

Responses to the vendor queries received on the RFE of Agencies for Integration of Different Applications with e-Governance System (under Digital India)

Sr. No.	Agency	Query	NeGD Response
1		Email ID for vendors to request credentials for the DigiLocker demo	partners@digitallocker.gov.in
2	Capri Tech Sys	Whether a regular Partnership firm (not an LLP) is qualified or not?	Yes, a regular partnership firm is qualified to bid.
3	Maharashtra Knowledge Corporation Ltd.	As per the QR, agencies are supposed to provide document of successfully integration of API. We have developed few APIs in house for our government client as a part of Software as a service model so we do not have such certificate that will say successful integration of API.	If you do not have a completion certificate from client, a work order and a self certificate of completion is also sufficient.
4	Visionindia Software Exports Ltd.	The bidder should have <u>In Process</u> / Successfully completed at least 2 projects of API based integration in last 3 years viz. 2012-13, 2013-14 and 2014-15.	No change. The condition of successful completion remains unchanged.
5	Silver Touch Technologies Limited	Estimated Date for Technical Demonstration.	Beginning 23rd November 2015.
6	Silver Touch Technologies Limited	We assume that Software and Hardware for eSign will be provided by the Department and vendor will only have to integrated the same.	eSign is central service provided by various Certifying Authorities. The vendor is only responsible for integrating the department's application with DigiLocker or other external application.
7	Silver Touch Technologies Limited	What sort of support will be provided for digital locker API technical issues? Is there a service standard defined	A complete set of API specifications have been published. DigiLocker system will also provide a developer platform to test and demo integration. The DigiLocker API specifications are based on open standards (XML/JSON over REST)
8	Silver Touch Technologies Limited	Do you have any technology preference for developing tools / apis / connector?	NO. Any tool or APIs developed by the vendor will have to be interoperable with the integrating department's application. The DigiLocker API specifications are based on open standards (XML/JSON over REST) so they support all platforms and Development frameworks.

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9	Silver Touch Technologies Limited	Is there a security standard specified for API access and authentication? i.e. How does Requestor and Issuer get authentication to access the gateway?	The API specification include the authentication mechanism for APIs comprising of license key. All communication with DigiLocker will be over SSL channel. The issuer and requestor have to register with DigiLocker system and upon approval are provided an organization ID.
10	Silver Touch Technologies Limited	We assume that Vendor's scope will be to develop tools / API's / Connectors with integration of DigiLocker or any other external application only. Integration the same with the Issuer / Requester application will be done by the respective Issuer / Requester. Please confirm.	Vendor's responsibility will be to work with the client department and ensure the integration of the department's application with DigiLocker system or any other Digital India application. The vendor will be responsible for end-to-end integration of the department application with DigiLocker or any other external application.
11	Silver Touch Technologies Limited	What is the expected timeline to get sign-off from the agency issuing the work order?	This RFE is for empanelment of agencies, further details related to each project for integration will be part of the request for financial quotes that will be floated subsequently.
12	Silver Touch Technologies Limited	What does it mean by "citizen verifying auri"? Does it simply mean opening the pdf?	URI (Unique Resource Identifier) is a link to the document. Yes, the citizen should be able to view the PDF file upon clicking of URI. This PDF file should be fetched from the repository of the issuer.
13	Silver Touch Technologies Limited	How big is a CSV file expected to be? If it is too big it cannot be handled as a web upload process and would need to be handled by a backend process (e.g. windows service)	For demo purposes the CSV file should contain at least 10 records. In production the limit on number of records in a CSV file is 50,000.
14	Silver Touch Technologies Limited	How does citizen know their credentials to login? Or we (as developers of this) do not need to worry about that part.	For development of demo application, DigiLocker team will provide each vendor with an issuer, requestor and dummy citizen accounts in the development environment for each vendor to use.

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15	Adit Microsys Pvt Ltd	There is No API Integration Available for 'Digital Locker'. The document specifications available on https://digitallocker.gov.in/resource-center.php only provide format of data but there is no document available on how to push and pull the data from Digital Locker. Further on the Digital Locker website it is mentioned that one has to register with Digital Locker first as either an Issuer or Requester to gain access to the system. If that is the case then how do we get registered with Digital Locker as both: Issuer and Requestor?	The API specifications published on DigiLocker portal provide the integration protocol, data format and schema which will allow a developer to get a response to the request. For development of demo application, DigiLocker team will provide each vendor with an issuer, requestor and dummy citizen accounts in the development environment for each vendor to use. The CSV file has to be uploaded on the DigiLocker issuer portal using the issuer credential provided to each vendor.
16	FutureNet Pvt Ltd	DigiLocker has been developed in which technology (Development Environment and Database)	DigiLocker system is based on LAMP platform.
17	FutureNet Pvt Ltd	What security constraints currently has been given in existing DigiLocker application for issuer and requester	The API specification include the authentication mechanism for APIs comprising of license key. All communication with DigiLocker will be over SSL channel. The issuer and requestor have to register with DigiLocker system and upon approval are provided an organization ID.
18	FutureNet Pvt Ltd	What exception management required if there is problem with issuing or requesting document	Error handling for requester is available in the API document. Issuers errors have to be handled by the department application.
19	FutureNet Pvt Ltd	What format of records or communication required for issuing record (either in json or xml or any format)	The DigiLocker API specifications are based on open standards (XML/JSON over REST)
20	FutureNet Pvt Ltd	Which encryption method you have used in the current application	SSL encryption for communication
21	FutureNet Pvt Ltd	Can we have multiple document comes in one request	One URI is referencing a single document only.
22	FutureNet Pvt Ltd	As per Guidline Issued by Government of India, Medium & Small Enterprises (MSME & NSIC registered) are exempted to pay the amount of EMD. With reference to the same kindly allow EMD exemption in this empanelment.	We will seek clarification on the order cited from MSME till then a provisional empanelment will be done.

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23	IAP Company Pvt Ltd	What will be the volume of data and users.	For demo purposes the CSV file should contain at least 10 records. In production the volume of data and records will be dependent on the number of records in department application being integrated
24	IAP Company Pvt Ltd	Are all API's expected to be created or their are any existing APIs also which will be provided to integrate with multiple systems.	Will be dependent on the readiness of the department application being integrated.
25	IAP Company Pvt Ltd	Who will be owning the staging server where the UAT will be done.	Vendor is responsible for coordination and API development, if any, for integrating the application with DigiLocker or any other external application. The UAT environment will be hosted and owned by the application owning department .
26	IAP Company Pvt Ltd	What will be the Hosting process on Staging and Production and who is the owner of Production and staging servers.	Vendor is responsible for coordination and API development, if any, for integrating the application with DigiLocker or any other external application. The production and staging environment will be hosted and owned by the application owning department .
27	Carnival InfoPark	For Integrating with existing applications, will there be technical support to get details on the API's exposed ?	Individual external application such as DigiLocker will provide the necessary API specification and support.
28	Carnival InfoPark	Is the number of applications from various departments, which are to be integrated with DigiLocker estimated as of now? Is it possible to review the list of these applications?	No. This number of application to be integrated will grow as we approach more and more departments. The objective is to integrate as many departments as possible.
29	Carnival InfoPark	Eligibility Criteria - Bidder must have done 2 projects related to API integration - Can the projects be for private sector companies?	Yes, as long as you provide the necessary documentation for the completion of project.
30	Carnival InfoPark	Is it enough to showcase software integration work done for inhouse applications (ie., where there is no Work order from any clients)?	The vendor should provide details of the integration projects for external clients only.

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31	Carnival InfoPark	In case as part of a single project under one work order, if the bidder has made API integration work with multiple external applications, can each of these applications can be considered as separate for the evaluation purpose?	No. The vendor should have completed two different projects where an application was integrated with different systems.
32	Carnival InfoPark	As part of the empanelment, how many agencies shall be selected? Is there any regional considerations in selecting the agencies?	There is no limit on number of agencies to be empanelled. There are no regional considerations in selecting the agencies.
33	Carnival InfoPark	Is there any revisions on the financial terms, if the empanelment is extended?	Same terms will apply in empanelment extension
34	Carnival InfoPark	During the integration of a department's application, will it be needed that the software professional to be stationed at the client's location?	The integration effort may involve deputation of vendor's resources at client's location for a temporary period.
35	Carnival InfoPark	Will the empanellment be for resource supply or will it be for providing a turnkey solution for the proposed integration of applications?	The empannelment is for turnkey solution only.
36	Carnival InfoPark	Which agency will be in charge of issuing completion certificate related to each application being integrated? That is, will NeGD be the single entity to whom the bidder will have to interact as far as work orders are concerned?	For projects in which NeGD is a partner, sign off will be given by NeGD. This emapnelment process is to have an ecosystem of API developers which can also be utilised by other government agencies and in that case the sign off has to worked out by the vendor and the agency calling for financial quote.
37	Connoissuer Consulting Solutions Pvt. Ltd.	Could the 2+ projects be performed for the same client?	Yes.
38	Connoissuer Consulting Solutions Pvt. Ltd.	Could the 2+ projects be for overseas government or private sector clients?	Yes.
39	Connoissuer Consulting Solutions Pvt. Ltd.	Could the client certificate be in the form of an email from client? Which information should be included in the client's certification?	Yes. Please submit email and a self certificate of completion.
40	Connoissuer Consulting Solutions Pvt. Ltd.	Could you kindly clarify the two page limit - is it for each project's description?	Yes. The two page limit is for each project.

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41	Connoissuer Consulting Solutions Pvt. Ltd.	How many days' notice will the short listed candidates have for preparing the presentation and the demo? We request adequate time period for preparing the presentation and for developing/configuring the software required for the demonstration.	We will issue necessary credentials to vendors beginning 5th November 2015 to start the development of demo application. Only the vendors who are shortlisted after pre qualification process will be invited for the demo. The demonstrations are scheduled to begin from 23rd November 2015.
42	Connoissuer Consulting Solutions Pvt. Ltd.	Demo Web Application:- For any queries linked to the demo to be prepared for fulfilling the test cases, who will be the point of contact for any technical queries? Will our demo need to work with your staging or production environment?	A technical support email will be provided to all participating vendors for any technical queries. The demo needs to work with the staging environment of Digital Locker.
43	Prosix Infotech Pvt. Ltd.	In Approach and Methodology you have asked for the presentation? Clarify that whether we have to submit the presentation with technical Bid or it will be done after the technical Bid opening.	A note on approach and methodology will be part of the technical bid. Technical evaluation will be based on the contents of technical bid. The PPT for presentation need not be part of the technical bid.
44	Prosix Infotech Pvt. Ltd.	In Integration and Demo Application with DigiLocker you have asked for Live Demo? Clarify whether the demo to be given before submission or after submission.	The shortlisted firms will be invited for make a technical presentation and demo of the integration.
45	UTIITSL	As digilocker is a new concept, Many companies may not have the speicfic experience but they are capable in terms of manpower and other relevant exp of API based integration	RFE does not have any restriction on type of companies
46	UTIITSL	Pls relax this to "Bidder should be an IT company and have Web application development and Software integration experience"	RFE does not have any restriction on type of companies
47	UTIITSL	We are Govt of India Company and we are registered under 1956 Act.	1956 incorporation is carried forward in 2013 act

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48	UTIITSL	<p>"Is identification of other application scope of work of Bidders?"</p> <p>1. Number of applications to be integrated in empanelment tenure. 2. Time Frame required to integrate each application with digilocker.</p>	<p>Vendor's scope of work is to inetgrate a department application with an external application. NeGD or other government agency will invite bids for identified department application's integration with DigiLocker. There are no number of integration requirement in empanelment tenure. No timeframe required for integration of application with DigiLocker in the RFE. Timeframe will be part of the individual work bids</p>
49	Indus Net technologies	<p>In technical evaluation criteria the Presentation and Live Demo carries 35 and 50 marks respectively. Is any date will be intimated separately for demonstrating these both presentation and Live demo?</p>	<p>The date will be initmated after the shortlisting of vendors during pre-qualification process. The presentation and demo will held during one session itself.</p>
50	Indus Net technologies	<p>It has been clearly mentioned in the RFE the documents need to be included in the "Eligibility Documents" folder. However can you please put a clarification on what kind of documents you need in technical bid other than those mentioned in Point No 1 in Annexure 4?</p>	<p>The technical bid should include a note on understanding the integration scope, approach and methodology the vendor will adopt to undertake such integration and a note on technical details of the demo application being developed by the vendor.</p>
51	Indus Net technologies	<p>Annexure-3 will be included in which folder? "Eligibility Documents" or "Technical Bid" ?</p>	<p>Annexure 3 has to be included in the Eligibility documents.</p>
52	Indus Net technologies	<p>Authentication Process for Issuer and Requestor?</p>	<p>The API specification include the authentication mechanism for APIs comprising of license key. All coomunication with DigiLocker will be over SSL channel. The issuer and requestor have to register with DigiLocker system and upon approval are provided an organization ID.</p>
53	Indus Net technologies	<p>Format of data for Issuer and Requesor?</p>	<p>The API specifications for Issuers and Requestors include the Protocl, Data format and schema.</p>
54	Indus Net technologies	<p>What should be the Electronic Format for sharing data across agencies?</p>	<p>The API specifications for Issuers and Requestors include the Protocl, Data format and schema.</p>
55	Indus Net technologies	<p>It has been mentioned to integrate Digilocker with a web application. Will you suggest any application or we can take an application as per our convenience?</p>	<p>This RFE is for empanelment of agencies, further details related to each project for integration will be part of the request for finacial quotes that will be floated subsequently.</p>