# Responses to Pre-Bid Queries for RFQ for
# Integration of DigiLocker system with Issuer and Requester system

| # | Company Name | Query No. | Queries | Response |
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| 1 | KYTES IT Services Pvt Ltd | (i) | It is a general practice that integration take place on existing applications or as an add on to the proposed new software- How you wish to handle such scenarios for such scenarios | This RFQ is only for integration of existing system with DigiLocker application. |
| | | (ii) | How to handle the multi-location projects inviting integration | Every new development and end to end integration effort will be treated as a separate project. |
| | | (iii) | As we hail from Hyderabad, if we get a project from Kerala state- who will bear the cost of TA/DA and other related expenses?? or is it part of the quoted price itself?? | It is part of the quoted price. |
| | | (iv) | If customer is looking for a new software for this organization and also wants to have integration with DigiLocker- How do we handle such scenarios | This RFQ is only for integration of existing system with DigiLocker application. |
| | | (v) | We hope you sought prices ( Annexure -5) without tax component. i.e.Taxes will be paid extra on prevailing rates. | The quotes should be exclusive of taxes. |
| | | (vi) | Whether the price asked by you ( as per the annexure-5) is per man day rate?? | No. The quotes should be for end to end integration. |
| | | (vii) | Under point number 3.1.11 you are asking for support for weeks after integration goes live where as in price bid format ( annexure -5) you are asking for 2 man month's support- Which is a true statement out of these two?? | The quotes should include a 2 month support for each Integration work. |
| | | (viii) | You might be aware that companies quote unrealistic quotes to get empanelled without knowing the scope of work and suffer themselves and suffer the user department- How you wish to handle such troublesome vendors?? | Payment will be made only after successful integration and there is also a penalty for default. |

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|  |  | (ix) | I presume that empanelment is not about being in your list of vendors but able to take up the work when assigned- vendors wish to operate on thin pricing can't do this and can create harm for vendors who seriously wants to take up such works- How you propose to rationalize this situation10. Who agrees on Integration efforts & integration time- NEGD/User Department/Vendor or all of them?? | The quotes should be for end to end integration only. |
|  |  | (x) | Are you expecting agencies to take up liability insurance coverage to protect themselves against any liabilities as per clause 7 | Please refer to Limitation of Liability clause in the RFQ. |
|  |  | (xi) | May we request you to adapt QCBS( Quality cum Cost Based Selection) system or expertise based empanelment instead of generic empanelment | This RFQ is only for price discovery on L1 basis. |
|  |  | (xii) | Can we assume that selected vendor's role is limited to integration only and no other works?? | This RFQ is only for integration of existing system with DigiLocker application. |
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| 2 | Vask Infoedge | (i) | Deadline for integration is not mentioned. Please clear the duration separately for 4 types of integration if the agency will identify by NEGD. | The timelines for the integration will be determined during the award of work process. |
|  |  | (ii) | Manpower will work remotely? Or deployed on the office of NEGD? Or on the Location of department /agency who will treat as requester or issuer? | No NeGD deployment is required. Onsite deployment may be required during integration. |
|  |  | (iii) | If developer will work from our office in case of agency will identify by NEGD.Is he needs to come to negd office or office of agency who will treat as issuer or requester for any kind of Requirement analysis or all the specifications of clients will provide by negd and we have to only integrate. | No NeGD deployment is required. Onsite deployment may be required for requirement analysis, development, testing etc. |
|  |  | (iv) | As mentioned payment will be release after getting a certificate of satisfactory performance from the NEGD for the project and also mentioned in financial bid that we have to provide two months support integration so certificate of satisfactory performance provided after two month support or before two month support?Please clear the payment conditions | 90% payment will be released after certificate of satisfactory performance from NeGD. Remaining 10% will be released after the support period. |

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| | | (v) | 1st point of heading 3.5 that is Terms of Engagement. It is given that the technical manpower to be deployed should be the Agency's employees and must have completed the minimum of six months on the rolls of the Agency. Please make this condition should be non mandatory, if in case it is mandatory then it should have been mentioned in the Request for Empanelment. If we have limited resources now and we want to hire new and more experienced resources for the deployment of this project. We should have freedom for it. | The condition to have the employee for minimum six months will be relaxed to include new employees but they must be on the roll of the agency. |
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| 3 | IAP Company Pvt. Ltd. | (i) | As the section 8.3 is not present in RFQ Request for Financial Quote (RFQ) for  Integration of DigiLocker system with Issuer and Requester system.   And clause mentioned as 8.3 in RFE Agencies for Integration of Different Applications with e Governance System (under Digital India) is No Obligiation clause. Therefore We request to you Please provide more clarification on the Section 8.3, does it mean that Integrating department is list mentioned as Annexure VI.  in RFQ. | It should be Annexure 6 and not Section 8.3. |
| | | (ii) | As the section 8.3 is not present in RFQ Request for Financial Quote (RFQ) for  Integration of DigiLocker system with Issuer and Requester system.   And clause mentioned as 8.3 in RFE Agencies for Integration of Different Applications with e Governance System (under Digital India) is No Obligiation clause. Therefore We request to you Please provide more clarification on the Section 8.3, does it mean that Integrating department is list mentioned as Annexure VI.  in RFQ. | It should be Annexure 6 and not Section 8.3. |

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| | | (iii) | Since there are 40+ Vendors are empanlled , Therefore we request to you that please provide the work to all the interested empanelled vendor who submit their Financial bid for both Regions on the L1 Rates it will be a motivating factor to all the interested bidders to work and bring work on a predefined rate card. Restriction of Work to L5 bidders will deprive remaining prospective empanelled agencies. | Only NeGD identified work will be given to first L1 to L5 bidders. Approved work identified by Agency will be given to that agency itself. |
| | | (iv) | As per RFQ Annexure 3 is for bidder summary , Please provide/clarify Project Report format | Project report will not be in format mentioned in Annexure 3. Annexure 3 is only for the RFQ bid. |
| | | (v) | Is the support of each integration work is 2 months or 1 month as per RFQ Page no: 8 Point No:11 of 3.1 Detailed scope of the work The scope will include a 4 weeks support period after go live. And on the annexure 5 financial bid it is 2 month. Please clarify which one is to followed. | The quotes should include a 2 month support for each Integration work. |
| | | (vi) | Request to you please clarify is Service Tax Extra. | The quotes should be exclusive of taxes. |
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| 4 | Empover i-Tech Pvt Ltd | (i) | What will be the duration of Post Live Support for each integration work?(as in Section 3.1 Point 11, it is mentioned as 4 Weeks Support whereas in Annexure 5 it is 2 Months) | The quotes should include a 2 month support for each Integration work. |
| | | (ii) | Please refer Section 3.1 Point No. 5 and 8, It seems there is typo error and we are not able to get complete clarity. Request you to correct the same. | The specific sections have been corrected. |
| | | (iii) | Should the Bid Amount be inclusive of taxes or taxes need to be mentioned separately? | The quotes should be exclusive of taxes. |
| | | (iv) | Is there any checklist will be made available by NeGD to assess the readiness regarding Integration? | The steps are mentioned in Detailed Scope of Work section of this RFQ. |
| | | (v) | During assessment of an application, if it is found that readiness regarding integration is not there, then what should be the next action for the agency? | This RFQ is only for integration of existing system with DigiLocker application. The application should be ready for integration with DigiLocker |
| | | (vi) | Refer Annexure3, there is a column for Issuing Bank. Need clarification on this. | There is no need to mention Issuing Bank. |
| | | (vii) | Refer Annexure 2: Bid Submission, What should be the Open Tender No. in this RFQ? | 3(42)/2014-EG-II |

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| 5 | Adit Microsys Pvt. Ltd. | (i) | Need more clarity on "project". E.g.: Gujarat University wants to use DigiLocker facility as an 'Issuer'. Gujarat University has several (say 50) courses. Will each course be treated as one "Project"? | Every new development and end to end integration effort will be treated as a separate project. One project may involve multiple document/certificate types. |
| | | (ii) | Are the following tasks part of scope of work? If yes, which type of work out of the given four options in RFQ would each of the following tasks be applicable- Creating E-documents, Consuming e-documents, Creating Access Gateways, Signing Documents | Creating, consuming and signing of E-documents are part of the scope of work for Issuer tasks. The access to the documents will be enabled through DigiLocker gateway. |
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| 6 | Capri Technosys | (i) | We had elaborately discussed about removing the "spoilers" using Average Price less 30% formula. The actual RFQ document does not mention the same. Are you going to disqualify every bid below 'Average minus 30%'? | This clause has been removed as it was not as per GFR |
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| | Pramati Technologies (P) Ltd | (i) | What is the basis for the Region-I and Region-II classification? | Region I is difficult terrain states. Region II is rest of India. |
| | | (ii) | Can the link or the document related to the 'RFE for categorization of integrating department' mentioned in #4 of section 3.1 be provided? | This should be read as 'Annexure 6 of this RFQ document'. |
| | | (iii) | Section 11 - *"Any delay in completion of integration in stipulated time period as mentioned in Work Order or any unjustified and unacceptable delay in the deliverables beyond the time indicated in the order delivery....."* How is "the stipulated time period" arrived at? Is there any "stipulated time" guidelines for the type of integrating department? | The timelines for the integration will be determined during the award of work process. |

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| 7 | Pramati Technologies (P) Ltd | (iv) | Is there an expectation for the agency to enhance the department's application for necessary functionality to get the integration done?Example (1): Per the spec associated with "Integrate a Department as a Requestor to Fetch Document" <<DigiLocker-Requester-API-Specification-v1-0.pdf>>, the service (for upload of doc with the URL https://clientapp.gov.in/upload) will be provided by the client application over https. Can it be assumed that the service will be already available or is it expected of the agency to work with the dept team and develop the service? Example (2): Per the spec associated with "Integrate a Department as an Issuer using Push URI Model", is it expected of the agency to work with the department team to develop the util to generate the CSV file needed either for the manual CSV upload or for the CSV upload API? | 1. The agency will have to develop the service to upload the document. 2. The agency will have to develop functionality to upload the CSV file manually or using API or both. |
| | | (v) | We are assuming that the engineering team of the integrating department would be available to enable the API/integration work. Is this correct? This would help us in quickly understanding the existing implementation. | The technical team of integrating department may be available for guidance. |
| | | (vi) | We are assuming that the readiness of integrating departments mean: Dev and QA environments, source code, engineering lead/Architect are in place. Is this correct? | Readiness includes items mentioned in the query as well as digital documents or data. |
| | | (vii) | Since the exact scale of work and the IT readiness of the integrating department is not clear at this point , is it safe to assume that it would be a 3 man month project (2 people X 1.5 months) and 2 months of support? Based on prior experience of NeGD, any pointers in this direction would be very helpful. | The agency will have to decide these parameters based on the details provided in the RFQ. Agencies should bid keeping in mind variations amongst project durations. |
| | | (viii) | In the RFQ document, its mentioned as 4 weeks in section 3.1 and 2 months in Annexure # 5? Is the support expected for 1 month or 2 months? | The quotes should include a 2 month support for each Integration work. |
| | | (ix) | During the support period, is the support personnel expected to be on-site or does remote support work? | The support person may need to be on-site. |

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| | | (x) | Can you please share the format of the background verification document which is expected for the manpower to be deployed? | The backgroud verficiation is not part of the RFQ response. In case during a project backgroun verification is asked for, the details to be inluded in the report are mentioned in 3.4-6(a) |
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| 8 | Mobiloitte Technologies Pvt Ltd | (i) | As per Point no.3.3.a.iii - Work will be allocated in blocks of 20 integration works and it will split to L1 - L5. As per RFE Empaneled list - 42 agencies are empaneled so what about L6 to L42 so How L6 to L42 will get work. Kindly clarify | Only NeGD identified work will be given to first L1 to L5 bidders. Approved work identified by Agency will be given to that agency itself. |
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| 9 | Terasoft Technologies | (i) | Will all the Bidders asked to match L1 prize or only L1 to L5 bidders will be given the chance to match the prize? | All bidders will be asked to match L1 price. |
| | | (ii) | Is there any Quality Control Formula to find the L1 prize or the lowest bidding agency will be L1? | The lowest bidding agency will be the L1. |
| | | (iii) | For bid submission do we have to insert the complete RFQ document in the envelop or only the Financial Annexure is to be submitted and the rates to be quoted are inclusive taxes or excluding taxes? | The agency does not need to include the RFQ document. The response must include annexures 2,3 and 5. The quotes should be exlusive of taxes. |
| | | (iv) | How many Human resources are to be deployed for the after service period? | The number of human resources will be determined by the agency. |
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| 10 | Triotech Solutions Pvt. Ltd | (i) | This is with reference to DigiLocker RFQ, in the point no 3.1 Detailed Scope of the work : 4 weeks support period after go live is mentioned. In the Financial bid : 2 months support in each Integration work is mentioned. Do we have to consider 4 weeks or 2 months in the financial bid ? | The quotes should include a 2 month support for each Integration work. |
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| | | (i) | How we consider one Department, office in one city or all offices across the state? For e.g. considering Bank of Maharashtra , the integration across the Maharashtra region/All India to be done at the centralised server location or one needs to visit different locations to do the integration. | The integration will involve integrating centralized application with DigiLocker as one integration |

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| **11** | FutureNet Pvt. Ltd. | (ii) | Wherein an Agency having multiple server locations, in such a case each location will be considered as a separate Department/project or it will be considered a single Department/project ? | In case of a decentralized setup where ore than one instance is to be integrated, NeGD will take a call whether to go ahead with integration. |
| | | (iii) | Is there any pre-defined timeline for integrating one department i.e. min or max time duration defined by NeGD ? | The timelines for the integration will be determined during the award of work process. |
| | | (iv) | Regarding Cost : Does we need to include Travelling , Boarding etc. cost as well or it will separately reimburse by NeGD ? Any Defined Travel Policy from NeGD?? | The quotes should be for end to end integration. NeGD will not reimburse any additional costs. |
| | | (v) | With reference to section 3.3 -a iii of RFP , L1 bidder will have to work on all the 7 projects simultaneously or it will be one projects at a time? | In case L1 is not able to simultaneously undertake works then the next work will be awardede to L2 and so on. |
| | | (vi) | The 2 month support for each Integration work as mentioned in ANNEXURE 5 will be ON site or remote support? | The support person may need to be on-site. |
| | | (vii) | In ANNEXURE 5 :it is mentioned of 2 month support for each Integration work whereas in 3.1 Detailed scope of the work it is mentioned 4 weeks of support period after go live. Please clarify on this. | The quotes should include a 2 month support for each Integration work. |
| | | (viii) | The development task of a particular project needs to be completed onsite or part of it can be done off site as well ? | The support person may need to be on-site. |
| | | (ix) | We need to give consolidated cost that includes resource cost,travel,lodging & Boarding.But at later stage do we need to provide the different types of resources i.e. Software developer, PM,B.A,etc? | The quotes should be for end to end integration inclusive of all costs and resources. |
| | | (x) | The organization for which we will do the integration - issuer or requester - will it have an existing system where they store the data digitally, like document details with unique id, OR do we have to build such a system for that organization? | This RFQ is only for integration of existing system with DigiLocker application and no infrastructure related costs will be paid to the agency. |
| | | (xi) | If the organization already has a system for digital storage, then we assume that we need to update / work on their existing system directly to communicate with Digilocker. Please verify. | Yes. This is correct. |

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| | | (xii) | We assume that we need to generate and store the required data for PUSH URI Model, like Document Type, the unique URIs, unique document ID within that organization etc. Please verify. | Yes. This is correct. |
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| 12 | Vayam Technologies Limited | (i) | Space on Cloud will be provided by Government? | No. |
| | | (ii) | Quantum of Work is not clear? How the efforts will be calculated ? | The agency will have to decide these parameters based on the details provided in the RFQ. Agencies should bid keeping in mind variations amongst project durations. |
| | | (iii) | APIs will be provided by whom ? | The APIs required to integrate with Digital Locker will be developed by the agency. |
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| 13 | Aeon Software Pvt Ltd | (i) | Authentication Mechanism using Adhaar OTP and Biometric [Need More Clarifications]. | This is a functionality of DigiLocker portal. Further details are provided in Resources section of DigiLocker. |
| | | (ii) | Issues and Requester may require Localization (Multi lingual), For an example in Maharastra the Educational Certificates are in Marathi. So does this tender also caters to regional needs of a State? | Yes. |
| | | (iii) | Who will be the Owner of the Datacenters / Staging? Do vendor has to set this staging env or NEGD will provide infra for the same. Reference "Prior to integration with the DigiLocker production system, the department application must be integrated with DigiLocker staging environment." | The DigiLocker staging environment will be provided by NeGD. The Issuer or Requestor will need to provide staging environment at their end. |
| | | (iv) | Do we need to move the Archive data of the department? Historical data should be in a Scope? If Yes then what should be the Year Range? For example if there a Dept which want to go for this integration then the vendor will only cater to data for last 5 Years. | All data that is electronically available with the integration department will be part of the scope of integration. |
| | | (v) | If a Vendor Creates components of all the Four Phases then can it be a chance to be eligible for all four categories. | The elligibility will only be determined as per the financial criteria provided in the RFQ. |
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| 14 | Connoisseur Consulting Solutions Pvt. Ltd. | (i) | Issuer API: This service built by DigiLocker partner (bidder) will provide Base64 string of Issuer document to DigiLocker . For conversion to Base64 string this API will require retrieval of Issuer document from file system or from database as the case may be. This require data to be fetched from issuer data base on certain key elements. Will this data retrieval be carried out by "bidder" or will be done by Issuer's Developers? | The data retrieval will be part of bidder's scope. |
| | | (ii) | Requestor API:  For integration Of Requestor API, Widget need to be placed on Requestor forms. A requesting department may have multiple forms (lets say 50). In that case we have to implement widget and test the same in multiple forms. How many forms will be counted as one integration.? | One integration department will be counted as one integration. |
| | | (iii) | Save to DigiLocker API : For integration Of "SaveToDigilocker" API , Widget need to be placed on Issuer forms . A Issuer department may have multiple forms (lets say 50). In that case we have to implement widget and test the same in multiple forms. How many forms will be counted as one integration.? | One integration department will be counted as one integration. |
| | | (iv) | Cost : will it be inclusive (Current rate 14.5%) of service and other taxes or excluding of  service tax and other taxes.? | The quotes should be exlusive of taxes. |

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| **15** | Pricewaterhouse Coopers Private Limited | (i) | "Develop tools/APIuester ID for the integrating department. The integrating department should under the category defined in section 8.3 of this RFE for categorization of integrating depGo through the entire integration lifecycle to fully test the end-toend flow of the department application as an issuer and/or requester as the case may be. Provide department applications API specification documents and staging test results with transaction IDran" What is depGo and IDran?Are these any specifications | Here is the correction:<br>"Develop tools/APIs for the integrating department. The integrating department should be under the category defined in Annexure 6 of this RFQ. Go through the entire integration lifecycle to fully test the end-to-end flow of the department application as an issuer and/or requester as the case may be."<br><br>"Provide department applications API specification documents and staging test results with transaction IDs" |
| | | (ii) | While integration with the various departments , who will be responsible for customisation in the existing departmental portal for integration purpose? | The agency will be responsible for customization in the existing portal only for integration purpose and no changes in the functionality. |
| | | (iii) | Within the 1 year frame ,is the no of state/departmental portal to be integrated been decided? | No. |
| | | (iv) | Does the digiLocker system has any notification framework for integration with SMS gateway or SMTP server ? | No. |
| | | (v) | While Quoting the price in the financial bid should we quote in per month rate or should we quote a consolidated value? | The quotes should be for end to end integration. |
| | | (vi) | What will be the timeline for this project? | The timelines for the integration will be determined during the award of work process. |
| | | (vii) | Should the quotation include taxes or not? | The quotes should be exclusive of taxes. |
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| | | (i) | Should the rate be provided for 1 integration per department or should it be provided for a total of 20 integrations of the same type across one or more departments? | The quotes should be for one integration project. |

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| 16 | Highbar Technologies Limited | (ii) | Will the vendor/agency be responsible for identification of central and state department applications that can be integrated with Digital Locker? If yes, then how will we get access to existing systems as well as processes? And where should the cost of this identification be built into? | Yes, vendor agency can identify and approach a central or state department for integration. The agency will have to work with the department to convince them to integrate with DigiLocker. This cost should be built into the quotes provided. |
| | | (iii) | Section 3.1.11 mentions that the rate should include 4 weeks of support post go-live whereas Annexure-5, Note 2 mentions that the rate should include 2 months support for each integration. Could you please make it clear whether the rate should include 4 weeks or 2 months of support? | The quotes should include a 2 month support for each Integration work. |
| | | (iv) | Should the rate include the cost of an on-site resource? Do you foresee the need for an on-site resource? | Yes. The resources may need to be placed onsite. |
| | | (v) | Should the rate of the Integration of Department as Requestor to Fetch Document include the cost of building the application that will host the Fetch Document widget or should it be assumed that the application will already exist and the shortlisted vendor will only need to embed the widget in an existing application and only handle the storage of the received fetched document? What in case the department does not currently have an application for the integration and wishes to build one? | This RFQ is only for integration of existing system with DigiLocker application. |
| | | (vi) | What if the Requesting Department has multiple applications that require integration with Digital Locker? Would each application be considered a separate integration? | This will be determined during the award of work process. |

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| | | (vii) | Should the rate of the Integration of Department for Save to Locker include the cost of building the application that will host the Save to Locker widget or should it be assumed that the application will already exist and the shortlisted vendor will only need to embed the widget in an existing application and only handle the serving of the documents via the Document URL? What in case the department does not currently have an application for the integration and wishes to build one? | This RFQ is only for integration of existing system with DigiLocker application. |
| | | (viii) | For Integration of Department as Issuer (either Push URI approach or Pull Document approach) we assume that the rate would need to include not only the integration with Digital Locker but also the cost of building an application that is internal to the Department for generating the documents in PDF or XML format (as per the XML document specifications of DLTS) as well as for generating unique URIs. For example, considering the case of Marriage Certificates – currently the Municipal Corporation generates Marriage Certificates manually by writing on a piece of paper and putting a stamp on it and signing it. As part of this integration there would be a need to create a new application for use by the employees of the Municipal Corporation to generate these Marriage Certificates on the Computer instead of by hand. This application would be responsible for not only generating the soft and hard copy of the documents but also for generating unique document URIs and storing the soft copy of the Document in the Dedicated Document Repository. Alternatively there could be an Issuer Department that already has an application that generates documents which would need to be either modified or replaced with a new application to generate these documents such | This RFQ is only for integration of existing system with DigiLocker application. |
| | | (ix) | We assume that the rate to be provided for Integration of Issuers with Digital Locker will *not* include the digitization of older already issued documents. Can you please confirm this? | Yes. This is correct. |

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| | | (x) | Is there any plan to digitize older already issued documents and to provide URIs for them? | The digitization is not part of the scope of this RFQ. |
| | | (xi) | Who would bear the cost of infrastructure setup/upgrades required for issuers to set up Dedicated Repositories? Should we consider the cost of hardware and related infrastructure required for setting up Dedicated Repositories for Departments that will be Document Issuers or will that be considered a separate expense and not under the scope of this current RFQ? | The cost of harware to setup dedicated repositories is not a part of scope of this RFQ. |
| | | (xii) | Should the rate for Integrations include the cost of training users to use the new applications and changes to the workflow that will arise as a result of these integrations/technology upgrades? | Yes. |
| | | (xiii) | If upgrades are made to the Digital Locker components which require a change in the Integration at a later date after go-live, how will this be handled? | If the change is during support period, it will be handled by the agency. Otherwise, it will be handled by the integrating department. |
| | | (xiv) | How should on-going costs be mentioned? | The quotes should be for end to end integration. NeGD will not reimburse any additional costs. |
| | | (xv) | How would support/maintenance be handled beyond the 4-week/2- month post go-live support window? Should costs for this be provided anywhere? | No. |
| | | (xvi) | Would the application/services/document repositories be hosted only on the department's servers/infrastructure or would it be hosted on the vendor's data center? Should the cost of integration include the cost of hosting or should it be assumed that the hosting will be done on the department's infrastructure. We understand that for Issuers there is a need to setup specialized infrastructure, especially for the dedicated repositories however for Requestors, especially small Requestors does it make sense for them to set up or upgrade their own infrastructure as outsourcing the hosting to the vendor's data center might be cheaper. | The application/service/document types will be hosted on the departments infrastructure. The cost of integration will not include the cost of hosting. |

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| | | (xvii) | Is there a preferred technology stack for development of the Dedicated Document Repository as well as the related APIs? | No. |