

Response to pre-bid queries

Sr. No.	RFE Section / Clause	Page Number	Query	Response
1	A. Section 1 / a. Stage 1:	9	25 dedicated qualified personnel for ONDC project OR Overall in a company technically qualified for ONDC scope	It is expected that organizations should have 25 qualified personals who will be able to undertake evaluation of participants against various certification criteria
2	B.Section 2 / 6 viii	24	is any standard list of document or template for "verification related documents"	The documents are mentioned in ONDC Network Policies. The links for Network policy and other reference documents are provided in "Section 5 Reference Documents/Links" of Certification Framework
3	B.Section 2 / 6 IX	24	What would be the frequency & criteria for periodic reassessment and verification	1. Periodic reassessment is required in every 1 year 2. Criteria is mentioned in Section 2.8.2
4	B.Section 2 / 6 IX	24	If Company "A" is certified by Fime , then Recertification can be performed by Any other certifiers ?	Recertification can be done by any of the empaneled CAs including the same CA who had certified the NP in the first instance.
5	B.Section 2 / 6 xi	24	Is it only Log & report 2 document have to store for 4 years or any other documents ? Please confirm & share the list	All documents that are submitted by NP/EP during Certification Process, except for commercial agreement between both parties, i.e. NP/EP & CA.
6	B.Section 2 / 6 xi	24	1-What would be the criteria for certificate expiry / validity? 2-Is -Certification is mandatory to onboard into ONDC network	1. At present the Expiry/Validity is of 1 year. However, the validity is subject to change based on the certification policy. 2. Yes, it will be mandatory for an NP/EP to have a certification to onboard on ONDC Network going forward
7	B.Section 2 / 6 xii	24	what would be the audit checks ,schedule & parameters ?	One or more then 1 parameters that are part of the certification checklists can be a part of the audit. Audit can be partial like only payments or order failure checks or can be a complete re-certifications based on the issue (s) identified during random checks or complaints received.
8	B.Section 2 / 6.1 / 4	25	Certificate template will be same for all certifiers or its up to certifiers design and parameters ?	It is upto Certifiers to have their own designs. But the design should be shared with ONDC before using in the actual Certification. Please refer Section 2.5 (Certification Process) in Certification Framework in RFE where parameters are defined.
9			Suggestion : Ideally should be same template across the certifiers.	Please refer Point No. 8
10	B.Section 2 / 6.1 / 6 Certificate	26	Recertification date : How to derive ?	Based on the date of certification & duration of the validity
11			Validity of Certificate: How to derive ?	Based on the date of certification & duration of the validity
12	B.Section 2 / 6.1 / 8	27	Certificate URL : is this mandatory ? Or Digitally signed certificate will be enough via mail	Yes Certificate URL is mandatory
13	2.5 Certification process	71	Stage 2 report : "Addon services required "	Add-On Services offered by CA to NP/EP
14			Is VAPT Mandatory ?	Please refer Section 2.5 (Certification Process) of Certification Framework in RFE

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15			If mandatory the CA Has to perform or CA can contracted this service to Certin Agency ?	Sub-contracting is allowed. However, the accountability of the certification will be with the empanelled certifying agency. Please refer the note on page 28 of the RFE
16	2.5 Certification process	72	Any Timeline for Period of Probation ? Duration of Lab empanellement i.e. what would be the renewal process	Minimum 2 weeks of probation has been recommended as per existing policy. If there is a change in the policy same will be communicated. Actual probation can get extended if issues are noticed during probation period by ONDC.
17	2.6 timelines for evolution	73	Small order scale compliance to large order compliance decided only based on business plan of no of trx & order value ?	Please refer Section 2.4.2 of Certification Framework
18	2.6 timelines for evolution	73	How customer certificate will be impacted if he wants to move from Small order scale compliance to large order compliance	Network Participant/Ecosystem Participant will need to opt for re-certification.
19	General Business	NA	Would be great if we can get more clarity on volum of certification for each module separatley Network Participants(Buyer's APP) Network Participants(Seller's App) Logistic service provider's (LSP's) Gateway TSP Reconciliation Service providers(RSP's) Issue Grievance Management(IGM)	<u>The details are provided on the ONDC website</u> https://ondc.org/network-participants/
20	2 weeks for Small Order Scale Compliance	73	Will these 2 weeks also include retesting in case of VAPT and Appscan? Or will retesting be an additional 2 weeks post confirmation of remediation by NP/EP?	2 weeks has been estimated for remediation & retesting. However, the estimates may change based on the VAPT assessment of a specific NP
21			Will the Appscan be Whitebox, Greybox or Blackbox?	Blackbox
22			In cases of retesting post remediation, will that be counted as a separate engagement and paid additionally?	This can be determined between the CA and NP as per mutually agreed terms.
23			In case of bug fixes, version changes, will the CA have to recertify the NP/EP?	Bug fixes shall be done before final certification is generated for a particular version. In case of change in the version, re-certification will be required
24	Large Order Scale Compliance		Will ONDC provide data on expected volumes for the purpose of Performance Testing Report?	NP will provide the expected volume they are expected to do on there app while taking certification based on which compliance level will be determined.
25	A. Section 1 - 6 b 3	10	Are these case studies related to security testing? API testing? Or Policy compliance verification?	Case studies are expected to include details of automation testing for technical verification and compliance check process during certifications conducted by agency.
26	A. Section 1 - 6 b 4.b & 7 - Annexures - C TECH - 3 - Bullet 4	10 & 34	We have implemented a sandbox environment within the Sahamati certification framework that closely matches the current requirement. We would like to confirm if the second sandbox environment also needs to be specifically aligned with the API testing environment. For instance, we have a separate sandbox environment dedicated to mobile testing. Would this sandbox environment be considered as well?	CA needs to determine the same

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27	7 - Annexures - 7.1.1	13 28	Does the count of certifications necessarily need to be from the previous fiscal year, or is any time in the past good enough?	Only from previous fiscal year
28	B. Section 2. 6(xi)	24	Does the record keeping need to be in active storage for all 4 years? Or can it be in active DB for the first year, and archives for the next three?	CAs should be able to provide the requested details when requested within 2 working days. Information can be stored in any manner.
29	C. Appendix. 1.2 (Seller Applications)	56	Are the sellers represented by Marketplace Seller Node registered on ONDC as well?	No
30	C. Appendix. 1.2 (Online Dispute Resolution Service Provider (ODRSP))	57	The document mentions parties opting in the process of dispute resolution leveraging the services of ODRSPs. Is this an opt-in service? If so, who settles disputes for participants that don't opt in?	It is a mandatory requirement for all the ecosystem participants to get certified
31	C. Appendix. 2.3. First bullet point. KPIs	65	For a new NP/EP, this data won't be available. Is that a correct assumption? If so, how does the CA ensure this compliance?	CAs are expected to check these KPIs during stage 2 verification
32	C. Appendix. 2.3. Second bullet point. Issue and Grievance Management	65	How can CA ensure this compliance beyond checking that these endpoints/mechanisms exist in the NP's/EP's implementation? What other checks do you envisage here?	CAs are expected to assess the operational readiness
33	C. Appendix. 2.5. Certification Process	71	To run test cases within the ecosystem, will the CAs be registered as a gateway? (We are guessing, that's equivalent to AA member type in Sahamati ecosystem. Is that a correct assumption?)	No, CA need not to be registered as gateway. But CA needs to be empanelled by ONDC
34	C. Appendix. 2.5. Certification Process. Stage 2 Report Description in the table.	71	It mentions Addon services. Are these provided by the CA or other participants in the ONDC ecosystem?	Addon services would be provided by CAs, for which they can charge as per the mutually agreed terms between CA and NP/EP
35	B. Section 2 – About ONDC and Scope of work -> ONDC Network's architecture -> As ONDC evolves, new and innovative digital commerce models will evolve, the prospective bidders are expected to keep the evolutionary nature of	15	What will be nature of changes/updates? As we will need to create approach accordingly.	The major changes are expected in the API contracts or ONDC policies mentioned in the RFE. Like addition of new domain, new business use cases, addition/updation of APIs contracts, addition/updation of test cases
36	B. Section 2 – About ONDC and Scope of work -> 6 Scope of work of Certification Agency ->viii. -> ONDC may seek the same from certification agencies in digitally	24	Please elaborate on digitally encoded format.	Certification Agency to share the documents/details in the digital format, so that ONDC can validate the same
37	B. Section 2 – About ONDC and Scope of work ->6 Scope of work of Certification Agency ->xii. The audit of the certification given to NP will be performed by a different CA, who has not certified	24	Please elaborate	The Certification audit will be performed by the different CA, not by the CA who has provided the Certificate
38	7 Annexures ->C TECH - 3: Approach and Methodology -> Approach & Methodology and tools for evaluating NPs or EPs against the following: ->Compliance to various govt	34	Please elaborate scope	Certification Agency is expected to provide the Approach & Methodology on how Certification Agency will ensure that the NP/EP adhering to the ONDC network policies

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39	Section C/Clause 2.3 - About Evaluation scope as mentioned under evaluation lenses.	63	While checking for operational readiness, will there be a mandatory set of standard test cases (or a checklist) published? Also, how many transaction flows are required to be done to observe operational readiness?	Please refer Section 4.3 (Annexure 3 – Reference Test Cases based on NP/EP Type) of Certification Framework
40	Section C/Clause 3 - About responsibilities of CA – Verification of NP Details authenticity.	78	For verifying authenticity of NP/EP documents, is there a specific audit documentation list/template to be followed ?	CAs are expected to create an assessment report based on the indicative test cases provided in the certification framework and share it with ONDC as a part of evaluation
41	For the eligibility clause pertaining to minimum number of resources, you have indicated that the resources have to be BE, MCA,		For the current scope of work, equally relevant qualifications would be CISA, CISSP, CEH, DISA, CIA, CCNA and ISO 27001 Lead Auditors. Request you to kindly include the said qualifications under the relevant eligibility criteria parameter.	No Change
42	7.1.3 Eligibility Criteria	30	Since the requirement is for Security Assessment, will appropriate certifications like CEH, ECCPT, etc be considered equivalent	No Change
43	Section 2	14-15	As per the scope, what will be the approximate type of applications i.e., Web (internal and external), Mobile (android and ios), API, Thick Client, Source Code or any other type of applications	ONDC network allows all E-commerce apps (Website, Mobile Apps) to join there network. Participants will reach out to CAs based on capabilities of CAs
44	Section 2	14-15	Is the activity expected to be conducted on-site or remote. If remote, will we be provided with VPN access for any internal assets	Section 2 is about the ONDC and Scope if work. All activities performed by CA would be from their own premise or NPs premise as per the mutually agreed terms between CA & NP/EP. No VPN access will be provided by ONDC. It is up to NPs how they want to expose there test development applications for evaluation with CAs.
45	C TECH - 3: Approach and Methodology	34	4. Will the tools used for testing be provided or same needs to be accommodated by us	CAs are expected to build there own automation capabilities and identify tools that can help them reduce certifications evaluation timelines.
46	Query raised during Pre-bid Session		How different ONDC empanelment is from Cert-In empanelment and STQC empanelment	Cert-In & STQC Empanelment process is as per the general guidelines related to security & applicability as defined by the respective organisation during the Onboarding process. ONDC ecosystem is different from other ecosystems. ONDC's empanelment is based on NP/EP's compliance's to Legal, Technical, Network policies.
47	Query raised during Pre-bid		CAs are expected to fulfill all preconditions for empanelment	Yes
48	Query raised during Pre-bid Session		ONDC to share applications, documents for benchmarking of the qualifications	Please note that these are to be collected by the CA from the participant they are certifying. ONDC does not have any role in providing applications or documents needed to carry out the certification.
49	About ONDC and Scope of work Point no. 2	14	Network policy documents--- policy include on behalf of ONDC committee	Please refer Annexure 5 (Page 89). All ONDC policies are mentioned there

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50	-	-	sandbox box & certification system also audit it's on GitHub.	Certification Agencies are expected to create their own Sandbox environment and Certificate system, which should be optimized as per the defined test plans and test cases. Please refer Section 2 (6 - Scope of work of Certification Agency).
51	Legal relationships between participants in the ONDC Network	16	how many organizations can be empaneled on one time is there any limit for this.	All qualified vendors will be empanelled. There is no number of vendors defined. Please refer Section 2 (6 - Scope of work of Certification Agency).
52	Scope of work – Please define all the scope for this empanelment process	14	please conform us that technical pre-qualification have 2 stages in the RFT We want to know that there is need that all bidders are fulfil both stage or one stage	All the stages need to be fulfilled for the complete certification process
53	-	-	Compliance also will cover it	Please refer Annexure 5 (Page 89). All ONDC policies mentioned are to be compliant
54	-	-	Quest cases certification agency should validate and submitting to the certification agency.	Query not clear
55	A. Section 1 - Instructions to Bidders->	6	Request to postpone date of bid submission	No Change
56	6. Criteria for evaluation of technical proposals ->b. Stage 2: Technical Evaluation criteria - >Demonstration of digitally verifiable certificate to be given to	11	Can we use ready available vendors for digitally verifiable certificate software or do we need to custom develop it?	It is upto bidder, whether to take vendor's service or to develop the custom application.
57	6.1. Deliverables of CA-> Certification Service Agreement Template / CA evaluation report format / Scoring Sheet / CA SoW	25	Are there any specific formats as per ONDC?	It is expected from CA to prepare their own formats of the required documents. Please refer Annexure 4.5 for ONDC Certificate Data points (these data points should be clearly visible on the certificate generated)
58	7 Annexures ->C TECH - 3: Approach and Methodology -> Approach & Methodology and tools for evaluating NPs or EPs against the following: ->Compliance to various govt regulations and acts	34	Please elaborate scope of evaluation against Compliance to various govt regulations and acts	Please refer Annexure 5 (Page 89). All ONDC policies mentioned are to be compliant
59	C. Appendix->2.2 Lenses of Evaluation->a. Define Lenses of Evaluation-> Policy compliance	65	Please elaborate scope of evaluation. Whether CA needs to check entire policy document or only check if policy is present?	CAs are expected to validate ONDC Policy Compliances thoroughly

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60	Limitation of liability		<p>LIMITATION OF LIABILITY. IN NO EVENT WILL SERVICE PROVIDER OR CLIENT BE LIABLE TO EACH OTHER OR TO ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF USE, DATA, BUSINESS OR PROFITS) OR FOR COSTS OF PROCURING SUBSTITUTE SERVICES, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES OR ANY WORK PRODUCT PROVIDED BY SERVICE PROVIDER, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SERVICE PROVIDER'S TOTAL LIABILITY TO CLIENT, FROM ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY, WILL BE LIMITED TO AND WILL NOT EXCEED THE AMOUNTS PAID TO SERVICE PROVIDER BY CLIENT DURING THE PRECEDING 12 MONTHS IN RESPECT OF A CLIENT THE MATTER GIVING RISE TO THE CLAIM UNDER RELEVANT STATEMENT OF WORK.</p>	<p>This clause is to be finalized between the CA and the Participant to whom the services associated with certification are being provided based on mutual agreement. ONDC does not have any comments to offer on this. This will be completely depending upon terms of reference agreed between the CA and respective participant at their own cost and risk.</p>