

Section No./Page No.	Reference/ Subject	Clarification Sought	Response
6-Scope of Work-page No 18	Support infrastructure activities related to portal	We assume all support infrastructure related to portal like server, network devices,Internet/MPLS connectivity etc.. for all environments will be provided by the department.	Services to be hosted on ONDC Cloud, costs associated to cloud hosting and access from ONDC office and to external users will be taken care by ONDC
6-Scope of Work-page No 18	One-time migration of existing data and transition to the new portal	Our understanding is that, the ONDC department will be responsible for procuring all necessary hardware and software required for the one-time migration activity from the existing system to the new portal. The bidder will only be responsible for support and manage during the transition phase.	No separate hardware is required for migration, refer to scope of work section within the RFP for details
General	Implementaion- Email, DNS, Monitoring	The bidder understands that there is no implementation related to Email, DNS and monitoring scope involved in building and managing ONDC web portal. Kindly confirm.	Scope of work is defined in section 6 of the RFP, refer to the same
General		The bidder understand that there is no specify DC-DR callout for ONDC web portal	Will be handled via ONDC cloud
NA	Current Setup	Please provide current Infra setup: 1/ DC / DR / Server Room Details 2/ ONDC premises 3/ Communication links in DC / DR/ Server Room/ ONDC offices	Existing system does not exist
NA	Infrastrucutre	DR is required? RFP doesn't talks about the same	Refer to above response
6/18	Infrastrucutre	Infrastrucutre environment is to setup in AWS / on-premises	on ONDC cloud
6/18	IAM	Is there any existing IAM or new setup has to be done	Scope of work is defined in section 6 of the RFP, refer to the same
6/18	Log Shipping	Existing setup between ONDC Data Center / Server Room and Cloud	Its not currently in place, refer to scope of work for details
6/18	Local Storage	Existing storage will suffice for log or new storage has to factored in. In case new storage needs to be factored in, please provide log volume historical data	Not in scope of SI
7.1/20	Scalable Architecture	In case infrastrucutre setup is to be done on cloud, it's fine, else more details may be required	Query not clear
7.2/23	Messaging Solution	Exisitng ONDC messaging solution can be used or new messaging solution is required? If exisitng messaging souldtion is to be used, please provide details of the same	Messaging solution to be brought and implemented by SI as per requirements specified within the RFP
7.2/24	Environments	1/ Please provide details of existing environments 2/ Please provide location detials of all required environments 3/ DR environment is required? If yes please provide details: 3a) % capacity of DR with respect to DC environment 3b) Which all environments are required in DR 3c) DR mode: Active - Passive/Active 3d) DR location preference	At present the same is carried out using Google forms, google sheets, etc.
7.3.1/24	Concurrrent Users	No of concurrent users, required for sizing	User count has been provided for the purpose of sizing
7.5.1 PMIS element Functionalities under PMIS element Pg 30	5. Capture requirements as user stories within PMIS 6. Should provide for functionality of co-creating a sprint plan and its approval via workflow	As per the RFP, Agile methodology has to adopted, user stories/ use cases are not yet finalized, at the same time, it is a fixed price contract. Please explain how can SI estimate the number of sprints required to complete the functionality at RFP stage. Request you to please share more detailed functional requirement, preferably use stories or use cases for effort estimation. OR Allocate seperate timelines to cerate the user stories and finalize the productbacklog (First Level), based on which the effort estimation can be done for the entire project execution and deployment. OR This should be T&M based project.	RFP provides requirements, bidder may propose approach as part of their response.

7.1 Design Principles Pg20	Openness: Openness in the overall portal design to allow choices in the products and technologies that can be deployed and connected within portal workflow as ONDC concept evolves. Preference will be for Open-source technology stack which is well supported within Indian context. Solution should ensure no vendor lock-in.	Please conform that Opens Source "Community Version" tools and technologies can be proposed.	Preference will be for Open-source technology stack which is well supported within Indian context. Solution should ensure no vendor lock-in.
7.5.5 Common and Technical Element	47. Multi-lingual user flow should be supported primarily for static content and controls	1. What all languages to be supported by the portal. 2. Kindly elaborate the following statement using a use case or an example - <i>Multi-lingual user flow should be supported primarily for static content and controls</i>	7 languages - Hindi - Kannada - Tamil - Malayalam - Telugu - Bengali - Gujrathi - Marathi
8 Timelines, outcomes and deliverables Pg 34	4 Helpdesk ticket/Incident response time Acknowledging and responding to issues logged related to portal	Please confirm that maning of Helpdesk is not in scope of this RFP. If it is there then we please provide the following. 1. number of agents required per shoft 2. number of calles reveived. 3. Please conform that the infrastructure for helpdesk setup will be provided by ONDC	Support would be required within a 14 hour window, bidders to size and provide a comprehensive solution for the same
8 Timelines, outcomes and deliverables Pg 34	Average response time of 2 seconds on pages related to business transactions of the portal measured from data centre LAN	This SLA should be removed as the infrastructure and the compute will be provisioned by the deptment/cloud.	No change
9.6 Change requests Page 37	5. For "Type 2: Not covered under warranty" the process will be as given below: a. Project Manager will be expected to classify the type of change into i. Minor complexity change ii. Medium complexity change iii. Major change	Since this si a fixed price bid the kind of changes accepted under warranty or not covered underwarranty should be clearly specified upfront. There please answer the following: 1. Please specify efforts for each type of change i. Minor complexity change ii. Medium complexity change iii. Major change 2. For each type of change, kindly categorise in the following a. Type 1: Covered under warranty b. Type 2: Not covered under warranty 3. Please confirm that for the changes not covered under warranty, the additional infrastructure/tools etc or manpower requiremant costs will be borne by ONDC	Refer to 9.6.1 for detailed process
7.5.2 Pre-live element Pg 31	11. Seamless integration as required with PMIS element	1. Kindly elaborate this statement with an example.	As per RFP
Page 17 6 Scope of work b. Development and testing Pg 17	iii. Integration with external interfaces defined. There will be requirement to verify information being submitted by user within their profile this includes information such as PAN, GSTIN or e-sign using Aadhaar, etc. Transaction costs of such interfaces will be borne by ONDC	1. Please confirm that the Aadhar number is stored in the database. 2. In case Aadhar no is stored, please confirm that digilocker will be provisioned by the departmant and all the related costs will be borne by the department.	RFP provides requirements, bidder may propose approach as part of their response.
Page 17 6 Scope of work b. Development and testing Pg 17	iii. Integration with external interfaces defined. There will be requirement to verify information being submitted by user within their profile this includes information such as PAN, GSTIN or e-sign using Aadhaar, etc. Transaction costs of such interfaces will be borne by ONDC	Please confirm the following related to integrations 1. Integration with PAN, GSTIN or e-sign using Aadhaar and integration with Whatapp is in scope of this RFP. 2. In case additional interfaces are there, please specify the list of such third party systems with detials of the informantion exchanged. This information is critical to estimate the efforts.	List of integrations has been defined within the RFP and process flow
	Generic	Please specify that no third party audit is required for go-live or later at any stage of the project.	As per RFP
c. Proficiency assessment of potential Page 26	For this purpose, users will be expected to go through documents / videos which may be later linked with ONDC academy it gets developed	Please confirm that creating these videos and documents is not in scope of this project, the SI needs to just provide a link.	Not in scope of SI

c. Proficiency assessment of potential Page 26	iii. There will be a proficiency quiz which the user may give anytime. The quiz will aim to confirm on the key topics which anyone joining ONDC should be aware of. Idea of the quiz is to ensure awareness of these aspects before submission of interest	We understand that It will have randomly generated questions as per defined areas under assessment, based on which some assessment has to be done ? kindly elaborate?	Understanding is correct
	Generic	Please confirm that there is no facilitation of onboarding of NPs required from SI.	Not in scope of SI
	Generic	Please confirm that training and capacity building is not in scope of this RFP	Training and capacity building of ONDC users is in scope of SI
7.5.2 Pre-live element Pg 31	14. Document signer using DSC and Aadhaar-based e-sign	Please confirm that DSC, esign will be provided by the department and SI is only responsible for integration.	Understanding is correct
7.5.2 Pre-live element Pg 31	OTP verification using phone/email/WhatsApp 17. WhatsApp integration is envisaged for notifications and alerts, due actions etc.	1. Please confirm that all the costs related to phone (SMS), email, whatsapp will be borne by the department. SI will only be responsible for integration. 2. Please confirm that the department will purchase the whatsapp account (corporate account is required) and the SI is responsible for the integration.	Understanding is correct
Tender Summary Pg 4	4 Tender Due Date 03 May 2023	Request you to please extend the bid submission date by 4 weeks after addressing all the queries and relasing a corrigendum to that effect. Publishing the response will help in providin a level playing fied for all the bidders.	No change
6 Scope of work/18	4. Support infrastructure activities related to portal b. Portal instance includes configuring network and security components including load balancer, firewalls, etc. as required for the portal	Kindly confirm on type of IT Security Solution specific to host, server, network, connectivity, application,database, device and monitoring systems(Firewall, Anti-apt,DDoS,WAF,AV etc) will be provided by the department . Request clarification?	RFP provides requirements, bidder may propose approach as part of their response.
6 Scope of work/18	4. Support infrastructure activities related to portal c. Setup IAM for ONDC SPOC and portal support team for management of instance	Kindly confirm IAM solution will be provided by ONDC , bidder will be responsible for integration and configuration? Kindly provide the total number of internal/External users usin IAM?	ONDC Cloud IAM to be used
General	Security Monitoring	Bidder understands that the monitoring of security components deployed on ONDC infrastructure cloud will be managed and monitored by ONDC ?	In scope of SI, ONDC will provide access to ONDC Cloud console
6 Scope of work/18	4. Support infrastructure activities related to portal e. Enable single sign-on for ONDC users on portal through LDAP integration. At present, this is on Google, there might be a change, however it will be communicated before start of the	Kindly confirm whether the existing Google single sign-on solution will be leveraged ? Kindly provide the internal and external users accessing the ONDC portal?	Details are provided within RFP
7 Envisaged Solution details 7.1 Design Principles/20	Security by Design Secure-SDLC practices to be adopted, ensure code security, SOX compliance, enable Appscan, source code scanning, while ensuring code quality.	a. Please clarify the term "AppScan" as it is broadly used for OEM specific tool? B.As we understands this is more towards financial domain related to US geography , Please give us more details on what it is expected from SOX compliance for the ONDC project.	As per industry leading practices. SOX compliance for business and IT controls
7.5 Additional solution requirement specifications 7.5.2 Pre-live element/31	13. Two-factor authentication is required to be enabled using email, mobile, Aadhaar, etc.	a. How many applications will integrate to the MFA application? B. 1. How many user will be accessing the MFA application?	As per RFP
7.5 Additional solution requirement specifications 7.5.2 Pre-live element/32	14. Document signer using DSC and Aadhaar-based e-sign	a. Request clarification ,whether the ONDC environment has e-sign based service integration or DSC(Hardware cypto token) device will also available ?Please clarify that ONDC will supply the PKI solution for integration if hardware-based DSC is included in the scope. b. Kindly confirm, the CCA Compliant digital signatures will be procured ,processed and provisioned by the ONDC ? c. Please provide the approximate count of DSC users?	RFP provides requirements, bidder may propose approach as part of their response.

6 Scope of work/18	<p>e. Security testing</p> <p>i. Sign-off on vulnerabilities to be verified to be obtained from ONDC. Top vulnerabilities as per OWASP need to be tested mandatorily in addition to any specific guideline which ONDC may be asked to comply from time-to-time.</p> <p>ii. Perform security testing and share report. For any major release even during warranty period, it is envisaged that security testing shall be carried out. Necessity for security testing shall be determined by ONDC based on understanding of the release going to production.</p> <p>iii. Fix issues and rerun to confirm security testing clearance</p>	<p>a. Please clarify whether any third party security auditor like Cert-in will be appointed to perform security testing?</p> <p>B. Kindly confirm the ownership and cost required to provision such auditor will be borne by ONDC.</p> <p>C. Please confirm the frequency and periodicity of audit to be conducted ?</p>	Security testing to be carried out by SI
7.5.5 Common and Technical Element	56. Bidder shall support for ISO 27001 and ISO 20000 certification when ONDC desires to go for it and ensure that the processes, controls and documentations defined are compliant to these standards.	a. kindly confirm the cost for ISO 27001 and ISO 20000 certification will borne by ONDC bidder will only support the processes, controls and documentations defined are compliant to these standards?	As per RFP
7.5.5 Common and Technical Element	50. Portal should comply with relevant guidelines for use of Aadhaar within its system	As per UIDAI guidelines,for storage of Aadhar encrypted Key FIPS 2 Level 3 HSM will be reuired. Kindly confirm ONDC will bear the cost for HSM and no. of aadhar users for encryption purpose.	Yes
Page 34 8 Timelines, outcomes and deliverables	VA/PT	kindly confirm , the scope for VA/PT is limited to application?	as per industry leading standards
Page 7 :Resource deployment	b. Availability: The bidder must ensure that there is availability of required resources (apart from the key resources) at agreed locations, for all business days (i.e., all working days as observed by ONDC):	Kindly confirm :a. Which are the other locations to be considered? b. Please specify workdays and timings observed by ONDC	ONDC office at Siri Fort Delhi, Monday to Friday, Regular time: 9:30 to 18:00
General		Bid Submission time to be specified by ONDC, only date is mentioned	Till 23:59
General		Draft MSA – Kindly provide this to all bidders, as certain critical clauses such as Limitation of Liability, Termination, etc must be considered BEFORE submission of bid	Refer to corrigendum 2
General		Performance Bank Guarantee – Performance Bank Gaurantee clause is missing in the RFP. We will like to propose PBG @ 3% of TCV valid till end of contract, to be submitted within 45 days from date of signing of the contract.	Refer to MSA within corrigendum 2
Page 39 mentioned Liquidated Damages	Liquidated damages are mentioned as a percentage of certain components of cost. During the Development & Implementation phase, the maximum liquidated damages are capped at 10% of Total Project Value. If the liquidated damages during Development and Implementation phase exceed 10% of the Total project value, then ONDC reserves the right to terminate the contract.	Does this refer to SLA penalties? Also, please cap overall penalty (Liquidated Damages+SLA Penalty) at 10% of Total Project Value	Refer to MSA within corrigendum 2
Page 8: 1. Relevant experience w.r.t. scope of work, Page 11: Company profile with employees, on roll, clients, completed projects, etc		Kindy mention the project specifications for which citations are to be provided. Also please provide thr format in which such citations are to be provided	As per RFP
Page 8: Relevancy and adequacy of resources proposed for project execution. Key profiles to be evaluated. Page 13: 4.3.6 CV of key resources		Please specify if CVs of key profiles may be indicative	No, these have to be profiles who are expected to work on the project

Page 43: Section 3: Draft agreement to be signed with successful bidder	Legal terms	The RFP doesn't contain any legal terms or copy of Draft MSA. Bidder requests a copy of the key legal terms be shared beforehand so that proper risk assessment can be done. Without the legal terms, Bidder may not get internal approval to participate, hence this is showstopper for us.	Refer to corrigendum 2
Page-4: Tender Due Date	09-May-23	As there are critical points for clarification including legal terms, Bidder requests ONDC to extend the timeline for Tender submission by 3 weeks from the date of clarification of pre-bid queries.	No change
9.2 Conditions for payments / Pg 36	<p>9.2 Conditions for payments</p> <ul style="list-style-type: none"> > Quarterly pay-out 1 - Quarterly pay-out of 10% of contract value after making deductions as per SLA compliance >Quarterly pay-out 2 -Quarterly pay-out of 12% of contract value after making deductions as per SLA compliance > Quarterly pay-out 3- Quarterly pay-out of 14% of contract value after making deductions as per SLA compliance >Quarterly pay-out 4 -Quarterly pay-out of 16% of contract value after making deductions as per SLA compliance 	We will like to understand the basis of having each Deliverable Payouts not exceeding certain Percentatges of contract value. We would like this restriction to be removed. What is the basis of having different percentages of Contract value for each Quarterly payout. We would like to propose each Quaterly payout to be 25% each of contract value excluding the amount paid during the implementation phase.	As per RFP
10 Service Level Agreements / Pg 39	During O&M phase, liquidated damages per quarter are capped at 20% of that quarter's payment. If liquidated damages calculations exceed 19% of the quarterly payment for two consecutive quarters, then ONDC can take appropriate action including termination of the contract and forfeiting of Performance Bank Guarantee. If liquidated damages calculations in any quarter exceed 30% of quarterly payment, then ONDC can take appropriate action including termination of the contract and forfeiting of Performance Bank Guarantee.	Pls cap the Liquidation damages during OnM Phase to 10% Quarterly Payout.	No change
Credit Period	Currently no information given on this.	Pls accept, All Invoices should be paid within 30 days from date of invoice. Delayed payment will attract Interest @ 2% per month or part thereof.	No change
N.A.	N.A.	Based on our understanding this is an onboarding platform for NPs(Buyer, Seller etc). The scope of this RFP does not include ONDC network connectivity among service providers like buyers, sellers, integrations, logistics & others. It will also not include any kind of networking among service providers or transactions or sell/purchases. Please confirm.	Not just onboarding but also the ONDC operations portal as well, but operations refers to the non- e-commerce specific activities primarily related to administration that ONDC takes up. communication will be between ONDC and network players.
N.A.	N.A.	We are assuming we need to integrate all reusable components & you will provide the APIs/Component and Kellton will integrate the same. Reusable components are PMIS, Document Signer, 2 Factor Authentication, Content Management, Workflow Management, Notification Manager, SLA Management, Logging & Debugging, Document Management, and Ticket Management. Please confirm.	No these are expected to be developed by System Integrator these are components which are envisaged would be part of the solution
N.A.	N.A.	What is the use of Github & Swaggerhub in existing eco-system ?	these are repositories where ONDC API specifications are hosted

N.A.	N.A.	How will the data for growth reports will be fetched ?	User Entry
N.A.	N.A.	How will be we validating/tracking implementation of all steps ?	for completion of each step, there will be list of obligations which have to be completed. Each obligation will a completion criteria such as text input, file upload, document signing, etc. Once user completes all obligations, the step can be considered as complete.
N.A.	N.A.	How do you ensure that system has cleared the testing/UAT ? Is it only based on checklist mark by NP's user and assigned Lead ?	Question not clear
N.A.	N.A.	Do you have any reservations in terms of technology ?	Refer to design principles and requirements specified within RFP
N.A.	N.A.	Kindly specify the no. of languages to be included. Are these languagegs LTR or RTL?	"7 languages - Hindi - Kannada - Tamil - Malayalam - Telugu - Bengali - Gujrathi - Marathi"
N.A.	N.A.	The architecture in RFP mentions reusable components. What do you mean by reusable? Is it something ready with you or you want us to build it? Are you open to use software like JIRA?	So JIRA license is available for use for PMIS, reusable components refers to components which are used across the different stages of lifecycle of NP on the portal
N.A.	N.A.	What is meaning of rsp?	Reconciliation service provider
N.A.	N.A.	Are we open to use proprietary software for some component?	Open source with adequate support in Indian context preferred
N.A.	N.A.	Are we open to use open source software for some component?	Open source with adequate support in Indian context preferred
N.A.	N.A.	What is the expected user base for this system(Geography)?	As per RFP
N.A.	N.A.	Do you have any platform preference or prerequisite for Operating system/technology?	Refer to design principles and requirements specified within RFP
N.A.	N.A.	How many users this system is going to host on go-live(day 0)?	As per RFP
N.A.	N.A.	What is the average expected daily user traffic on the system?	User count has been provided for the purpose of sizing
N.A.	N.A.	Do we have an estimated count for concurrent users(users accessing my system at the same time)?	User count has been provided for the purpose of sizing
N.A.	N.A.	Can you please share the details of data migration like, a. Format of data b. Size of data & complexity/sample template c. Database & versioning (If need to export from database)	To be designed by the SI
N.A.	N.A.	What would you prefer, a software product or bespoke development on a custom architecture?	Preference to open source tech, and adherence to timelines
N.A.	N.A.	In case we proceed with custom development it may take us longer to finish than anticipated in the RFP. Are you flexible with the deadline?	Preference to open source tech, and adherence to timelines
N.A.	N.A.	What is the requirement in terms of support L1, L2, L3 or Warranty and Maintenance?	As per RFP
N.A.	N.A.	The bids detail out the contract duration as 5+12 months. However, it would have been useful to understand what method had been used to arrive at a 5 months estimation. If there is a delay in the Go-live which is not-attributable to us, then how will the cost be reimbursed?	As per RFP
N.A.	N.A.	The timelines are aggressive. Can you please let us know how the program governance will be put in place to ensure adherence of the same?	To be suggested by SI in proposed approach
N.A.	N.A.	The criteria for evaluation has been mentioned. We would request you to please share against each criteria to ensure fair and transparent evaluation.	Refer to corrigendum 2
N.A.	N.A.	Resource deployment: All key resources (defined in evaluation) must be available at ONDC's offices in New Delhi as per request. We have our development center in Chandigarh and for cost estimation it is important that the onsite expectations are detailed in the bid.	Specific resources may be required onsite for critical discussions during the project

N.A.	N.A.	ONDC is a network that is live and would be using a tech stack. It will be good if you can share the details of the current tech stack so that we can align our tech stack accordingly. It will reduce the efforts of integration later on.	Not related to the RFP scope
N.A.	N.A.	Are all infrastructure costs across all environments born by ONDC?	Costs have been specified within RFP, those will be borne by ONDC
N.A.	N.A.	In what manner will the advancements be supervised? Is there a favored approach for formulation development strategies, such as Agile, Waterfall, Kanban, or any other methodology?	Bidder to propose
N.A.	N.A.	What are the specific risks associated with the project, and can changes or upgrades to the protocol's specifications cause verification failures on our web platform?	No
N.A.	N.A.	How will the communication and scoping process for changes in requirements and scope modifications be handled?	Refer to RFP
N.A.	N.A.	What performance parameters will be monitored on the deployed application across all environments?	Question not clear, whose performance parameters - ONDC cloud console may be used for managing infra performance
N.A.	N.A.	Clause 7.3.1: How the cost will be determined if there is a change in volumetrics and sizing?	Cloud hosting cost will be borne by ONDC
4.2.4 Declaration from HR head countersigned by Authorized signatory stating compliance to manpower requirement	On company letter head, signed by HR head and countersigned by authorized signatory	In our organization the HR do not oversee the resource management aspect, so we request the client to accept a self declaration from our Authorized signatory.	No change. Declaration is about presence of resources in said area
Tender Summary	Tender Due Date: 03 May 2023	We request ONDC to consider extending the deadline for bid submission by at least 2 weeks, there are a number of time consuming activities which need to be completed as part of the deal submission, including OEM discussions.	No change
2 Bidding process	5. Submission of bid response:	Request ONDC to provide clarity on the maximum size of the email permitted at the exchange for the email ID provided for submission. If in case it is 10MB or lower, please let us know if we can submit our response in multiple emails using either split zip file or as multiple files. Please confirm. From the submission of the commercial bid perspective please clarify if the email id to which the commercial proposal needs to be sent is the same as the technical proposal? Or will ONDC be providing an independent set of email ids for the commercial submission. Please elaborate.	This is acceptable, however, subject should clearly mention the email number and total number of emails Eg. (1/3 parts)
2 Bidding process	8. Resource deployment, a. Location: All key resources	We propose to have an resourcing model where the key resources of the program representing all the streams from the ONDC premises but the majority of the resources will be deployed at the bidder premises and will work remotely. Key roles as per point 7 of section 3.2 Technical evaluation criteria.	Offshore model is acceptable, however, mentioned resources may be required onsite for critical discussions as mutually agreed
2 Bidding process	8. Resource deployment, b. Availability: & c. Holiday calendar:	We request ONDC to clearly call out expectations in terms of resource availability for support of the platform. This will help us in planning the resourcing requirements.	As per RFP
4.3.4.3 Proposed Technology stack		Please clarify on whether the bidder is responsible for the Procurement.	Yes, as per RFP
4.3.6 CV of key resources		As an organization we operate at a high level of productivity across all aspects, so we will not have the visibility with regards to the availability of exact resources without a committed demand. We request ONDC to accept indicative profiles and we assure that people deployed will have the required skills to execute the program effectively.	As per RFP

4.4 Commercial proposal formats	Form 3: Bill of Material	Is procurement of the specified BOM to be done by the Bidder?	Yes, as per RFP
Generic	Reusable components	We request ONDC to share the existing components in their technology landscape which can be reused by the bidder to reduce the complexity in stack or additional cost. (E.g. Existing EULA agreements with any of the OEMs)	Reusable here refers to components which are expected to be reused by SI across NP lifecycle. These are to be proposed and brought by SI
6 Scope of work	2. Design, develop, deploy and manage portal operations b. Development and testing iii. Integration with external interfaces defined	We request ONDC to share the list of external integrations which they require to be done and the type of integration.	As per RFP
6 Scope of work	2. Design, develop, deploy and manage portal operations d. Performance testing	The RFP states the need for 5 different environments Development, SIT, UAT, Staging and Production. Considering this please provide some thoughts on the projected loads on which the platform performance needs to be tested.	As per industry standards
6 Scope of work	3. One-time migration of existing data and transition to the new portal	Please provide some insights into the volumes of data which need to be migrated and our understanding is that the migration would be the Platform user details and their corresponding state. There will not be any transactional data which will need migration.	Current process is manual. Migration refers to users to be migrated to the portal
6 Scope of work	4. Support infrastructure activities related to portal b. Portal instance includes configuring network and security components including load balancer, firewalls, etc. as required for the portal	Please confirm that all these components are already present in the ONDC landscape and only configuration of the same for the proposed solution will be bidder responsibility. The overall maintenance and ensuring availability will be ONDC responsibility.	on ONDC cloud
6 Scope of work	4. Support infrastructure activities related to portal c. Setup IAM for ONDC SPOC and portal support team for management of instance	Please clarify that this will be the enterprise IAM being used by ONDC, if yes please share the Make and version.	ONDC Cloud IAM to be used
6 Scope of work	5. Warranty support on the portal functionalities for a period of one year post implementation (includes modifications, enhancements to the implemented functionalities)	Since the implementation period of the program conceived is quite short and the warranty period should ideally be based on the time period of implementation, we request ONDC to consider a warranty period of 3 months or less. Also please provide details on the warranty requirements.	No change
6 Scope of work	5. Warranty support on the portal functionalities for a period of one year post implementation (includes modifications, enhancements to the implemented functionalities) b. Portal support desk: It	Please provide details on the timelines for the portal support team. Hours of support and days of support.	As per RFP

6 Scope of work	5. Warranty support on the portal functionalities for a period of one year post implementation (includes modifications, enhancements to the implemented functionalities) c. Content-preparation:	Please confirm that the content will be provided by ONDC business team.	Content related to portal will have to be created by SI
6 Scope of work	5. Warranty support on the portal functionalities for a period of one year post implementation (includes modifications, enhancements to the implemented functionalities) d. User manuals e. SOP f. Knowledge transfer and handover:	Please confirm that all program deliverables and communication will be in English.	Yes
7.2 Functional landscape	4. Environments	Please standardize the relative sizes of the environments specified against Production. What is ONDC's plan for Disaster recovery?	As per industry standards
7.5.1 PMIS element	4. No proprietary / custom built solution should be proposed. Specific customizations may be required on the solution, however, such customizations should provide lifelong free access	In our opinion we believe we should be using any of the existing off the shelf portal development platforms available in the market, as this will reduce the efforts required improve maintainability and also reduce the time to market. We request ONDC to consider this.	JIRA for PMIS
7.5.5 Common and Technical Element	47. Multi-lingual user flow should be supported primarily for static content and controls	Please clarify whether the Portal needs to support multi lingual across the below aspects: 1) All screens exposed to Network participants including ONDC participants? 2) Documents being submitted by Network participants as part of their onboarding or at other stages of workflows. If the portal needs to be multilingual then please share the list of languages to be supported.	Languages clarified before, please see. Restricted to static content on the page. This is for navigation purpose only
7.5.5 Common and Technical Element	51. Portal should be mobile responsive, which a specific workflow	Please share the details of the mobile browsers to be supported along with versions.	As per industry standards
7.5.5 Common and Technical Element	52. Portal should provide for multiple browser support	Please share the details of the browsers to be supported along with versions.	As per industry standards
7.5.5 Common and Technical Element	57. Reporting modules envisaged different reports, these include	We assume these are reports which would be displayed as dashboards and downloadable as XL or PDF. Please confirm or clarify.	Both
8 Timelines, outcomes and deliverables	Generic	Please clarify what does "T" signify. We assume it is when the agreement is signed between ONDC and successful bidder which would be 15 to 30 days after release of PO by ONDC.	Issuance of LOI
8 Timelines, outcomes and deliverables	Basic version of portal for pre-live functionality based on requirements that are available T + 1 Month – UAT T + 1.5 Month - Live	This timeline is too stringent and does not seem feasible considering that bidder has to procure solution components, configuration and setup at infrastructure level, application components setup and configuration, Bespoke development and initial requirements gathering and visual design development. Please consider moving this milestone to T + 3 months and all ensuing milestones respectively.	Refer to corrigendum 2

9.2 Conditions for payments	P1 - Software technology components 33% of the costs associated with software technology component, not exceeding 5% of the contract value	As per industry standard we need to pay the cost of software licenses upfront to the OEM, this staggered approach with such a low initial payout is not acceptable. We request the payout for the software technology components to be aligned similar to below: 90% on delivery of licenses to ONDC 10% on 1st successful go live event.	No change
9.2 Conditions for payments	Manpower Price associated with the Phase 1 manpower component as per commercial bid, not exceeding 10% of the contract value.	We request ONDC to clarify if our estimated Man Power cost of either one of P1, P2 or P3 is greater than the 10% of the TCV, when will the additional amount be paid to the bidder. There does not seem to be any facility for that.	No change
10 Service Level Agreements	Change Management – Handling of change requests	We request ONDC to consider removing this clause. Change management comes into picture when there is some work to be done which is out of the current scope. An SLA schedule should be mutually discussed at the point of approval of change based on the value of the change and not on the total contract value for given scope of work.	No change
10 Service Level Agreements	Availability of critical portal services to end users including those impacting onboarding or operation timelines - Monitored from end user machines	Please confirm that the loss of availability due to issues at the cloud infrastructure level should not result in penalties for the bidder as the infrastructure is owned and provided by ONDC.	No change
10 Service Level Agreements	Helpdesk ticket/Incident response time - Acknowledging and responding to issues logged related to portal	Based on clarifications to the earlier queries on service hours for support, if the support provided is not 24X7X365, then the hours outside of serviced hours should not be considered in calculation of response time.	No change
10 Service Level Agreements	Time to resolve problems based on severity. Timelines for each severity shall be mutually agreed during implementation. This classification will be automated within the tool. Severity 1 will be issues related to external ONDC Portal user's inability to work with the portal Severity 2 will be issues related to internal user's inability to work with the portal Severity 3 will be remaining issues	Based on clarifications to the earlier queries on service hours for support, if the support provided is not 24X7X365, then the hours outside of serviced hours should not be considered in calculation of response time.	No change
10 Service Level Agreements	Penetration Testing (external) will be conducted once every year. All detected vulnerabilities to be closed within the quarter.	Please clarify if the penetration testing specified here is to be done by an external vendor, if yes who will have to bear the expenses of the same.	SI to factor
10 Service Level Agreements	Outcome of user satisfaction survey on the portal. Average rating as per user score given measured across a quarter	Please remove this clause. The requirements are being provided by ONDC and here the bidder is only the technology service provider. We cannot be held responsible or liable for a subjective aspect such as user satisfaction.	No change
7.3.1		Who is a buyer? Are they the consumers? Looking at the number of current Buyers, it does not include consumers on Seller portals. Is the assumption correct?	Refer to ONDC website

7.5.5	53. Portal should have the ability to map user journey on the portal through metrics and carryout analysis of how users are experiencing the portal	Does this requirement "Portal should have the ability to map user journey on the portal through metrics and carryout analysis of how users are experiencing the portal" mean to implement something like google analytics to capture the information on clicks by end user?	Yes
9.1 Price components	Note: - As the solution is expected to be hosted out of ONDC cloud (presently on AWS). Costs related to infrastructure, etc. will be borne by ONDC at actuals - Other transactional costs such as OTP service, e-sign functionality will be paid at actuals by ONDC	We understand from the RFP that the bidder scope is limited to Cloud infrastructure sizing and the Bill of material for the propose solution. ONDC will procure the same. Pls confirm	Yes
9.1 Price components	Note: - As the solution is expected to be hosted out of ONDC cloud (presently on AWS). Costs related to infrastructure, etc. will be borne by ONDC at actuals - Other transactional costs such as OTP service, e-sign functionality will be paid at actuals by ONDC	Kindly confirm is there any preference to use AWS native PAAS/SAAS services.	RFP gives requirements, bidder is free to propose, any solution with justification
6 Scope of work	4. Support infrastructure activities related to portal a. Setup and manage portal instance on ONDC cloud (currently on AWS)	Please confirm the backup retention policy that need to consider for the propose solution. It will support bidder to consider storage capacity accordingly	RFP gives requirements, bidder is free to propose, any solution with justification
6 Scope of work	4. Support infrastructure activities related to portal a. Setup and manage portal instance on ONDC cloud (currently on AWS)	We understand from the RFP that the bidder scope is limited to Implementation , configuration and steady state operation for the propose solution. ONDC will procure the same. Pls confirm	As per RFP
6 Scope of work	b. Portal instance includes configuring network and security components including load balancer, firewalls, etc. as required for the portal	Please confirm whether bidder shall use AWS native services.	RFP gives requirements, bidder is free to propose, any solution with justification
6 Scope of work	e. Enable single sign-on for ONDC users on portal through LDAP integration. At present, this is on Google, there might be a change, however it will be communicated before start of the	There is a dependency on this confirmation from a solution perspective as the connectivity will need to be changed accordingly.	Current state to be considered
2. Functional components	Messaging & communication Appropriate ticket management (including issue and problem management) aspects will be enabled via back-end from ONDC side to support this functionality.	Please confirm whether bidder need to propose Ticketing /ITSM tool as part of the propose solution.	Yes
10 Service Level Agreements	Helpdesk ticket/Incident response time Acknowledging and responding to issues logged related to portal Average Time taken to acknowledge and respond once a ticket/incident is logged through one of the agreed channels. Till 10 minutes: No penalty	As per the best practice for ticket response time would be 15 minutes. Would request ONDC to modify the same	No change

	concurrent VPN Users	Please share the concurrent user quantity who accessing the environment over the VPN , if any	Not assumed in the solution envisaged
	Network Bandwidth	a) Please clarify whether the bidder needs to consider MPLS connectivity for any location and CSP(AWS) Datacenter. If yes , please list down the locations in details to do feasibility check b) Incase there is no clarity at this stage, MPLS connectivity to location and should be considered as change request because to estimate the cost of the link, we need location address / city / type of Last mile required etc.	For SI resources connecting and working on ONDC Cloud
	SSL certificate	Kindly confirm how many SSL certificates exist and also confirm the renewals of SSL certificates would be done by ONDC during the tenure. Kindly confirm	Costs will be borne by ONDC
	Customer Service	Do we need to think about any chatbot integration for self help/ customer support?	As per RFP
	Database	Does ONDC has any particular choice of Database for Web Portal?	Refer to design principles
	Peak Load	What is the target to be planned for user count on the web portal during peak/off peak hours for sizing purposes? (Considering future growth in user counts)	Projected user count is given, for volume testing 5x of users may be considered
Encryption	Portal should support different types of encryptions and ensure data security	Please provide more clarity	As per RFP
Database	Multiple DBs involved in the Soluti	Any specific choice from ONDC for selection of DBs	Refer to design principles
7.3.1 Sizing and volumetric assumptions	User counts	We request ONDC to share a year on year view for the next 2 to 5 years for the growth in user counts.	Projected user count is given, for volume testing 5x of users may be considered
7.3 Technical Architecture	PMIS as part of the Technical architecture	We see that the PMIS is listed as part of the suggested technology architecture, also in the document it says that the PMIS will be on JIRA to be provided by ONDC. Please clarify if you foresee an integration of the portal with JIRA here. As per general practice, the project management on JIRA is done independent of the portal or application being developed and is not a part of the solution architecture.	sure