

## **CORRIGENDUM 1- Change of Envelop Name and Reply to Queries**

*(Dated 04 October 2019)*

**To**

**Revised  
Request For Proposal**

**For**

---

**Appointment of Partner Agency (Vendor 2)**

**For**

**UMANG - Frontend**

*(Unified Mobile Application for New-Age Governance)*



---

**September, 2019**

**4th Floor, Electronics Niketan,  
6 CGO Complex, New Delhi 110003**

## Context

Considering the request(s) from potential bidder(s), for reply to queries for the UMANG – Frontend (Vendor 2) RFP, and updated **13.17- Mode of Submission** section for clause 1. Accordingly, the '**Table 16 – Mode of Submission**' in the RFP for UMANG – Frontend (Vendor 2) is superseded and replaced with the one presented below.

## Reply to Queries

| Sr.No | Bidding Document Reference(s) (section number/ page number) | Content of RFP requiring clarification   | Points of Clarification required  | Response  |
|-------|---|--|---|---|
| 1     | 4.4.12 Offline Support                                      | UMANG application provides offline feature which enhance the usability of the forms and various services for the users. Offline application functionality refers to the App's ability to offer all its features to users without network connectivity (including Wi-Fi). | Is there any size restrictions on the app? If the app has to work in offline mode, all the forms and the validations will have to build into the app. This may make the app size slightly larger with time. For any payment transaction, the offline working may not be possible. This feature may also be depending on the API and payment gateways. | The Caching strategy and technical implementation will be done by Frontend Vendor 2 and may keep on changing depending on the requirements. |
| 2     | 4.4.17 Live Chat  |  | Do you want us to implement the live chat feature or use a 3rd party API?   | Providing platform for live chat feature is part of scope.  |
| 3     | Section 5 Sub Section iii) Enhancements UI                  | Enhance Existing user interface (UI) and user experience (UX) or implementation of a new system at par with major Mobile Apps available in the market.   | Commercials for these to be included within the Go Live Fee i.e. Q (A)  | It is an ongoing process through out the project period. However, it is not part of the Go-live milestone.                                  |
| 4     | Section 5 Sub Section iv) Upgrade existing front end        | Upgrades and enhancements on the existing frontend system to match industry best practices   | Commercials for these to be included within the Go Live Fee i.e. Q (A)  | Refer point 3 above.  |

|   |   |   |   |   |
|---|---|---|---|---|
| 5 | Section 5 Sub Section vi) Training              | Training of users including NeGD/Departments etc. for effectively using the UMANG Frontend.   | Since, these requires man hour efforts so, shall we include the commercials within per service Implementation cost or propose separately?   | No separate item should be quoted other than those mentioned under Financial Evaluation Criteria (Clause No. 10.2.2)  |
| 6 | Section 5 Sub Section xii) Android &iOS Devices | The App should work on All Android, iOS devices with the versions of operating systems released by them in last three years and all future releases at any given point of time.         | For Android, there are practically thousands of android devices manufactured by different OEMs. We will provide a list of devices we will test on. These devices will have different screen sizes and OS versions. The app will not be tested against custom Android OS like Cynogen mod.   | At any point of time, the App should work on all Android, iOS devices with the versions of operating systems released by them in last 3 years. The testing requirements will be discussed during implementation and shall evolve as per requirements. |
| 7 | Section 5.1 Sub Section (iii) (b): O & M        | i. Fix 5 bugs handed over by NeGD (including all platforms Android, iOS, Web,)<br>ii. Undertake 5 enhancements/changes proposed by NeGD (including all platforms Android, iOS, and Web) | Since, O & M is considered to be started post the Go Live) so, are these activities shall be performed afterwards or part of the Transition phase?  | This is an ongoing process and part of O&M activities. Bidder must complete the Go-Live With Specified Works phase within defined timelines.  |
| 8 | Section 5.2.2 Sub Section (i)                   | For a given quarter, services published by UMANG backend (Vendor 1) in the first two months of that quarter shall be enabled by the Partner Agency by the end of that Quarter.          | Does this mean Vendor 2 shall wait for 2 months for Vendor 1 to provide the necessary API's/documents etc. and then have 1 month (22 business days) to complete all the work (60 services tentatively)? Or, this is going to be an ongoing process where vendor 1 shall provide API's/documents etc. as and when they complete and vendor 2 shall integrate them? | It is in an ongoing process where APIs and documents will be received from Vendor 1 as and when they complete them.   |
| 9 | Section 5.3:                                    | UMANG platform is   | Is this part of the   | UMANG website is  |

|    |   |   |  |   |
|----|---|---|--|---|
|    | UMANG Website Enhancement and Maintenance | currently integrated with multiple department's applications/back-end for enabling individual services. Service enablement is happening seamlessly across all the channels (as opted for by the integrating department) simultaneously. Service enablement means going live with services of a department application | services enablement or comes under O & M? How the remuneration for the same will be provided?                              | to be maintained by Vendor 2. This will be part of O&M but website needs to be updated on every service enablement to reflect the latest picture. |
| 10 | SCHEDULE II – LIST OF DOCUMENTS           | Summary of the documents required to be submitted as part of the bid against this RFP. Please note that this list may not be exhaustive and relevant documents (essential and supporting, as applicable) as per the requirements of the RFP must be complied to and furnished.  | Besides Technical Proposal & Commercial Proposal documents how (Envelop) do we submit the rest of the requested documents? | Please refer section 13.17 of the RFP   |

### 13.17 Mode of Submission

**Table 16 – Mode of Submission**

| Envelope                                       | Instructions   |
|--|--|
| Envelope 1:<br><br>EMD (Earnest Money Deposit) | <b>The envelope containing the EMD shall be sealed and super scribed “<u>EMD – UMANG (Unified Mobile Application for New-age Governance) – Frontend (Vendor 2)</u>”. This envelope <i>should not contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected.</i> This envelope should also contain “Undertaking from the bidder on submitting the commercial proposal” <b>A board resolution authorizing the Partner Agency 2(Bidder) to sign/ execute the proposal as a binding document and to execute all relevant agreements forming part of RFP shall be included in this envelope.</b></b> |

*\*Envelop 2, 3 and 4 remains the same as mentioned in the RFP (Refer clause 13.17)*