F. No 51-11/2023-NCCD
National Centre for Cold Chain Development
Department of Agriculture and Farmers Welfare

CLARIFICATION

SL. NO.	Tender Section	Clause No. / Point / Remark / Satement in REOI	Description as per Tender Document	Queries	REPLY
1	Complete EOI documents (including Request for Expression of Interest and subsequent addendum / corrigendum)	Various		The project is for Website Redesigning and Mobile Application Development. At present, it is appearing from the REOI that only Consultant / Consultancy Service Provider are invited for evaluation. It is to be kindly noted that all IT Agencies which are into web / software / mobile development are not Consultant / Consultancy Service Provider. It is requested to NCCD to please amend all the documents issued by NCCD (including Request for Expression of Interest [REOI], corrigendum / addendum etc.). **The amendment requested is to replace in all documents the terms and words like IT Consultancy Services, Consultant/s, Consultancy, Consultancy Service/s and similar other with the "IT Agency" to reflect**	**Amended, please refer to the Corrigendum 3.** **(However, the Consultant / Consultancy Service Provider who have developed and completed projects for Website Redesigning and Mobile Application Development, Software Development can also participate)**
	Section I: Request for Expression of Interest (REOI)	4.Participation in REOI - Eligibility Criteria 4.1. Eligibility Criteria	Serial No. 1 to 6 and note thereafter		

	Section I: Request for Expression of Interest (REOI)	4.Participation in REOI - Eligibility Criteria 4.2. Joint Venture/ Consortium (JV/C)	Serial No. 1 to 4	**towards the requirement and evaluation of IT Agency for Website Redesigning and Mobile Application Development work / project instead of consultancy.**	
	Part III: EOI Submission Formats	Form 1: EOI Form (Covering Letter) Form 1.1: Consultant Information Form 1.2: Eligibility Declarations Form 2: Qualification Criteria - Compliance Form 2.1: Performance Capability Statement Form 2.2 Financial Capability Statements Form 2.2.2: Average Annual Turnover Form 3: Checklist for Consultants	-		

2	Section I: Request for Expression of Interest (REOI)	2.3.4 EOI Formats for submission (To be filled, digitally signed, and uploaded by consultants)	The consultant must fill, digitally sign and upload the EOI in the Formats given in Part III: 'EOI Submission Formats'. In case of physical submission, the consultant must sign and submit hard copy.	In case of online submission through CPP portal by bidder, what are the documents which are to be submitted physically as well at NCCD. Please clarify.	**Please refer to the Section II: Appendix**
3	Section I: Request for Expression of Interest (REOI)	4.Participation in REOI - Eligibility Criteria 4.1. Eligibility Criteria Serial No. 2	The Consultant must have an average annual turnover of at least Rs. 5 cr. from consultancy/IT consultancy services in the previous three financial year viz., 2021-22, 2022-23 and 2023-24. (Copies of audited balance sheet and Statutory Auditor Certificate highlighting the turnover to be attached)	Please amend the statement as "The IT Agency must have an average annual turnover of at least Rs. 5 cr. from Web development / Software Development / Mobile Application Development / IT Services in the previous three financial year viz., 2021-22, 2022-23 and 2023-24. (Copies of audited balance sheet and Statutory Auditor Certificate highlighting the turnover to be attached).	**Amended, please refer to the Corrigendum 3.**
4	Section I: Request for Expression of Interest (REOI)	4.Participation in REOI - Eligibility Criteria 4.1. Eligibility Criteria Serial No. 4	Consultant should have an experience of at least five years in Government Sector and should have assisted in Project Management/Consulting Services/IT Services for GoI. Documentary evidence of works completed so far should be enclosed.	Please amend the statement as "IT Agency should have an experience of at least five years in Government Sector and should have assisted in Web development / Software Development / Mobile Application Development / IT Services for GoI / State Government / PSU / Autonomous Bodies / Any Government organisation. Documentary evidence of works completed so far should be enclosed.	**Agreed**

5	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Serial No. (c) (i)	For all annual reports, the periods mentioned end with the financial 31st March 2024.	Annual report for Financial Year 2023-24 is still under audit. It is requested to NCCD to consider Annual report upto Financial Year 2022-23. Alternatively, it is requested to allow to submit provisional CA certificate for Financial Year 2023-24 instead of Annual report for Financial Year 2023-24.	**Amended, please refer to the Corrigendum 3.**
6	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Relevant clause in the Table given in the REOI	Similar Assignments for Qualification Criteria The qualification criteria aim to shortlist Consultants who have been providing Consultancy services for at least 10 years and have completed the 10 assignments during the last 5 years. The contractor should demonstrate experience relevant to the subject assignment by way of the specified volume of assignments of similar nature and in General and Specific Sectors.	1) Please amend the statement as "Similar Assignments for Qualification Criteria The qualification criteria aim to shortlist IT Agency who have been providing Web development / Software Development / Mobile Application Development / IT Services for at least 10 years and have completed the 10 assignments during the last 5 years. The contractor should demonstrate experience relevant to the subject assignment by way of the specified volume of assignments of similar nature and in General and Specific Sectors."	**Similar Assignments for Qualification Criteria The qualification criteria aim to shortlist IT Agency who have been providing Web development / Software Development / Mobile Application Development / IT Services for at least 7 years and have completed the 10 assignments during the last 5 years. The contractor should demonstrate experience relevant to the subject assignment by way of the specified volume of assignments of similar nature and in General and Specific Sectors.**

					Similar Nature - Website Development/ Redesigning, mobile application development, web portal and other IT related work in Government as well as private sectors.
				2) It is requested to please clarify about "Similar Nature", "General Sectors" and "Specific Sectors".	**Mobile application development, website designing, web portal and software development**
7	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Criteria 1 General and Similar Experience:	i) Consultants must have at least 7 years' experience in Consultancy Services ii) During the last 7 years, Consultancy Assignments completed or substantially should be at least 10 iii) Out of the Consultancy Assignments mentioned above, 5 should be IT Services	Please amend the statement as "i) IT Agency must have at least 7 years' experience in Web development / Software Development / Mobile Application Development / IT Services. ii) During the last 7 years, Web development / Software Development / Mobile Application Development / IT Services Assignments completed or substantially should be at least 10."	**Agreed**

8	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Criteria 1 General and Similar Experience:	Such certificates from the public sector or publicly listed companies/private companies/Trusts must be issued from their Head office by a person of the organisation duly enclosing his authorisation by the Management for giving such credentials. A certificate from a private individual shall not be accepted.	Please note that in government projects it is not necessary that project get executed at Head Office only. It is also to be noted that the official issuing the experience / completion certificate may not be based in the Head Office. Further it is difficult for a private sector vendor / contractor to get or seek evidence of a government official authorisation by the Management for giving such credentials. In view of the above-mentioned, it is requested to please amend this clause accordingly.	**Any relevant official involved in the execution of the project can issue the certificate.**
9	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Criteria 2 - Financial Capability	Turnover: Minimum average annual turnover of at least Rs. 5 Crores, at least 50% of which should be from Consultancy Service Contracts, calculated as total certified payments received for contracts in progress or completed within the last 5 years., and Note: During RFP Process Consultant shall be asked to furnish documentary evidence to demonstrate his current Financial Capability and demonstrate it as per Criteria 2.	Please amend the statement as "Turnover: Minimum average annual turnover of at least Rs. 5 Crores, at least 50% of which should be from Web development / Software Development / Mobile Application Development / IT Services, calculated as total certified payments received for contracts in progress or completed within the last 5 years. Note: During RFP Process IT Agency shall be asked to furnish documentary evidence to demonstrate his current Financial	**Agreed**

				Capability and demonstrate it as per Criteria 2."	
10	Section III: Qualification Criteria	1) Form 2: Qualification Criteria - Compliance Note to Consultant: Serial No. 2	The consultant shall submit the audited balance sheet and/or banking reference along with their RFP proposal. An authorised representative of the consultant must -sign the statement.	1) Please provide the Financial Years for which submission is/are to be made. 2) It is requested to please allow CA certificate as well as an option.	**1. Same as submitted during the EOI.** **2. Not agreed**

11	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. x	Website must ensure 100% compliance to the latest Guidelines for Indian Government Websites (GIGW 3.0).	1) Please clarify if NCCD is looking for GIGW compliance only or STQC Certification as well. Note: As per our understanding, STQC audit and certification is allowed only for .nic.in and gov.in domain / tld. It is not allowed for any other domain / tld. Hence for any other domain / tld, STQC audit and certification cannot be done. It is request to NCCD to take note of this. 2) If STQC certification is required then please clarify if it STQC will be for the website only or for the website, web portal and mobile app as well? 3) If STQC certification is required then please clarify who will bear the cost of the STQC- NCCD or selected vendor?	**Only GIGW compliance is required.**
12	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xi	Website must be bilingual (includes English and Hindi).	Please confirm that all the website content including the translated content will be provided by NCCD.	**Agreed**

13	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xiii	Selected Vendor/Agency shall carry out the Data migration /Porting of existing data into the new website.	Please specify the total size of all data to be migrated along-with the various types of data that will have to be migrated.	**To be assessed by the Agency as per the ToR**
14	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xix	Optimize website visitor experience to minimize page abandonment, Creation of microsites and landing pages to support the branding and promotion efforts of NCCD.	a. How many microsites are there to develop? b. Will all microsites have different themes or on single theme?	**To be decided during the designing phase.**
15	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xx	Implementation of AI based chat-bot that engage users in conversations and answer visitors' frequently asked questions.	a. Who will procure the AI-based chatbot? b. Will the chatbot need to support multiple languages? c. What is the expected volume of users and interactions? d. What content and knowledge base will the chatbot need access to? e. How frequently will the information need to be updated? f. Who will be responsible for maintaining the content? g. What specific features are required (e.g., live chat, feedback collection)? h. How will user interactions be tracked and analyzed?	**Cost of license will be borne by NCCD, coordination & integration to be carried out by the Agency.**

16	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xxvii	Security audit of the application should be done for removal of any security flaws and for hosting provider requirements.	a. Going by the statement it is assumed that NCCD needs ONE (1)Security audit from CERT-IN empanelled vendor at the time of Go-live only. Please confirm. b. Does the security audit need to be conducted for the website, web portal, and mobile app? c. Who will bear the cost of the security audit, the vendor or the NCCD?	**Security audit CERT-IN to be obtained by the agency. Also, the cost shall also be borne by the agency. The certificate should be in name of NCCD.**
17	Section IV: Terms of Reference (TOR)	3) Description of Services Website Operation, Augmentation and Maintenance Serial no. xxviii	Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.	1) Please provide more detail preventive maintenance required. 2) What is the expected number of concurrent users?	**As per the standard practices.**
18	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. iv	Content for the Application in consultation with NCCD	Who will provide the web portal and mobile app content in all required languages - NCCD or the selected vendor?	**Vendor**
19	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. viii	Feature for domain experts' registration	1) Please explain the registration process and different stake holders involved. 2) Plesae provide the work flow.	**To be decided during the designing phase.**

			3) Please provide different modules and features needed.	
20	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xi	Feature for registration of Cold Storages with PAN, Udhyam Certificate, Aadhar.	Is integration required with PAN, Aadhar, and Udhyam Certificate portals? If yes, will NCCD provide the API credentials?	**NCCD will facilitate. However, coordination and integration to be carried out by the Agency.**
21	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xvii	Live APMC prices to be added for various commodities.	Will the NCCD provide the Live APMC prices API?	**NCCD will facilitate. However, coordination and integration to be carried out by the Agency.**
22	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxiv	Payment gateway integration to make the payment. (Developer recommends use of Razor Pay payment gateway)	Will the NCCD provide the Payment Gateway and its API?	**NCCD will facilitate. However, coordination and integration to be carried out by the Agency.**

23	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxvii	Once the order is confirmed, the respective available capacity will be blocked in the name of the buyers.	Will order confirmation be done based on payment success, or will an admin user confirm it manually?	**To be decided during the designing phase.**
24	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxix	Email notification to Storage User and Buyer user on successful account creation, and once the booking is successful.	Please clarify who will be providing the Email Gateway - NCCD or the Selected Vendor.	**NCCD**
25	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxx	Development of the Mobile application with Android O/S (Google Play Store Listing) and iOS (Apple's iPhone App Store Listing).	Will NCCD be purchasing and providing the Playstore (for Android) and Apple store (for iOS) Licences and app hosting or will it be the responsibility of the Selected Vendor?	**Cost of license will be borne by NCCD, coordination & integration to be carried out by the Agency.**
26	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxxi	Cloud-hosting of the solution.	1) It is assumed that cost of the hosting, hosting infrastructure, Space and storage as well as hosting required for back-up and disaster recovery and all related requirement will entirely be borne by NCCD. 2) Please provide the specification and configuration detail of the hosting / hardware sizing on which the Service Provider will have to host the new website and web portal.	**The cloud-hosting to be provided by the NCCD. However, coordination & integration to be carried out by the Agency.**

27	Section IV: Terms of Reference (TOR)	3) Description of Services Mobile Application Development & Web Portal Serial no. xxxiv	Customer support should be provided for user problem and queries.	a. Regarding customer support, do we need to set up a helpdesk? b. If yes, in how many shifts should the helpdesk be maintained? c. Should the helpdesk be maintained onsite or offsite? d. Should it be call or email-based? e. Who will provide the centralized contact number and support email ID?	**a. Yes** **b. During office hours** **c. Offsite** **d. Both** **e. Contact number and support email ID shall be provided by the NCCD.**
28	Section IV: Terms of Reference (TOR)	3) Description of Services Software Development	Software Development - Cold chain components have various usability depending upon the requirements and the type of application. Based on this NCCD would create a basis of design on following parameters, not limited to only following: i. This will have basis of heat load calculations based on various produces, application etc. ii. To fetch out heat load sheets on the basis of insulation used, type of cold chain components. iii. Software/Basis sheet would be the property of National Centre for Cold Chain Development.	1) More insights are required on the software development points. 2) Is there any OEM software which is implemented and is to be maintained? 3) Is this a kind of IOT with integration to sensor/s, hardware, third party application etc.?	**This is a customised software of NCCD, to be designed and developed by the agency.**
29	Section IV: Terms of Reference (TOR)	-	b) The Agency shall be responsible for purchase and renewal of software and licenses for proper functioning of the mobile application.	Please provide the detail of software and licences intended here in the clause.	**To be assessed by the Agency as per the ToR**

30	Section IV: Terms of Reference (TOR)	3) Description of Services c) Key Experts Required:	The selected consultant shall be asked to deploy only one project coordinator at NCCD and the remaining team members shall deliver the services from the vendor premises.	For how long should the project coordinator be stationed at NCCD?	**Total duration of the project.**
31	Section IV: Terms of Reference (TOR)	3) Description of Services d) Deliverables/ Outcomes and Timelines (frequency) thereof: S. No. 2 in the table	Website Operation, Augmentation and Maintenance: Continuous Work	1) More clarity is required on the project timeline. 2) From this clause it appears that NCCD intends to revamp the existing website and web portal (if any) or get the existing website and web portal (if any) maintained? Please clarify.	**Existing Website is to be redesigned and web portal, mobile application & software to be developed.**
32	Section IV: Terms of Reference (TOR)	3) Description of Services d) Deliverables/ Outcomes and Timelines (frequency) thereof: S. No. 4 in the table	Software Development: Development and Testing	1) More clarity is required on the project timeline. 2) It is requested to please clarify about the Software which is being mentioned. Is it separate from website, web portal and mobile application? It is requeseted to please provide more detail.	**The software is separate part of the ToR and more details to be defined during the designing phase.**
33	Part III: EOI Submission Formats	Form 1.1: Consultant Information	A company. The person signing the EOI is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the authority conferred by the Memorandum of Association/ Articles of Association.	It is requesetd to please allow Power of Attorney also as an alternative.	**Agreed**

34	NA	General	NA	Please specify the scope for 5 year O&M support.	**Overall O&M support for the IT Activity of NCCD, website, mobile application, web portal and Software to be developed.**
35	NA	General	NA	Is Search Engine Optimization (SEO) part of scope? If yes, at what level is NCCD considering optimization?	**Required and level of optimization to be discussed and decided later.**
36	NA	General	NA	Is any training required? If yes, then what will be the training mode and frequency of training? Please specify.	**Yes, onsite training**
37	NA	General	NA	1) What is the technology preference for new website and web portal? 2) Can we use different tech stacks for the website and web portal? For example, an open-source CMS for website development and a different open-source platform for the web portal?	**1) As per the standard practices. 2) Agreed**
38	NA	General	NA	A. Please share the technology stack of the current website, web portal (if any) and mobile app (if any). B. Also, provide the visitor count for the last 3 months for better understanding.	**A. Current technology - HTML B. Not available**
39	NA	General	NA	Interlinking Web Portal and Mobile App : The web portal and mobile app need to be interlinked. The web portal should be accessible by Admin and Buyer users, while the mobile app should be accessible by Storage	**To be decided during the designing phase.**

				users. Please confirm if this understanding is correct.	
40	NA	General	NA	We assume the NCCD will be providing the below mentioned: (i) APIs for integration with other application / software, (ii) Any other such access and application software (if in-case required). Please confirm.	**NCCD will facilitate. However, coordination and integration to be carried out by the agency.**
41	NA	General	NA	What will be the exit process at the end of the contract?	**Handing over all the source-code, resources etc. to NCCD.**
42	NA	General	NA	Will NCCD be providing the Database licenses or will it be the responsibility of the Selected Vendor? Please clarify.	**NCCD will facilitate. However, coordination and integration to be carried out by the Agency.**
43	NA	General	NA	Please specify the different roles, hierarchy and number of users for CMS.	**Various level of the management will use from top to bottom. Also. Ministry will also operate the CMS.**
44	NA	General	NA	Please provide a list of different MIS / Report / dashboards which are required and drill down of each dashboard type.	**To be discussed and decided during the designing phase as per requirement.**
45	NA	General	NA	Please provide the process which will be adopted for handling change request happening during the execution of work.	**As per the standard practices.**

46	NA	General	NA	Please clarify who will be providing the SMS Gateway (if in-case required) - NCCD or the Selected Vendor?	**NCCD, coordination and integration to be carried out by the agency.**
47		4.1. Eligibility Criteria , point 2, page 4	2) The Consultant must have an average annual turnover of at least Rs. 5 cr. from consultancy/IT consultancy services in the previous three financial year viz., 2021-22, 2022-23 and 2023-24. (Copies of audited balance sheet and Statutory Auditor Certificate highlighting the turnover to be attached)	Our financial statement for the financial year 2023-24 are till not audited, hence we request you to seek average annual turnover for the fys 2022-23, 2021-2022, 2020-2021. Also, we feel that considering the complexity and importance of the scope of work the average annual turnover is low. Hence, we request you to increase it to at least INR 50 cr. in order to recieve quality bids.	**Amended, please refer to the Corrigendum 3.** **The turnover will not be increased.**
48		4.1. Eligibility Criteria	4) Consultant should have an experience of at least five years in Government Sector and should have assisted in Project Management/Consulting Services/IT Services for GoI. Documentary evidence of works completed so far should be enclosed.	Please specify the acceptable documentary evidence. Also clarify whether ongoing projects can be considered ?	**Only completed projects will be considered.**
49		Mobile Application Development & Web Portal , Pg-20	xxxi. Cloud-hosting of the solution	Who will be responsible to provide the cloud / IT Infra platform for hosting of the Mobile App, website /Portal.	**NCCD will facilitate. However, coordination and integration to be carried out by the Agency.**
50		Mobile Application Development & Web Portal , Pg-21	xlii. / b The Agency shall be responsible for purchase and renewal of software and licenses for proper functioning of the mobile application.	Assuming that the renewal of software / licenses shall be applicable till contract period.	**Yes**

51		4.1. Eligibility Criteria	4) Consultant should have an experience of at least five years in Government Sector and should have assisted in Project Management/Consulting Services/IT Services for GoI. Documentary evidence of works completed so far should be enclosed.	we have worked in mission critical projects like Income tax/GSTN etc with SIs like Infosys, HPE etc. Would request to consider that. Also we have done in consortium where we are not prime bidder. Please consider that also.	**All related documents to be attached. In case of JV/Consortium one party should be from IT Sector. Also, in case of JV/Consortium where one party is a foreign body, Indian party should own 51% of stake.**
52	Para No.3 Point no. xxxviii at page no.25 under Mobile Application Development & Web Portal	Create animated video training manuals as per directions of NCCD.	With reference to the mentioned clause, it must be clear that is this cost of video/training manuals is extra or over above of IT work, as this would be considered as multimedia related work. Kindly confirm if the same is being considered in financials as well	May please clarify the same	**This is part of the project.**

53	Para No.3 Point no. xl at page no.25 under Mobile Application Development & Web Porta	The cost of infrastructure required for the project shall be borne by the Agency.	With reference to the mentioned clause, it is state that majority of the implementations done across other government departments, the IT Infrastructure has been provided by the department only including MoAFW. However, if the cost is borne by the agency then, technical specifications /aspects shall be given for IT infrastructure, so necessary infrastructure components/ services may be included in the BoQ during the finalization of the same. This also shall involve financial obligation which is over and above of the IT Solutions being developed under the scope. Kindly clarify the same.	May please clarify the same	**Technical specification shall be decided by the agency as per the requirement to develop the infrastructure as per the scope of work. IT infrastructure required shall be taken care of by the agency. NCCD shall not provide any IT infrastructure.**
54	Para No.4.1.2 at page no.8	Average Annual Turnover: The Consultant must have an average annual turnover of at least Rs. 5 cr. from consultancy/IT consultancy services in the previous three financial year viz., 2021-22, 2022-23 and 2023-24.	With reference to the mentioned clause, considering the size of the implementation and strategic value of the program, it is ecident that a firm of decent scale should be onboarded to successfully take up the work. It is hereby proposed to increase the Average Annual Turnover to atleast Rs. 100 cr as pre-qualification criteria instead of Rs. 5 cr.	May please consider amending the clause.	**Not Agreed**

55	Para No.4.2, Point no. 1 (sub point a,b) at page no.9	In the case where a consultant is or proposes to be a Joint Venture/ Consortium (that is, an association of several persons, firms, or companies.	With reference to the mentioned clause in REOI, it is to clarify that sub-contracting is also considered as the medium under Consortium/Joint Venture which has been stated in the REOI.	May please clarify the same.	**Agreed**
56	Para No.3 Point no. xiv at page no.24 under Mobile Application Development & Web Portal	Separate provision for registration of Banana Ripening & Mango Ripening.	We understand that the detailed SOP for the same may be provided by the NCCD in order to digitalize the same under the scope of work	May please consider the submission and the said clause may be incorporated appropriately.	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**
57	Para No.3 Point no. xvii at page no.24 under Mobile Application Development & Web Portal	Live APMC prices to be added for various commodities	It must be clear that how will the integration work, will NCCD provide the support for integration with DMI or APMCs? Request clarity on the same.	May please clarify the same	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**
58	Para No.3 Point no. xviii at page no.24 under Mobile Application Development & Web Porta	Logistic infra registration by state, type of vehicle, storage capacity, electric/nonelectric vehicle.	With reference to the mentioned clause in REOI, it must be clear that the data for the same shall be provided by NCCD.	May please clarify the same	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**

				May please clarify the same	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**
59	Para No.3 Point no. xxi at page no.24 under Mobile Application Development & Web Portal	The above screen should have features to book available capacity by potential buyer (Buyer User) through the NCCD website.	With reference to the mentioned clause in REOI, the existing database related to seller along with its capacity shall be provided by NCCD.	May please clarify the same	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**
60	Para No.3. Point no.xxiii at page no.24 under Mobile Application Development & Web Portal	Order booking form by buyer	With reference to the mentioned clause, clarification required if there is plan to have an ecommerce platform for Cold Storage Buying & Selling for NCCD. Kindly clarify.	May please clarify the same	**This is feature that is to be added to the mobile application & web portal. Data will automatically get collated on the mobile application over the period of usage.**
61	Para No.3 Point no. xxiv at page no.24 under Mobile Application Development & Web Portal	Payment gateway integration to make the payment. (Developer recommends use of Razor Pay payment gateway)	With reference to the mentioned clause, any bank charges related to payment shall be borne by NCCD including the association and integration with nationalized banks. Kindly clarify.	May please clarify the same	**Payment Gateway Integration in the application would be done after deliberation with various banks. Same would be communicated to the successful bidder and integration, implementation, working of the sane would be done by the successful bidder/agency.**