Standard Operating Procedure for on boarding Logistics Service Providers with Sagar Setu-NLP as a Latch-On service provider

Contents

1. **Conditions of Integration**
   - **Integration:**
     o Integration with Latch-ons will be via API Gateway as per the Latch On Services agreement between IPA and Latch On Service Provider provided in Annexure 3 of this document. The IPA reserves the right to charge the prospective applicant any charges towards integration with the 'SAGAR SETU-NLP'.

   - **Revenue sharing from business:**
     o When 'SAGAR SETU-NLP' is integrated with latch-on application, no charges shall be collected from the latch-on partner initially for 1 years. IPA would get into an agreement with the Latch-on partner as per the Annexure 3 of this document.
     o The duration of 1 years will be counted from the date of integration of the first ever integration with the 'SAGAR SETU-NLP'. The LSP can avail this exemption only once.
     o Revenue sharing modalities shall become effective after expiry of free period.

2. **Types of Access by LSPs and third-party Apps**

The 'SAGAR SETU-NLP' API Services would be open for service providers, agents, and other stakeholders (referred to as LSP) who are part of the marine ecosystem and provide related services or information to their users/public. Using API integration, the approved LSPs can avail two-way real time exchange of data to extend seamless service connectivity and integration for their users.
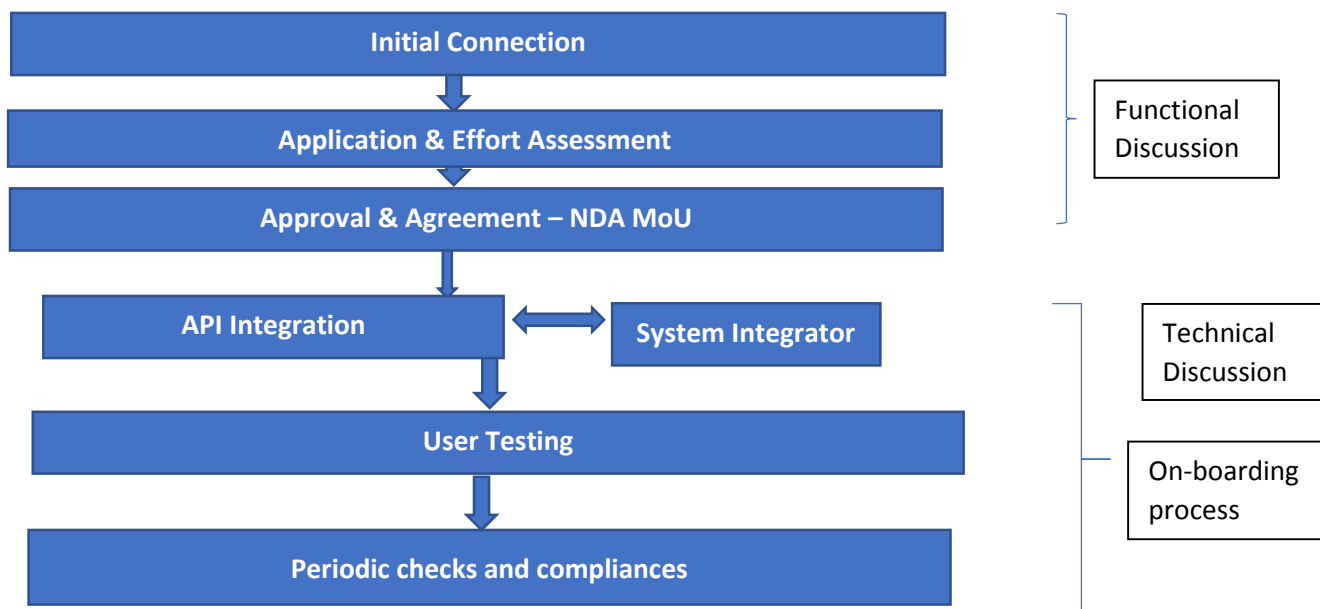
The approved LSPs will have to ensure adherence with the cyber security practices notified by Government of India for secure API communications for managing keys and related ICT Infrastructure and services at their end. The LSPs shall ensure that the APIs are not abused, misused and that they duly abide by the prevalent MeitY guidelines, National Cyber Security Policy, National Data Sharing & Accessibility Policy-2012 (NDSAP) and other provisions of the Information Technology Act, 2000 as notified by the Govt. of India from time to time.

There would be two types of access:
1. **Open Access through Public API**: This will allow any third-party application to access certain un-restricted information, that can be shared with its users, public and stakeholders (with or without value addition). This is limited only to read access in NLP. The extent of access will be limited and in case of any misuse or data breach impacting the performance of 'SAGAR SETU-NLP-' solution will result in blocking and blacklisting of any such application and entities.

2. **Restricted Access through Protected API**: This allows approved third-party applications to access as well as update specified information in the 'SAGAR SETU-NLP-' database, subject to such conditions and validations as may be prescribed or required. This would enable third party applications to raise requests for various services on behalf of themselves, their users, and custom

3. Steps for On-Boarding Latch-on Service Providers

The lifecycle of a Latch-on service provider on 'SAGAR SETU-NLP' would consist of the following stages:

Initial Connection
Application & Effort Assessment
Approval & Agreement – NDA MoU
API Integration ⟷ System Integrator
User Testing
Periodic checks and compliances

Functional Discussion

Technical Discussion

On-boarding process

- The SOP shall be published on NLP Portal. https://nlpmarine.gov.in/
- Interested LSP shall download the SOP and share the filled forms (Annexure 2) over email to ipa@nic.in with subject line - ***Onboarding National Logistics Portal - Marine as a Latch-on Service Provider***
- IPA would verify the forms (within 7 working days) and complete within next 2 weeks from the date of receipt of forms initial discussion between NLP team and LSP.
- Functional discussion would take place (within one week of initial discussion) with detailing of NLP functionality and LSP application which is to be integrated in 'SAGAR SETU-NLP'.
- LSP and IPA would sign the Latch on Agreement. The agreement shall be signed within two weeks of functional discussion.
- Once agreement is signed, LSP and SI would have technical rounds of discussion and work on API integration, and complete API integration within 1 month.
- User testing shall be conducted within one week of API integration.
- Once integration is live, periodic checks shall be conducted by IPA/PMU.

Annexure 1: About SAGAR SETU ('SAGAR SETU-NLP-')

The details provided about the 'SAGAR SETU-NLP' platform herein are indicative as the system is evolving. The applicants are requested to evaluate the applicability of their service offerings in the proposed ecosystem of the 'SAGAR SETU-NLP' platform.

The SAGAR-SETU-NLP is a project of national importance aimed at bringing all stakeholders of the logistics community onto a common platform, to improve efficiency and transparency by reducing costs and time delays. This project will have a significant impact on the 'Ease of Doing Business' Index of the country. The activities of 'SAGAR SETU-NLP' are categorized into four distinct verticals viz.
   i.   Carrier
   ii.   Cargo
   iii.   Banking and Finance
   iv.   Regulatory and Participating Government Agencies.

The 'SAGAR SETU-NLP' allows for inclusion of stakeholders such as the importers, exporters, and other service providers within the community to be able to seamlessly transact, book slots, exchange information and documents, apply for regulatory approvals, and avail of a host of financial services such as finance, letter of credit etc).

To act as an ecosystem connecting all the stakeholders, the 'SAGAR SETU-NLP-' is designed to facilitate seamless API integration with all the stakeholders and services providers.

The 'SAGAR SETU-NLP' is an "open platform" that allows coexistence of multiple service providers to provide EXIM related services independently or by combining different services and connectivity options. It has the capability to integrate with various Port Operating Systems/ Terminal Operating Systems, ICEGATE, other regulatory agencies and stakeholder(s) systems in the ecosystem. It aims to reduce regulatory complexities and enhance the ease of doing business by moving towards user friendly paperless trade. This will be accomplished by utilising the prowess of IT infrastructure to develop a single window, centralising all necessary documentation, compliance certifications and formal procedures necessary for EXIM trade.

The architecture of the 'SAGAR SETU-NLP' allows existing business relationships to be migrated on to the portal, for transactions via the portal.

The core objectives of 'SAGAR SETU-NLP' are:
- Move towards a paperless regime i.e., to optimise, manage, and automate port and logistics processes by connecting transport and logistics chains i.e., electronic handling of key processes regarding import and export of containerised, general, and bulk cargo
- Facilitate the stakeholders to improve their efficiency through exchange of business-related information with their trading partners accurately and quickly through their normal mode of business communication and multi-channel service delivery through mobile devices, portal etc
- Act as single platform to complete all logistics movement related formalities at one place/ on a single portal.

- Improve the quality of service and ease of doing business.
- Provide status information, control, track, and trace features to all the envisaged stakeholders

Latch-on service providers are third party agencies that will provide specific functionalities by sharing their data and functionalities through an Application Programming Interface (API) to the core 'SAGAR SETU-NLP' application. This document lists down the general guidelines, and standard processes for selecting and onboarding interested service providers on 'SAGAR SETU-NLP' as a Latch-on service provider. The scope of document is limited to selection of latch-on service providers only and it does not cover the selection of other government agencies and councils on 'SAGAR SETU-NLP'.

The IPA is open to adding more Latch-on Service Providers based on business case, requirements, and innovation in the market. IPA is also not restricting duplicate services/ services providers, so that stakeholders can pick and choose service providers during the course of the transaction. The proposed Latch on services and functionality includes, but not limited to:

1. Transportation (Road, Rail, Coastal etc; excluding air).
2. Empty Yards
3. E-VGM Providers
4. E-Seal Providers
5. Terminal Management
6. CFS Providers
7. ICD, Warehouse Providers
8. Container/ Bulk Bookings; (Lines, NVOCC, Freight Forwarders)
9. Clearance/ Customs Handling Agencies
10. Route planning, Schedules & management (Transportation)
11. Document management system
12. Payments, Banking, and trade allied services such as LC, finance, etc.
13. Trade Insurance; including aggregators
14. eBerthing Solution
15. Any other functionality pertaining to EXIM trade as approved by IPA

Aggregators of the aforementioned services that can add value to 'SAGAR SETU-NLP' platform are also eligible for application

Annexure 2: Templates for Response

Form I. Proposal submission cover letter
<center>**<On Applicant's letterhead>**</center>

<div align="right">**[Date]**</div>

To
The Managing Director, Indian Ports Association
1st floor, South Tower, NBCC Place
Bhisham Pitamah Marg, Lodhi Road
New Delhi – 110003
Date:
Subject: Onboarding National Logistics Portal - Marine as a Latch-on Service Provider
Dear Sir,

1. This is to notify you that our company intends to submit a proposal in response to the above cited subject.
2. Primary and secondary contacts for our company are:

	Authorized Signatory / Primary Contact	Secondary Contact
Name:		
Designation:		
Company Name:		
Address:		
Phone/ Mobile:		
E-Mail:		

3. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered are true, accurate, verifiable, and complete. The response includes all information necessary to ensure that the statements therein do not in whole or in part mislead Purchaser in its short-listing process.
4. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favours our company in the shortlisting process, we are liable to be dismissed from the selection process.
5. It is hereby confirmed that I/We are entitled and authorized to act on behalf of our corporation/ company/ firm/ organization and empowered to sign this document as well as other documents, which may be required in this connection. The document related to the proof of authorization has been attached with this letter.
6. The proposal contains _____ number of pages duly numbered and signed by the authorized signatory.

I also certify that I am the duly authorized to sign the response for and on behalf of _____

<div align="right">Yours sincerely,</div>

<div align="right">(Signature)</div>

Name:
Designation:
Name of the Company:
Address:
(Seal/Stamp of Applicant)

Form II. Applicant information sheet

Sr	Field	Response (supported by documentary proof)
1	Name of the applicant entity	
2	Date of Incorporation	(Attach certificate of incorporation or registration)
3	Legal Status of the entity	(Company/ Partnership/ LLP/ etc)
4	GSTN / Tax registration number	(Copy of relevant certificate)
5	Complete Registered Address	
6	Website address	
7	Email and Contact Details	
8	Location of the server and data centre of Service Provider	(Relevant Proof)
9	Data centre ownership – owned/ shared/ leased	(Relevant Proof)
10	Is the data centre Tier III type	(Relevant Proof)
11	Alliances/partnerships with similar platforms (If yes, name of such partnerships)	
12	Data security and audits process followed	(Relevant Proof)
13	Allow data sharing with the 'SAGAR SETU-NLP' application and allow storage of pertinent data (as mutually agreed) on the IPA data centres within India.	Yes; the same shall become part of the agreement once the applicant is selected.

Form III. Technical Details of Applicant

Kindly provide your response/justification against the mentioned criteria. The response should be supported with documentary proof/evidence wherever applicable.

Sr.	Technical Criteria/ Particulars	Applicant Response	Supporting Document
1	Relevant experience in providing services involving integration/ API integrations with other services/platforms of national scale within India for the last 1 year. Please mention the names of such services/platforms/apps		
3	Compliance with Data security requirements as per the IT Act 2000 (Y/N)		
4	Please mention the date of last third-party IT security audit and report, if available		
5	Uptime of network/ server infrastructure		
6	Technology Partners involved in the build-up of the system and delivery of services		

Form IV Brief description of solution(s) provided by the service provider

The applicant is required to submit a brief description of solutions provided addressing the following details:

- Description of the solution to be integrated
- Functionalities of the solution to be integrated
- Expectations from IPA in terms of solution requirements and commercial assumptions

Additionally, the following table may also be populated with relevant details:

1	Target Market of the solution	
2	Benefits to the users/stakeholders	
3	Fees and Charges for the service if any	
4	Future roadmap with regards to the service offerings	
5	Expectation from NLP with regards to the integration of services	

Form V. Business Model of the solution

The applicant is required to submit the detailed commercial business model of the existing solution, which is proposed to be integrated with 'SAGAR SETU-NLP'. The commercial model should be explained considering the following objectives of IPA from the project:

- Current business model of the specific solution
- Target market
- Market size of the solution
- Total number of customers using the solution
- Proposed revenue sharing model. Refer Section 'Conditions of Integration'.

Form VI. Undertaking on Blacklisting

(On organization's letterhead)

[Date]

To,
The Managing Director, Indian Ports Association
1st floor, South Tower, NBCC Place
Bhisham Pitamah Marg, Lodhi Road
New Delhi - 110003

Sub: Undertaking on Blacklisting

Sir,
We confirm that our company _____ as on date of submission of this proposal is not blacklisted by any Central/State Government/PSU entity in India for any unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices. We also confirm that the company is not banned or convicted by any court of law or declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any Government/ PSU/ Autonomous Body (Under Any government law) in India.

Yours faithfully,

(Signature)

Name of the authorized signatory:
Designation:
Name of the Company:
Address:
(Seal/Stamp of Applicant)