. implementation, operation and maintenance of maritime/port community projects of value of **INR 24 Crores** (or its equivalent in foreign currency) and above Or in two projects of value of **Rs 15 Crores** (or its equivalent in foreign currency) and above Or in three projects of value of **Rs 11 Crores** (or its equivalent in foreign currency) and above. For the project cited, the project should be successfully operational for at least 12months (after project Go-Live).	Query is not clear
864	2. Proposed NLP marine	18	2.4	Key attributes of NLP	Is market place functionality envisaged as a part of NLP marine	Please refer RFP Vol-2, Page 198, scope of MoU

865	scope overview	48	3.1	scope overview	RFP mentions preparation of BRS based on To-Be processes flow. It is general understanding that the process flow designed in PCS 1X is based on the current process followed as per maritime trade. IPA is requested to provide more details to understand the extent of change in process flow / nature of value additions it anticipates in the To-BE process. IPA is also requested to clarify if the change in process flow is would need approvals from stakeholders such as ports, shipping lines etc. currently integrated with PCS 1X.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
866	scope overview	49	3.1	scope overview	its is indicated that IPA post 2 years of Go-Live could get into an agreement with the bidder basis the per transaction fees for the customer on an agreed revenue sharing model as agreed by both the parties It is suggested that IPA provide clarity on this model of development upfront	Refer Corrigendum-5
867	3 Scope of work	51	3.3.1	Cargo and Carrier platform	1. The functionalities such as route planning with cost options, less than truck load booking, booking of warehouse services for importer / exporter and for domestic trader are possible in a market place set up. similarly, the service functionalities for a truck operator such as trace and trace, invoice generation are possible in a market place set up. Is the selected bidder required to develop marketplace as a part of cargo and carrier platform 2. Is the warehousing service planned through API integration or to be developed as a part of NLP marine 3. Does the warehouse service cover PAN India warehouses	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

868	3 Scope of work	56	3.3.6	Digital document exchange	IPA to clarify if this Module to be developed as a part of certification Platform	Indicative requirements have been provided in the RFP, detailed requirement needs to be captured by the bidder during the design phase.
869	3 Scope of work	61	3.4	Integrated regulatory platform	Please confirm if the integration is required only with customs ICEGATE system	Refer annexure VII for list of EPC/PGA and other stakeholders
870	3 Scope of work	61	3.4.1	Cargo and carrier services> List of services to be included in NLP-Marine as part of Latch-on system/application	Who shall provide API's to connect to NLP? NLP vendor should not be responsible for inaccurate data from the source systems, any change in master data in source systems. Please confirm this understanding.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
871	3.1 Scope Overview (vol 2)	49		Integration with ERP / Latch-ons via API Gateway as per the Latch On Services agreement signed between IPA and Latch On Service Provider	Who shall provide API's to connect to NLP? NLP vendor should not be responsible for inaccurate data from the source systems, any change in master data in source systems. Please confirm this understanding.	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
872	3.1 Scope Overview (vol 2)	49		Integration with ERP / Latch-ons via API Gateway as per the Latch On Services agreement signed between IPA and Latch On Service Provider	We assume that we will not make any changes to the source systems under any circumstances and the vendors shall share the relevant data in the format shared by us as per our methodology of integration. Please confirm.	Integration would be as per solution designed by the bidder and the changes to the receiver system would be done by receivers
873	3.1 Scope Overview (vol 2)	50		For additional latch-on applications, beyond 50, the bidder can raise a single invoice for all the additional latch-on applications.	We assume the number and specification of the latch-on applications to be finalized and approved in the SRS. Any changes from the approved SRS shall be considered as change requests and to be priced separately over and above the cost of this tender. Please confirm.	Refer Corrigendum-5
874	3.2 Scope for Implementation	50		Create viral and revolutionizing plan including all media	What does this clause mean?	Refer Corrigendum-5
875	5.1.4 Key Personnel	114			Where the key personnel shall be made available? Are they all barring 'Project Leads' shall be made available at the Head Office?	Please refer Vol-2 section 5.1.4

876	5.1.4 Key Personnel	114		Project Leads at each Port location (Haldia is considered as sixth location)	Please mention all the 6 locations.	Refer Corrigendum-5 annexure 2.3
877	5.1.4 Key Personnel	115		IT Helpdesk executives at ports (Minimum 3 per port)	Please mention all the locations where the executives to be made available.	Refer Corrigendum-5 annexure 2.3
878	5.2 Acceptance Procedure of Deliverables	115		Sequence of Activities	The process does not inform the timeline to get the acceptance. Until the deliverable is approved proceeding to next deliverables should not be recommended. Request to add a timeline for approval beyond which the deliverables should be deemed auto-approved.	Please RFP Vol-2 section 5.2 (1.3)
879	5.3 Service Level Agreement	117		<=100 &>=95	Some minor deviations like 5% across the 4 year support cycle may happen. The milestone should be revised as follows <=100 &>=95= 0 penalty <95 &>=90= 0.25 % penalty for every point < 100 <90 &>=85= 0.5 % penalty for every point < 100 <85 = 0.75 % penalty for every point < 100	No change, please refer RFP Vol-2 section 5.3
880	5.3 Service Level Agreement	117		SLA Score Range	What is the method for calculating the SLA score?	SLA method provided in section 5.3
881	5.3 Service Level Agreement	117	4	Web-based SLA monitoring tool providing reports against the parameters mentioned below will be used for measurement	We assume the cost and implementation of these tools to be borne by IPA. Please confirm	SI to bear cost
882	5.3 Service Level Agreement	117	5	Implementation of a Web-based Project progress and SLA monitoring has to be carried out by before Go-live I in order to receive any payment for the project	We assume the cost and implementation of these tools to be borne by IPA. Please confirm	SI to bear cost
883	General	NA	NA	NA	We assume you don't have any preference on using open source or proprietary technology stacks. Please confirm.	Refer Corrigendum-5

884	General	NA	NA	NA	Can a bidder propose a bespoke solution i.e. develop the application from scratch?	IPA provide source code to the SI. It should be up to the SI to build on top of the code or make improvements in the existing code or build from scratch.
885	General	NA	NA	NA	Can we reuse your existing software licenses to build the system?	Refer Corrigendum-5
886	General	NA	NA	NA	What are the number and nature of reports (i.e. adhoc, pre-defined, query driven etc.) that needs to be generated by the system?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
887	General	NA	NA	NA	Request you to kindly extend the bid submission date by 3 weeks from the current submission date for wider participation by large bidders.	Refer Corrigendum-5
888	3.1 Scope Overview/ Vol 2	46	Development and Commissioning of National Logistics Portal (Marine)	User Acceptance testing	We assume only 1 round of User Acceptance testing to be performed. Closure of the high priority issues should be sufficient for closure of the milestone. Please confirm.	Exact count of issues along with severity (critical, major, minor) to be defined in UAT plan
889	3.1 Scope Overview/ Vol 2	46	Cloud Provisioning and 3rd Party Security Audit	NLP Marine Estimates Cloud Computing Size – DC / DR	What is meant by 'NLP Marine'?	Cloud estimates for NLP - Marine
890	3.1 Scope Overview/ Vol 2	47	3.1 Scope Overview/ Vol 2	Study the existing Port Community System (PCS 1x) and conduct business process discovery on the implemented platform.	Can you plesase explain the requirmnts of 'business process discovery'?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.

891	3.1 Scope Overview/ Vol 2	48	3.1 Scope Overview/ Vol 2	The system should be capable of integrating multiple service platforms integrated with each other.	How many service platforms to be integreated?	Indicative functional requirements have been provided in the RFP, detailed functional requirement needs to be captured by the bidder during the design phase.
892	3.1 Scope Overview/ Vol 2	48	3.1 Scope Overview/ Vol 2	Training Workshops for Application users (Train the Trainer concept)	How many training sessions are required? What is the total number of trainees?	Please refer RFP Vol-2 section 7.5
893	3.1 Scope Overview/ Vol 2	48	3.1 Scope Overview/ Vol 2	Training Workshops for Application users (Train the Trainer concept)	We assume the workshops to be conducted in the head office only. Please confirm.	Please refer RFP Vol-2 section 7.5
894	3.1 Scope Overview/ Vol 2	48	3.1 Scope Overview/ Vol 2	Workshop for customer IT Team	How many workshops are required? What is the total number of trainees?	Please refer RFP Vol-2 section 7.5
895	3.1 Scope Overview/ Vol 2	48	3.1 Scope Overview/ Vol 2	Workshop for customer IT Team	We assume the workshops to be conducted in the head office only. Please confirm.	Please refer RFP Vol-2 section 7.5
896	3.1 Scope Overview/ Vol 2	49	3.1 Scope Overview/ Vol 2	When NLP-Marine is integrated with latch-on application, no charges shall be collected from the latch-on partner initially for 2 years. IPA would get into an agreement with the Latch-on partner as per the Annexure IX	Who shall get the charges? How it impacts the costs for the bidder of this RFP?	Refer Corrigendum-5
897	3.1 Scope Overview/ Vol 2	50	3.1 Scope Overview/ Vol 2	Additionally, if the bidder, during the project duration, plans to integrate latch-on applications beyond 50, then the bidder will be paid on actuals. For additional latch-on applications, beyond 50, the bidder can raise a single invoice for all the additional latch-on applications.	We assume the invoice can be raised after completion of integreation of every latch on applications. Please confirm.	For additional latch-on applications, beyond 30, the bidder can raise a single invoice for all the additional latch-on applications.

Sr No	Tender Reference			Content of tender requiring Clarification	Points of Clarification Required	Response
	Section	Page	Clause			
1	Obligations of IPA	14	8.3		<u>Addition Suggested</u> Interaction with other PGAs , Government Agencies, EPCs, Banks	Please refer Clause 8.3.(a) of Volume 3 of the RFP.
2	13.1 Terms of Payment and Service Credits and Debits	18	13.1	(c) IPA reserves the right to levy a reasonable and mutually agreeable service fees from Latch On Service Provider (LSP) from a date/time as may be notified by IPA (the Service Fees) . The same may be discussed with the LSP and the agreed levies and applicable taxes shall be notified to the LSP in writing. The service fees will be based on per activity either in absolute terms (in INR) or percentile of LSP charging to his customers. IPA agree and confirm that whenever IPA decides and start to levy Service Fee on LSP, a portion of such fees (as may be mutually agreed upon between the IPA and NLP Marine Operator) shall be shared with NLP Marine Operator towards the following:	1) It is suggested to mention the applicable for this fees/ charges as the case maybe 2)Kindly add the schedule of payment like monthly, quarterly 3) The maximum service fees as to be charged to LSP to be mentioned so that no ambiguity arises later on 4) It is also suggested that the maximum percentage as IPA will be sharing with the bidder which they will be charging to LSP to be mentioned 5) In-case of LSP charging to its customer what will be maximum which LSP will share to IPA and as such what IPA will pay to successful bidder needs to be mentioned	Refer Corrigendum-5
3	Transfer of Assets	45	Schedule III	IPA shall be entitled to ask SP to sell all the assets to IPA prior to the end of the contract.	This should not apply to assets in relation to Exim related services that will be rendered by SP. In-case for latch-on service provider how this clause will be implicated	As per RFP
4	SLA Mechanism	62	10.1	SLA Parameters during Operations and Maintenance Phase	Request to share the existing SLA of PCS 1x . Need clarity on the defined matrices & criticality and also required revision based on that.	Please refer the Clause 3.1 of the Corrigendum-5
5	Volume 3 Page 31				Escrow of initial source code can be increased to 3 months since 15 days is very short period	No change. As per RFP
6	6. Change of Control Volume 3	11	(e)	(e) Any change in the constitution or internal reorganization of the entity (Service Provider) will be subject to prior approval ofIPA.	We can only give prior intimation to IPA. Prior approval not acceptable. Suggest clause : Service Provider shall give prior intimation to IPA regarding any change in the constitution or internal organistaion of the entity	Please refer the S.No. 3.8 of Corrigendum-5
7	15.3 Termination of this Agreement due to bankruptcy of Service Provider Volume 3	24		IPA may serve written notice on Service Provider at any time to terminate this Agreement with immediate effect in the event that the Service Provider reporting an apprehension of bankruptcy to IPA or its nominated agencies.	This clause must be made mutual. Request you to amend the clause as below: Either Party may serve written notice on the Other party at any time to terminate this Agreement with immediate effect in the event that the other Party reporting an apprehension of bankruptcy/insolvency to a party.	No change. As per RFP
8	16. INDEMNIFICATION & LIMITATION OF LIABILITY Volume 3	24	a)	a) SubjecttoClausebbelow,ServiceProvider(the"IndemnifyingParty")undertakestoindemnify IPA (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement	Request you to replace existing clause with below clause: Subject to Clause below, Service Provider (the "Indemnifying Party") undertakes to indemnify IPA (the "Indemnified Party") from and against all direct losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or willful default in performance or non-performance under this Agreement	No change. As per RFP
9	16. INDEMNIFICATION & LIMITATION OF LIABILITY Volume 3	25	b)	b) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against IndemnifiedParty.	Request you to delete the existing clause. Remedies in case of breach of IPR is giving in below clause.	No change. As per RFP

10	16. INDEMNIFICATION & LIMITATION OF LIABILITY Volume 3	26	e)		e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	Suggest below modification in the clause: The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be applicable purchase order/statement of work giving rise to libaility. the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality	Please refer the Clause 3.2 of Corrigendum-5
11	17.2 Force Majeureevents Volume 3	26			Force Majeureevents a) A Force Majeure shall include, without limitation, thefollowing: ☐ war, hostilities, or warlike operations (whether a state of war be declared or not),invasion, act of foreign enemy, and civil war; ☐ strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, andplague; ☐ earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physicaldisaster including a pandemic or epidemic, or any central or state governmental order which hinders the Parties to carry out the obligations/performance under this Agreement or SLA.	Suggest below modification in the clause: Force Majeureevents a) A Force Majeure shall include, without limitation, thefollowing: ☐ war, hostilities, or warlike operations (whether a state of war be declared or not),invasion, act of foreign enemy, and civil war; ☐ strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, andplague; ☐ earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physicaldisaster including a pandemic including but not limited to COVID-19 or epidemic, lockdown or any central or state governmental order which hinders the Parties to carry out the obligations/performance under this Agreement or SLA.	Please refer Sl.No. 3.10 of the Corrigendum-5
12	26. GOVERNING LAW AND DISPUTE RESOLUTION Volume 3	37	e)		(e) Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of New Delhi, India. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration andConciliationAct, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held Delhi, India. Any legal dispute will come under the sole jurisdiction of New Delhi, India (	Suggest below modification in the clause: (e) Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a panel of two (2) arbitrators, each to be appointed by a Party. The arbitrators so aappointed by the Parties shall appoint a third person to be an umpire/presiding officer. sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of New Delhi, India. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration andConciliationAct, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held Delhi, India. Any legal dispute will come under the sole jurisdiction of New Delhi, India.	No change. As per RFP
13	NLP-IPA-Vol 3	18	13.2 (C)		Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in theSLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item.	Propose payment to be made within 30 days from the date of receipt of invoice	Please refer the Clause 3.1 of the Corrigendum-5

14	NLP-IPA-Vol 3	20-22	14.2 of MSA (Vol III)		The Section details the acceptance procedure and refers to term "Acceptance Period". However, the term in itself is not defined in the RFP. Requesting your good self if the said term could be defined including the timeline within which the Deliverable (Written and Operational) shall be confirmed accepted/rejected with observations. Important to note that RFP does specify the timelines of 7 days for IPA, post submission of deliverable after correcting the errors pointed out by IPA.	Please refer Clause 14.2.b.ii of Volume 3 of the RFP
15	NLP-IPA-Vol 3	24	15.4 of MSA (Vol III)		While we are principally fine with the clause for suspension, we humbly request your good office to specify the timelines of suspension, after which Service Provider could be entitled to walk out of the contract.	Please refer Sl.No. 3.11 of the Corrigendum-5
16	4.4 Non-fulfillment of the Service Provider's Conditions Precedent	10		(a) In the event that any of the Conditions Precedent of the Service Provider has not been fulfilled within 15 days or within such extended time as parties may mutually agree, of signing of this Agreement and the same has not been waived fully or partially by IPA or its nominated agencies, this Agreement shall cease to exist;	(a) In the event that any of the Conditions Precedent of the Service Provider has not been fulfilled within ~~15~~ **30** days or within such extended time as parties may mutually agree, of signing of this Agreement and the same has not been waived fully or partially by IPA or its nominated agencies, this Agreement shall cease to exist;	No change. As per RFP
17	7. Final testing and certification and 14.1 Acceptance of Deliverables	11 and 19			**Please add the below mentioned clause:** *The application software (if any) will be delivered/installed for acceptance to IPA as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of IPA. IPA will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by IPA. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by IPA, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. IPA will confirm acceptance in writing to Bidder. The IPA shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by IPA if the IPA (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).*	No change. As per RFP

| 18 | 13.2 Invoicing and Settlement | 18 | | (a) Subject to the specific terms of the SLA, the Service Provider shall submit its invoices in accordance with the following principles: (i) IPA shall be invoiced by the Service Provider for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Service Provider shall raise an invoice as perVol-1 of RFP;and (ii) Any invoice presented in accordance with this clause shall be in a form as agreed with IPA. (b) The Service Provider alone shall invoice all payments only after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in RFP (c) Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in theSLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item. (d) IPA shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Service Provider where IPA disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by IPA under this Clause shall not entitle the ~~Service Provider~~ to delay or withhold provision of the Services. (e) The Service Provider shall be solely responsible to make payment to its sub-contractors. | **Please amend the clause as given below:** (a) Subject to the specific terms of the SLA, the Service Provider shall submit its invoices in accordance with the following principles: (i) IPA shall be invoiced by the Service Provider for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Service Provider shall raise an invoice as perVol-1 of RFP; and (ii) Any invoice presented in accordance with this clause shall be in a form as agreed with IPA. (b) The Service Provider alone shall invoice all payments only after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in RFP (c) Payment shall be made within ~~6~~30 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. <u>All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.</u> The penalties are imposed on the Service Provider as per the penalty criteria specified in theSLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item.- (d) IPA shall be entitled to delay or withhold payment of any <u>relevant</u> invoice or part of it delivered by the Service Provider where IPA disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. | Please refer Sl.No. 3.1 of the Corrigendum-5 |
| 19 | 13.2 Invoicing and Settlement | 18 | (c) | (a) Subject to the specific terms of the SLA, the Service Provider shall submit its invoices in accordance with the following principles: (i) IPA shall be invoiced by the Service Provider for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Service Provider shall raise an invoice as perVol-1 of RFP (ii) Any invoice presented in accordance with this clause shall be in a form as agreed with IPA. (b) The Service Provider alone shall invoice all payments only after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in RFP (c) Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in the SLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item. (d) IPA shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Service Provider where IPA disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by IPA under this Clause shall not entitle the ~~Service Provider~~ to delay or withhold provision of the Services. (e) The Service Provider shall be solely responsible to make payment to its sub-contractors. | (a) Subject to the specific terms of the SLA, the Service Provider shall submit its invoices in accordance with the following principles: (i) IPA shall be invoiced by the Service Provider for the Services. Generally and unless otherwise agreed in writing between the Parties or expressly set out in the SLA, the Service Provider shall raise an invoice as perVol-1 of RFP; and (ii) Any invoice presented in accordance with this clause shall be in a form as agreed with IPA. (b) The Service Provider alone shall invoice all payments only after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in RFP (c) Payment shall be made within ~~6~~30 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. **All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.** The penalties are imposed on the Service Provider as per the penalty criteria specified in the SLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item. **In case the IPA does not convey the acceptance of the deliverables /milestones/item, within the agreed time, then the bidder would have the right to raise the invoice. For supply items. the biller need to raise the invoice upon delivery as per accounting guidelines and tax** | Please refer Sl.No. 3.1 of the Corrigendum-5 |

20	13.3 Tax	19		(a) IPA or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to the Service Provider wherever applicable. The Service Provider shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes orduties. (b) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. The Service Provider agrees to reimburse and hold IPA harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors. (c) If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increases or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI.	Please amend the clause as given below: (a) IPA or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to the Service Provider wherever applicable. ~~The Service Provider shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes orduties.~~ (b) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. ~~The Service Provider agrees to reimburse and hold IPA harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors.~~ (c) If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increases or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI. All fees payable to Service Provider are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable	No Change. As per RFP
21	13.3 Tax	19	(c)	(a) IPA or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to the Service Provider wherever applicable. The Service Provider shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties. (b) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. The Service Provider agrees to reimburse and hold IPA harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors. (c) If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increases or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI.	(a) IPA or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to the Service Provider wherever applicable. ~~The Service Provider shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties.~~ (b) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. ~~The Service Provider agrees to reimburse and hold IPA harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors.~~ (c) If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increases or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI. All fees payable to Service Provider are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, IPA shall be responsible to pay or reimburse Service Provider the	No Change. As per RFP

22	15.1 Material Breach	22			**Please add the below mentioned clause:** <u>Service Provider may terminate this Agreement for cause if IPA materially breaches this Agreement, provided Service Provider gives IPA notice of such breach and it remains uncured after 30 days following notice. If any amount due and payable by IPA under the Agreement is more than 30 days overdue; and there is no dispute between IPA and Service Provider in relation to that amount, Service Provider may issue to IPA a notice that payment is overdue. If IPA fails to pay Service Provider within 7 days after the date of such notice, Service Provider may by a further notice to IPA terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.</u>	No Change. As per RFP
23	15.1 Material Breach	22	(i)	(i) If the Service Provider is not able to deliver the services as per the SLAs defined in RFP which translates into material breach, then IPA may serve a 30 days written notice for curing this material breach (the Cure Period). In case the material breach continues, after the expiry of such notice period, IPA will have the option to terminate this Agreement. Further, IPA may do so after affording a reasonable opportunity to the Service Provider to explain the circumstances leading to such a breach.	(i) If the Service Provider is not able to deliver the services as per the SLAs defined in RFP which translates into material breach, then IPA may serve a 30 days written notice for curing this material breach (the Cure Period). **IPA may extend 30 days curing period in case the service provider needs more time.** In case the material breach continues, after the expiry of such notice period **or such extended time**, IPA will have the option to terminate this Agreement. Further, IPA may do so after affording a reasonable opportunity to the Service Provider to explain the circumstances leading to such a breach.	No Change. As per RFP
24	15.1 Material Breach	22	(ii)	If there is a material breach by the Purchaser or its nominated agencies which results in not providing support for conducting study, providing inputs, effecting data migration or not providing the certification of User Acceptance then the Implementation Agency will give a one month's notice for curing the material breach to the Purchaser. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement.	If there is a material breach by the Purchaser or its nominated agencies which results in not providing support for conducting study, providing inputs, effecting data migration or not providing the certification of User Acceptance then the Implementation Agency will give a one month's notice for curing the material breach to the Purchaser. **Implementation Agency may extend 1 month curing period in case the Purchaser needs more time.** After the expiry of such notice period **or such extended time**, the Implementation Agency will have the option to terminate the Agreement.	No Change. As per RFP
25	16. INDEMNIFICATION & LIMITATION OF LIABILITY	24		SubjecttoClausebbelow,ServiceProvider(the"IndemnifyingParty")undertakestoindemnify IPA (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. b) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against IndemnifiedParty. c) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by ☐ Indemnified Party's misuse or modification of theService; ☐ Indemnified Party's failure to use corrections or enhancements made available by the IndemnifyingParty; ☐ Indemnified Party's use of the Service in combination with any product or information not owned or developed by IndemnifyingParty; ☐ Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or ☐ information, direction, specification or materials provided by Indemnified Party or any thirdpartycontractedtoit.IfanyServiceisorlikelytobeheldtobeinfringing, Indemnifying Party shall at its expense and option either o procure the right for Indemnified Party to continue usingit, o replace it with a non-infringingequivalent, o modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect toinfringement. d) The indemnities set out in Clause 16 shall be subject to the followingconditions: (i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary orotherwise; (ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its	**Please amend the clause as given below:** Subject to Clause bbelow, ServiceProvider(the"IndemnifyinParty")undertakesto indemnify IPA (the "Indemnified Party") from and against all <u>reasonable</u> losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) <u>solely</u> attributable to the Indemnifying Party's <u>willful</u> negligence or willful default in performance or non-performance under this Agreement. b) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any <u>reasonable</u> costs or damages that may be finally awarded against Indemnified Party. c) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by ☐ Indemnified Party's misuse or modification of theService; ☐ Indemnified Party's failure to use corrections or enhancements made available by the IndemnifyingParty; ☐ Indemnified Party's use of the Service in combination with any product or information not owned or developed by IndemnifyingParty; ☐ Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or ☐ information, direction, specification or materials provided by Indemnified Party or any thirdpartycontractedto <u>it</u>. Ifany Serviceisorlikelytobeheldtobeinfringing, Indemnifying Party shall at its expense and option either o procure the right for Indemnified Party to continue usingit, o replace it with a non-infringingequivalent, o modify it to make it non-infringing. <u>o If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or</u>	Please refer Sl.No. 3.2 of the Corrigendum-5

26	15.4 Suspension	24		Clauses a to c	Request the suspension clause be excluded.	No change. As per RFP
27	16. INDEMNIFICATION & LIMITATION OF LIABILITY	26	e)	e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. ~~The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.~~	Please refer Sl.No. 3.1 of the Corrigendum-5
28	18. CONFIDENTIALITY	27		a) IPA or its nominated agencies shall allow the Service Provider to review and utilize highly confidential public records and the Service Provider shall maintain the highest level of secrecy, confidentiality and privacy with regardthereto. b) Additionally, the Service Provider shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of thesystems/facilities. c) IPA shall retain all rights to prevent, stop and if required take the necessary punitive action against the Service Provider regarding any forbiddendisclosure. d) The Service Provider shall execute a corporate non-disclosure agreement with IPA in the format provided by IPA and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by IPA with respect to thisProject. e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the followinginformation: ☐ information already available in the publicdomain; ☐ information which has been developed independently by the ServiceProvider; ☐ information which has been received from a third party who had the right to disclose the aforesaid information; ☐ Information which has been disclosed to the public pursuant to a courtorder. f) To the extent the Service Provider shares its confidential or proprietary information with IPA for effective performance of the Services, the provisions of the Clause a to c shall apply mutatis mutandis onIPA. g) Notwithstanding anything to the contrary mentioned hereinabove, the SP shall have the right to share the Letter of Intent / work order provided to it by IPA in relation to this Agreement, with it's prospective purchasers solely for the purpose and with the intent to evidence and support its work experience under thisAgreement.	**Please amend the clause as given below:** All oral confidential informations shall be clearly marked as confidential and shared to the receiving party within 10 days of disclosure. a) IPA or its nominated agencies shall allow the Service Provider and viz.a.vi to review and utilize highly confidential public records and the ~~Service Provider~~receiving party shall maintain the highest industry level of secrecy, confidentiality and privacy with regard thereto. b) Additionally, the ~~Service Provider~~disclosing party shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of thesystems/facilities. c) ~~IPA~~The disclosing party shall retain all rights to prevent, stop and if required take the necessary punitive action against the ~~Service Provider~~receiving party regarding any forbidden disclosure. d) ~~The Service Provider shall execute a corporate non-disclosure agreement with IPA in the format provided by IPA and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by IPA with respect to this Project.~~ e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: ☐ information already available in the public domain; ☐ information which has been developed independently by the ~~ServiceProvider~~receiving party; ☐ information which has been received from a third party who had the right to disclose the aforesaid information; ☐ Information which has been disclosed to the public pursuant to a courtorder. f) To the extent the Service Provider shares its confidential or proprietary information with IPA for effective performance of the Services, the provisions of the Clause on ~~a to c~~confidentiality shall apply mutatis mutandis onIPA. g) Notwithstanding anything to the contrary mentioned hereinabove, the SP shall have the	No change. As per RFP

29	20. INTELLECTUAL PROPERTY RIGHTS	28		a) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Service Provider would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to IPA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of theforegoing. b) Bespoke development: Subject to the provisions of Clause 20 (c) and 20 (d) below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie withIPA. c) Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Service Provider should grant IPA a non-exclusive, perpetual, fully paid-up license to use the pre- existing work in the form delivered to IPA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IPA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IPA at the conclusion of performance of theservices. d) Residuals: In no event shall Service Provider be precluded from independently	**Please amend the clause as given below:** A) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Service Provider would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to IPA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of theforegoing. b) Bespoke development: Subject to the provisions of Clause 20 (c) and 20 (d) below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie withIPA. c) Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, ~~reproduce and modify any of~~ its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Service Provider should grant IPA a non-exclusive, perpetual, fully paid-up license to use the pre- existing work in the form delivered	No change. As per RFP
30	22. LIQUIDATEDDAMAGES	31	a)	a) Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10`% of the total contract value.	a) Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of **5%** ~~10%~~ of the total value of Implementation Phase.	No change. As per RFP
31	22. LIQUIDATED DAMAGES	33		a) Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10`% of the total contractvalue. b) The Parties agree that SLA penalties defined in the Service Level Agreement are liquidated damages and that the deduction of any Service Credit by IPA shall be it's exclusive monetary remedy for failure of SP to meet the Service Levels and is in full and final settlement of any claim which IPA may have for Losses caused by the failure to meet a Service Level to which a Service Credit applies, provided that this Clause shall not limit the exercise by IPA of its rights to terminate the Agreement for material breach and the associated consequences of termination.	**Please amend the clause as given below:** a) Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of ~~10~~0.5`% of the total value of delayed services / Deliverables ~~contractvalue~~delayed services or Deliverables subject to a limit of 5% of the value of the delayed goods/ services. The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be IPA's sole and exclusive remedy for all delays herein. b) The Parties agree that SLA penalties defined in the Service Level Agreement are liquidated damages and that the deduction of any Service Credit by IPA shall be it's exclusive monetary remedy for failure of SP to meet the Service Levels and is in full and final settlement of any claim which IPA may have for Losses caused by the failure to meet a Service Level to which a Service Credit applies, provided that this Clause shall not limit the exercise by IPA of its rights to terminate the Agreement for material breach and the associated consequences of termination.	No change. As per RFP

32	ANNEXURE G - NON-DISCLOSURE AGREEMENT	56			**Please add the below mentioned clause:** The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 10 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it: a. Is obtained from another source without restriction. b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; e. is required to be provided under any law, or process of law duly executed.	No change. As per RFP
33	10.1. Details of SLA Penalty Mechanism and Calculations	60		The bidder will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is 10% of Quarterly Payout. The payments will be as per terms defined under Schedule VI of Volume III of this tender.	The bidder will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is 10% **5%** of Quarterly Payout. The payments will be as per terms defined under Schedule VI of Volume III of this tender.	No change. As per RFP
34	10.1. Details of SLA Penalty Mechanism and Calculations	61		The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure.	Need clarity on this clause. Within how many days would the 80% and 20% payment be released.	No change. As per RFP

35	5.3 Service Level Agreement and 10. Terms of Payments andPenalties	116 (VOL 2) and 60 (Vol 3)		The bidder will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is 10% of Quarterly Payout. The payments will be as per terms defined under Schedule VI of Volume III of this tender. The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure. The bidder will be eligible for an SLA holiday period wherein the SLAs shall not be applicable. This SLA holiday period will not be more than a quarter from the date of GO-Live, until and unless decided or agreed with IPA. The SLA holiday period is for streamlining the SLA measurement and monitoring process of the project.	**Please amend the clause as given below:** The bidder will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. The maximum penalty to be levied is ~~10~~5% of Quarterly delayed services or deliverables~~Payout~~. The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be IPA's sole and exclusive remedy for all delays herein. The payments will be as per mutually agreed terms defined under Schedule VI of Volume III of this tender. The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure mutually agreed between the parties. ~~The bidder will be eligible for an SLA holiday period wherein the SLAs shall not be applicable. This SLA holiday period will not be more than a quarter from the date of GO-Live, until and unless decided or agreed with IPA. The SLA holiday period is for streamlining the SLA measurement and monitoring process of the project.~~ Uptime- 100 or above. The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to IPA such as attachment of additional devices, making alteration to the system, maintenance of the system, etc, without Bidder' consent and/ or failure to maintain the	No change. As per RFP
36	19. AUDIT, ACCESS ANDREPORTING and SCHEDULE – IV - AUDIT, ACCESS AND REPORTING	28 and 48		7. TERMS OFPAYMENT The SP shall bear the cost of any audits and inspections as per the scope of work defined in of the RFP. The terms of payment are exclusive of any costs of the Service Provider and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the Service Provider pursuant to this Schedule.	**Please amend the clause as given below:** 7. TERMS OFPAYMENT The ~~SP~~ IPA shall bear the cost of any audits and inspections as per the scope of work defined in of the RFP. The terms of payment are exclusive of any costs of the Service Provider and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the Service Provider pursuant to this Schedule.	No change. As per RFP

37	Generic	NA	Generic : Request for Clause Addition	NA	Bidder requests to add the following clauses in the Agreement **Validity of Proposal** This proposal will remain valid for acceptance for a period of ….weeks from the proposal date. Language for Communication The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language. **Letter of Acceptance** As the first step for the assignment, the OWNER will issue Implementation Agency a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance. **Lead Time** Implementation Agency will commence work within ….. weeks of receiving the requisite advance payment. **Execution Infrastructure** The OWNER will provide necessary and adequate infrastructure to enable Implementation Agency to fulfill its commitment for the assignment. This will be applicable for each Implementation Agency Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site;	No change. As per RFP
38	2	9	a	The Service Provider shall be required to design, develop, integrate, implement, operate and maintain "NLP Marine ver1.0 for the Indian sea port communities and provide technical support for one year to PCS 1x (design, develop, integrate, implement, operate and maintain "NLP Marine ver1.0) and during to the solution for a period of 2 years for O&M ; from the date ofGo-Live, totaling to three years	As per Vol 1, it is mentioned "The Period for Development and Implementation of National Logistics Portal – Marine shall be one year from signing of the contract. The support and Maintenance of NLP shall be for four years thereafter. The NLP Project is for five years from signing of contract." which is contradicting this clause. Please confirm the actual tenure of contract period.	As per RFP
39	Volume 3	11	6 e	Any change in the constitution or internal reorganization of the entity (Service Provider) will be subject to prior approval of IPA.	The Service Provider shall intimate IPA if there is any reorganisation of the entity, however no approval will be sought from IPA for any reorganisation or change in constitution.	Please refer the S.No. 3.8 of Corrigendum-5

40	Volume 3	12	8.1	The Service Provider represents and warrants to IPA that: (a) it is duly recognized and validly existing entity under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplated hereby; (b) it is a competent provider of a variety of information technology and business process managementservices; (c) it has taken all necessary corporate and other actions under applicable laws to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under thisAgreement; (d) from the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement; (e) in providing the Services, it shall use reasonable endeavours not to cause any unnecessary disruption to IPA's normal business operations (f) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, and is enforceable against it in accordance with the termshereof. (g) the information furnished in the tender documents and as updated on or before the date of this Agreement is to the best of its knowledge and belief true and accurate in all material respects as on the date of this Agreement; (h) the execution, delivery and performance of this Agreement shall not be in conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound oraffected; (i) there are no material actions, suits, proceedings, or investigations pending nor contemplated against it before any court of law or before any other judicial, quasi-judicial orother authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under thisAgreement; (j) it has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any adverse effect on its ability to perform its	The Service Provider ~~represents and~~ warrants to IPA to the best of its knowledge that: (a) it is duly recognized and validly existing entity under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplatedhereby; (b) ~~it is a competent provider of a variety of information technology and business process managementservices;~~ (c) it has taken all necessary corporate and other actions under applicable laws to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under thisAgreement; (d) from the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement; (e) in providing the Services, it shall use reasonable endeavours not to cause any unnecessary disruption to IPA's normal business operations (f) this Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, and is enforceable against it in accordance with the termshereof. (g) the information furnished in the tender documents and as updated on or before the date of this Agreement is to the best of its knowledge and belief true and accurate in all material respects as on the date of this Agreement; (h) the execution, delivery and performance of this Agreement shall not be in conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound oraffected;	No change. As per RFP
41	Volume 3	18	13.2 c	Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in theSLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item.	Payment shall be made within ~~630~~ working days of the receipt of invoice along with supporting documents by IPA ~~subject to deduction of applicable liquidated damages and/or service credits/debits.~~ The penalties are imposed on the Service Provider as per the penalty criteria specified in theSLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item. In the event IPA's payments are not paid when due under this Agreement, such amounts shall bear interest at a rate equal to the lower of twelve percent (12%) per annum for the period commencing on the due date until the same are paid in full.	Please refer Sl.No. 3.1 of the Corrigendum-5

42	Volume 3	20	14.2 a	(a) WrittenDeliverables: i. The Service Provider may submit interim drafts of written Deliverables (e.g., system designs and documentation) to IPA for review. IPA agrees to review each interim draft within a reasonable period of time after receiving it from the Service Provider. When the Service Provider delivers a final written Deliverable to IPA, IPA will have the opportunity to review such written Deliverable for an acceptance period as finalized in Kick-off. iii. IPA agrees to notify the Service Provider in writing by the end of the Acceptance Period either stating that the applicable written Deliverable is accepted / rejected in the form delivered by the Service Provider or describing with reasonable particularity any deficiencies that must be corrected prior to acceptance of such written Deliverable. iv. If IPA delivers to the Service Provider a timely notice of rejection/deficiencies, the Service Provider will correct the described deficiencies as quickly as possible and, in any event, within ten (10) days after IPA notifies the Service Provider of the rejection/deficiencies (unless otherwise specified in the agreed Project Plan). Upon receipt of a corrected written Deliverable from the Service Provider, IPA will have a period of seven (7) days to review the corrected written Deliverable.	(a) WrittenDeliverables: i. The Service Provider may submit interim drafts of written Deliverables (e.g., system designs and documentation) to IPA for review. IPA ~~agrees to~~ shall review each interim draft within a reasonable period of time i.e. within 10 business days after receiving it from the Service Provider. When the Service Provider delivers a final written Deliverable to IPA, IPA will have the opportunity to review such written Deliverable for an acceptance period as finalized in Kick-off. iii. IPA agrees to notify the Service Provider in writing by the end of the Acceptance Period either stating that the applicable written Deliverable is accepted / rejected in the form delivered by the Service Provider or describing with reasonable particularity any deficiencies that must be corrected prior to acceptance of such written Deliverable. If no written notification of acceptance or material non-conformance with the Acceptance Criteria is received by Service Provider within ten (10) business days from commencement of the Acceptance Period or if the Deliverables are utilized for purposes other than testing by IPA, the Deliverables shall be deemed accepted by IPA. iv. If IPA delivers to the Service Provider a timely notice of rejection/deficiencies, the Service Provider will correct the described deficiencies as quickly as possible and, in any event, within ~~ten (10)~~ fifteen (15) days or 3 attempts after IPA notifies the Service Provider of the rejection/deficiencies (unless otherwise specified in the agreed Project Plan). Upon receipt of a corrected written Deliverable from the Service Provider, IPA will have a period of seven (7) days to review the corrected written Deliverable.	No Change. As per RFP
43	Volume 3	21	14.2 b	ii. When the Service Provider has completed an Operational Deliverable, it will deliver the Operational Deliverable at the Installation Site (if not already there), install such Deliverable (if not already installed), and perform an installation test reasonably acceptable to IPA to verify that the Deliverable has been properly delivered and installed. The Service Provider shall notify IPA when the Operational Deliverable is 'Ready for Acceptance', provided that, unless otherwise agreed, such notice shall not occur prior to the successful completion by the Service Provider of any installation tests. Such notice will start the Acceptance Period, which will be fifteen (15) days or such other period as is stated in the RFP or agreed Project Plan. As was the case with written Deliverables, IPA's obligation to review any Operational Deliverable within the applicable Acceptance Period will be contingent on such Operational Deliverable being delivered to IPA as scheduled. If and to the extent any Operational Deliverable is delivered earlier or later than scheduled, the Acceptance Period for such Operational Deliverable shall be extended as reasonably necessary to accommodate the availability of the IPA personnel responsible for reviewing such Operational Deliverable. Similarly, if and to the extent multiple Operational Deliverables are delivered to IPA within an Acceptance Period, the Acceptance Period for all Operational Deliverables shall be extended as reasonably necessary to accommodate the availability of the IPA personnel responsible for reviewingthem. iii. IPA shall notify the Service Provider in writing by the end of the Acceptance Period stating that the Operational Deliverable is accepted/rejected in the form delivered by the Service Provider or describing the defects as provided in Clause 14.2 (b) (iv) below. If the Service Provider does not receive any notice of defects from IPA by the end of the Acceptance Period, the Service Provider shall promptly notify IPA in writing that no such notice was received. iv. If IPA determines during the Acceptance Period that the Operational Deliverable as delivered by the Service Provider deviates from its approved specifications or otherwise fails to successfully complete applicable Acceptance Tests (or a defect), IPA will inform the Service Provider in writing, describing the defect(s) in sufficient detail to allow the Service Provider to recreate/rectify them	ii. When the Service Provider has completed an Operational Deliverable, it will deliver the Operational Deliverable at the Installation Site (if not already there), install such Deliverable (if not already installed), and perform an installation test reasonably acceptable to IPA to verify that the Deliverable has been properly delivered and installed. The Service Provider shall notify IPA when the Operational Deliverable is 'Ready for Acceptance', provided that, unless otherwise agreed, such notice shall not occur prior to the successful completion by the Service Provider of any installation tests. Such notice will start the Acceptance Period, which will be ~~fifteen (15)~~ ten (10) days or such other period as is stated in the RFP or agreed Project Plan. As was the case with written Deliverables, IPA's obligation to review any Operational Deliverable within the applicable Acceptance Period will be contingent on such Operational Deliverable being delivered to IPA as scheduled. If and to the extent any Operational Deliverable is delivered earlier or later than scheduled, the Acceptance Period for such Operational Deliverable shall be extended as reasonably necessary to accommodate the availability of the IPA personnel responsible for reviewing such Operational Deliverable. Similarly, if and to the extent multiple Operational Deliverables are delivered to IPA within an Acceptance Period, the Acceptance Period for all Operational Deliverables shall be extended as reasonably necessary to accommodate the availability of the IPA personnel responsible for reviewing them. iii. IPA shall notify the Service Provider in writing by the end of the Acceptance Period stating that the Operational Deliverable is accepted/rejected in the form delivered by the Service Provider or describing the defects as provided in Clause 14.2 (b) (iv) below. If the Service Provider does not receive any notice of defects from IPA by the end of the Acceptance Period, or if the Deliverables are utilized for purposes other than testing by IPA, the	Please refer Sl.No. 3.1 of the Corrigendum-5

44	Volume 3	22	14.2 c	(c) Correction of Deficiencies in Deliverables: i. If the Service Provider is unable to correct all deficiencies preventing Acceptance of a Deliverable for which it is responsible after a reasonable number of repeated efforts (but not more than three (3), IPA may at itselection: a. allow the Service Provider to continue its efforts to make corrections;or b. accept the Deliverable with its Deficiencies and deduct such proportionate amounts from the Service Providers fees as deemed appropriate by IPA;or c. terminate this Agreement for cause in accordance with the procedures set forth in Clause 15 (except that IPA is under no obligation to provide the Service Provider any further opportunity to cure) and recover its damages subject to the limitations set forth in thisAgreement.	(c) Correction of Deficiencies in Deliverables: i. If the Service Provider is unable to correct all deficiencies preventing Acceptance of a Deliverable for which it is responsible after a reasonable number of repeated efforts (but not more than three (3) or within 15 days , IPA's sole and exclusive remedy shall be to ~~may at its election:~~ reject the defective and non-conforming Deliverable and to recover from Vendor the amount paid in advance by Customer to Vendor for the defective and non-conforming Deliverable. ~~a. allow the Service Provider to continue its efforts to make corrections;or~~ ~~b. accept the Deliverable with its Deficiencies and deduct such proportionate amounts from the Service Providers fees as deemed appropriate by IPA;or~~ ~~c. terminate this Agreement for cause in accordance with the procedures set forth in Clause 15 (except that IPA is under no obligation to provide the Service Provider any further opportunity to cure) and recover its damages subject to the limitations set forth in thisAgreement.~~	No Change. As per RFP
45	Volume 3	23	15.1 b & c	(b) IPA may by giving a one month's written notice, terminate this Agreement if a change of control of the Service Provider has taken place. For the purposes of this Clause, in the case of Service Provider, change of control shall mean the events stated in Clause 6, and such notice shall become effective at the end of the notice period as set out in Clause 6.1 (c). (c) In the event that Service Provider undergoes such a change of control, IPA may, as an alternative to termination, require a full Performance Guarantee for the obligations of Service Provider by a guarantor acceptable to IPA or its nominated agencies. If such a guarantee is not furnished within 30 days of IPA's demand, or any period extended by IPA, IPA may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the ServiceProvider.	This right of termination in the event of change control to be mutual as follows: (b) ~~IPA~~ Either Party may by giving a one month's written notice, terminate this Agreement if a change of control of the ~~Service Provider~~ other party has taken place. For the purposes of this Clause, in the case of Service Provider, change of control shall mean the events stated in Clause 6, and such notice shall become effective at the end of the notice period as set out in Clause 6.1 (c). (c) In the event that Service Provider undergoes such a change of control, IPA may, as an alternative to termination, require a full Performance Guarantee for the obligations of Service Provider by a guarantor acceptable to IPA or its nominated agencies. If such a guarantee is not furnished within 30 days of IPA's demand, or any period extended by IPA, IPA may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the Service Provider.- Legal Anchor to confirm if we can agree to this.	No Change. As per RFP
46	Volume 3	23	15.1 d	(d) IPA agrees to pay Service Provider for i. all charges for services Service Provider provides and any Deliverables and/or system (or part thereof) Service Provider delivers through termination,and ii. reimbursable expenses Service Provider incurs through termination. If IPA terminates without cause, IPA also agrees to pay any applicable adjustment expenses Service Provider incurs as a result of such termination (which Service Provider will take reasonable steps to mitigate).	(d) IPA agrees to pay Service Provider for i. all charges for services Service Provider provides and any Deliverables and/or system (or part thereof) Service Provider delivers through termination,and ii. reimbursable expenses Service Provider incurs through termination. If IPA terminates without cause, then, an advance notice of ninety (90) days needs to be provided to the Service Provider and IPA also agrees to pay any applicable adjustment expenses Service Provider incurs as a result of such termination along with termination fee and wind down costs as agreed by the parties (which Service Provider will take reasonable steps to mitigate). Suggest adding : Following termination of this Agreement by either party, IPA shall pay to Service Provider the charges for all Services and Deliverables provided to IPA up to the effective date of termination.	No Change. As per RFP
47	Volume 3	24	15.3	IPA may serve written notice on Service Provider at any time to terminate this Agreement with immediate effect in the event that the Service Provider reporting an apprehension of bankruptcy to IPA or its nominated agencies.	Suggest making the clause mutual as follows: ~~IPA~~ Either Party may serve written notice of 30 days on ~~Service Provider~~ the other party at any time to terminate this Agreement with immediate effect in the event that the ~~Service Provider~~ other party reporting an apprehension of bankruptcy or insolvency to ~~IPA~~ either parties or its nominated agencies.	No Change. As per RFP
48	Volume 3	24	15.4	Suspension …..	We cannot agree for any suspension of the Services as any suspension will lead to difficulties in resource reallocation, revenue recognition etc., and would be operationally very difficult to manage. Hence suggest deleton of the clause.	Please refer Sl.No. 3.11 of the Corrigendum-5

49	Volume 3	24	16 a	Subject to Clause b below,ServiceProvider(the"IndemnifyingParty")undertakes to indemnify IPA (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	Subject to Clause b below,ServiceProvider(the"IndemnifyingParty")undertakes to indemnify IPA (the "Indemnified Party") from and against all third party claims & losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or willful default in performance or non-performance under this Agreement.	No Change. As per RFP
50	Volume 3	25	16 c	Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by i. Indemnified Party's misuse or modification of theService; ii. Indemnified Party's failure to use corrections or enhancements made available by the IndemnifyingParty; iii. Indemnified Party's use of the Service in combination with any product or information not owned or developed by IndemnifyingParty; iv. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or v. information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either i.procure the right for Indemnified Party to continue using it, ii. replace it with a non-infringingequivalent, iii. modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect toinfringement.	1. With respect to the exclusions of indemnity, suggest adding the below mentioned points as well: vi. third party software, where the Indemnifying Party's use of such software has been in accordance with relevant licensing terms; vii. use or combination of the Deliverables with items not provided by Indemnifying Party; vii. use or incorporation of the Deliverables in a manner for which they were not designed. 2. With respect to the remedy to be provided to the Indemnified Party, suggest adding one more remedy as follows:	No Change. As per RFP
51	Volume 3	25	16 d (ii)	(ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in suchdefense;	(ii) the Indemnified Party shall, at its own cost the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in suchdefense;	No Change. As per RFP
52	Volume 3	26	16 e	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the average amounts paid by IPA toService Provider under the applicable work order during each consecutive twelve (12) months following the preceding the first event giving rise to liability. half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	Please refer Sl.No. 3.2 of the Corrigendum-5
53	Volume 3	25	16 d	The indemnities set out in Clause 16 shall be subject to the followingconditions:	Suggest adding Customer Indemnity as follows: IPA shall indemnify, defend and hold harmless Service Provider against all liability, claims, costs, losses, damages, and expenses incurred by Service Provider arising from or related to any claim, suit, or action brought against Service Provider by a third party for infringement or misappropriation of a third party's copyright, patent, trade secret or other intellectual property rights by any intellectual property provided by IPA to Service Provider under this Agreement.	No Change. As per RFP
54	Volume 3	27	17 f	If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to theother.	If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than ninety sixty (60) 90 days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to theother.	Please refer Sl.No. 3.1 of the Corrigendum-5

55	Volume 3	27 & 28	18	e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the followinginformation: i. information already available in the publicdomain; ii. information which has been developed independently by the ServiceProvider; iii. information which has been received from a third party who had the right to disclose the aforesaid information; iv. Information which has been disclosed to the public pursuant to a courtorder.	e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the followinginformation: Suggest adding: i. information already available in the publicdomain; ii. information which has been developed independently by the ServiceProvider; iii. information which has been received from a third party who had the right to disclose the aforesaid information; iv. Information which has been disclosed to the public pursuant to a courtorder. v. already in the receiving party's possession and was lawfully received from sources other than the disclosing party; vi. approved by the disclosing party for release, in writing. Suggest adding the following: The receiving party may disclose Confidential Information only to its employees or consultants on a need-to-know basis. Service Provider shall have and hereby reserves the right to disclose Confidential information, on request, to governmental or statutory authorities without an obligation to notify IPA if such notification is prohibited by Applicable Law. Service Provider also reserves the right to disclose this Agreement or its terms to governmental or statutory authorities, including tax authorities, without obtaining IPA's prior consent. In case of breach, the affected party shall have the right to seek injunctive relief, which relief shall not exclude any other recourse provided by law.	No Change. As per RFP
56	Volume 3	28	19	The Service Provider shall allow access to IPA to all information which is in the possession or control of the Service Provider and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by IPA to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule IV of this Agreement. Such audit rights shall be conducted once in sixmonths.	The Service Provider shall allow upon (i) reasonable notice to the Service Provider; and (ii) during Normal Business Hour access to IPA to all information which is in the possession or control of the Service Provider in relation to the performance by the Service Provider of its obligations under this Agreement and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by IPA to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule IV of this Agreement. All audits has to be conducted at IPA's costs and expenses. Such audit rights shall be conducted once per year. in sixmonths. In no event such audits shall mean any other than physical and procedural audits in connection with the Services in compliance with clause 2 provided hereunder, and the scope of such audit shall be limited only to the systems and resources used for provision of Services hereunder.	No Change. As per RFP

57	Volume 3	28 & 29	20	(a) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Service Provider would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to IPA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of theforegoing. (c) Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Service Provider should grant IPA a non-exclusive, perpetual, fully paid-up license to use the pre- existing work in the form delivered to IPA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IPA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IPA at the conclusion of performance of theservices.	(a) Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Service Provider would be responsible for arranging any licenses associated with products upon IPA's costs and expenses. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to IPA for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of theforegoing. (c) Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive, non-transferable, irrevocable, royalty free and perpetual license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, in the event the Service Provider Materials are embedded in the Deliverables, the Service Provider should grant IPA a non-exclusive, non-transferable, perpetual, fully paid-up license to use the pre- existing work in the form delivered to IPA as part of the service or deliverables only for its internal	No Change. As per RFP
58	Volume 3	28 & 29	20	Intellectual Property Rights…	Suggest adding the follows: IPA acknowledges that the Deliverables may include Third Party Systems. Nothing in this Agreement or any Work Order issued hereunder shall be construed to grant IPA rights to such Third Party Materials and it shall be the sole responsibility of IPA to obtain the requisite license, unless expressly stated to the contrary in the Work Order. Service Provider shall reasonably cooperate with IPA, at IPA's cost and expense, to secure appropriate licenses.	No Change. As per RFP
59	Volume 3	29	21.1 a,b,c	a) The SP warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement. b) The SP also warrants that the products, materials and other goods supplied under the Agreement are new, unused and incorporate all recent improvements in design that materially affect the system's or subsystem's ability to fulfil the technical requirements specified in theRFP. c) In addition, the SP warrants that all Goods components to be incorporated into the System form part of the SP/OEM's and/or Subcontractor's current productlines.	a) The SP ~~warrants~~ ensures that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement. b) The SP also warrants to the best of its knowledge that the products, materials and other goods supplied under the Agreement are new, unused and incorporate all recent improvements in design that materially affect the system's or subsystem's ability to fulfil the technical requirements specified in theRFP. c) In addition, the SP warrants to the best of its knowledge that all Goods components to be incorporated into the System form part of the SP/OEM's and/or Subcontractor's current productlines.	No Change. As per RFP
60	Volume 3	30	21.1 d	The warranty period shall commence from the date of Final Acceptance of the entire system (as per Volume 2 of this RFP) or on expiry of the products commercial warranty	With respect to the Warranty period, the Service Provider shall provide warranty for a period of thirty (30) days following final acceptance or delivery.	No Change. As per RFP

61	Volume 3	30	21.1 g	If the SP fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, IPA may, following notice to the SP, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by IPA in connection with such work shall be paid to IPA by the SP or may be deducted by the IPA from any amount due to theSP.	If the SP fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, IPA may,at Service Provider's option, refund of the fees paid for such nonconforming Services and Deliverables. following notice to the SP, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by IPA in connection with such work shall be paid to IPA by the SP or may be deducted by the IPA from any amount due to theSP.	No Change. As per RFP
62	Volume 3	30	21.1 h & i	(h) If the System or any of its sub-systems cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the warranty period for the Project shall be extended by a period equal to the period during which the Project or any of its system could not be used by IPA because of such defect and/or making good of such default, defect ordeficiency. (i) Items substituted for defective parts of the System during the Warranty Period shall be covered by the Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever isgreater.	(h) We cannot agree to this clause. Suggest striking out. (i) This is rolling warranty to which we cannot agree. Hence suggest deletion.	No Change. As per RFP
63	Volume 3	30	21.1 j	The SP shall have no liability in the case of breach of this warranty due to (i) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by the SP, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by the SP; (iii) the deliverables having been tampered with, altered or modified by IPA without the written permission of SP, or (iv) use of the deliverables otherwise than in terms of the relevantdocumentation	Suggest adding the following: iv. a Force Majeure Event as defined under this Agreement. Also Add: Except as expressly set forth in this agreement, Service Provider hereby disclaims all warranties (whether implied, statutory or otherwise) with respect to the Services and Deliverables provided under this Agreement and/or work orders issued hereunder, including but not limited to implied warranties of merchantability and fitness for a particular purpose. Service Provider does not represent or warrant that Services or Deliverables, including but not limited to any software, will be error or bug free or that software will function without interruption or that any of the services or deliverables are designed to meet IPA's business requirements.	No Change. As per RFP
64	Volume 3	31	22 a	Time is of the essence	We cannot agree to this clause. Request deletion.	No Change. As per RFP
65	Volume 3	32	24.1 b	for one year following the expiry or termination of the Agreement valid and enforceable insurance policies (if relevant) in the amount not less than the Insurance Cover specified in ScheduleI	We cannot agree to cover the IPA under our insurance policies once the agreement has expired or terminated.	No Change. As per RFP
66	Volume 3	32	24.3	24.3 Non-compliance IPA may, at its election, terminate this Agreement upon the failure of Service Provider, or notification of such failure, to maintain the required insurance coverage after the Cure Period. Inadequate insurance coverage for any reason shall not relieve Service Provider of its obligations under this Agreement.	This could not be considered as a reason for the termination of the Agreement. Hence, suggest deletion of this clause. IPA can take recourse under the law or the other remedies available under this agreement to make good any loss caused to IPA.	No Change. As per RFP
67	Volume 3	33	25.1 f	Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this Agreement. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public.	Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this Agreement during the period of their involvement with the provision of the Services and a further period of one (1) year thereafter. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public.	No Change. As per RFP
68	Volume 3	34	25.3	Except the work permitted to be sub-contracted, Service Provider shall not subcontract any work without IPA's prior written consent. However, the Service Provider shall provide the list of all the other services planned to be sub contracted, within 30 days of signing the Agreement. It is clarified that the Service Provider shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Service provider undertakes to indemnify IPA from any claims on the grounds stated hereinabove. Notwithstanding the sub-contracting, the Service Provider shall remain solely responsible for and liable for successful delivery of Deliverables and accomplishment of the Project.	Except the work permitted to be sub-contracted, Service Provider shall not subcontract any work without IPA's prior written consent which shall not be unreasonably withheld. However, the Service Provider shall provide the list of all the other services planned to be sub contracted, within 30 days of signing the Agreement. It is clarified that the Service Provider shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Service provider undertakes to indemnify IPA from any claims on the grounds stated hereinabove. Notwithstanding the sub-contracting, the Service Provider shall remain solely responsible for and liable for successful delivery of Deliverables and accomplishment of the Project.- Legal Anchor to confirm if we can agree to indemnity part.	No Change. As per RFP

69	Volume 3	34	25.4	(a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of IPA and their respective successors and permittedassigns. (b) Subject to Clause 4.4, the Service Provider shall not be permitted to assign its rights and obligations under this Agreement to any thirdparty except its affiliates, group companies or any other entity under the common management or control. (c) IPA may assign or novate all or any part of this Agreement and Schedules/Annexures, and the Service Provider shall be a party to such novation, to any third party contracted to provide outsourced services to IPA or any of itsnominees.	(a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of IPA and their respective successors and permitted assigns. (b) ~~Subject to Clause 4.4,~~ the Service Provider shall ~~not~~ be permitted to assign its rights and obligations under this Agreement to any third party except its affiliates, group companies or any other entity under the common management or control upon IPA's prior written consent. (c) IPA may assign or novate all or any part of this Agreement and Schedules/Annexures upon Service Provider's prior written consent, and the Service Provider shall be a party to such novation, to any third party contracted to provide outsourced services to IPA or any of itsnominees. Suggest adding the AR discounting clause as follows: IPA hereby consents to Service Provider assigning all or some of its Receivables under this Agreement to a third party ("Bank") and Service Provider is hereby notifying IPA of such assignment. For the sake of clarity, the term "Receivables" is hereby defined as any amounts due from IPA under an invoice raised by the Service Provider for Services delivered under this Agreement. Further, IPA acknowledges that Service Provider may share limited excerpts of this Agreement and other details directly relating to the Receivables on a "need to know" basis with the Bank, subject to appropriate confidentiality undertakings by the Bank.	Please refer Sl.No. 3.3 of the Corrigendum-5
70	Volume 3	36	25.8	Compliance with Applicable Law….	Suggest adding: 1. Each party agrees to have and maintain in place and enforce, throughout the term of this Agreement, its own policies and procedures, to ensure compliance with applicable anti- bribery and anti-corruption laws. No payments or transfers of value which intend to or effect public or commercial bribery, kickbacks or other unlawful or improper means of obtaining or retaining business or directing business to any person or entity, and no facilitation payments, will be made. 2. In the event that there are any changes in law or regulations, applicable to this Agreement, including but not limited to changes in Applicable Laws, which adversely affect Service Provider's ability to render the Services and Deliverables under any Work Order, the parties shall upon mutual agreement amend the applicable Work Order (using the change order mechanism) in order to enable Service Provider to render the required Services and Deliverables in accordance with the laws and regulations as amended at no additional cost to Service Provider, or to compensate Service Provider for any reasonable additional costs which it would have to incur in order to comply with the changes to such laws or regulations. 3. IPA acknowledges that it is best suited to ascertain the export control classification of any information, data, software, technology, or materials provided or disclosed to Service Provider and/or Service Provider's employees in connection with this Agreement. IPA represents and warrants that no export license is required in connection with the provision and/or disclosure of any information, data, software, technology, or materials to Service Provider and Service Provider's employees/contractors under this Agreement. Except as expressly agreed between the parties with respect to a Work Order, Service Provider shall have no obligation to secure any	No Change. As per RFP
71	Volume 3	36	25.1O	The Service Provider represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of IPA in connection with this agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of IPA standard policies and may result in cancellation of this Agreement, or the SLA.	The Service Provider ~~represents, warrants and covenants~~ ensures that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of IPA in connection with this agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of IPA standard policies and may result in cancellation of this Agreement, or the SLA.	No Change. As per RFP

72	Volume 3	41	Schedule 1	Means the products, infrastructure and services agreed to be delivered by the Service Provider in pursuance of the agreement as listed in the RFP and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), interalia payment and/or process related etc., source code and all its modifications;	Means the products, infrastructure and services agreed to be solely created and developed by the Service Provider for the Purchaser and to be delivered by the Service Provider in pursuance of the agreement as listed in the RFP upon full payment made by the Purchaser and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), interalia payment and/or process related etc., source code and all its modifications;	No Change. As per RFP
73	Volume 3	49	4.1	Security audit and implementation audit of the system shall be done at least once each year, the cost of which shall be borne by the ServiceProvider.	the cost of the audit to be borne by the IPA	No Change. As per RFP
74	Volume 3	39	Schedule 1	Schedule 1: Definitions:	Suggest adding the following definitions: 1. "Service Provider Material" shall mean the Service Provider Pre-existing IP and Service Provider Incidental IP. 2. "Service Provider Pre-existing IP" shall mean all tools, software, methodologies, processes, know-how and other information or material created or licensed by Service Provider prior to the commencement of an applicable Work Order or outside the scope of such Work Order, and any modifications or enhancements made to any of the foregoing. 3. "Service Provider Incidental IP" shall mean all tools, software, methodologies, processes, know-how and other information or material created by Service Provider in the course of providing Services under an applicable Work Order without using IPA Materials or IPA's Confidential Information. 4. "IPA Materials" means all assistance, support, approvals, software, hardware and infrastructure provided by IPA to Service Provider to effectively provide the Services and Deliverables hereunder. 5. "Work Order" shall mean a written description of the Services and Deliverables to be provided by Service Provider as agreed to between the parties from time to time.	No Change. As per RFP
75	Volume 3	41	Schedule 1	Means a breach by either Party (IPA or Service Provider) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed tocure;	Means a breach by either Party (IPA or Service Provider) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure such breach within 30 days of notice;	No Change. As per RFP
76	Volume 3	18	13.2 c	Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits.	The cost negotiation needs to be made mutual for suspension period.	Please refer Sl.No. 3.1 of the Corrigendum-5
77	Volume 3	24	15.4	The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of maximum 30 days. IPA may consider suitable compensation to the Service Provider in the event of suspension extending beyond a continuous period of 30 days.	We proposed "0.5% per week of delay for the delayed milestones capped to a maximum of 10%.	No Change. As per RFP
78	Volume 3	31	22 a	Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10`% of the total contractvalue.		No Change. As per RFP

79	III		15	9(a)	**Approval and required consents;** (a) The Parties shall cooperate to procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the Service Provider to provide the Services. The costs of such Approvals shall be borne by the Party normally responsible for such costs according to local custom and practice in the locations where the Services are to be provided.	(1) Please confirm the list of licenses, clearance and approvals required to be obtained by Service Provider? (2) What would be the approximate time for obtaining the same ? (3) What would be the approximate costs for obtaining the same ?	Please refer Volume 2 of the RFP for scope of work and project requirements
80	III		17	12.4 (a)	**Security and Safety** (a) The Service Provider shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by dept. of telecom (wherever applicable), **IT Security Manual of IPA** as specifically stated in the RFP and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services/Deliverables under thisAgreement.	We could not locate any IT Security Manual of IPA in the RFP as referred in the said clause. Can you provide the same for our reference ?	Please refer Annexure 2.6.16 "IPA IT Security Policy" in Corrigendum-5
81	III		18	13.2 (b)	**Invoicing and Settlement** (b) The Service Provider alone shall invoice all payments only after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in RFP	1. Who shall be the competent authority for granting the approval of completion of payment milestone by the Service Provider? 2. How to deal with a situation where there is a difference of opinion between the IPA and Service Provider w.r.t. completion of a milestone ?	Please refer Clause 4 Governance in Volume 2 of the RFP
82	III		24	15.4	**Suspension** a) The Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. IPA shall inform the Service Provider about such suspension at least 30 days in advance. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of maximum 30 days. IPA may consider suitable compensation to the Service Provider in the event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months, the Service Provider shall have the right to request IPA to pay reasonable immobilization and mobilization charges as may be consented to byIPA.	In case the suspension period exceeds beyond 3 months, does the Service Provider has the right to terminate the Agreement ? If yes, under which provision ? If no, shouldn't it be there ?	Please refer Sl.No. 3.11 of the Corrigendum-5
83	III		26	16(e)	**Limitation of Liability:** e)The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this **Clause c** shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	1. Whether clause c mentioned therein should be clause 'e' ?	Please refer Sl.No. 3.2 of the Corrigendum-5
84	III		32	24.1 (c)	**Obligation to maintain insurance**	Please confirm whether the cost of all insurances mentioned under 24.1(a) and (b) shall be borne by IPA ?	As per RFP
85	III		34	25.3	**Sub-contractors** Except the work permitted to be sub-contracted, Service Provider shall not subcontract any work without IPA's prior written consent. However, the Service Provider shall provide the list of all the other services planned to be sub contracted, within 30 days of signing the Agreement. It is clarified that the Service Provider shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Service provider undertakes to indemnify IPA from any claims on the grounds stated hereinabove. Notwithstanding the sub-contracting, the Service Provider shall remain solely responsible for and liable for successful delivery of Deliverables and accomplishment of the Project.	Does this mean that the works permitted to be sub-contracted under Clause 2.3 of Volume I, require no prior consent from the IPA?	Bidder is required to submit the subcontracting documents as per the requirements of the RFP
86	III		34	25.4 (b)	**Assignment** (b) Subject to Clause 4.4, the Service Provider shall not be permitted to assign its rights and obligations under this Agreement to any thirdparty except its affiliates, group companies or any other entity under the common management or control.	What is the co-relation of this clause with Clause 4.4 ?	Please refer Sl.No. 3.3 of the Corrigendum-5

Sl. No	Vol	Page	Clause	Clause Text	Query	Response
87	III	34	25.4	**25.4 Trademarks,Publicity**	Is the numbering of this clause incorrect as there are two clauses with the same no. ?	As per RFP
88	III	36	25.9	**Professional Fees** All expenses incurred by or on behalf of each Party to this Agreement and the SLA, including all fees of agents, legal advisors, accountants and actuaries employed by either of the Parties in connection with the negotiation, preparation and execution of this Agreement or the SLA shall be borne solely by the Party which incurred them.	Is there any stamp duty payable on the execution of the MSA and SLA ? If yes, who will bear the cost of the same ?	As per RFP
89	III	36	26	**Governing Law and Dispute Resolution** c) In case the escalations do not help in resolution of the problem within 3 weeks of escalation, both the parties should agree on a mediator for communication between the two parties. …..... d) In case the mediation does not help in resolution and it requires expertise to understand an issue, a neutral panel of 3 experts, agreeable to both parties should be constituted. .... e) Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of New Delhi, India.	a) Who will bear the costs of mediator ? Would it be shared equally by the Parties. b) Who will bear the costs of experts ? Would it be shared equally by the Parties. c) Who will bear the costs of proceedings of appointment of arbitrator by Delhi High Court ? Would it be shared equally by the Parties.	No Change. As per RFP
90	III	8	1.1.2	(g) References to a '**Business day**' shall be construed as a reference to a day (other than Saturday, Sunday and other gazette holidays) on which IPA or its nominated agencies/ partners is generally open for business at their respectivelocations.	The term "Business Day" has been defined in three different manners in the MSA & SLA. Please clarify which definition is to be taken as correct ?	As per RFP
91	III	39	27	Schdeule I - Definitions **Business Day** : Means any day that is not a Sunday or a public holiday and starts at 9.30 AM.	As above	Please refer Clause 1.1.2(g) of Volume 3 of the RFP
92	III	57	Annexure H Clause 1.2	1.2 Interpretation In this Agreement, unless otherwise specifed: references to a '**business day'** shall be construed as a reference to a day on whichthe ports are generally open for business;	As above	Please refer Clause 1.1.2(g) of Volume 3 of the RFP
93	III	48	SCHEDULE -IV	**SCHEDULE – IV - AUDIT, ACCESS AND REPORTING** 7. TERMS OFPAYMENT The SP shall bear the cost of any audits and inspections as per the scope of work defined in of the RFP. The terms of payment are exclusive of any costs of the Service Provider and the sub-contractor, for all reasonable assistance and information provided under the MSA, the Project Implementation, Operation and Management SLA by the Service Provider pursuant to this Schedule.	1.If the audit is the requirement/obligation of IPA, then why the Service Provider should be made liable to bear the costs of such audit and inspections ? 2. What could be quantum of such audit & inspection costs ?	No Change. As per RFP
94	III	54	ANNEXURE -F	**ANNEXURE F – ROLES AND RESPONSIBILITIES OF THE PARTIES** Roles and Responsibilities of Service Provider i) Establish a reliable **DR sit**e to ensure businesscontinuity	What is DR site ?	As per RFP
95	III	59	4	Annexure H - SERVICE LEVEL AGREEMENT 4. Scope of SLA This Agreement has been executed in relation to the **outsourcing portion** of the Project between the Parties.	What does the term outstanding portion of the Project refers to ?	Please refer Volume 2 of the RFP for scope of work and project requirements
96	III	60	8	Annexure H - SERVICE LEVEL AGREEMENT **8. Commencement and Duration of thisAgreement** Agreement shall commence on the date of Go-Live (hereinafter the "SLA Effective Date") and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this Agreement expires or terminates, which shall be a period of FOUR years after Go-Live.	As per RFP, the Term of MSA is 3 years (i.e. 1 year for Go Live and 2 years of Operation & maintenance). However as per this clause the SLA is to be kept valid for 4 years after Go-Live ? In view of the above, please clarify : 1.What would be total term of the Project ? 2. If the total term is of 5 years then would the Payment Terms under Clause 6 of Volume - I would accordingly required to be changed? 3. How would the Service Provider be paid for performing its obligations under SLA ?	Please refer Sl.No. 3.7 of the Corrigendum-5
97	III	9	3	**3. TERM AND DURATION OF THEAGREEMENT** (a) This Agreement shall come into effect on <***> (hereinafter the "Effective Date") and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a period of **two years from 'Go-Live' of Project** and any extended period notified byIPA.	As above	As per RFP

98	III	60	10.1	**Details of SLA Penalty Mechanism and Calculations** The bidder will get 100% of Quarterly Payout for the concerned quarter if the performance metrics are complied with for all the parameters and the total SLA score in a quarter is 100 or above. The bidder will get lesser payment in case of a lower performance exhibited by a SLA score of less than 100. **The maximum penalty to be levied is 10% of Quarterly Payout**. The payments will be as per terms defined under Schedule VI of Volume III of this tender.	As per Clause 7 of Volume I, Page no.44, dealing with Liquidated Damages, a maximum of 0.5% of contract value can be charged for delay of each week. Considering this for 3 months, a maximum of 6% can be charged in 1 Quarter. However, this clause 10.1 of SLA provides for a 10% Maximum Quarterly Penalty. Please clarify the correct position.	No Change. As per RFP
99	III	62	1	Adherence to timeline for Go-live	This clause provide penalty for delay beyond 4 weeks and 8 weeks, however the correponding Penalty column contains the same in INR XXX per week. Please clarify this.	Please refer Sl.No. 3.6 of the Corrigendum-5
100	III	62	2	Substitution of resources from those CVs provided during the technical evaluation	This clause too provides penalty for the period XX along with the corresponding Penalty column of INR XXX per substitution. Please clarify this.	Please refer Sl.No. 3.6 of the Corrigendum-5
101	III	75	13	**13. Scope ofServices** c) SP **guarantees** that he shall achieve the Service Levels forthe Project;	Please clarfy whether instead of the word 'guarnatees', the word 'best efforts' should be used?	No Change. As per RFP
102	III	77	(g) - b)	**g) Survival** a) Termination or expiration of the Termshall: ☐ not relieve the SP or IPA, as the case may be, of any obligations hereunder which expressly or by implication survive hereof;and ☐ except as otherwise provided in any provision of this Agreement expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of, or caused by, acts or omissions of such Party prior to the effectiveness of such termination or expiration or arising out of such termination orexpiration. **b) All obligations surviving termination or expiration of the Term shall cease on termination or expiration of theTerm.**	Please clarify whether Clause (b) is correct as it seems to contradict the lause (a) ?	No Change. As per RFP
103	Vol 3 - Master Service Agreement	9	2(d)	NLP Marine shall be designed as an "open platform" and in a manner that allows coexistence of multiple service providers (hereinafter referred as Latch-on Service Providers or LSP) to provide EXIM related services independently or by using connectivity options and data as authorized by IPA. The implementation of an 'Open Platform' in NLP Marine facilitates various time-tested solutions to connect with PCS and provide an unparalleled ability to enhance services to various stakeholders. The "Latch On" feature is a unique concept built in and delivered with NLP Marine.	Please let us know the implications of the same on the Service Provider. Need further clarity on this clause.	Please refer to Volume 2 of the RFP for details of Latch on Services
104	Vol 3 - Master Service Agreement	11	4.4 (b)	In the event that the Agreement fails to come into effect on account of non-fulfilment of the Service Provider's Conditions Precedent, IPA or its nominated agencies shall not be liable in any manner whatsoever to the Service Provider and IPA shall forthwith forfeit the Performance Guarantee.	If the Agreement fails to come into effect then IPA shall not have the right to encash the performance bank guarantee.	Please refer Sl.No. 3.5 of the Corrigendum-5
105	Vol 3 - Master Service Agreement	11	6(e)	(e)Any change in the constitution or internal reorganization of the entity (Service Provider) will be subject to prior approval of IPA.	We suggest the deletion of this clause as it is not practically possible to take consent of IPA every time for the internal reorganisation.	Please refer the S.No. 3.8 of Corrigendum-5
106	Vol 3 - Master Service Agreement	14	8.3(e)	(e)Provide prompt Deliverable feedback: IPA or its nominated agencies/ partners shall provide sign offs on the deliverable or its comments for changes. within a reasonable time period of to be finalized at to Kick-off of Project.	We suggest the below modification to this clause (a) Provide prompt Deliverable feedback: IPA or its nominated agencies/ partners shall provide sign offs on the deliverable or its comments for changes. within a ~~reasonable time~~ period of Fifteen (15) days ~~to be finalized at~~ to Kick-off of Project. In case the IPA or its nominated agencies/ partners fails to respond and provide feedback on above stated submission, the deliverables or SLA and performance reports will be deemed accepted. Any subsequent rework post acceptance/ deemed acceptance would form the subject of a formal change request under the provisions of this Agreement.	Please refer Sl.No. 3.1 of the Corrigendum-5

107	Vol 3 - Master Service Agreement	18		13.2(c)	(c)Payment shall be made within 60 working days of the receipt of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in the SLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item.	We suggest the below modification to this clause (a) Payment shall be made within 6030 working days of the receipt from the date of invoice along with supporting documents by IPA subject to deduction of applicable liquidated damages and/or service credits/debits. The penalties are imposed on the Service Provider as per the penalty criteria specified in the SLA. Bidder should raise the invoice only after acceptance has been provided for respective deliverable/milestone/item.	Please refer Sl.No. 3.1 of the Corrigendum-5
108	Vol 3 - Master Service Agreement	19		13.3(b)	(a) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. The Service Provider agrees to reimburse and hold IPA harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors.	Deduction of Withholding Tax and payment thereof is the responsibility of IPA and hence the SP should not be held liable for the same. (a) IPA or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by IPA or its nominated agencies on payments under this Agreement. The Service Provider IPA agrees to reimburse and hold IPA SP harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among IPA, the Service Provider and third party subcontractors.	No Change. As per RFP
109	Vol 3 - Master Service Agreement	19		13.3(c)	(c) If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by IPA for providing the goods and services i.e. service tax or any such other applicable tax from time to time, which increases or decreases the cost incurred by the Implementation Agency in performing the Services, then the remuneration and reimbursable expense otherwise payable to the SP under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Schedule VI. However, in case of any new or fresh tax or levy imposed after submission of the proposal, the SP shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	The Charges payable to SP are net of taxes and hence, increase or decrease in the taxes will not have any implication on the amount to be paid to SP. Hence, we suggest the deletion of this clause.	No Change. As per RFP
110	Vol 3 - Master Service Agreement	20		14.2 (a)i	i. The Service Provider may submit interim drafts of written Deliverables (e.g., system designs and documentation) to IPA for review. IPA agrees to review each interim draft within a reasonable period of time after receiving it from the Service Provider. When the Service Provider delivers a final written Deliverable to IPA, IPA will have the opportunity to review such written Deliverable for an acceptance period as finalized in Kick-off.	We suggest the below modification to this clause i. The Service Provider may submit interim drafts of written Deliverables (e.g., system designs and documentation) to IPA for review. IPA agrees to review each interim draft within a reasonable period of time after receiving it from the Service Provider. When the Service Provider delivers a final written Deliverable to IPA, IPA will have the opportunity to review such written Deliverable for an acceptance period of Fifteen days (15) days or such other period as stated in the RFP or the agreed Project Plan (the "Acceptance Period") as finalized in Kick-off	No Change. As per RFP
111	Vol 3 - Master Service Agreement	20		14.2 (a)iii	iii. IPA agrees to notify the Service Provider in writing by the end of the Acceptance Period either stating that the applicable written Deliverable is accepted / rejected in the form delivered by the Service Provider or describing with reasonable particularity any deficiencies that must be corrected prior to acceptance of such written Deliverable	We suggest the below modification to this clause i. IPA agrees to notify the Service Provider in writing by the end of the Acceptance Period either stating that the applicable written Deliverable is accepted / rejected in the form delivered by the Service Provider or describing with reasonable particularity any deficiencies that must be corrected prior to acceptance of such written Deliverable. . If the Service Provider does not receive any such notice from IPA by the end of the Acceptance Period, the Service Provider shall promptly notify IPA in writing that no such notice has been received. If the Service Provider does not receive the required notice within seven (7) days after IPA receives such written notification from the Service Provider, such written Deliverable will be deemed to be accepted by IPA.	Please refer Sl.No. 3.1 of the Corrigendum-5

	Vol 3 - Master Service Agreement	21	14.2 (b)i	i. To the extent not already specified in the RFP or agreed Project Plan, prior to the date on which the Service Provider is scheduled to deliver each Operational Deliverable to IPA, both the Service Provider and IPA will agree upon the testing procedures for the Operational Deliverable, including without limitation detailed test cases and expected results (the "Acceptance Tests"). The Acceptance Tests will be designed to determine whether the Operational Deliverable contains any defects. IPA will have the opportunity during the Acceptance Period to evaluate and test each Operational Deliverable in accordance with the following procedures by executing the Acceptance Tests.	We suggest the below modification to this clause i. To the extent not already specified in the RFP or agreed Project Plan, prior to the date on which the Service Provider is scheduled to deliver each Operational Deliverable to IPA, both the Service Provider and IPA will agree upon the testing procedures for the Operational Deliverable, including without limitation detailed test cases and expected results (the "Acceptance Tests"). The Acceptance Tests will be designed to determine whether the Operational Deliverable contains any defects. IPA will have the opportunity during the Acceptance Period to evaluate and test each Operational Deliverable in accordance with the following procedures by executing the Acceptance Tests. IPA agrees that this does not include any new requirements other than existing as-is operational requirements nor test cases / data which had not been specified explicitly in writing by IPA to SP, prior to commencement of development. Any such requirements will be undertaken subsequently after Go-Live and the cost and duration for meeting such new requirements will be discussed and agreed separately.	No Change. As per RFP
112						
113	Vol 3 - Master Service Agreement	21	14.2 (b)ii	vi. IPA shall notify the Service Provider in writing by the end of the Acceptance Period stating that the Operational Deliverable is accepted/rejected in the form delivered by the Service Provider or describing the defects as provided in Clause 14.2 (b) (iv) below. If the Service Provider does not receive any notice of defects from IPA by the end of the Acceptance Period, the Service Provider shall promptly notify IPA in writing that no such notice was received.	We suggest the below modification to this clause i. IPA shall notify the Service Provider in writing by the end of the Acceptance Period stating that the Operational Deliverable is accepted/rejected in the form delivered by the Service Provider or describing the defects as provided in Clause 14.2 (b) (iv) below. If the Service Provider does not receive any notice of defects from IPA by the end of the Acceptance Period, the Service Provider shall promptly notify IPA in writing that no such notice was received. If the Service Provider does not receive the required notice within seven (7) days after IPA receives such written notification from the Service Provider, such Operational Deliverable will be deemed to be accepted by IPA.	Please refer Sl.No. 3.1 of the Corrigendum-5
114	Vol 3 - Master Service Agreement	22	14.2 (b)iv	iv. IPA will have a reasonable additional period of time after receipt of the corrected Operational Deliverable to re-test it so as to confirm its proper functioning. The Service Provider will correct any further defects identified by IPA during the re-test as quickly as possible, but in no event more than ten (10) days after IPA notifies the Service Provider of the further defects, unless otherwise specified in the agreed Project Plan or RFP or agreed by IPA.	We suggest the below modification to this clause i. IPA will have a ~~reasonable additional period of~~ thirty (30) days' time after receipt of the corrected Operational Deliverable to re-test it so as to confirm its proper functioning. The Service Provider will correct any further defects identified by IPA during the re-test as quickly as possible, but in no event more than ten (10) days after IPA notifies the Service Provider of the further defects, unless otherwise specified in the agreed Project Plan or RFP or agreed by IPA.	Please refer Sl.No. 3.1 of the Corrigendum-5
115	Vol 3 - Master Service Agreement	22	14.3- Acceptance	IPA shall be deemed to have accepted the Deliverables and/or System upon the date of delivery to the Service Provider by IPA of a notice (the "Acceptance Notice") to that effect.	We suggest the below modification to this clause Save as otherwise provided in this Agreement, IPA shall be deemed to have accepted the Deliverables and/or System upon the date of delivery to the Service Provider by IPA of a notice (the "Acceptance Notice") to that effect or, when the Deliverables and/or System in whole or part thereof is put to use other than for testing or piloting purposes to the extent applicable for each respective phase of implementation.	Please refer Sl.No. 3.1 of the Corrigendum-5
116	Vol 3 - Master Service Agreement	23	15.1 (a)(ii)	(i) If there is a material breach by the Purchaser or its nominated agencies which results in not providing support for conducting study, providing inputs, effecting data migration or not providing the certification of User Acceptance then the Implementation Agency will give a one month's notice for curing the material breach to the Purchaser. After the expiry of such notice period, the Implementation Agency will have the option to terminate the Agreement.	We suggest the below modification to this clause (i) If there is a material breach by the IPA or Purchaser or its nominated agencies which ~~results in~~ includes but not ~~limited to~~ not providing support for conducting study, providing inputs, effecting data migration or not providing the certification of User Acceptance then the Implementation Agency or SP will give a one month's notice for curing the material breach to the IPA or Purchaser. After the expiry of such notice period, the Implementation Agency or SP will have the option to terminate the Agreement.	No Change. As per RFP

117	Vol 3 - Master Service Agreement	23	15.2- Effects of Termination	The Deliverables and/or Systems granted herein shall terminate in the event of termination pursuant to the termination clauses and in such event, IPA shall cease using the Deliverables and/or Systems and return all copies of the Deliverables and/or Systems, if applicable to SP together with a certified statement by an authorized officer of the IPA to that effect. Upon termination, such provisions and Sections of this Contract which expressly or by implication are intended to come into or remain in force after termination shall remain in full force and effect notwithstanding the expiry or termination.	We suggest the inclusion of this clause in the Agreement under the Termination section.	No Change. As per RFP
118	Vol 3 - Master Service Agreement	23	15.2(d)- Effects of Termination	· reimbursable expenses Service Provider incurs through termination. IPA also agrees to pay any applicable adjustment expenses Service Provider incurs as a result of such termination (which Service Provider will take reasonable steps to mitigate).	Since there is no clause on Termination without cause, we suggest the deletion of the following. reimbursable expenses Service Provider incurs through termination. If IPA terminates without cause, IPA also agrees to pay any applicable adjustment expenses Service Provider incurs as a result of such termination (which Service Provider will take reasonable steps to mitigate).	No Change. As per RFP
119	Vol 3 - Master Service Agreement	24	15.4(a)- Suspesion	a) The Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. IPA shall inform the Service Provider about such suspension at least 30 days in advance. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of maximum 30 days. IPA may consider suitable compensation to the Service Provider in the event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if written request for the same is made In case the suspension of works lasts for a period of more than 3 months, the Service Provider shall have the right to request IPA to pay reasonable immobilization and mobilization charges as may be consented to by IPA.	We suggest the below modification to this clause a) The Service Provider shall, if ordered in writing by IPA, temporarily suspend the performance of any services or any part thereof under this Agreement for such specified/ ordered period and time. IPA shall inform the Service Provider about such suspension at least 30 days in advance. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by it by reason of such temporary suspension of the work for a continuous period of maximum 30 days. IPA may shall consider suitable mutually agreed compensation to the Service Provider in the event of suspension extending beyond a continuous period of 30 days. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if written request for the same is made. In case the suspension of works lasts for a period of more than 3 months, the Service Provider shall have the right to request IPA to pay reasonable immobilization and mobilization charges as may be consented to by IPA.	Please refer Sl.No. 3.11 of the Corrigendum-5
120	Vol 3 - Master Service Agreement	24	15.4(b)- Suspesion	b) In the event that IPA suspends the progress of work for a period in excess of 30 days in aggregate, rendering the Service Provider to extend its performance guarantee then IPA shall bear only the cost extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Service Provider producing the requisite evidence from the bank concerned.	We suggest the below modification to this clause b) In the event that IPA suspends the progress of work for a period in excess of 30 days in aggregate, rendering the Service Provider to extend its performance guarantee then IPA shall bear only the necessary cost of relating to the extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Service Provider producing the requisite evidence from the bank concerned.	Please refer Sl.No. 3.11 of the Corrigendum-5
121	Vol 3 - Master Service Agreement	25	16(a)- Indemnification and limitation of liability	a) Subject to Clause b below Service Provider (the "Indemnifying Party")undertakes to indemnify IPA (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	We suggest the indeminification clause to be reciprocal to protect the interest of both Parties. a) Subject to Clause b below Service ProviderEither Party (the "Indemnifying Party")undertakes to indemnify IPAother Party (the "Indemnified Party") from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	No Change. As per RFP

122	Vol 3 - Master Service Agreement	26	16(e)- Indemnification and limitation of liability	e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4- 'Safety and Security and clause 18 -'Confidentiality'.	We suggest to limit the liability up to the value of the considertation received by SP in the preceding three months from the date of occurance of the event and also the applicability of such limitation for the indemnification and breach under Safety and Security. e) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the amount of the total consideration received by Service Provider in the preceding three (3) months immediately preceding the month in which the event giving rise to the liability occurred.half of the total contract value payable under this Agreement. The liability cap given under this Clause c shall not be applicable to the indemnification obligations set out in Clause 16 and breach of clause 12.4 - 'Safety and Security' and clause 18 -'Confidentiality'.	Please refer Sl.No. 3.2 of the Corrigendum-5
123	Vol 3 - Master Service Agreement	28	18(d) &(e)- Confidentiality	d) The Service Provider shall execute a corporate non-disclosure agreement with IPA in the format provided by IPA and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by IPA with respect to this Project.	We suggest the execution of the MUTUAL NDA in the agreed format and also to make this clause reciprocal to protect the interest of both Parties. d) The Service Provider Both Parties shall execute a corporate Mutual non-disclosure agreement with IPA in the mutually agreed format provided by IPA and shall ensure that all its employees, agents and sub-contractors involved in the project execute individual non-disclosure agreements, which have been duly approved by IPA with respect to this Project.	No Change. As per RFP
124				e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:	e) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:	No Change. As per RFP
125				· information already available in the public domain;	· information already available in the public domain;	No Change. As per RFP
126				· information which has been developed independently by the Service Provider	· information which has been developed independently by the ServiceProvider other Party;	No Change. As per RFP
127				· information which has been received from a third party who had the right to disclose the aforesaid information;	· information which has been received from a third party who had the right to disclose the aforesaid information;	As per RFP
128				· Information which has been disclosed to the public pursuant to a court order.	· Information which has been disclosed to the public pursuant to a court order.	No Change. As per RFP
129	Vol 3 - Master Service Agreement	29	20 (b)	a) Bespoke development: Subject to the provisions of Clause 20 (c) and 20 (d) below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with IPA	IPR rights of the Bespke Software shall always lie with Service Provider.Hence we suggest the following modification in the clause. a) Bespoke development: Subject to the provisions of Clause 20 (c) and 20 (d) below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie with IPAService Provider.	No Change. As per RFP

130	Vol 3 - Master Service Agreement	29		20 (c)	Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Service Provider should grant IPA a non-exclusive, fully paid-up license to use the pre- existing work in the form delivered to IPA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IPA's license to pre- existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IPA at the conclusion of performance of the services.	The License to be granted to IPA shall be non-transferable and revocable. Pre-existing work: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive, non-transferable, revocable license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of services under this Agreement for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Service Provider should grant IPA a non-exclusive, non-transferable, revocable perpetual, fully paid-up license to use the pre- existing work in the form delivered to IPA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IPA's license to pre- existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IPA at the conclusion of performance of the services.	No Change. As per RFP
131	Vol 3 - Master Service Agreement	29	21.1(a) - Warranty standard		a) The SP warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement.	The system/software supplied to IPA shall be reasonably free from the defects. a) The SP warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be reasonably free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement.	No Change. As per RFP
132	Vol 3 - Master Service Agreement	30	21.1(e) - Warranty standard		e) If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the SP, the SP shall in consultation and agreement with Purchaser, and at the Implementation Agency's sole cost repair, replace, or otherwise make good (as the SP shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the system caused by such default, defect or deficiency. Any defective component, excluding hard disks, that has been replaced by the SP shall remain the property of the SP.	e) If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the SP, the SP shall promptly, in consultation and agreement with Purchaser, and at the Implementation Agency's sole cost repair, replace, or otherwise make good (as the SP shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the system caused by such default, defect or deficiency. Any defective component, excluding hard disks, that has been replaced by the SP shall remain the property of the SP.	No Change. As per RFP
133	Vol 3 - Master Service Agreement	30	21.1(g) - Warranty standard		g) If the SP fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, IPA may, following notice to the SP, proceed to do such work or contract a third party (or parties) to do such work and the reasonable costs incurred by IPA in connection with such work shall be paid to IPA by the SP or may be deducted by IPA from any amount due to the SP.	We suggest the deletion of the following portion from the clause as SP will be paying the cost of damages and hence they should not be held liable for the thirdy party cost. g) If the SP fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, IPA may, following notice to the SP, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by IPA in connection with such work shall be paid to IPA by the SP or may be deducted by the IPA from any amount due to theSP.	No Change. As per RFP

134	Vol 3 - Master Service Agreement	31	21.1(l) - Warranty standard	The Service Provider shall have no liability in the case of breach of this warranty due to (i) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by the Service Provider, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by the Service Provider; (iii) the deliverables having been tampered with, altered or modified by IPA without the written permission of the Service Provider, or (iv) use of the deliverables otherwise than in terms of the relevant documentation.	Since this is a Repetitive clause which is already covered in clause 21.1 (j), we suggest the deletion of this clause.	Please refer Sl.No. 3.4 of the Corrigendum-5
135	Vol 3 - Master Service Agreement	31	22- Liquidated damages	a) Time is the essence of the Agreement and the delivery dates are binding on the SP. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the SP, in meeting the deliverables, IPA shall be entitled at its option to recover from the SP as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10`% of the total contract value.	We suggest the limit of liquidated damages to 0.5% of the total contract value.	No Change. As per RFP
136	Vol 3 - Master Service Agreement	31	24.1 (b)-Insurance Cover	(b) for one year following the expiry or termination of the Agreement valid and enforceable insurance policies (if relevant) in the amount not less than the Insurance Cover specified in Schedule I.	Kindly confirm the amount of insurance cover as it has not been provided in Schedule I of the Agreement.	Please refer Sl.No. 3.12 of the Corrigendum-5
137	Vol 3 - Master Service Agreement	32	24.1 (d)-Insurance Cover	(a) The Liability of Service provider under this Clause shall ceases once the source code is handed over to IPA.	Source code shall not be handed over to IPA in any case as it would be kept in Escrow Account and hence we suggest the deletion of this clause.	No Change. As per RFP
138	Vol 3 - Master Service Agreement	32	24.2 - Certificates of Currency	The Service Provider must, on request by IPA, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 24. **The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.**	We suggest the modification in the clause as coverage decided at the time of the execution of the Agreement shall be final and hence, there should not be any replacement in the cover whatsover.	No Change. As per RFP
139	Vol 3 - Master Service Agreement	34	25.4(b) - Assignment	(a) Subject to Clause 4.4, the Service Provider shall not be permitted to assign its rights and obligations under this Agreement to any third party except its affiliates, group companies or any other entity under the common management or control.	We suggest to include the assignment of rights by SP with a prior consent of IPA.	Please refer Sl.No. 3.3 of the Corrigendum-5
140	Vol 3 - Master Service Agreement	37	26(e) - Governing law and dispute resolution	(e) Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of New Delhi, India. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held Delhi, India. Any legal dispute will come under the sole jurisdiction of New Delhi	We suggest Banglore as a place for the Arbitration Proceedings and the juridiction in case of the legal dispute as a neutral place for both Parties.	No Change. As per RFP
141	Vol 3 - Master Service Agreement	39 & 41	Schedule-I - Definitions	**Acceptance Notice :-** in relation to the Deliverables or Systems or any parts	We suggest to include these definitions in the Schedules for better clarity and to protect the interest of both Parties.	No Change. As per RFP
142				**Defects :-** when used with respect to the Deliverables or System or any part thereof, such items that are not in compliance with the Specifications and Service Levels; and "Defective" and "Deficient" shall be construed accordingly.		No Change. As per RFP
143				**Deemed Acceptance :-** means that the Deliverables or System will be deemed to be accepted within a period of 15 days from the date that the Deliverables or System has been delivered unless it has been rejected in writing for valid reasons. In any case, the Deliverables or System would be deemed to have been accepted if any part of the Deliverables or System is used for any purpose other than testing and piloting by the Customer. The Deliverables or System is deemed to be delivered when it is offered for User Acceptance Testing (UAT) on IPA's server.		No Change. As per RFP

	Vol 3 - Master Service Agreement	41	Schedule-I - Definitions	**Deliverables :** Means the products, infrastructure and services agreed to be delivered by the Service Provider in pursuance of the agreement as listed in the RFP and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), interalia payment and/or process related etc., source code and all its modifications;	Deliverables shall not include the source code.	No Change. As per RFP
144						
145	Vol 3 - Master Service Agreement	41	Schedule-I - Definitions	**Go Live :** Means operating the full solution on the target production environment successfully as per the scope of work as defined in the RFP by the actual intended users of IPA and integration of existing systems and commissioning the DR set up.	We suggest the following modification in the definition Go Live : Means operating the full solution on the target production environment successfully as per the scope of work other than that of User Acceptance Testing (UAT) or parallel run.as defined in the RFP by the actual intended users of IPA and integration of existing systems and commissioning the DR set up. At the time of Go Live the database would be initialised and all existing transactions would be deleted. In case Go Live is delayed because of factors out of SP's control, then the agreed associated payment terms such as payment on Go Live milestone or subsequent AMC would still be adhered to.	No Change. As per RFP
146	Vol 3 - Master Service Agreement	42	Schedule-I - Definitions	**Intellectual Property Rights** Means and includes all rights in the Bespoke Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein.	Intellectual Property Rights Means and includes all rights in the Services, Pre-existing Software, Deliverables, Bespoke Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein.	No Change. As per RFP
147	Vol 3 - Master Service Agreement	43	Schedule-I - Definitions	**Software** Means the software designed, developed / customized, tested and deployed by the Service Provider for the purposes of the rendering the Services to the Stakeholders of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products except for the customization components on such products (including the COTS products used for the product), proprietary software components and tools deployed by the Service Provider and which ,i.e.,the bespoke software, shall be solely owned by the IPA	We suggest the following modification as the ownership of bespoke software shall lie with SP. Software Means the software designed, developed / customized, tested and deployed by the Service Provider for the purposes of the rendering the Services to the Stakeholders of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products except for the customization components on such products (including the COTS products used for the product), proprietary software components and tools deployed by the Service Provider and which ,i.e.,the bespoke software, shall be solely owned by the IPASP.	No Change. As per RFP

148	Vol 3 - Master Service Agreement	43& 44	Schdule - II(b) - Change Control Schedule	b) IPA and SP recgonize that frequent change is an envitable part of delivering services and that a significant element of this change can be accomplished by re-organizing processes and responsbilities without a material effect on the cost. The SP will endeavour, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the Terms of Payment Schedule and IPA will work with the Service Provider to ensure that all changes are discussed and managed in a constructive manner.However, where the cumulative effect of the changes done on different occassions in a preceding three months' period adds upto 10 man days or more, then the cost of such changes will be reimbursed by IPA. This Change Control Schedule sets out the provisions which will apply to all the changes to this agreement and other documents except for the changes in SLAs for which a separate process has been laid out in the SLA Agreement. The roles and responsibilities along with the timeline for Change Request shall be finalized during project execution phase.	Any change in the software should be routed through the Change Request procedure and the corrosponding increase in the amount for the same. Hence, we suggest the following modification in the clause. b) ~~IPA and SP recognize that frequent change is an inevitable part of delivering services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost.~~ The SP will endeavour, wherever reasonably practicable, to effect change with~~out~~ an increase in the terms of payment as stated in the Terms of Payment Schedule and IPA will work with the Service Provider to ensure that all changes are discussed and managed in a constructive manne~~r. However, where the cumulative effect of the changes done on different occasions in a preceding three month's period adds up to 10 man days or more, then the cost of such changes will be reimbursed by IPA.~~ This Change Control Schedule sets out the provisions which will apply to all the changes to this agreement and other documents except for the changes in SLAs for which a separate process has been laid out in the SLA Agreement. The roles and responsibilities along with the timeline for Change Request shall be finalized during project execution phase.	No Change. As per RFP
149	Vol 3 - Master Service Agreement	45& 46	Schdule - III - Exit Management Schedule 2.2.	In case of contract being terminated by IPA, IPA reserves the right to ask SP to continue running the project operations for a period of 6 months after termination orders are issued.	There shall not be any obligation on the part of SP to continue to provides the services once the termination orders are issued. Hence, we suggest the deletion of this clause.	No Change. As per RFP
150	Vol 3 - Master Service Agreement	54	(Annexure F - Roles and Responsbilities of the Parties)	Establish a reliable DR site to ensure business continuity.	Request you to provide clarity.	As per RFP
151	Vol 3 - Master Service Agreement	61	10.1 (Annexure H - Service Level Agreement)	10.1 SLA penalties to be levied is 10% of quarterly pay out.	We suggest the maximum SLA penalty to be levid should be 0.5% of the quarterly pay out.	No Change. As per RFP
152	Vol 3 - Master Service Agreement	61	10.1 (Annexure H - Service Level Agreement)	The payment will be made by IPA to the bidder on quarterly basis. The quarterly invoice will be submitted by the bidder to the IPA, who will in turn release the 80% of the payment if there is no dispute and after verification/audit of the invoices and necessary documents, release balance 20% payment. The payments will be released subject to acceptance procedure.	We suggest to modify this clause suitably to include 100% of the payment of the undisputed invoice.	Please refer Sl.No. 3.1 of the Corrigendum-5
153	Vol 3 - Master Service Agreement	75	13(a)- Scope of Services	a) SP shall ensure that Services are available at various locations as per the requirements of the project.	SP shall provide the services at the different locations of IPA provided IPA reimburse the additional cost towards provision of services at each of these locations.	No Change. As per RFP