



**Invitation to Bid**

**For**

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

**For**

**UMANG - Frontend (Revised)**

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



**September 2019**

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

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## **Part - I**

### **1 Purpose of the document**

The Request for Proposal (This Document) floated by the National e-Governance Division - Ministry of Electronics & Information Technology, Government of India is to select a Partner Agency which would be responsible for development, implementation, enhancement, operations & maintenance of Frontend Application of Unified Mobile Application for New-age Governance (UMANG) for a period of 2 years with a possibility of extension to another 2 years and then 1 year (i.e. 2 + 2 + 1) years as per the commercials quoted in this RFP.

### **2 Introduction**

#### **2.1 Digital India**

National e-Governance Division (NeGD) is an autonomous business division of Digital India Corporation, under the Ministry of Electronics and Information Technology (MeitY), for supporting and assisting MeitY in Program Management of NeGP (e- Kranti) and supporting Digital India (DI) Programme. Under Digital India Programme, NeGD has developed Unified Mobile Application for New-Age Governance (UMANG) which is a unified platform with a single mobile app (on Android, iOS, KaiOS and Windows) and web ([www.umang.gov.in](http://www.umang.gov.in)) at the front-end. It aims to provide a single point access to major government services from the Central Government, State/UT Governments, local bodies as well as from their agencies and Corporates from mobile. It was envisaged to integrate with 200 government applications to provide around 1200+ high impact services.

On November 23, 2017, the Hon'ble Prime Minister dedicated the UMANG Mobile app to the Nation. Within a short period of its successful running, the mobile app bagged:

- the 'Best m-Government service' award at the 6th World Government Summit held at Dubai, UAE, on February 2018.
- IDC Digital Transformation Awards 2018 in August, under the category Omni-experience Innovator which recognized it as a pioneering initiative.
- the 'Digital India Jury choice award 2018-19' and
- DARPG Gold award 2018-19 for 'Excellence in providing Citizen Centric Delivery'.

Currently 475 services are live on UMANG and a Help Desk Center(Toll Free Number is 1800-11-5246) is established to manage User queries/grievances with regards to UMANG.

### 3 Request for Proposal

- i. Currently there is only one vendor in UMANG project for following activities:
  - a. For developing the core platform, integrating this platform with department's platform/applications. Maintenance and Operations of the platform,
  - b. Developing/delivering applications/services on Mobile android/iOS/Windows and Web, Maintaining the existing Apps (Android/iOS/Windows) and on web,
  - c. Operating the Help Desk Center.

Once the services are developed by this vendor, another Vendor does the activities of QA/audit of the platform and services etc.

- ii. In view of the impending exit of the existing vendor, NeGD wants to bring specialized companies/vendors for each domain and to better manage the UMANG project it is envisaged to get these works done by three different vendors:
  - a. Vendor 1 to do activities defined in (a) above has already been selected through RFP for UMANG Backend
  - b. Vendor 2 to do activities defined in (b) above – for which this RFP for UMANG Frontend is being floated.
  - c. Vendor 3 to do activities defined in (c) above through RFP for UMANG Help Desk Center. Bids have been received and evaluation is in progress
- iii. In addition, there may be Vendor 4 to do activities of QA/audit through RFP for UMANG QA/audit partner.
- iv. All the vendors have to coordinate with each other for the success of the project, however, to avoid confusion and to fix responsibility there is a broad responsibility matrix given in Annexure IV. In case of any dispute, the interpretation of NeGD shall be final.

NeGD invites Proposal from reputed and reliable companies/vendors(hereafter referred as 'Bidders) to select a preferred bidder who is capable of Developing, Managing and operating Frontend application for UMANG (unified Mobile App for New Age Governance). Request for proposal (RFP) is also available at NeGD website (<http://www.negd.gov.in>) as well as on MeitY's website (<http://www.meity.gov.in>) for ready reference.

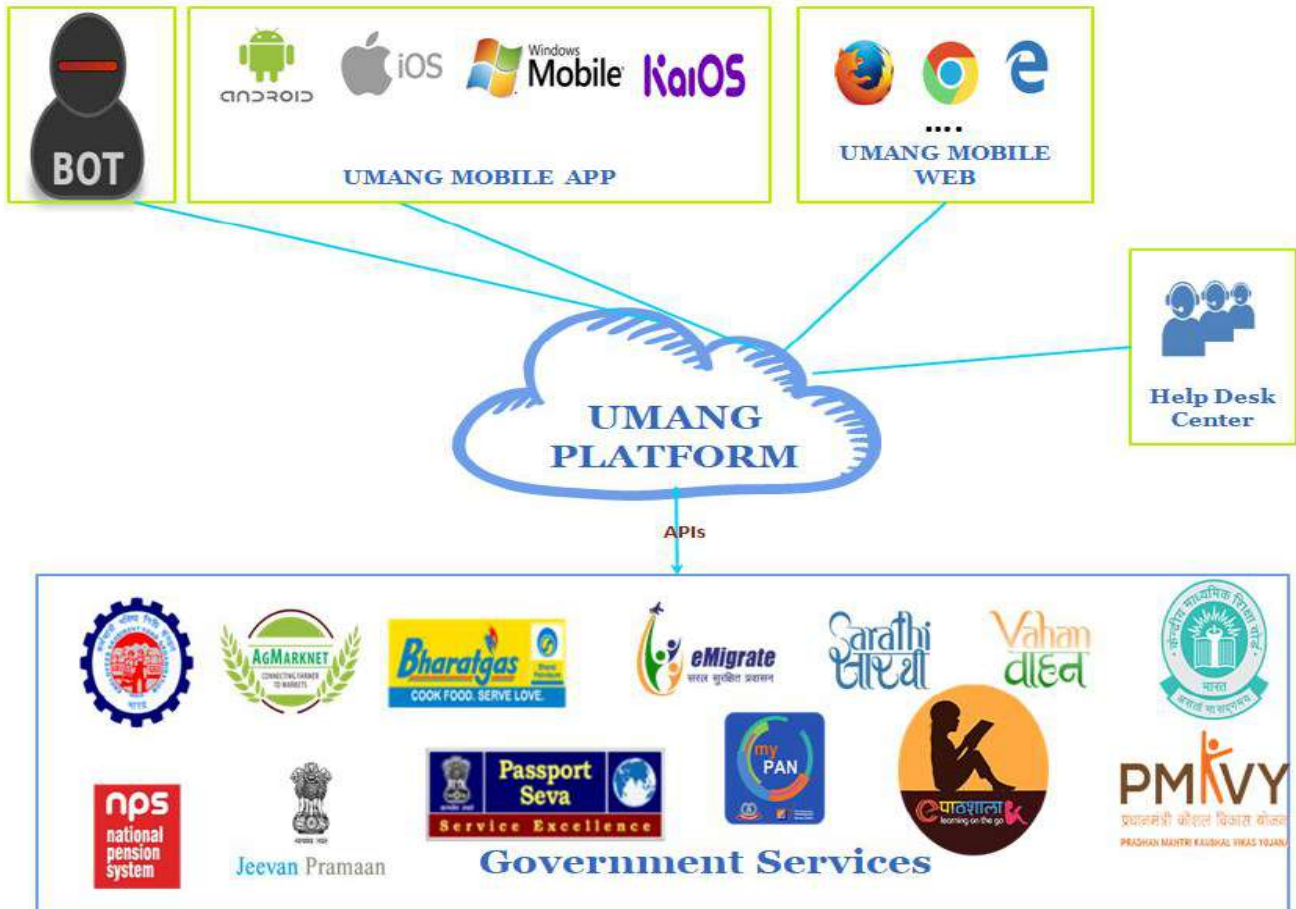
### 4 Overview

UMANG is one of a kind government service aggregation platform delivering hundreds of services through single app on Android, iOS, Windows and Web each. Currently, various Government departments of Centre, State, Local bodies and Corporates are the service providers to the end-users on UMANG. Backend applications of these service provider departments connect with



UMANG through APIs provided by them or developed by UMANG for them. The applications of these departments are diverse in terms of implementation and technology stack used.

UMANG solution involves three layers UMANG Client Apps – Android, iOS, Windows, Web and KaiOS, UMANG Backend connected to Service Providers’(currently Government Departments) backend applications and Helpdesk Center. Each layer is detailed below in Figure 1.



**Figure -1 – UMANG Concept Diagram**

#### 4.1 UMANG Backend

The UMANG backend is a middleware between the back-end application of the departments (whose services are offered through UMANG) and UMANG Client apps. UMANG backend is also placed as a mBaas (mobile-Backend-as-a-Service) platform powered by an industry grade API Management Layer for API management, transformation, orchestration etc.). The platform is built on robust, scalable, industry-grade and open source components and technologies. The architecture is open standards based and follows loosely coupled design philosophy, allowing seamless integration and interoperability. Departments can have different technology stacks and

are connected with UMANG backend only through APIs primarily REST and SOAP. For more details on Backend please refer RFP of Backend Vendor on NeGD Website.

## 4.2 UMANG Helpdesk

In order to manage queries and/or grievances of UMANG users, a central point of Help Desk is established by way 'Help Desk Centre'. For more details on Helpdesk please refer RFP of Helpdesk Vendor on published on NeGD Website.

## 4.3 UMANG Client Apps (Frontend)

Users can access services offered through UMANG using a single mobile app available on Android, iOS, Windows and KaiOS and through a single mobile web app (on major browsers such as Chrome, Firefox, Safari, IE, Edge etc.) currently. These frontends can expand in coming years to different types of clients such as Bots (Voice and Chat) and other popular platforms on need basis.

### 4.3.1 Mobile App

- i. The core of UMANG Android, iOS and Windows apps are fully interactive, native mobile apps, built using the platform-specific development tools and technologies defined by Google, Apple and Microsoft respectively.
- ii. The department applications and their services are HTML, JS, CSS based web applications rendered on the mobile apps with platform specific customizations of view, navigation etc.
- iii. The app, with continuous improvements, follows the platform specific and latest best practices for security and performance to ensure a smooth, hassle free experience for the user.
- iv. For the UI/UX part, the app follows a customized design guideline based primarily on Material design guidelines defined by Google for Android apps, Apple's HIG guidelines for iOS apps and Windows UX guidelines defined for Microsoft.

**Table 1 – Technology Stack**

1.	Android	Java, Android Studio, Android SDK
2.	iOS	Objective-C, Swift, Apple Xcode
3.	Windows	C#, Microsoft Visual Studio

4.	KaiOS	React JS, Redux, Flux, Sass (NodeJS, Webpack for packaging)
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*\*Windows app will not be supported and therefore, is not be part of the Bid; KaiOS is currently developed in-house*

Reference URL to download the UMANG mobile applications from respective store is: <https://web.umang.gov.in/uaw/i/v/ref>. Users can also give missed call on 97183-97183 to get a download link through SMS.

#### 4.3.2 Web

The web part consists of a fully responsive web application for multiple form factors (primarily targeting mobile web) form factors. Server rendered pages use Java, JSP, Spring, Hibernate and Client-side pages use HTML, CSS, AngularJS and other JavaScript libraries. The UMANG web works in both Portrait and Landscape mode. The web URL to access UMANG services is <https://www.umang.gov.in/>

For more details on Backend please refer RFP of Backend Vendor on NeGD Website.

#### 4.3.3 UMANG External Interfaces

UMANG being an aggregated app provides several functionalities within the UMANG app itself by interfacing with applications providing these functionalities. Currently, the integrations are as below, and this can vary on need basis and emerging requirements.

##### 4.3.3.1 Aadhaar (UIDAI, MeitY)

UMANG app is enabled for Aadhaar authentication and eKYC based on the latest Virtual ID guidelines of UIDAI. UMANG and all its components are required to be compliant with UIDAI Aadhaar guidelines issued by UIDAI from time to time and should be kept compliant to such guidelines in future.

##### 4.3.3.2 Digilocker (NeGD, MeitY)

The UMANG app allows seamless integration with Digilocker application of National eGovernance Division (NeGD). Integration with Digital Locker allows

- i. creation of Digilocker account (for new users),
- ii. access to user's linked Digilocker account using his/her credentials,
- iii. access of issued and uploaded documents from the user's account,
- iv. upload of documents from user's mobile
- v. sharing of documents (through upload or sharing of URI) where documents are required to be shared by the user with departments for availing services.

#### **4.3.3.3 Payment Gateway (PayGov of MeitY or as provided by Departments)**

In services where a payment/charge is taken from citizen for availing the services payment through a payment gateway is enabled in UMANG. PayGov payment gateway of MeitY is the default offering under UMANG but departments can enable payments through their own payment gateway. This is based on decision by department offering these services.

#### **4.3.3.4 Rapid Assessment System (NeGD, MeitY)**

Rapid Assessment System (RAS) is a cloud based Feedback-as-a-Service Platform aimed to collect feedbacks on services delivered by various Government departments. Departments seeking feedbacks of end users can trigger them through web as well as SMS, both in online and offline mode, through APIs exposed by API layer of RAS. UMANG is integrated with RAS for online feedback collection. The user is triggered for a feedback (through RAS) as soon as the service is availed by the user on UMANG.

### **4.4 UMANG Front-end Key Functionalities and Features**

#### **4.4.1 New User Registration**

New users can register on the UMANG app/web using their Mobile Number and OTP received. Currently, only Flagship schemes having static data can be accessed directly without the need for user to register on UMANG platform. The flagship schemes have information on most popular government run schemes for all classes of society and informational videos for some of the schemes coming directly from APIs. For accessing any other services currently users must mandatorily register using a mobile number. In future there are possible changes envisaged in system where users will be allowed to access the informational/search based services directly without the need to register.

Currently users can register using only India based mobile number and the mobile app is available and open only on India play-store/app store. It is envisaged that the app will be made open for all countries Playstore/Appstore in coming time with the possibility of registration using country based registration. Once the user has registered on UMANG a proper guided tour is available for users on usage of application.

#### **4.4.2 Home Screen**

Default landing page for users when the users first registers themselves on UMANG is Home Screen which has different sections like New and Updated, Top Rated, Suggested services along with Search facility to search different services available through keywords, Banners for promotion and highlighting Department services, Menu section for different user settings, Trending section for services which are used widely through UMANG. States tab for state related services and easy discovery state wise and All services tab listing all services available for user view.

### 4.4.3 Account Settings

Multiple options are available to users under Account setting to Change registered mobile number( in case user wishes to update to existing primary mobile number due to any reason), change MPIN, recover MPIN and account based on different options like alternate email id, set recovery questions, check Logged in sessions and delete existing account.

### 4.4.4 Multilingual

UMANG app is currently available in 11 regional languages in addition to English and Hindi. User has the option to select any language based on their preference. However, users will see department supported language options only, on the department pages/services. If the language (user's already set language or default language) is not supported on the department app/service page, by default the department app/service pages will appear in English.

*Note: There are no APIs for language translation. Bidder has to get the work translated in different languages as per requirement of different States/services.*

Languages are selected from the list of Scheduled Languages as per Census 2001. Currently, languages supported by application are:

- i. Assamese
- ii. Bengali
- iii. Gujarati
- iv. Hindi
- v. Kannada
- vi. Malayalam
- vii. Marathi
- viii. Oriya
- ix. Punjabi
- x. Tamil
- xi. Telugu
- xii. Urdu
- xiii. English

Note: Additional languages will have to be enabled by the selected Bidder based on the requirements from time to time. Payment for such language enablement shall be done as per Clause 10.2.2(2) of this RFP.

### 4.4.5 Notifications

Users can manage their own notifications such as updates on new policies, transaction alerts, and information on government schemes. The App will send Push notifications from the backend. Users will not be able to stop transactional notifications for transactions performed through UMANG platform. However, user has the option to not opt for promotional notification triggered from backend through frontend-based user setting.

#### **4.4.6 Delete Profile**

Users can delete profile using MPIN. A registered user can set the MPIN directly after one-time registration process or can set MPIN later by accessing the settings available through Frontend. A registered user using same mobile number after deletion will lose all records pertaining to transactions done and services accessed earlier.

#### **4.4.7 Ratings and Feedback**

Users can rate Department Applications/Services onboarded on UMANG and see the overall rating of the app/service and check how many users have rated it. Users can also send feedback when they are rating any service/app in order to specify any specific observation or improvement.

Top Rated section on Home Screen allows users to view apps/services based on the rating given to a app/service and been rated most times.

#### **4.4.8 Phone/Email Support**

Users can contact UMANG helpline through a Toll-free number 1800-11-5246 with click to call feature available within the UMANG App. In addition, users can send their queries/feedback related to core UMANG app and Department applications/services onboarded through in-app feedback mechanism available while user is accessing any specific service or via Help and support section from main menu. User Manuals and FAQ are available for quick reference and updated from time to time as and when new information is available.

#### **4.4.9 Social Connectivity**

Users can login using their social IDs (Facebook, twitter, and Google+) after validating their mobile number for one-time registration after going to settings section. Post this user can access UMANG across platforms using the same social media login credentials. This is the current flow and may be changed in future basis on NeGD/MeitY decision.

#### **4.4.10 Profile Management**

To manage the unique profile of every customer the platform is maintaining the following keys for each user on the platform:

Demographics - Age, Gender (Male/ Female/ Others), Location (District, State), Date of Birth (minimum 1-year age), Profile Picture, Occupation (drop down), Education (drop down), UMANG Mobile Number etc. The fields are dynamic in nature and are updated from time to time.

UMANG profile data filled by user(optional) in turn is helpful to the users when they use any services on UMANG as the details like Name, Address, phone number, qualifications etc as applicable gets prefilled.

#### **4.4.11 Sort/Filter**

Users can filter based on predefined categories. Sorting of services visible to users under different sections of UMANG app can be done alphabetically, most popular, top rated or by Service type applicable to Central Government or Regional services and categories wise.

#### **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). Features such as access to Home Page Services and subservices for all departments, state specific landing pages, Notifications, Various forms, Settings etc. This also includes the various forms where user can enter the data and if there is connectivity issue then user's data is stored on caching. Processing of data for such forms happens when network connectivity resumes. The offline functionality is working irrespective of any browser type. The objective of implementing the offline feature is to provide functionality in areas where internet connectivity is poor or providing better user experience. UMANG has features to display the department complete information such as logos, icons, descriptions and location information on offline mode. Proper cache mechanism which includes API responses and master data have been implemented in order to provide better user experience.

For all scenarios where the department API is invoked as a last step in the user flow (e.g., submission of a input form or a final request) and the department API does not respond within the given time (takes much time in accepting the request or inserting data into a database), the integration is implemented in an offline manner. A typical flow in such a scenario is

- i. The citizen invokes the department service and submits a request.
- ii. The UMANG platform accepts the user request and after required validations, responds with an acknowledgement of the request with a notification that the final status would be provided separately.
- iii. This input request is then inserted into the message broker queue for offline submission to the department.
- iv. The request handler then submits the request to the department and the department sends back the response after processing.
- v. The final response is then sent back to the subscriber as an in-app notification or even as a separate SMS if desired by the department.

#### **4.4.13 Caching**

UMANG application maintains the citizens data in cache. Citizens need not to fill the forms every time.

To ensure quick response time and better user experience, the below caching strategies are employed but not limited to:

Logical decisions are made to cache department Master Data in UMANG platform based on data access frequency, data refresh frequency, data size and data privacy.

Data Refresh frequency time, refresh frequency process (preferably automated) is implemented in agreement with the department.

As experts, Partner Agency (Vendor 2) is supposed to devise and implement the best strategy. The caching of data should be consistent across platform and there are standard design guidelines followed for development.

### **Application Level**

Department landing page is generally a static page and is cached to ensure prompt rendering when the department is invoked.

Majority of images, icons, or static banners are retrieved and cached in the client cache itself.

Static data, small lists are retrieved and cached within the application cache.

#### **4.4.14 Branding**

Central/State Government has the option to Brand their own services by selecting a template for their specific services page. It is possible for citizens of a specific state to view central and their own state specific services at the first level.

UMANG App has a section where the citizen can update their preferences in terms of personal details, frequently accessed services and shortcuts, language etc., which is then available for all services so that data entry can be minimized. UMANG also has a powerful Search options for Citizens to search various services without the need to browse all available services.

#### **4.4.15 Transaction history and Notifications**

UMANG application maintains transaction history for reference purpose which has the complete transaction information such as transaction name, department name, amount, date etc. along with browsing option. Transaction history is permanent in nature which is associated with account.

Notifications are temporary in nature and user can delete the notification as per convenience. Notification can be for any transaction and is maintained through transaction history. Notifications can be extended to departments where departments can send the notifications to citizens once the status of the transaction changes at department end such as when any citizen make the payment of BBPS services, citizens are getting notifications and maintain the transaction history. Similarly, when customer apply for any certificate and stage one is to get necessary



approvals so notification will be generated once approval given to the applications and also at the time of certificate is ready etc.

#### **4.4.16 Search**

UMANG application provides searching feature which provides option for the citizen to discover relevant services. Searching is implemented in multilingual and fully configurable through selfcare platform. Searching option exists on all pages on UMANG application. All kind of keywords are supported.

#### **4.4.17 Live Chat**

The UMANG platform is integrated with an exclusive chat portal for the convenience of the UMANG user. UMANG users (citizens) can chat with UMANG customer care executives using LIVE chat feature from 8 AM to 8 PM (to be revised to 10 AM to 6 PM). UMANG users can invoke chat option in the app/web and get an immediate resolution to their queries and concerns. For issues that require hot fix or a separate work around in order to make the feature accessible a ticket no is generated by the CCE and shared with user. User can then track the complaint using the ticket number shared.

#### **4.4.18 Service Directory**

UMANG platform and mobile app/web, in addition to the services on-boarded through the platform, also has a functionality to integrate with mobile applications developed by various government departments separately. The UMANG mobile/web application provides a directory listing all such mobile apps not directly integrated through APIs with UMANG with a link to i) invoke the app if the app is installed in the user mobile or ii) triggers download of the app from the app store where it is hosted. This section includes information related to departments available in UMANG (through APIs integration) and not through APIs (web link/app placement) with basis details like Summary of service, Email/Helpline numbers, website details, Address etc. Service Directory section under the UMANG application should be accessed for reference.

#### **4.4.19 Other**

Minify JavaScript and CSS to improve page load times.

For the best user experience, single page application architecture is to be used; this allows minimal fetch of pages and improves performance to great extent. While the benefits of Single page applications are there, vulnerability and back button navigation should be explicitly managed.

Optimized web structure and framework for development of web pages needs to be used.

The department pages would be a web view in the application and hence it is important that this transition from native to a web view is seamless and without any degradation of the user experience. Some steps that can be followed to ensure this are:

The department pages should not contain a lot of images, banners or icons.

All department pages would have the same basic structure consisting of a header and footer, a department logo (on the landing page) and the department data/forms.

The image sizes for the icons/logos/banners should be predefined to best fit the mobile app/web and for quick page load.

The platform architecture is scalable to support potentially all citizens accessing different types of services. The design is such that the effort for setting up a new service is minimal for User Department so that once service API integration is done; it is possible to provide services through configuration and minimum development.

State Government have the option to Brand their own services by selecting a template for the state specific services page. It is possible for citizens of a specific state to view central and their own state specific services at the first level. Other state services are automatically available on the second level as optional.

UMANG App has a section where the citizen can update their preferences in terms of personal details, frequently accessed services and shortcuts (Favorites), language etc., which is then available for all services so that data entry can be minimized.

The Partner Agency (Bidder) must review complete UMANG App/web for checking all available features and functions currently LIVE.

#### **4.5 UMANG Service Providers**

UMANG currently has around 475 services from 87 Government Applications (including 87 services from Service Plus) of various department of Centre, State, Local bodies and Bharat BillPay are live on UMANG. Few more services may be made live by the time the bids for this RFP is evaluated and LoI/work order is placed to the Partner Agency (Bidder). Details of the applications and services is attached as annexures to this document.

- Department Application Details – Annexure I
- Existing Services List – Annexure II
- Proposed Services List – Annexure – III

*(Services which may immediately get integrated to UMANG after the Bidder takes over the work. This list will be further updated at the time of LOI/Work Order.)*

## **5 Scope of Work for Frontend Partner (Vendor 2)**

The Partner Agency 2(Bidder) shall take over the all the existing software, code, documents and all related artefacts and understanding from the existing Partner Agency. After takeover, the Partner Agency (Bidder) shall develop and enhance the UMANG front-end apps (Android, iOS, Web, KaiOS) as described in Section 4 above including all core features/functionalities and capabilities and adding further capabilities as decided by NeGD/MeitY.

The broad areas of Scope of work are as below:

- i. Study of the existing “Functional System” being manned, managed, executed, supported by the present Partner Agency as per the timelines mentioned in this RFP.
- ii. System Requirements Study and System Design at UI level.
- iii. 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.
- iv. Upgrades and enhancements on the existing frontend system to match industry best practices.
- v. Operations and Maintenance of UMANG Client Apps (Frontend).
- vi. Training of users including NeGD/Departments etc. for effectively using the UMANG Frontend.
- vii. Proper Documentation of the Project including all frontend developed services/core features which will be used for designing test cases to further validate the running functionality.
- viii. All the new development(s) should be free from all known vulnerabilities and Bugs Development/Customization and implementation of web-based Project Management Tool(s) as per need of NeGD/MeitY. Technical Helpdesk and Handholding Support to Vendor 1 and Vendor 3 and for issue resolution.
- ix. Highlight issues/gaps/areas of improvement in current application and present those facts in the technical evaluation screening and their solution proposed and suggestions and action plan to close such gaps and improve current application for best user experience with usage of latest technologies available in the market.
- x. The Partner Agency is required to review complete frontend solution on different platforms including web and suggest if refactoring is required in the solution for better user experience and convince NeGD/MeitY of the merit of such solution subject to NeGD/MeitY approval.
- xi. Continuous development and integration of new services as assigned by NeGD/MeitY.

- xii. Continuous resolution of Issue and changes proposed by internal and external stakeholder for UMANG Frontend.
- xiii. Continuous improvement on various services (New and Existing) in order to make the application more usable, to increase user experience, and robustness.
- xiv. Implement industry grade tools, processes and solutions for Continuous Development
- xv. Process improvement in all areas
- xvi. Hand holding training to the end-users and Backend (Vendor 1) personnel wherever applicable and suggested by NeGD/MeitY.
- xvii. 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.
- xviii. The App should support security features such as mobile OWASP and should pass security testing by a third party.
- xix. Manage frontend with respect to ongoing activities/status of services such as blocking/unblocking of a service by standardizing UI components, messages that will be displayed to end user in the app.
- xx. Change Requests, wherever applicable are to be handled by the Partner Agency (Bidder) through resources stationed at NeGD. No Additional cost shall be paid for change requests.
- xxi. Partner Agency (Bidder) shall enable a collaborative development environment and a corresponding release process so that multiple teams (different offices, entities) can work together to fast-track service roll out on UMANG.
- xxii. Handling of PDF, Word, export to different formats etc, Downloading, uploading, using native features shall be done aptly by the Partner Agency (Bidder).
- xxiii. For all components of UMANG across all platforms, The Partner Agency (Bidder) must ensure that modules being developed for the website should go through a mandatory Quality Control and QA testing.
- xxiv. Search Engine Optimization for App/mobile web/web app: The Partner Agency (Bidder) shall support SEO Program that results in an increase in overall visitors. For example if a user types EPFO, UMANGs EPFO should come in top search results. To run SEO programme NeGD may appoint another agency and bear its cost (external cost). However, the technical requirements have to be fulfilled by Vendor 2 and all other work related to this will also have to be carried out by Vendor 2 to technically enable success of such programme.
- xxv. The Partner Agency (Bidder) must ensure that the UMANG Production and staging environment are in sync at all times. Development environment for deployment should be at same level as Production/Staging server.
- xxvi. Versioning of source code is to be maintained and reporting the same (Monthly). Further Partner Agency (Bidder) shall provide complete backup of source code changes carried out / new code developed at the end of each enhancement as and when required
- xxvii. Correct and update Mobile web portion to adjust itself automatically as per the screen resolution of the Mobile i.e. 1024\*768, 1200\*800 etc. Resolution independent Mobile web will automatically expand/compress itself as per the screen resolution and hence there

should not be any vertical scroll in the Mobile Apps/web/desktop web structure. There should be minimum use of flash.

- xxviii. The UMANG mobile app/web is designed to work on different form factors/devices etc. without compromising on User experience and providing an optimal viewing and interaction experience—easy reading and navigation with a minimum of resizing, panning, and scrolling— across a wide range of devices (from desktop, Laptop, tablet to mobile phones).
- xxix. The Partner Agency (Bidder) must maintain the different release/build versions through proper Release management process. Any new build/change pushed to respective stores/website must be QA audited and passed and certified by Management of Partner Agency (Bidder) and deemed fit for production roll out.
- xxx. The Partner Agency (Bidder) must ensure that Akamai CDN is utilized optimally including caching, advanced off load, prefetching, adaptive image compression and on demand image loading including predictive prefetch etc. and other capabilities. Do proper network analysis and improve basis implementation done taking support from with concerned Akamai and NIC teams wherever required subject to existing arrangements between NIC and Akamai.

## 5.1 Transition and Knowledge transfer from existing Partner Agency

- i. The Partner Agency 2 (Successful Bidder) has to carry out takeover and transition activities at the start of the project so that a level of readiness is achieved to carry out service enablement as per Section 5.2 below.
- ii. All services live on UMANG production and staging (Android, iOS, and Web) on the date of LOI shall be covered under this component.
- iii. Among other activities, the primary ones are as below and the Partner Agency (Bidder) shall complete them for Component A (Go-Live with Specified Works) to become payable (refer Section 9.1.1)
  - a. Development (Android, iOS, and Web)
    - i. Develop, Test and make live on production **10 services** assigned by NeGD on Android, iOS, and Web
    - ii. One build release of Android, iOS, and Web version of the application on respective stores including bug fixes/enhancements etc.
  - b. O&M
    - i. Fix 5 bugs handed over by NeGD (including all platforms Android, iOS, Web,)
    - ii. Undertake 5 enhancements/changes proposed by NeGD (including all platforms Android, iOS, and Web)
- iv. Take over the existing Mobile (Android, iOS, KaiOS etc.) and Web App of UMANG and perform Devops for the same.

- v. Create a separate deployment pipeline for Frontend apps to enable Continuous Delivery of Services on UMANG Frontend.
- vi. Any dependency beyond the control of implementing vendor of Frontend shall be considered by NeGD and suitably handled by NeGD.

## **5.2 Service Enablement**

Service enablement on UMANG shall be done for services provided by various service provider such as Departments of Central Government, State Government, Local bodies, Regulatory bodies etc. of the Government and Corporates. Partner Agency (Vendor 2) shall consume the APIs published by UMANG Backend (Vendor 1), wherever service enablement is through APIs, with documentations (API, FRS, etc.) and develop front-end for all the UMANG client apps - Android, iOS, Web, KaiOS. All UI related features/components shall be developed by the Partner Agency (Bidder) including wireframes, logos, icons, banners, creatives etc. required in the process of enabling those services on UMANG. For non-API based services like SDK based (BHIM etc) APIs may not be published by the Backend (Vendor 1) and complete integration shall be managed by the Partner Agency (bidder) including documentation.

Various service types have been categorized and placed under section 5.2.2 and Annexure II of this RFP.

### **5.2.1 Service Enablement Process**

UMANG platform is 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 which involves:

- i. Consume the APIs and FRS documents exposed by Vendor 1 and understand the service flows.
- ii. Design the UI/UX as per the standard design Product Guidelines developed by Partner Agency (Bidder).
- iii. Design form flows navigations etc and enable features as per service requirement.
- iv. Documentation of all aspects of Frontend development done.
  - v. Create comprehensive test cases and QA report for every service/core delivery made.
- vi. Testing (Functional, Performance, Security etc.), deployment and go-live after Approval from NeGD and/or respective application owner department and update UMANG website accordingly.
- vii. Hosting of builds of UMANG Mobile app on different App Stores for different mobile app stores such as Google Playstore, Apple Appstore, KaiOs etc. shall be done by the Partner Agency (Bidder) wherever applicable.

- viii. Training of users including NeGD/Departments/Helpdesk etc. for effectively using the UMANG Frontend.

The Partner Agency (Bidder) is required to do a due diligence of all work with respect to delivery in regional languages in addition to English and Hindi. Partner Agency (Bidder) is required to submit the quote for language enablement (refer section 10.2.2)

The bidder can refer the UMANG mobile application/web for various service types.

Brief summary of different services available on UMANG is given below for reference in Table 2:

**Table -2 – Service Types**

<b>Transactional services (with or without authentication)</b>		
<b>Service Category</b>	<b>Brief Summary</b>	<b>Reference from LIVE services on UMANG app/web</b>
S1	Track and simple Submit	Any Status related services like PAN status, Passport status, GAS booking, Check Scholarship Application status, CLSS Subsidy Calculator, Track Certificate status (e-District Applications) etc.
	Informational services with multi-tab view	Flagship Schemes
	Services through Webview with integration for notifications and transactions history	eDistrict Tripura (through Service Plus)
S2	Simple forms	Registration form PMKVY,Lodge Grievance, Locate Training Centres, View Soil Health Card etc.
S3	Multipage forms	e-District, Apply/ Change PAN, EPFO Raise claim etc.
S4	Combined Search-based services	Pharma SahiDaam, eRaktkosh, Agro advisory, AICTE, eRahee, ePashuhaat etc
S5	Combined Multimedia based services	National Digital Library, ePathshala etc.

S6	SDK based integrations	BHIM/TRAI/ BBPS (currently API based) etc.
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**Note:**

- (i) *Some services such as Vahan (Pay tax), Sarathi (Apply for Learners License, Driving License etc.) are same for different States across PAN India and are enabled on UMANG in different points of time and shall be counted as ONE service for a given service type for the purpose of payment to the Partner Agency.*
- (ii) *The different Categories of Services S1-S6 are not organized in increasing/decreasing level of complexity but to just give difference in types of work.*
- (iii) *Categorization shall happen before the service starts. It is expected that Vendor-2 is experienced enough to know the scope and type of service. However, in case of discrepancy in service category NeGD will draw parallels from the existing listing of service and their type and decision of NeGD shall be final in categorizing the service.*
- (iv) Any service which is put on hold post UAT will not impact the Vendor 2 SLA

The List of services currently available on UMANG are available at Annexure II for reference.

### 5.2.2 Service Enablement Target (Indicative)

The list of services planned for immediate onboarding after issue of LOI is placed at **Annexure III** for quick reference.

Please note that any new services from different Department that will be coming in the future shall be categorized in different Categories from (S1 to S6) by NeGD team only. NeGD decision shall be final in categorizing the services on UMANG. Partner Agency (Bidder) is expected to complete those services as per the timelines given below.

Services enabled on Backend by Vendor 1 shall be assigned to vendor 2 on a regular basis along with the documentation. Same shall become the target of vendor 2 for service enablement of Frontend.

- 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.
- ii. Payment for these services shall be done as per the terms and conditions mentioned under section “Section: Payment Terms and Schedules”.
- iii. LD (Liquidated Damage) is for the delays caused by partner agency (vendor 2) in delivering the target service allocated to them. For service enablement on Frontend there will not be any dependency after publication of APIs and documents by backend. However, still if there is any delay not attributable to Vendor-2, then such delays will be handled suitably on case to case basis and no LD will be applicable on payments of vendor 2.



### 5.2.3 Service Enablement Timelines (Indicative)

The Partner Agency (Vendor 2) should be able to ramp up the capacity to deliver 240 services in an year i.e. ~60 services per quarter (after the go-live period). The first quarter shall start from completion of activities under the Go-Live phase. The estimated timelines for enablement of each type of service is as given in Table 3 below:

**Table -3 - Service Enablement timelines (Indicative)**

#	Service Type	Timeline for Completion from date of communication
1	S1	7 days
2	S2	7 days
3	S3	15 days
4	S4	15 days
5	S5	15 days
6	S6	15 days

**Note:** Days are working days (excludes Saturday, Sunday and National Holidays)

Table 3: Estimated Indicative timelines for various service types. It has been given for the purpose of information only.

Note: In special circumstances NeGD may deploy its own resources to work collaboratively and Fastrack service/features rollout on UMANG. These will not be counted for targets or payments to vendor 2.

The number of resources are tentative and can be ramped up or down on need basis. As Service enablement is delivery based and NeGD does not require these resources to be deployed at NeGD. Vendor 2 is expected to do the sizing and load management. 60 services is a tentative target for a quarter which may go up or down (refer section 6 of RFP).

### 5.3 UMANG Website Enhancement and Maintenance

Partner Agency (Vendor 2) shall manage and maintain the UMANG website. The Partner Agency (Vendor 2) selected will develop new functionalities or enhancements, monitor and optimize

UMANG website for performance ( e.g. ensuring all latest information available on website, are loading quickly etc.) and maintain all pages, including new pages (multilingual) and keep the website more mobile friendly and responsive as per the best practices.

1. All activities related to maintenance of the website such as Changes to Web Pages, Uploading /removing/creating/moving of web pages, banners, layout updates, modification/development of graphics-animation, flash content, advertisements etc. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. Providing links to other sites & URLs as and when required. Further development of Special Themes may be required to be developed by Partner Agency (Vendor 2) as per discretion of NeGD.
2. Development of any new modules and enhancements to the existing modules as per requirement of NeGD will be the responsibility of the Partner Agency (Vendor 2). In the event of any major change /module to be developed, the Partner Agency (Vendor 2) may be required to deploy additional resource onsite for understanding the requirements/ trouble shooting / new module development etc. (Refer section 4.3.1 and 4.3.2)

#### **5.4 Operations and Maintenance**

The partner Agency shall deploy resources as detailed in Section 6.1.8 of this RFP for operations and maintenance and to carry out regular ongoing work related to bug fixing, enhancements etc. The O&M shall be carried out by the Partner Agency (Vendor 2) after Go-LIVE (refer Section 9.1.1)

- i. The Partner agency will remove the bugs that are already identified/ will be identified during the contract period.
- ii. The list of already identified bugs shall be shared at the time of sharing the LOI during the Go-LIVE phase. Issues and Bugs shall be reported to the Partner Agency (Vendor 2) from various sources such as UMANG Helpdesk (Vendor 3), NeGD, Bug Management Tool, etc. (refer Annexure IV, Point no 10).
- iii. Tickets raised against these bugs have to be resolved by the Partner Agency in a timely manner as per the SLAs.
- iv. Ticket resolution and technical assistance/discussion wherever required for issues reported by end users/clients/NeGD/Departments/Call center team for end issues of mobile app/web.
- v. Providing technical assistance to Helpdesk and departments wherever required.
- vi. It is expected that the bidder ensures such good quality in UMANG app so that there are rare chances of critical failure or critical bugs impacting major services. However in such rare instances of critical nature the resources deployed for O&M shall work extra hours from office/home to fix critical Bugs such as outage of services etc. for ticket resolution. There is no provision of extra hourly rates under this RFP. Due diligence may be done by the bidder before bidding the commercial rates.

- vii. As and when required, the Partner agency would perform data validation/ correction to enable easy and convenient user experience of frontend of mobile app. The successful Partner Agency (Vendor 2) will be responsible for data integrity. The successful Partner Agency (Vendor 2) will also identify the type & nature of data error and reports will be handed over to concerned team including Backend (Vendor 1)/ NeGD/any other nominated agency from NEGD for correction and resubmission
- viii. Prepare and submit relevant App metrics with NeGD such as Installs, Uninstalls, Active Users, Crashes etc. on a regular basis.
- ix. Promptly diagnose and fix the issues reported on priority by NeGD/or NeGD nominated agency from various social media channels or any other channel.
- x. Adherence to SLA, provide SLA monitoring tool, Dashboard to NeGD for evaluation of different service level parameters.
- xi. The Partner Agency (Vendor 2) shall create and regularly update all document related to UMANG frontend such as Functional, Security, Performance, User manuals etc.
- xii. Update training, user manuals etc. on a regular basis and provide training to designated members of UMANG helpdesk (Vendor 3)/ UMANG backend (Vendor 1) for Proper handling of issues raised at UMANG helpdesk through Face to Face discussions/Video conferencing etc. as decided by NeGD.

## **5.5 Documentation**

The Partner Agency shall create and maintain standard documentation for Design and Development (Design Guidelines, FRS for UMANG core functionalities etc., Functional Testing, Test plan, Test Cases etc., Release and Deployment, Store Presence, Performance Report, Security Testing Report, Training manuals, User Manuals, Privacy policy, Stakeholder list etc. and FAQs related to UMANG that will be placed in App and will be reference otherwise also.

## **5.6 Product Management**

The Partner Agency (Vendor 2) shall be responsible for overall design/UI/UX related aspects of UMANG frontend.

- i. Help business analysis team (UMANG Backend - Vendor 1) in finalising the flow with continuous involvement of Product design document.
- ii. Provide best industry guidance for better user experience and do the same in UMANG so that UMANG has the latest features at Par with top e Commerce Mobile Apps.
- iii. Shall devise strategies to enhance the user reachability and implement them.

- iv. The Partner Agency (Vendor 2) is required to manage and update the UMANG product design guidelines after taking concurrence from NeGD team and keep it abreast with latest market trends from time to time.
- v. Enhance UMANG website design and make changes as suggested by NeGD/ NeGD nominated agency from time to time.
- vi. Product team must prepare Notification text for promotion/transactional SMS/Notifications required to be pushed to different users for awareness/information of different services. The Product team is required to send all such notification/push SMS as per timelines suggested by NeGD/ MeitY through an online tool provided by the UMANG Backend (Vendor 1).

## **5.7 Playstore Management**

- i. Hosting of UMANG Mobile app on different App Stores for different mobile apps such as Google playstore, Apple Appstore etc. shall be done by the Partner Agency (Vendor 2)
- ii. Credentials of all respective stores will be provided by NeGD/ NeGD nominated agency. NeGD will only make payments for such developer accounts. Other than that, all the work related to hosting the apps on these app stores shall be done by the Partner Agency (Vendor 2) on behalf of NeGD.
- iii. Partner Agency (Vendor 2) must maintain and upgrade from time to time information/banners/data on respective stores.
- iv. Partner Agency (Vendor 2) is required to correct all reported issues to keep active user engagement and improve the system basis user feedback and issues.
- v. Partner Agency (Vendor 2) is required to monitor vital statistics and information including ANRs and crashes and continually improve the system to fix all these items.
- vi. Partner Agency (Vendor 2) must ensure that the build/changes updated on respective stores comply with all store policies and the builds are not rejected.
- vii. Partner Agency (Vendor 2) must monitor and improve the issues reported in respective stores related to device versions and OS versions.

## **5.8 Security**

The Partner Agency is required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) basis including the following activity

- i. Have the audit report identify the Mobile app/ web application level vulnerabilities and provide recommendations for remediations of identified vulnerabilities
- ii. Submit the detailed report on the vulnerabilities and the remediations to NeGD.
- iii. Responsible for fixing issues raised by third party security Auditor nominated by NeGD so that security audit clearance certificate can be issued as per NIC/Cert in Requirements.

- iv. Any other activity concerning security audit related aspects, not essentially covered by work areas outlined as above.
- v. Partner agency has to get the complete work audited quarterly by an external CertIn empanelled agency. Cost of per audit shall be quoted in financial bid and cost of 20 such audits shall be used in financial evaluation.
- vi. In addition, NeGD at its Cost/discretion may get the work security audited from a separate independent nominated agency apart from regular audits done by Frontend Partner Agency.

## **5.9 Frontend App Performance**

Network Load Time/Performance - Partner agency must evaluate the App with different data load time of the app on different network types and speed of the app on all of the popular 2G, 3G, 4G, 5G networks across different platforms and compare the performance with other popular apps and make continuous improvements so as to enhance user engagements and fast loading of app. UMANG app should be at par with other popular apps using similar network conditions.

Home Page and Department Page load time and Navigational Performance should be highly optimized.

The test conducted should be through an industry used tool across platforms and not manual. The device specifications (OS, memory, processor etc.) used for these tests (both Android and iOS and other applicable platforms including web) must be among the most used category across the nation. The cost of any tool used will be borne by Partner Agency (Vendor 2). (Refer Annexure IV, Point No 10).

## **5.10 Convenience Fee**

Provision should be made for charging convenience fees (which can be made available whenever required), over and above other charges such as Service Fees, Taxes etc and as fixed by NeGD/MeitY. Convenience fees may or may not be charged as per the decision of NeGD/MeitY. The payment experience for the user should be seamless i.e. the user should be re-directed back to the relevant section from which the transaction was initiated and to the UMANG App home page in case of any exceptions.

## **6 Resource Management**

### **6.1.1 Partner Availability**

Partner Agency (Vendor 2) shall deploy Resources (R1to R3) at NeGD with quantity as approved from NeGD from time to time.

### **6.1.2 Travel Cost**

Resources deployed by Partner Agency at NeGD (R1-R3) may be required to travel from time to time at different Department locations PAN India for discussions/work related to Front end onboarding as and when required by the concerned Departments after approval from NeGD. The travel cost of these resources will be governed by NeGD Travel policy of equivalent resources and shall be reimbursed to individuals directly after submission of actual bill as per policy entitlement for such travel.

Any cost of travel/accommodation etc. of these resources when stationed at NeGD as per NeGD requirement, shall be borne entirely by Partner agency (Vendor 2).

### **6.1.3 Sitting Arrangements**

NeGD will only provide sitting space for resources (R1 to R3) as per the quantity deployed at NeGD including internet connection, apart from this the Partner Agency (Vendor 2) has to ensure that the resources deployed at NeGD are fully equipped in terms of providing laptops etc. to be operational from day one.

### **6.1.4 Attendance and Leaves**

Partner Agency (Vendor 2) must ensure the availability of resources as per NeGD office guidelines or depending on the work assigned. Partner Agency must provide reports to NeGD on monthly basis. Before taking leave(s) by any of the team member, NeGD approval is required.

### **6.1.5 Selection Process**

NeGD/MeitY at its discretion can interview resources deployed from time to time to check their capability of doing delivery and suitability. Partner Agency is required to share Resume/bio data of all resources to NeGD/MeitY. The resources assigned will work full time on UMANG project only.

Resource must be as per or above the qualification/ experience criteria provided by NeGD team.

### **6.1.6 Separation or Replacement Process**

The Partner Agency (Vendor 2) shall maintain the manpower deployed on the project, with the approval of NeGD/MeitY, for the duration of the contract.

NeGD may ask for the replacement of any resource due to reasons such as behavioural, delivery, punctuality etc. Partner can also request NeGD team for the replacement of Partner Agency (Vendor 2) resources with clear justification. In both the cases a notice of 30 calendar days shall be given to the other party. In case of delay by partner agency in replacement of a resource

beyond 30 days penalties shall be applied as per Section 12.3. NeGD reserves the right to not pay any salary in such cases where Project Progress is hampered till the time resources are replaced and operational. Partner Agency (Vendor 2) has to ensure that proper handover process to be completed and has to share the confirmation mail to NeGD with checklist.

### 6.1.7 Additional Resources

NeGD may request for additional resources out of the specified categories depending on the work or delivery requirement. Therefore, Partner Agency (Vendor 2) must have/maintain the resource pool corresponding to technologies used for UMANG development and maintenance of the project.

### 6.1.8 Manpower for regular ongoing work

Following experts (are inclusive and not limiting to) would be necessary to execute the project and team would be evaluated as such at the technical proposal stage. Successful bidder (Vendor 2) has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.

Four (4) Resources as mentioned below of experience on mobile application development including detailed knowledge of scripting language and would be stationed either at NeGD/MeitY or at vendor location for complete duration of the project. These resources will be used for O&M activities to be carried out by the Partner Agency (Vendor 2) as per the Scope of work of this RFP.

Apart from the resources mentioned in above para new development will be ongoing on Android/iOS/Web/KaiOS or any other upcoming platform. Partner Agency shall plan resources and communicate the plan during technical screening and in their solution proposed.

**Table - 4 – Profile of resources R1 to R3**

<b>Sr. Developer/ Developer – Web &amp; KaiOS</b>	<ul style="list-style-type: none"><li>• Familiarity with API Creation, consumption in front-end apps (SOAP, REST etc.)</li><li>• Experience on React.js and related frameworks or AngularJS and knowledge of Node.js Stack</li><li>• Solid foundation in data structures, algorithms, and system design</li><li>• Database administration and management of a hosting environment</li><li>• Unit testing with Karma/Mocha/Jest/ other popular libraries etc.</li><li>• Version control with Git</li><li>• Experience of working on KaiOS is desirable</li><li>• Graduation/B.E / B. Tech./ MCA</li><li>• Minimum relevant experience of 5 years</li></ul>
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<p><b>Sr. Developer/ Developer – iOS</b></p>	<ul style="list-style-type: none"> <li>• Familiarity with tools and paradigms for iOS application development, including Xcode, Objective-C, Cocoa Touch and Swift,</li> <li>• Experience with creating and maintaining user interfaces, both through code and through storyboards</li> <li>• Comprehensive knowledge of iOS platform SDKs</li> <li>• Experience in implementing REST services including micro services and back-end architectures in highly modular deployments</li> <li>• Ensure the performance, quality, and responsiveness of applications</li> <li>• Must have very strong experience with web services, SQLite database, Multithreading and XML Parsing/JSON, HTML5, JavaScript etc</li> <li>• Experience in writing well-known mobile application development platforms like Git, AngularJS, Node JS and React Native knowledge</li> <li>• Familiarity with continuous integration tools such as Jenkins etc.</li> <li>• Deliver across the entire app life cycle - design, build, deploy, test, release, scale to app stores and support</li> <li>• Be up to date on the latest industry trends in mobile technologies</li> <li>• Graduation/B.E / B. Tech./ MCA</li> <li>• Minimum relevant experience of 5 years</li> </ul>
<p><b>Sr.Developer/Developer – Android</b></p>	<ul style="list-style-type: none"> <li>• Contribute in all phases of the development lifecycle: concept, design, build, deploy, test, release to app stores and support.</li> <li>• Diagnose performance issues, fix bugs (including crashes and ANRs) to increase the functionality of the application Write well designed, testable, efficient code</li> <li>• Experience in android application development with Android SDK/ APIs/ Frameworks, Java and Eclipse.</li> <li>• Collaborate with team members (product managers, developers, designers) to brainstorm about new features and functionalities.</li> <li>• Hands on experience in using RESTful APIs</li> <li>• Working knowledge of the general mobile landscape, architectures, trends, and emerging technologies</li> <li>• Knowledge of code versioning tools (such as Git, Mercurial or SVN).</li> <li>• Experience with Android framework, as well as offline storage, threading, and performance tuning.</li> <li>• Graduation/B.E / B. Tech./ MCA</li> <li>• Minimum relevant experience of 5 years</li> </ul>

## 7 Timelines

**Table -5 - Timelines**

Item#	Milestone	Days
<b>Transition Phase</b>		
1	Issue of LOI/Work Order to successful Partner Agency (Vendor 2)	T <sub>0</sub>
2	Go Live (With Specified Works) (As per Section 5.1) including UAT	T <sub>0</sub> +90=T <sub>1</sub>
<b>Implementation Phase</b>		



Item#	Milestone	Days
4	Service Enablement For services assigned by NeGD (60 services tentative) in every Quarter	
5	Operations and Maintenance	T1 onwards

The Partner Agency must ensure to put apt and experienced resources so as to meet these timelines. Proper due diligence should be done by the Partner Agency for quantum of work as per timelines given.

## 8 Roles and Responsibilities

Roles and Responsibilities of different Bidders (Vendor 1, Vendor 2, Vendor 3) is placed at **Annexure IV** for reference.

## 9 Commercial Structure

### 9.1 Components of Commercial Structure

The Partner Agency (Vendor 2) has to quote against the following components of the Commercial Structure:

**Table 6: Components of Commercial Structure**

Component Code	Component Name
A	Go-Live With Specified Works
B	Service Enablement Fees
C	Resource Fees for O&M
D	Security Audit Fee

#### 9.1.1 Go-Live (with specified works) fee

1. The Partner Agency (Vendor 2) has to carry out takeover and transition activities at the start of the project so that a level of readiness is achieved to carry out service enablement on UMANG frontend.
2. All services live on UMANG production and staging (Android, iOS, Web) on the date of LOI shall be covered under this component.

3. The exhaustive list of activities is covered under Section 5.1 of this document. However, payment of Go-live (with specified works) Fees (A) shall be done only after completion of the activities under Section 5.1.

#### **9.1.1.1 Payment milestones: (Go-Live Fee)**

Go-Live (with specified works) fees(A) shall be paid in full after target completion of 90 days subject to LD clauses under section 12.3.

This covers takeover and transition activities at the start of the project so that the level of readiness is achieved to carry out the new service enablement on UMANG frontend.

In order to facilitate mobilization, 80% of the amount due on successful completion of ‘Go-Live’ milestone can be paid as advance against the separate BG of 110% of (80% of amount). Once the ‘Go-Live’ milestone is achieved, subject to meeting the timelines and the penalty provisions, balance amount can be released along with the BG. Also, successful completion of ‘Go-Live’ milestone shall start the Operations and Maintenance Phase.

Note: The O&M period shall begin from the date of GO-LIVE.

#### **9.1.2 Service Enablement Fees**

1. For Service Enablement Fees, the Partner Agency (Vendor 2) must carry out Service Enablement activities as detailed under Section 5.2 of this document.
2. The Partner Agency shall target completion of 60 services (tentative) in every quarter after completion of activities under Go-Live Phase as per Section 5.1.
3. Quarterly calculation and payments will be done on the number of services actually enabled of each type and the rate quoted for them.

#### **9.1.2.1 Payment Milestones: (Service Enablement Fees)**

Service Enablement Fees shall be paid only for services enabled after completion of takeover and transition. Payment shall be done on a quarterly basis as per conditions below.

For a given quarter,

- a. The Partner Agency (Vendor 2) has to enable and make live all services published by UMANG backend (Vendor 1) and assigned to the Partner Agency (Vendor 2) in the first two months of that quarter by NeGD/ NeGD nominated Agency.
- b. For payment of Service Enablement Fees for these services, at least 60% of the total count of the services in the first two months of that quarter handed over to the

Partner Agency (Vendor 2) should be complete (i.e. live on production on all front-end apps) within that quarter.

- c. Payment shall be made only for the services made live within that quarter after deductions of LD, if any as mentioned under section 12.3.
- d. Payment for rest of the services shall be done with the payment of the quarter in which they are made live after deductions of LD as mentioned under section 12.3.

### **9.1.3 Resource Fees for Operations and Maintenance**

Operations and Maintenance of the UMANG – Frontend shall start after the Go-Live phase as mentioned under Section 7. For this, the Partner Agency shall be paid Resource Fees as per the rates quotes for resources mentioned in Table 9. Types of resources are defined in the section 6.1.8 covering technologies used in the UMANG for reference. These resources, deployed against the requested types & numbers in the LOI, are expected to be having requisite skills on all such relevant technologies individually OR collectively to carry out the work under Operations and Maintenance as mentioned under Section 5.4. Actual resources count may vary and can be different from the ones proposed for bid evaluation.

Against the resource component, Partner Agency (Vendor 2) shall provide the charges for the first year only. However, the quotes shall be calculated for next 4 years by compounding at the rate of 05% per annum over the first-year fee.

CVs of the resources proposed to be deployed against the proposed requirements in the RFP must be furnished. They may be called for discussions/interaction during the technical evaluation process.

#### **9.1.3.1 Payment Milestones for Resource Fees**

- i. 70% of the Resource Fees for Operations and Maintenance shall be paid on monthly basis. However the same will be adjusted at the time of full and final settlement of each quarter after SLA audit and after deducting the penalties, if applicable.

### **9.1.4 Security Audit Fees**

The Partner Agency (Vendor 2) shall quote a fee for Security Audit of the UMANG Frontend application. This Security Audit shall be done by The Partner Agency through a third party Cert-In empanelled vendor. Security Audit is expected to be normally done every quarter however, its actual number in a year may vary.

#### 9.1.4.1 Payment Milestones for Security Audit Fees

The Security Audit Fees shall be paid on a quarterly basis and on the actual number of audits carried out in a quarter.

## 9.2 Duration and extension

The Overall “Term” for the Project is 5 years, however the initial Contract shall be given for 2 years which can be extended for another period of 2 years which may be further extended for a period of 1 year. The project duration can be extended by NeGD, at the sole discretion of NeGD, with commercials as discovered in the proposal, which will be binding to the bidder. The information to this effect will however be given to the Bidder at least 3 months in advance of currency of the contract.

**Note:** An undertaking from Authorised signatory of the bidder has to be provided stating that the Bidder agrees to extension, if NeGD so decides, beyond initial 2 years at the quoted cost and as per the term and conditions of this RFP.

## 10 Bidding and Evaluation Process

### 10.1 Eligibility Criteria

The following criterion shall be met by the company:

**Table 7 – Eligibility Criteria**

S.No.	Parameter	Criteria	Evidence to be Submitted
1.	Legal Entity	<p>1. A company incorporated in India under the relevant Companies Act, 1956/LLP registered under LLP Act 2008 or 2013 and subsequent amendments thereto</p> <p>2. Registered with the GST Authorities in India with active status</p>	<p>Certified by Authorized Signatory:</p> <p>1. Copy of Certificate of Incorporation</p> <p>2. Copy of Registration Certificates with GST</p>
2.	Turnover	<p>The company shall have a <b>Cumulative Total</b> Turnover of <b>INR 7.5 Crores</b> during last three financial years (i.e. Year 2016-17, year 2017-18 &amp; year 2018-19 OR 2015-16).</p> <p>The net profit of the company shall be positive in at least one of the last three</p>	<p>Audited Balance Sheet for the year</p> <p>2016-17</p> <p>2017-18</p> <p>2018-19 (OR 2015-16)</p> <p>Certificate by Chartered</p>

S.No.	Parameter	Criteria	Evidence to be Submitted
		financial years.	Accountant
3.	Resources	The Partner Agency (Vendor 2) shall have at least 20 (Twenty) <b>technical resources</b> on its payroll as on Bid date.	Certificate by Chartered Accountant
4.	Experience	Partner Agency (Vendor 2) shall have experience of:  a) Mobile application development on all major platforms such as Android, iOS using latest technologies, tools and protocols capable of providing enhanced UI/UX.  b) Developing minimum 5 mobile applications; each shall have been developed, deployed and must be operational on Android and/or iOS on the date of the Bid.  c) At least one of the applications shall have download/installs of minimum 25,000	For requirements a), b) & c), please submit:  Copy of work order + Completion Certificates from the client;  <b>OR</b>  Self Certificate of Completion (Certified by CA);
5.	Blacklisting	Partner Agency (Vendor 2) shall not have been blacklisted or debarred from tendering by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date	Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.

**Note:** Consortium shall not be allowed to participate in the bid.

## 10.2 Evaluation Criteria

### 10.2.1 Technical Evaluation

The technical bids shall be evaluated and will be given marks based on the following criterion:

**Table 8 – Evaluation Criteria**

#	Category	Marks	Marking procedure
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#	Category	Marks	Marking procedure																		
1	Cumulative Turnover as per Clause 10.1(2)	10	Less than 10 Crore – No marks. 10 Crores to less than 15 Crores – 5 marks 15 Crores and above - 10 marks																		
2	Live and operational mobile applications	20	For Apps (India/Global) of type Government, eCommerce, Banking, Financial services and Insurance (BFSI), Enterprise and FMCG 2.5 marks for each app with at least 10,000 downloads (max marks 20)																		
3.	All eligible bidders to demonstrate 2-3 of their existing mobile apps and mobile web developed by them on Android/iOS and mobile web platform with downloads/installs.	40	<table border="1"> <thead> <tr> <th>Parameters</th> <th>Max. Marks</th> </tr> </thead> <tbody> <tr> <td><b>UI/UX Capabilities:</b> Authentication, Registration, User flow, Navigation, Page Load Time, Page Scroll Speed, Responsiveness across form factors, off line capabilities</td> <td>5</td> </tr> <tr> <td><b>Discovery:</b> Advanced search, sort and filters</td> <td>5</td> </tr> <tr> <td><b>User Engagement:</b> Notifications, Attention screens, Splash Screens, Ratings, Feedbacks, Chat etc.</td> <td>5</td> </tr> <tr> <td><b>Forms:</b> Multipage forms, Error handling, Preview etc.</td> <td>5</td> </tr> <tr> <td><b>Multilingual:</b> One marks for each language enabled other than English</td> <td>5</td> </tr> <tr> <td><b>Native Features:</b> GPS (Geo-Location), Camera etc.</td> <td>5</td> </tr> <tr> <td><b>Multimedia and File handling</b></td> <td>5</td> </tr> <tr> <td><b>Payment Functionality:</b> Integration with Payment Gateway/s</td> <td>5</td> </tr> </tbody> </table>	Parameters	Max. Marks	<b>UI/UX Capabilities:</b> Authentication, Registration, User flow, Navigation, Page Load Time, Page Scroll Speed, Responsiveness across form factors, off line capabilities	5	<b>Discovery:</b> Advanced search, sort and filters	5	<b>User Engagement:</b> Notifications, Attention screens, Splash Screens, Ratings, Feedbacks, Chat etc.	5	<b>Forms:</b> Multipage forms, Error handling, Preview etc.	5	<b>Multilingual:</b> One marks for each language enabled other than English	5	<b>Native Features:</b> GPS (Geo-Location), Camera etc.	5	<b>Multimedia and File handling</b>	5	<b>Payment Functionality:</b> Integration with Payment Gateway/s	5
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<b>Forms:</b> Multipage forms, Error handling, Preview etc.	5																				
<b>Multilingual:</b> One marks for each language enabled other than English	5																				
<b>Native Features:</b> GPS (Geo-Location), Camera etc.	5																				
<b>Multimedia and File handling</b>	5																				
<b>Payment Functionality:</b> Integration with Payment Gateway/s	5																				
4.	Presentation involving: a) understanding of the project UMANG including the architecture, stack, concept/philosophy etc. b) demonstration of the company's capability, skills, technology set-up and proposed methodology, timeframes to takeover and manage UMANG	30	a) UMANG Project understanding, including takeover and transition strategy – 15 marks b) Company's capability, skills, technology set-up and <b>Proposition to enhance and manage</b> the UMANG Frontend – 15 marks																		
	<b>Total Marks</b>	<b>100</b>																			

The bidder has to get **minimum 75 marks** to qualify the technical evaluation criterion and to be eligible for the Financial Evaluation (Clause 10.2.2).

### 10.2.2 Financial Evaluation

The financial bids of only the bidders who have secured required score in the technical evaluation will be considered and opened. The financial proposal evaluation will be based on L1; the lowest cost (Q) is the winning bidder decided on the following calculation as per the table 9:

**Table 9: Financial Bid Evaluation Quotes**

	<b>Components</b>	<b>Quote (To be quoted) in financial bid (INR)(x)</b>	<b>(Tentative) Qty. (y)</b>	<b>Total (INR)(x*y)</b>
<b>(1)</b>	<b>Go-Live (with Specified Works) (A)</b>	Q (A)	1	Q(A)
	<b>Service Enablement Fees (B)</b> (For Android, iOS & Web)			
<b>(2)</b>	Category S1	Q(S1)	225	225*Q(S1)
<b>(3)</b>	Category S2	Q(S2)	100	100*Q(S2)
<b>(4)</b>	Category S3	Q(S3)	100	100*Q(S3)
<b>(5)</b>	Category S4	Q(S4)	30	30*Q(S4)
<b>(6)</b>	Category S5	Q(S5)	20	20*Q(S5)
<b>(7)</b>	Category S6	Q(S6)	05	5*Q(S6)
<b>(8)</b>	<b>Total Service Enablement Fees (B)</b> [225*Q(S1) + 100 *Q(S2) + 100 * Q(S3) + 30* Q(S4) + 20* Q(S5) + 05*Q(S6)]			
	<b>Resources Fee (C) for Operations and Maintenance</b>			
<b>(9)</b>	R1 (Android) Fee (per month)	Q(R1)	1	Q(R1)
<b>(10)</b>	R2 (iOS) Fee (per month)	Q(R2)	1	Q(R2)

(11)	R3 (Web & KaiOS) Fee (per month)	Q(R3)	2	2*Q(R2)
(12)	<b>C1 (Resource Fee Year1) = 12*[1*R1 + 1*R2 + 2*R3]</b>			
(13)	<b>C2 (Resource Fee Year2) = C1 * (1.05)</b>			
(14)	<b>C3 (Resource Fee for Year3) = C1 * (1.05)^2</b>			
(15)	<b>C4 (Resource Fee for Year4) = C1 * (1.05)^3</b>			
(16)	<b>C5 (Resource Fee for Year5) = C1 * (1.05)^4</b>			
(17)	<b>Total Resource Fees (C) = C1+C2+C3+C4+C5</b>			
(18)	Security Audit Fee per quarter (By Bidder through Cert-In empanelled third party agency ) <b>[D = 20 * Q(d)]</b>	<b>Q(d)</b>	<b>20</b>	20* Q(d)
(19)	<b>Quote (Q) = A + B + C+ D</b>			

Resource cost (R1, R2, R3) is to be quoted for first year only. It will be compounded @5% p.a. for next 4 years.

**Important Note:**

1. GoLive Fees(A) cannot be more than amount calculated as per the formula below i.e. it should fulfil the condition:

$$A \leq [30 * Q(S1) + 11 * Q(S2) + 12 * Q(S3) + 3 * Q(S4) + 2 * Q(S5) + 2 * Q(S6) ]$$

This restriction has been kept to keep this fee within reasonable limit.

2. Service Enablement Fees (B) quoted here is for enablement on Android, iOS and Web in English, Hindi and One Regional language. For each additional language, 0.5% of the quoted amount shall be paid in addition to the Service Enablement Fees (B).
3. For enablement on KaiOS additional 10% of the quoted amount for a given service type shall be paid.
4. Actual resources may vary from the evaluation quantity and the Partner Agency (Vendor 2) shall have to supply as per the requirement of NeGD.

To facilitate evaluation of bids, NeGD, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.

Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.



## 11 Service Level Agreements

### 11.1 Severity Levels and Penalty

Deviations from the agreed upon performance would need to be consistently measured and severity level for non-compliance need to be assigned. The following table 10 describes the various severity levels.

#### 11.1.1 Severity Level

**Table 10 – Severity Level**

Severity Level	Description
1	Minimum loss of service and minimum loss in quality of service delivered
2	Delay or denial of service or services observed / reported. Lack of availability of a feature results into non enablement of service
3	Delay or denial of services observed, lack of effective and timely communication resulting into citizen perception issues
4	Complete loss of service for a period of time resulting into significant inconvenience to the users or multiple instances of complete loss of service resulting into users losing confidence in the system and hence directly affects the ability of the platform to on-board additional services, get buy-in, popularize the service.

#### 11.1.2 Penalty

The Partner Agency shall deploy resources at NeGD (as per section 6) for ongoing modifications and issues resolution. The penalty for not meeting the SLAs is linked to the severity level of the breach of the SLA as detailed in table 11 below;

**Table 11 - Penalty**

Severity Level	Penalty as % of (Resource Fees for O&M, monthly)
4	5%
3	3%

2	1.5%
1	0.5%

Total penalty for a quarter is capped to 20% of the quarterly Payment.

### 11.1.3 Service Quality SLA

**Table 12 – Service Quality SLA**

Description (For each Developed service)	Severity Level
Test case Pass % less than <75%	Level 4
Test case Pass % in range >75% and <80%	Level 3
Test case Pass % in range >80% and <85%	Level 2
Test case Pass % in range >85% and <90%	Level 1

Note: Partner Agency (Vendor 2) is required to submit all test cases prepared while developing a service to NeGD/ NeGD nominated agency. Partner Agency (Vendor 2) must ensure to have completeness in test case before delivering any service for external QA.

### 11.1.4 Service Performance SLA(Indicative)

**Table 13 – Service Performance SLA**

Description	Baseline	Level 1 Breach	Severity Level Applicable	Level 2 Breach	Severity Level Applicable	Level 3 Breach	Severity Level Applicable
The number of P1 reported in a Quarter	10	10-15	3	>15	4	N/A	N/A
The number of P2 reported in a Quarter	25	25-50	2	>50	3	>75	4
Time taken to fix a P1 once reported	16 Hours	>16 and < 24 Hours	2	>24 and <= 32 Hours	3	>=32 Hours	4
Time taken to fix a P2 once reported	48 Hours	>48 and < 72 Hours	1	>72 and <96 Hours	2	>=96 Hours	3

P1 – The bug which results into the user not being able to complete the business transaction / activity

P2 – The bug which impacts the functionality, the business process is delivered at a sub-optimal level or workaround for the identified issue is possible without significant inconvenience to the user or loss of required functionality

## **12 Payment Terms and Schedules**

### **12.1 Ownership**

NeGD will hold the licenses of all proprietary component/s, if any, under UMANG, for the full Contract period. Further the IPR, copyrights and trademarks, as applicable, of all Systems and Applications Software (other than the proprietary component) that are part of the UMANG, any derivative works, modifications, enhancements or improvements to the software, its related source code and all associated documentation shall rest with NeGD. Further details of IPR will be provided in MSA.

Department and NeGD will own all relevant artefacts such as documentation etc. along with source code developed for them by the Partner Agency (Vendor 2).

### **12.2 Payment Schedule**

- ii. Partner Agency (Vendor 2) will be required to submit the invoice in formats prescribed by NeGD from time to time.
- iii. Go-Live (with specified works) shall be paid as mentioned in Section 9.1.1.1.
- iv. Service enablement fees will be paid on a quarterly basis on completion service enablement work as per section 5.2 as per the conditions fulfilled under section 9.1.2.1.
- v. Resource Fees for O&M shall be paid as per Section 9.1.3.1.
- vi. Security Audit Fees shall be paid as per Section 9.1.4.1.
- vii. Payment to be made with taxes after taxes deducting penalties and subject to verification of the supporting documents by NeGD.

### **12.3 Liquidated Damages**

In the event of the Partner Agency's (Vendor 2) failure to achieve targets/deliverables as per milestones of the UMANG Frontend as specified in this RFP, NeGD may, at its discretion, withhold payment (full or part thereof) until the completion of the milestone and/or the contract, as applicable. NeGD may also deduct from the Partner Agency (Vendor 2), as agreed, the liquidated damages according the details furnished below in the Table 14 as per respective milestones. The right to claim liquidated damages shall be without prejudice to other rights and remedies available to NeGD, under the contract and law.

**Table 14- Liquidated Damages**

S. No.	Milestone	Penalty for delay
1.	Delay (attributable to Vendor 2) in 'Go-Live with Specified Works' of the UMANG Frontend and core activities beyond 90 working days (3 months) from the date of issue of LoI.	1% of 1 <sup>st</sup> milestone payment - 'Go-Live with Specified Works Fees (A)' for every week (or part thereof) of delay with a capping of 10% of the milestone amount.
2.	<b>Service Enablement</b> Delay (attributable to vendor 2) in Service Enablement of target services of a given quarter (includes the testing, audit activities, language enablement etc.).	1 % of 'Total Service Enablement fees for target services of the given Quarter' for every week of delay in achieving the target with a capping of 10%.
3.	Delay in providing a new resource and/or replacing an existing resource with a similar or higher qualifications and experience beyond 30 working days, in consultation and with approval of NeGD.	1% of the monthly charges of the delayed resource for every working day of delay with a capping of 10%.

*Note: If there is any delay not attributable to Vendor-2 it will be handled suitably on case to case basis.*

#### **12.4 Performance Bank Guarantee (PBG)**

A PBG of 10% of the value of the 2 year contract would be furnished by the successful bidder (Vendor 2) in the form of a Bank Guarantee as per the format provided in this RFP from any Commercial Bank. Details of the bank are to be furnished in the commercial offer. It can also be submitted in the form of FDR or A/C Payee Demand Draft.

- a) The PBG should be furnished before signing of the contract, within 10 days from the issue of LOI/Work Order and should be valid for a period of 36 months after that.
- b) PBG to remain valid up to 180 days beyond guarantee/warranty obligations after which this shall be returned.

- c) NeGD may forfeit the PBG/ Security for any failure on part of the Partner Agency (Vendor 2) to complete its obligations under the Agreement.
- d) No amendment to the agreement can be made, except as laid out in section 17.12

**End of Part 1**

## **Part 2**

### **13 Instructions to Partner Agency (Vendor 2)**

#### **13.1 Tentative Calendar of Events**

Please refer the Calendar of events at **Annexure V** for complete details on timelines w.r.t RFPs events.

#### **13.2 General Instructions on Bidding Process**

1. Technical and Financial bids shall be submitted as per Table 16.
2. Financial bids shall be opened only for those who qualify in Technical evaluation as per the criteria laid out in the RFP.
3. L1 bidder, according to the financial evaluation criteria laid out in the RFP, shall be the winner.
4. For the resources requested in the RFP, CVs of the company's on-roll resources must be furnished, who have been shortlisted for deployment according to the RFP requirements.
5. All the proposed resources should only be deployed, unless suggested otherwise by NeGD, according to the details furnished in the clause on "Financial Evaluation". NeGD reserves the right to request change in one or any number of proposed resources, if in its assessment there is gap in the skill sets.

#### **13.3 Interpretation**

In this RFP, unless otherwise specified:

- a) References to Clauses, Sub-Clauses, Paragraphs, Schedules and Appendix are to clauses, sub-clauses, paragraphs, schedules and Appendix to this RFP;
- b) Use of any gender includes the other genders;
- c) References to a 'company' shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established;
- d) References to a 'person' shall be construed so as to include any individual, firm, company, government, state or agency of a state, local or municipal authority or government body or any joint venture, association or partnership (whether or not having separate legal personality);

- e) Reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified or re-enacted;
- f) Any reference to a 'day' shall mean a period of 24 hours running from midnight to midnight;
- g) References to a 'business day' shall be construed as a reference to a day (other than Sunday and holidays) on which Government offices in the Centre/States/UTs are generally open for business;
- h) References to times are to Indian Standard Time;
- i) Reference to any other document referred to in this RFP is a reference to that other document as amended, varied, notate or supplemented at any time; and
- j) All headings and titles are inserted primarily for convenience. These, in case of any conflict/ambiguity, are to be ignored in the interpretation of this RFP.

### **13.4 Measurements and Arithmetic Conventions**

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.

### **13.5 Ambiguities within RFP**

In case of ambiguities or discrepancies within this RFP, the following principles shall apply:

- a) As between two clauses of this RFP, the provisions of a specific clause relevant to the issue under consideration shall prevail over those in a general clause;
- b) As between the provisions of this RFP and the Schedules/ Annexure, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Schedules/ Annexures; and
- c) As between any value written in numerals and that in words, the value in words shall prevail.

### **13.6 RFP Document Fees**

RFP document/s can be downloaded from NeGD website [www.negd.gov.in](http://www.negd.gov.in). There is no tender Fee.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

### 13.7 Response to Partner Agency (Bidder)'s Queries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person by the last date as mentioned in 'Annexure V' or at NeGD website, in case of any change/extension. Please make sure that RFP is clearly referred to in the subject line to avoid confusion among the 03 concurrent RFPs. Contact details for the RFP are as follows:

Name: Sh. Amit Kumar

Address: 4<sup>th</sup> Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 110003

E-mail: umang@digitalindia.gov.in

Telephone: 011-24301936, 24303704

The queries should necessarily be submitted in the following format:

**Table 15**

<<Name and Address>>		
Bidder Request for Clarification		
Name of Organization submitting request	Name and Position of Person Submitting Request	Full formal address of the Organization including phone, fax and email points of contact
		Tel:



		Fax:	
		E-Mail:	
S. No.	Bidding Document Reference(s) (section number/ page number)	Content of RFP requiring clarification	Points of clarification Required

All enquiries should be sent in writing through authorized signatory of the company followed by word document in an email. NeGD shall not be responsible for ensuring that bidders' enquiries have been received by NeGD. However, NeGD neither makes any representation nor warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been posed by the bidders. All responses given by NeGD will be available to all the bidders, without displaying the name of bidders who raised the queries. Bidder to continuously visit NeGD Website for latest Dates/timelines about the RFP

### 13.8 Supplementary Information/ Corrigendum/ Amendment to the RFP

If NeGD deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders by making it available on NeGD's website. Any such supplement shall be deemed to be incorporated by this reference into this RFP. Bidders are advised to visit and check the NeGD website regularly for updates and information.

At any time prior to the deadline (or as extended by NeGD) for submission of bids, NeGD, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be deemed notified of such amendment(s) after being publishing on the NeGD/MeitY websites, and these will be binding on all the bidders.

In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NeGD, at its discretion, may extend the deadline for the submission of bids.

### **13.9 Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by NeGD to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement) and all such activities related to the bid process. This RFP does not commit NeGD to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

### **13.10 NeGD's Right to terminate the Process**

NeGD makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by NeGD. The bidder's participation in this process may result in NeGD selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by NeGD to execute a contract or to continue negotiations.

### **13.11 Earnest Money Deposit (EMD)**

Bidders shall submit, along with their Bids, an EMD amount of Rs. 10,00,000 only (Rupees Ten lakhs Only) in the form of a Demand Draft/ Bank Guarantee/ Banker's cheque/ FDR issued by any Commercial bank in favour of DIGITAL INDIA CORPORATION-NEGD payable at Delhi. The bid submitted without bid security, as mentioned below, will be summarily rejected.

EMD should be valid for 225 days (180 days bid validity period+ 45 days beyond the final bid validity) from the opening date of the tender. Bid security (EMD) in any other form will not be accepted. Format for bid security is provided in **Schedule III - S3.6** Bank Guarantee to be provided against this tender should be issued by a commercial bank.

The EMD fee can also be deposited into NeGD Bank accounts, instead of payment by Draft, and receipt may be submitted along with the bid – Digital India Corporation: Bank of India A/c no. 6048 1011 0001 865, IFSC code BKID0006048, Branch: CGO Complex, New Delhi.

EMD shall be returned to the unsuccessful bidder(s) at the earliest after the final bid validity and latest by the 30th day after the award of contract to successful bidder. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.

The bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The EMD may be forfeited:

- a) If a bidder withdraws its bid during the period of bid validity
- b) If the bidder fails to sign the contract in accordance with terms and conditions (only in case of a successful bidder)
- c) Fails to furnish performance Bank Guarantee
- d) Any information given is found wrong, leading to cancellation of his/her bid.

EMD for MSME Enterprises will be exempted, as per Rule 170 of GFR 2017, on submission of documentary proof.

### **13.12 Authentication of Bids**

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the bid. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the authorised person or persons signing the bid.

### **13.13 Interlineations in Bids**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Partner Agency (Bidder), in which case such corrections shall be initialled by the person or persons signing the bid along with the stamp.

### **13.14 Venue & Deadline for submission of proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in the tender box kept at the address specified below:

Name: Sh. Neeraj Kumar

Address: 4<sup>th</sup> Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi road, New Delhi - 110003

Telephone: 011-24301936, 24303704

Email: [umang@digitalindia.gov.in](mailto:umang@digitalindia.gov.in)

Last Date and Time of submission: As given in **Annexure V** or as mentioned on UMANG Website

### 13.15 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

### 13.16 Bid Submission Instructions

Proposals must be direct, concise, and complete. NeGD will evaluate bidder’s proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

### 13.17 Mode of Submission

Submission of bids shall be in accordance to the instructions given in the Table 16 below:

**Table 16 – Mode of Submission**

Envelope	Instructions
Envelope 1:  <b>Bid Security</b>	<b>The envelope containing the Bid Security shall be sealed and super scribed “<u>Bid Security – UMANG (Unified Mobile Application for New-age Governance) – Frontend (Vendor 2)</u>”. This envelope <i>should not</i> contain any Commercials, in either explicit or implicit form, in which case the bid will be rejected. This envelope should also contain “Undertaking from the bidder on submitting the commercial proposal” 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>
Envelope 2:  <b>Technical Proposal</b>	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in the RFP. The envelope shall be sealed and super scribed “ <u>Technical Proposal – UMANG (Unified Mobile Application for New-age Governance) - Frontend (Vendor 2)</u> ” on the top right hand corner and addressed to NeGD, at the address specified in this volume. This envelope <i>should not</i> contain any Commercials, in either explicit or implicit form, in which case the bid will be

	<p>rejected. The technical proposal should be submitted with two printed copies of the entire proposal and a soft copy on Pen drive with all the contents of the technical proposal. The words “Technical Proposal – UMANG (Unified Mobile Application for New-age Governance)” shall be written in indelible ink on the Pen drive. The hard copy shall be signed and numbered by the authorized signatory on all the pages before being put along with the Pen drive in the envelope and sealed.</p> <p>In case of discrepancies between the information in the printed version and the contents of the Pen drive, the printed version of the technical proposal will prevail and will be considered as the proposal for evaluation.</p> <p>Bidder shall also submit the technical presentations (required as per section 10.2.1) of the proposal, in PDF/PPT form in Pen drive on the day of the technical presentation.</p>
<p>Envelope 3: <b>Commercial Proposal</b></p>	<p>The Commercial Proposal will be submitted only in the printed format and the bidder is expected to submit one copy of the Commercial Proposal as per the formats defined in the RFP. All pages in the commercial response should be on the letterhead of the Partner Agency (Bidder) with a seal and signature of the authorized signatory of the Partner Agency (Bidder). The hard copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope should also be super scribed “<u>Commercial Proposal – UMANG (Unified Mobile Application for New-age Governance), (Not to be opened with the Technical Proposal) – Frontend (Vendor 2)</u>” at the top right hand corner and addressed to NeGD at the address specified in this RFP.</p>
<p>Envelope 4</p>	<p>All the above 3 envelopes should be put in Envelope 4, which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project “<u>UMANG (Unified Mobile Application for New-age Governance): Response to the RFP for Selection of Partner Agency – Frontend (Vendor 2)</u>”.</p>

**Note: The outer and inner envelopes mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the**

**deadline.**

NeGD will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

The bidders are requested to sign/ stamp across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.

The envelope with technical and commercial proposals should be submitted along with a certified true copy of the corporate sanctions/ approvals authorizing its authorized representative to sign/ act/ execute documents forming part of this proposal including various RFP documents and binding contract, at the address and time as specified in this RFP.

The proposals shall be valid for a period of six (06) months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.

In exceptional circumstances, at its discretion, NeGD may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing.

### **13.18 Commercial Proposal**

In the commercial bid, the Partner Agency (Bidder) is expected to give price for all the items and services it has proposed in the Technical Proposal. NeGD, may seek clarifications from the Partner Agency (Bidder) on the Technical Proposal. Any of the clarifications by the Partner Agency (Bidder) on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Partner Agency (Bidder) should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Partner Agency (Bidder) on the technical proposal during the evaluation of the technical offer.

Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in the RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes. All the prices/ commercials shall be quoted entirely in Indian Rupees for preparation of Commercial Proposal against this RFP. The bidder must provide the Commercial Proposal in hard copy only and should not comprise of any direct/ indirect conditions. It is required that the all the financial proposals submitted against the RFP should be unconditional.

### **13.19 Correction of Error**

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by NeGD. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding. If there is any discrepancy in individual item price and total of that, then the value quoted of individual item shall be taken and total shall be calculated by NeGD.

### **13.20 Prices and Price Information**

The Partner Agency (Bidder) shall quote a price for all the components against the RFP scope to meet the requirements of NeGD. All the prices will be in Indian Rupees.

No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.

The price quoted in the Commercial Proposal shall be the only amount payable for completion of the contractual obligations by the successful Partner Agency (Bidder) under the Contract, subject to the terms of payment specified in the RFP and as agreed in the Contract between NeGD and the Partner Agency (Bidder). The prices/quotes would be exclusive of GST but inclusive of all other duties, charges and levies as applicable.

The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

Partner Agency (Bidder) should provide all prices, quantities as per the prescribed format given in the RFP for Bid Response – Commercial Bid. Partner Agency (Bidder) should not leave any field blank. In case the field is not applicable, Partner Agency (Bidder) must indicate “0” (zero) in all such fields.

It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the commercial bid remains valid. In no circumstances shall the commercial bid be allowed to be changed/ modified.

The price should be quoted exclusive of GST but inclusive of all other duties, charges and levies as applicable (local octroi & any other taxes). Except GST, all other taxes of any nature, whatsoever, shall be borne by the Partner Agency (Bidder) including any additional taxes/ levies due to change in tax rates through the validity of the bid and contract.

All costs incurred due to delay of any sort, shall be borne by the Partner Agency (Bidder).

NeGD, reserves the right to ask the Partner Agency (Bidder) to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

### **13.21 Language of Proposals**

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of NeGD and will not be returned.

### **13.22 Conditions under which this RFP is issued**

This RFP is not an offer and is issued with no commitment. NeGD, reserves the right to withdraw the RFP and change or vary any part thereof at any stage. NeGD, also reserves the right to disqualify any bidder should it be so necessary at any stage. Timing and sequence of events resulting from this RFP shall ultimately be determined by NeGD.

No oral conversations or agreements with any official, agent, or employee of NeGD, shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of NeGD, shall be superseded by the definitive agreement that results from this RFP process. Oral communications by NeGD, to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than NeGD.

Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against NeGD or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).



Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of NeGD, to leave NeGD, or any other officials involved in this RFP process in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of NeGD.

### **13.23 Rights to the Content of the Proposal**

All proposals and accompanying documentation of the Technical proposal will become the property of NeGD and will not be returned after opening of the technical proposals. The commercial proposals that are not opened may be returned to the bidders. NeGD is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. NeGD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

### **13.24 Modification and Withdrawal of Proposals**

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

### **13.25 Non-Conforming Proposals**

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming
- b. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified

### **13.26 Disqualification**

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal

- b) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c) The bidder qualifies the proposal with his own conditions
- d) Proposal is received in incomplete form
- e) Proposal is received after due date and time at the designated venue
- f) Proposal is not accompanied by all the requisite documents
- g) If bidder provides quotation only for a part of the project
- h) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any
- i) Commercial proposal is enclosed within the same envelope as technical proposal
- j) Partner Agency (Bidder) tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process
- k) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/ bidders are withdrawn upon notice immediately
- l) Partner Agency (Bidder) fails to deposit the Performance Security or fails to enter into a contract within 60 working days of the date of notice of award of contract or within such extended period, as may be specified by NeGD. Bidders may specifically note that while evaluating the proposals, if it comes to NeGD's knowledge expressly or implied, that some bidders may have colluded in any manner, whatsoever, or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by NeGD
- m) The bid security envelope, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

### **13.27 Conflict of Interest**

Partner Agency (Bidder) shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Partner Agency (Bidder) or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NeGD/MeitY. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of

the Partner Agency (Bidder) to complete the requirements as given in the RFP. Please use form given in Format – “Other Formats” for making declaration to this effect.

### **13.28 Evaluation Committee**

- i. NeGD will constitute an Evaluation Committee to evaluate the responses of the bidders
- ii. The Evaluation Committee constituted by NeGD shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, within the stipulated time may lead to rejection of the bid.
- iii. The decision of NeGD in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- iv. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- v. NeGD reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

## **14 Ownership and Intellectual Property Rights**

### **14.1 Ownership & IPR**

NeGD will hold the license perpetually of proprietary component/s, if any, under UMANG. Further, the IPR of all the system and application software (other than the proprietary component) that are part of the UMANG and any derivative works, modifications, enhancements, improvements or customization to the software or its related source code and/or documentation and also all copyrights and trademarks will vest with NeGD.

### **14.2 Products and Fixes**

All products and related solutions and fixes provided pursuant to this RFP shall be licensed according to the terms of the license contract packaged with or otherwise applicable to such product. Partner Agency would be responsible for arranging any licenses associated with products. “Product” means any computer code, web-based/mobile-based services, or materials

comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to NeGD for license which is published by product owner or its affiliates, or a third party. “Fixes” mean product fixes that are either released generally (such as commercial product service packs) or that are provided to when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

### **14.3 Bespoke development**

The Intellectual Property Rights (IPR) for any bespoke development done, including customization/s during the implementation of the project will lie with NeGD.

### **14.4 Pre-existing work**

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this RFP (“pre-existing work”) shall remain the sole property of that Party. During the performance of the services for this contract, each Party grants to the other Party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce, redeploy and modify any of its pre-existing work provided to the other Party solely for the performance of such services. Except as may be otherwise explicitly agreed to in a statement of services, the Partner Agency should grant NeGD a non-exclusive, perpetual, fully paid-up enterprise edition license(s) to use, redeploy, reproduce and modify (if applicable) the pre-existing work as part of the service deliverables. Under such license either of parties will have no right to sell the pre-existing work of the other party to a Third Party.

The Solution should not use specific features, libraries or instructions which are available only on a single OEM’s product. This is to ensure that portability of application from one platform to another is smooth. NeGD’s license to pre-existing work is conditioned upon its compliance with the terms of this RFP and the perpetual license applies solely to the pre-existing work that Partner Agency leaves with NeGD at the conclusion of performance of the services.

## **15 Award of Contract**

- i. **Award Criteria-** NeGD will issue Letter of Intent (LoI)/Work order to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.
- ii. **Signing of Contract-** Concurrent to NeGD notifying the successful bidder about its proposal acceptance, NeGD shall enter into a separate Contract, the Master Service

Agreement (MSA), incorporating all agreements between NeGD and the successful bidder.

- iii. **Right to Accept Any Proposal and To Reject Any or All Proposal(s)**- NeGD reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of Work Order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NeGD action.
- iv. **Notification of Award**- Prior to the expiration of the validity period, NeGD will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, NeGD, may like to request the bidders to extend the validity period of the bid. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG) and the Acceptance Letter, NeGD return the EMD of each unsuccessful bidder.
- v. **Acceptance Letter** - NeGD will require the selected bidder to provide an acceptance letter and a PBG, for a value equivalent to <10%> of the Project Cost, within **10 days** from the issue of LoI. The Performance Guarantee should be valid for 36 months from the date of issue. In case the selected bidder fails to submit the acceptance letter and PBG within the time stipulated, NeGD at its discretion may decide to cancel the order without giving any reason. The PBG shall contain a claim period of six months from the last date of validity. NeGD shall invoke the performance Bank guarantee in case the selected bidder fails to discharge their obligations as per the terms & conditions of the work order. The format of Performance Bank Guarantee is attached as Schedule III-S3.7.
- vi. **Fraud and Corrupt Practices**- NeGD requires that Agencies selected through this RFP Document must observe the highest standards of ethics during the procurement process. In pursuance of this policy, NeGD:
  - a) Defines, for the purposes of this provision, the terms set forth as follows:
    - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NeGD or any personnel of Agencies in contract executions.
    - ii. "Fraudulent practice" means erroneous presentation of facts, in order to influence a procurement process or the execution of a contract, to NeGD, and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive NeGD of the benefits of free and open competition;
    - iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

- b) Will reject a proposal for award, if it determines that the Respondent recommended for award, has been determined by NeGD to having been engaged in corrupt, fraudulent or coercive practices.
- c) Will declare a firm or any of its partner organizations ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt or fraudulent practice in competing for the tender.

## **16 Termination**

### **16.1 Material Breach**

If the Partner Agency is not able to deliver the services as per the RFP/Contract terms, which translates into Material Breach, then NeGD may serve 7 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the NeGD will have the option to terminate the Contract. Further, NeGD may, after granting a reasonable opportunity to the Partner Agency to explain the circumstances leading to such a delay, take an appropriate decision. Material Breach of the Contract is a breach (a failure to perform the Contract) that strikes so deeply at the heart of the Contract that it renders the Contract "irreparably broken" and defeats the purpose of making the Contract in the first place.

If NeGD or its nominated agencies fail to provide reasonable support for on-boarding services, for upgrading the physical infrastructure and/or unreasonably withhold the certification of User Acceptance without any valid grounds, which translates into Material Breach, then the Partner Agency may serve 30 days written notice for curing the Material Breach. In case the Material Breach continues, after the expiry of such notice period, the Partner Agency will have the option to terminate the Contract.

The material breach shall cover but will not be limited to following:

- a. Consistent delay in deliverables,
- b. Failure to provide deliverables,
- c. Signification and consistent performance quality issues,
- d. Failure to successful knowledge transfer (KT), handover all the code/software and provide handholding for the defined period at the time of exit as laid out in the Schedule I – Exit Management

### **16.2 Termination of the Contract due to bankruptcy of Partner Agency**

The NeGD may serve written notice on Partner Agency at any time to terminate the Contract with immediate effect if:

- a) The Partner Agency reporting an apprehension of bankruptcy to the NeGD or its nominated agencies;
- b) NeGD or its nominated agencies apprehending a similar event.

### **16.3 Change of Control**

NeGD may, by giving a one month's written notice, terminate the Contract if a Change of Control of the Partner Agency has taken place. For the purposes of this clause, in the case of Partner Agency, Change of Control shall mean the events stated below and such notice shall become effective at the end of the notice period as set out below:

- a) In the event of a Change of Control of the Partner Agency during the Term, the Partner Agency shall promptly notify NeGD and/or its nominated agencies of the same. If the net worth of the surviving entity is less than that of Partner Agency prior to the change of control, NeGD or its nominated agencies, within 30 days of becoming aware of such Change in Control, as an alternative to termination, may demand a replacement of existing Performance Guarantee furnished by the Partner Agency from a guarantor acceptable to NeGD or its nominated agencies, which shall not be Partner Agency or any of its associated entities.
- b) If such a guarantee is not furnished within 30 days of NeGD or its nominated agencies demanding the replacement, NeGD may exercise its right to terminate this Contract within a period of further 30 days by written notice, to become effective on the date as specified in such notice.
- c) Pursuant to termination, the effects of termination shall follow.

For the avoidance of doubt, it is expressly clarified that the internal reorganization of the Partner Agency shall not be deemed an event of a Change of Control for the purposes of this clause unless the surviving entity is of less net worth than the predecessor entity.

### **16.4 Effects of Termination**

- a) If NeGD terminates the Contract pursuant to Material Breach and/or default and/or failure on the part of the Partner Agency to comply with the conditions as contained in the Contract, Performance Bank Guarantee furnished by Partner Agency shall be forfeited;
- b) Upon termination of the Contract, the Parties will comply with the provisions of the Exit Management set out as **Schedule I** of this RFP;
- c) If NeGD or the Partner Agency terminates the Contract, the due payments will be settled in accordance with the Terms of this RFP;
- d) On termination of the Contract for any reason, the NeGD will decide the appropriate course

of action.

## **17 General Terms and Conditions**

### **17.1 Personnel**

- a) The personnel assigned by the Partner Agency to perform the Services shall be employees of the Partner Agency, and under no circumstances shall such personnel be considered employees of NeGD or its nominated agencies. The Partner Agency shall have the sole responsibility for the supervision and control of its personnel and for payment obligations of such personnel's compensation, including salary, withholding of income taxes and social security taxes, workers' compensation, employee and disability benefits and the like and shall be responsible and accountable for all obligations of an employer according to Applicable Laws, rules and regulations.
- b) The Partner Agency shall use its best efforts to ensure that sufficient personnel are assigned to perform the Services and those personnel have appropriate qualifications, skills and experience to perform the Services. After discussion with Partner Agency, NeGD or its nominated agencies shall have the right to require the removal or replacement of any Partner Agency personnel deployed on the Project. If NeGD or its nominated agencies requests that any Partner Agency personnel be replaced, the substitution of such personnel shall be accomplished as per the terms of this RFP and subsequent Contract/ WO;
- c) If NeGD (or its nominated agencies) identifies any personnel of Partner Agency as "Key Personnel", then the Partner Agency shall not remove such personnel from NeGD (or its nominated agencies) engagement under this project without the prior written consent of NeGD (or its nominated agencies) unless such removal is the result of an unavoidable circumstances including but not limited to resignation, medical leave, etc.
- d) Except as stated in this clause, nothing in this RFP will limit the ability of the Partner Agency to freely assign or reassign its employees; provided that the Partner Agency shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. NeGD or its nominated agencies shall have the right to review and approve personnel identified/selected for deployment on this Project and Partner Agency's plan for any such knowledge transfer. The Partner Agency shall maintain the same or higher standards for skills and professional Knowledge among replacement personnel as in those of personnel being replaced;
- e) Each Party shall be responsible for the performance of all its obligations under this Contract and shall be liable for the acts and omissions of its employees, agents, or sub contactors in connection therewith.



## **17.2 Independent Contractor**

Nothing in this RFP shall be construed as establishing or implying any partnership or joint venture between the Parties to this RFP and, except as expressly stated in this RFP, nothing in this RFP shall be deemed to constitute any Parties as the agent of any other Party or authorizes either Party to:

- a) Incur any expenses on behalf of the other Party;
- b) Enter into any engagement or make any representation or warranty on behalf of the other Party;
- c) Pledge the credit of or otherwise bind or oblige the other Party; or
- d) Commit the other Party in any way whatsoever without in each case obtaining the other Party's prior written consent.

## **17.3 Sub-contractors**

The Partner Agency shall not subcontract any work related to the core activities to be performed under this RFP without NeGD's prior written consent. It is clarified that the Partner Agency shall be the principal employer for all claims arising from the liabilities, statutory or otherwise, concerning the sub-contractors. The Partner Agency undertakes to indemnify the NeGD or its nominated agencies from any claims on any grounds whatsoever and in no way shall hold NeGD accountable.

## **17.4 Assignment**

- a) All terms and provisions of this RFP and subsequent Contract with the successful bidder shall be binding and shall inure to the benefit of NeGD and their respective successors and permitted assigns;
- b) Subject to clause mentioned above, the selected Partner Agency shall not be permitted to assign its rights and obligations, under the Contract, to any third party;
- c) NeGD may assign or novate all or any part of the Contract and the Partner Agency shall be a party to such novation, to any third party contracted to provide outsourced services to NeGD or any of its nominees.

## **17.5 Trademarks and Publicity**

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations, neither Party shall publish or

permit to be published either alone or in conjunction with any other person, any press release, information, article, photograph, illustration or any other material of whatever kind relating to the Contract or the business of the Parties without prior reference to and approval in writing from the other Party; such approval not to be unreasonably withheld or delayed provided, however, that Partner Agency may include NeGD (or any of its nominees) in the lists for reference to third parties subject to the prior written consent of NeGD not to be unreasonably withheld or delayed. Such approval shall apply to each specific reference and relate only to that reference.

### **17.6 Variations and Further Assurance**

No amendment, variation or other change to the Contract shall be valid except as laid out in section 17.12 of this RFP.

Each Party to the Contract agrees to enter or execute, without limitation, whatever other Contract, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in the Contract.

### **17.7 Severability and Waiver**

If any provision of the Contract, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable; the illegality, invalidity or un-enforceability of such provision or part provision shall not affect the other provisions of the Contract or the remainder of the provisions in question which shall remain in full force and effect. The concerned Parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to the Contract of any right, remedy or provision of the Contract shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

### **17.8 Compliance with Applicable Law**

Each Party to the Contract accepts that its individual conduct shall (to the extent applicable to it) always comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken. In case of changes in such laws, rules and regulations which result in a change to the Services, shall be dealt with as an exceptional situation with the objective to realign the part getting violated under the revised laws with minimal changes to achieve the objective existent prior to the change. For avoidance of doubt, the

obligations of the Parties to the Contract are subject to their respective compliance with all local, state, national, supranational, foreign and international laws and regulations.

The Partner Agency (Vendor 2) shall be responsible and accountable during the currency of the contract for all the statutory compliances regarding the operations and maintenance of the UMANG Frontend, particularly, the ones related to the usage and implementation of Aadhaar/VID, user privacy, confidentiality, social & national security and financial integrity.

### **17.9 Professional Fees**

All expenses incurred by or on behalf of each Party to the Contract, including all fees of agents, legal advisors, accountants and actuaries employed by either of the Parties about the negotiation, preparation and execution of the Contract shall be borne solely by the respective Party which incurred them.

### **17.10 Ethics**

The Partner Agency represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of NeGD or its nominated agencies about the RFP/Contract and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of NeGD standard policies and will result in termination of the Contract.

### **17.11 Entire Contract**

The Contract with all Appendices and Schedules appended thereto, contents and specifications of the RFP and all the corrigendum's/response to queries etc. that may be issued against this RFP and the Bidder's offer including presentation and all supporting documents shall constitute the entire Contract between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this clause shall be interpreted so as to exclude any liability in respect of fraudulent misrepresentation.

### **17.12 Amendment**

No amendment to the Contract shall normally be possible and allowed. Only under exceptional and unforeseen circumstances, amendments can be considered after due deliberations and requisite approvals at the appropriate levels in NeGD. Such amendments shall be made in writing and signed by the duly authorized representatives of the parties to the contract.

## **Schedule I - Exit Management**

### **S1.1 Purpose**

- a) This Schedule sets out the provisions, which will apply on expiry or termination of the contract, the development resources and the Operation and Management;
- b) In the case of termination of the contract, the development resources and/or Operation and Management, the provisions of this Schedule shall be applicable to both the parties;
- c) The Parties shall ensure and be responsible that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

### **S1.2 Exit Management Plan**

- a) Exit Management Plan gets effective either on expiry of the Contract or termination. The objective is that the Partner Agency (Vendor 2) smoothly hands over all the managed activities on UMANG platform such as Operations & Maintenance, development & enhancements and services on-boarding to the new Partner Agency with proper knowledge transfer (KT), all documentations updated to the latest, Platform/solution code (software), all licenses/ keys, all account & passwords etc.
- b) Exit Management Plan shall become effective after the completion of the contract period; from the next day of contract expiry or termination which may continue till 3 months after the expiry or termination (Exit Phase). The Partner Agency shall handover and provide full knowledge transfer, at no additional cost to NeGD or NeGD appointed agency except as specified explicitly in this schedule, regarding the complete scope as per the contract.
- c) The Exit Management Plan shall contain the detailed action plan for proper handover of UMANG Frontend, transition of O&M and other on-boarding/development activities, handover of updated code, all applicable licenses, access-control credentials, updated documentations, all archives/logs/reports etc. The plan shall list out all the activities to be handed over, full details of the live and operational inventory, details of software (including applications, middleware, tools, scripts etc.), associated licenses with their validity & relevant keys, up-to-date full solution code in Open Forge platform of NeGD or other approved repository, list of all documents that need to be updated just before the transition, methodology for knowledge transfer during transition, team structure with skills/experience details that shall be responsible for the transition, time-table etc.
- d) The Partner Agency (Vendor 2) shall review the Exit Management Plan annually to ensure that it remains relevant and up to date. Any updates/changes shall be presented to and approved by NeGD or its nominated agencies that shall become addendum to the original schedule superseding the original sections/ subsections.

- e) During the Exit Phase, the partner agency (Vendor 2) shall continue:
  - i. to carry on with all O&M activities for which partner agency shall be paid as per the terms of the Contract i.e. Resource fee from (R1-R3) as per requirement and deployment of actual resources shall be paid. Number of resources required during the Exit phase for knowledge transfer may vary.
  - ii. however, the frontend development work, on as is where is basis, shall be handed over to the new partner agency at its own cost i.e. no cost shall be paid separately.
- f) Plans for provision of contingent support to NeGD and Replacement Partner Agency for period beyond the Exit Phase. This shall cover a period after the Exit Phase and until 6-months after the contract expiry or termination. No payment shall be done for such contingent support.
- g) This Exit Management plan shall be furnished in writing to NeGD or its nominated agencies within 60 days from the date of 'Go-Live'

### **S1.3 Cooperation and Provision of Information**

During the exit management period:

- a) The Partner Agency will allow NeGD or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable NeGD to assess the existing services being delivered;
- b) Promptly on reasonable request by NeGD, the Partner Agency shall provide access to and copies of all information held or controlled by them, which they have prepared or maintained in accordance with this contract relating to any material aspect of the services (whether provided by the Partner Agency or sub-contractors appointed by the Partner Agency). NeGD shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Partner Agency shall permit NeGD or its nominated agencies to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Partner Agency and to assist appropriate knowledge transfer

### **S1-4 Confidential Information, Security and Data**

- a) The Partner Agency will promptly on the commencement of the exit management period supply to NeGD or its nominated agency the following:

- i. Information relating to the current services rendered, customer and performance data, performance of sub-contractors in relation to the services;
  - ii. Documentation relating to Project's Intellectual Property Rights;
  - iii. Documentation, such as SoW, resources deployed, Terms of Contract etc. relating to sub-contractors;
  - iv. All current and updated data, as is reasonably required by NeGD or its nominated agencies, for the purposes of transitioning the services to its Replacement Partner Agency nominated by the NeGD, or its nominated agency in a readily available/ desired format;
  - v. All other information (including but not limited to documents, records and contract) relating to the services, reasonably necessary to enable NeGD or its nominated agencies or its Replacement Partner Agency to carry out due diligence for transitioning the provision of the Services to NeGD or its nominated agencies, or its Replacement Partner Agency (as the case may be).
- b) Before the expiry of the exit management period, the Partner Agency shall deliver to NeGD or its nominated agency all new or up-dated materials (i.e. software codes, documents etc.) and shall not retain any copies thereof except that the Partner Agency shall be permitted to retain one copy of such materials for archival purposes only;
- c) Before the expiry of the exit management period, unless otherwise provided under the Contract, NeGD or its nominated agency shall deliver to the Partner Agency all forms of Partner Agency confidential information, which is in the possession or control of NeGD or its nominated agency.

### **S1-5 Transfer of Certain Agreements**

Partner Agency shall effect assignments, transfers, licenses and sub-licenses, as may be required, in the name of NeGD or its Replacement Partner Agency in relation to any cloud lease, maintenance or service provision contract between Partner Agency and third party licensor, vendors, and which are related to the services and reasonably necessary for the functioning/ operation of the Platform and/or applications/ services hosted on it and/or for services delivery and/or for carrying on operations and management by NeGD or its nominated agency or its Replacement Partner Agency.

### **S1-6 Rights of Access to Premises**

At any time during the exit management period, where Assets are located at the Partner Agency's

premises, the Partner Agency will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises), procure reasonable rights of access to NeGD or its nominated agency and/or Replacement Partner Agency to make an inventory of the Assets and/or for knowledge transfer and/or for hand-holding during the handover period.

The Partner Agency shall also give NeGD or its nominated agency and/or any Replacement Partner Agency right of reasonable access to the Partner Agency's premises and shall procure NeGD or its nominated agency and/or any Replacement Partner Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the Contract as is reasonably necessary to migrate the services to NeGD or its nominated agency, and/or Replacement Partner Agency.

### **S1-7 General Obligations of the Partner Agency**

The Partner Agency shall provide all such information as may reasonably be necessary to effect as seamless a handover as practical in the circumstances to NeGD or its nominated agency or its Replacement Partner Agency and which the Partner Agency has in its possession or control at any time during the exit management period.

For the purposes of this Schedule, anything in the possession or control of the Partner Agency, its associated entity and/or its sub-contractor is deemed to be in the possession or control of the Partner Agency. The Partner Agency shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

## **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.

### **I. Eligibility Documents:**

- i. Copy of Certificate of Incorporation
- ii. Copy of Registration Certificates with the GST & IT(PAN) Authorities
- iii. Audited Balance Sheet for the Financial Years – 2016-17, 2017-18, 2018-19 (OR 2015-16)
- iv. Certificates, wherever applicable, by Chartered Accountant
- v. Copy of Work Orders/Purchase Orders
- vi. Completion/Phase-Completion Certificates from the Client **OR** Self Certificate of Completion (certified by an independent practising Chartered Accountant)
- vii. Self-certificate and/or Letter of Undertaking regarding ‘No Black Listing’ on company's letter head signed by company's authorized signatory
- viii. Undertaking from Authorised Signatory for accepting ‘Extension’ beyond 02 years at the quoted commercials and existing T&C,
- ix. EMD (Earnest Money Deposit)

### **II. Other Bid Documents:**

- i. Undertaking regarding non-existence of ‘Conflict of Interests’
- ii. Undertaking from Authorised Signatory for unconditional acceptance all terms and conditions of ‘RFP (Request for Proposal) i.e. Nil Deviation Certificate.

### **III. Documents related to Technical Evaluation**

- i. All supporting documents for Technical Evaluation
- ii. UMANG Technical Presentation
- iii. Technical Proposal
- iv. Company's capability, skills, technology set-up and proposed methodology, timeframes to take over and manage UMANG
- v. Resumes of the Resources quoted



## Schedule III – Bid Formats

### S3.1 Financial Bid

The Bidder has to submit the Financial Bid in the format below:

**Table 17 –Financial Bid format**

	Components	Quote (To be quoted) in financial bid (INR)(x)	Qty. (y)	Total (INR)(x*y)
(1)	Go-Live (with Specified Works) (A)	Q (A)	1	Q(A)
	<b>Service Enablement Fees (B)</b> (For Android, iOS & Web)			
(2)	Category S1	Q(S1)	225	225*Q(S1)
(3)	Category S2	Q(S2)	100	100*Q(S2)
(4)	Category S3	Q(S3)	100	100*Q(S3)
(5)	Category S4	Q(S4)	30	30*Q(S4)
(6)	Category S5	Q(S5)	20	20*Q(S5)
(7)	Category S6	Q(S6)	05	5*Q(S6)
(8)	<b>Total Service Enablement Fees (B)</b> [225*Q(S1) + 100 *Q(S2) + 100 * Q(S3) + 30* Q(S4) + 20* Q(S5) + 05*Q(S6)]			
	<b>Resources Fee (C) for Operations and Maintenance</b>			
(9)	R1 (Android) Fee (per month)	Q(R1)	1	Q(R1)
(10)	R2 (iOS) Fee (per month)	Q(R2)	1	Q(R2)
(11)	R3 (Web & KaiOS) Fee (per month)	Q(R3)	2	2*Q(R2)
(12)	<b>C1 (Resource Fee Year1) = 12*[1*R1 + 1*R2 + 2*R3]</b>			
(13)	<b>C2 (Resource Fee Year2) = C1 * (1.05)</b>			
(14)	<b>C3 (Resource Fee for Year3) = C1 * (1.05)^2</b>			
(15)	<b>C4 (Resource Fee for Year4) = C1 * (1.05)^3</b>			
(16)	<b>C5 (Resource Fee for Year5) = C1 * (1.05)^4</b>			
(17)	<b>Total Resource Fees (C) = C1+C2+C3+C4+C5</b>			
(18)	Security Audit Fee per quarter (By Bidder through Cert-In empanelled third party agency ) [D = 20 * Q(d) ]	Q(d)	20	20* Q(d)
(19)	<b>Quote (Q) = A + B + C+ D</b>			

Resource cost (R1, R2, R3) is to be quoted for first year only. It will be compounded @5% p.a. for next 4 years.

Signature of Authorised Person

**Important Note:**

1. GoLive Fees(A) cannot be more than amount calculated as per the formula below i.e. it should fulfil the condition:

$$A \leq [30 * Q(S1) + 11 * Q(S2) + 12 * Q(S3) + 3 * Q(S4) + 2 * Q(S5) + 2 * Q(S6) ]$$

This restriction has been kept to keep this fee within reasonable limit.

2. Service Enablement Fees (B) quoted here is for enablement on Android, iOS and Web in English, Hindi and One Regional language. For each additional language, 0.5% of the quoted amount shall be paid in addition to the Service Enablement Fees (B).
3. For enablement on KaiOS additional 10% of the quoted amount for a given service type shall be paid.
4. Actual resources may vary from the evaluation quantity and the Partner Agency (Vendor 2) shall have to supply as per the requirement of NeGD.

## **S3.2 Technical Bid Cover Letter**

### **[Cover Letter]**

[Date]

To,

<<Address to be added>>

Dear Sir,

### **Ref: RFP for Selection of an Agency for UMANG -Frontend for Unified Mobile Application for New-age Governance (UMANG)**

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the **UMANG** Project.

We attach hereto the technical response as required by the RFP, which constitutes our proposal.

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 to NeGD is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the shortlisting process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening.

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/

organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this                      Day of                      **2019**

(Signature)

(In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)    Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I,....., the Company Secretary of .....,certify that .....who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

### **S3.3 Commercial Proposal Cover Letter**

(Company Letter Head)

[Date]

To,

Dear Sir,

**Ref: RFP for Selection of an Agency for UMANG- Frontend for Unified Mobile Application for New-age Governance (UMANG)**

Having examined the UMANG Frontend RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We attach hereto the Commercial Proposal in the given format as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and NeGD.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a bank in India, acceptable to NeGD and furnish them within the time frames set out in the RFP.

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between NeGD and us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to NeGD is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead NeGD as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ services specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/agency/organization and empowered to sign this document as well as other such documents, which may be required in this connection.

Dated this                      Day of                      **2019**

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of Agency

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, certify that I am ..... of the ....., and that

..... who signed the above proposal is authorized to bind the company, pursuant to the resolution passed in the meeting of Board of Directors of the company on \_\_\_\_\_(date).

Date

(Seal here)

### S3.4 Format for submission of Queries for clarification

Bidders requiring specific points of clarification may communicate with NeGD, during the specified period using the following format:

<<Name and Address>>			
<b>Bidder Request for Clarification</b>			
<b>Name of Organization submitting request</b>	<b>Name and Position of Person Submitting Request</b>	<b>Full formal address of the Organization including phone, fax and email points of contact</b>	
		<b>Tel:</b>	
		<b>Fax:</b>	
		<b>eMail:</b>	
<b>S. No.</b>	<b>Bidding Document Reference(s) (section number/ page number)</b>	<b>Content of RFP requiring clarification</b>	<b>Points of clarification Required</b>



### **S3.5 Non – Disclosure Agreement (NDA)**

[Company Letterhead]

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, NeGD, on the one hand, (hereinafter called the “Client”) and, on the other hand, [Name of the bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

#### **WHEREAS**

The “Client” has issued a public notice inviting various organizations to propose for hiring services of an organization for provision of services under the “Appointment for Partner Agency (Vendor 2) For UMANG – Frontend for UMANG Project” (hereinafter called the “Project”) of the Client;

The Bidder, having represented to the “Client” that it is interested to bid for the proposed Project, The Client and the Bidder agree as follows:

1. In connection with the “Project”, the Client agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Client operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
  - a. Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
  - b. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
  - c. Use the Information only as needed for the purpose of bidding for the Project;
  - d. Except for the purpose of bidding for the Project, no copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
  - e. Undertake to document the number of copies it makes;
  - f. On completion of the bidding process and in case unsuccessful, promptly return to the Client, all Information in a tangible form or certify to the Client that it has destroyed such Information.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
  - a. Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder’s written records prepared prior to such disclosure; or

- b. Is or becomes publicly known through no wrongful act of the Bidder; or
  - c. Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Client to the Bidder under this Agreement.
  5. The Client will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
  6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Client to the Bidder, the Client shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Client on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
  7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
  8. Upon written demand of the Client, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Client forthwith after receipt of notice, and (iii) upon request of the Client, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
  9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
  10. CONFIDENTIAL INFORMATION IS PROVIDED “AS IS” WITH ALL FAULTS. IN NO EVENT SHALL THE CLIENT BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
  11. This Agreement shall benefit and be binding upon the Client and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
  12. This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

\_\_\_\_\_(Signature)\_\_\_\_\_

(Name of the Authorized Signatory)

Date,

Address,

Location

### **S3.6 Earnest Money Deposit**

1. In consideration of Request for Proposal (RFP) for Appointment of Partner Agency (Vendor2) for UMANG – Frontend represented by National e-Governance Division (NEGD), 4th floor, Electronics Niketan, 6, CGO Complex, New Delhi -110003 under the Ministry of Electronics and Information Technology (MeitY), (hereinafter called the “Government”), on the first part and M/s \_\_\_\_\_ (hereinafter referred to as “Bidder” which expression shall unless it be repugnant to the subject or context thereof include its successors and permitted assigns) on the Second part, having agreed to accept the Earnest Money Deposit of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) in the form of Bank Guarantee for the RFP for Appointment for Partner Agency (Vendor 2) for UMANG – Frontend, we \_\_\_\_\_ (Name of the Bank), (hereinafter referred to as the “Bank” which expression shall unless it be repugnant to the subject or context thereof include its successors and permitted assigns), do hereby undertake to pay to the Government forthwith on written demand without any demur and without seeking any reasons whatsoever, an amount not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) and the guarantee will remain valid up to a period of 225 days from the due date of the tender. It will, however, be open to the Government to return the Guarantee earlier than this period to the Bidder, in case the Bidder does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

2. In the event of the Bidder withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial Corrigendum to ‘UMANG RFP (Frontend)’ – EMD Format (Updated) and indicative Timelines 3 negotiations, as the case may be, the Guarantee deposited by the Bidder stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the Government to the Bidder on the guarantee for the period of its currency.

4. Notwithstanding any other term contained herein a) This guarantee shall be valid only up to \_\_\_\_\_ (“Expiry date”) b) The total liability of Bank under this guarantee shall be limited to Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only). c) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written demand made in the manner prescribed above on or before \_\_\_\_\_ (Expiry Date), failing which all your rights under the said guarantee shall be forfeited and the Bank shall be released and discharged from liability there under, irrespective of whether or not the original guarantee is returned to us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019

For the Bank of \_\_\_\_\_ (Agent/Manager)

*Note: Please strike-off the inapplicable part/options and fill-in the relevant details.*

### **S3.7 Performance Bank Guarantee**

[Date]

To,

**Ref: Request for Proposal (RFP): UMANG Project**

Dear Sir,

**Sub: PERFORMANCE BANK GUARANTEE for NeGD, Government of India**

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated ..... (Herein after, referred to as “Contract”) with you (NeGD) for UMANG project.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount INR XXX (Rupees XXX only), and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount INR XXX (Rupees XXX only), without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same

forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of the project, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project for the total solution as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against NeGD,

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount INR XXX (Rupees XXX only) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute

this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed amount INR XXX (Rupees XXX only);

This Performance Bank Guarantee shall be valid only up to the completion of the project for the Total Solution/services as per contract; and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (Date) i.e. completion of the period for the proposed UMANG project in Appointment for Partner Agency (Vendor 2) For UMANG – Frontend by << Agency's Name >>.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

*This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.*

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated ..... this ..... day ..... **2019**.

Yours faithfully,

For and on behalf of the .....

Bank,



(Signature) Designation  
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence

### S3.8 Agency (Bidder) Information Form

Bidders are requested to furnish the following information and enclose along with quotation.

Agency Name:				
Address of the Agency				
Name & Designation of Authorised person				
Contact information	Mobile no:	Telephone No	Fax No:	Email :
	:			
<b>Bank details of the Agency</b>				
Bank Name				
Bank Address				
Bank Account No				
IFSC Code				
PAN No.				
TIN No.				

Signature & Stamp of the Bidder

Date:

### **S3.9 Proforma for not being Blacklisted**

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

Director (Project Appraisal and Finance)

NeGD, 4th Floor, Electronics Niketan

6 CGO Complex, New Delhi-110003

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organisation of Central or State Government as on Bid submission date.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

[on behalf of Bidder Name]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:

Seal/Stamp of Bidder:

### **S3.10 Performa for Unconditional acceptance of Terms and Conditions of RFP**

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

Director (Project Appraisal and Finance)

NeGD, 4th Floor, Electronics Niketan

6 CGO Complex, New Delhi-110003

Dear Sir,

Our company, hereby confirms the that the proposal submitted by us has no deviations from the scope of services, and terms and conditions to the RFP: **Appointment of Partner Agency (Vendor 2) For Development, Operations and Management of UMANG – Frontend and all its corrigendum's and response to queries.**

[on behalf of Bidder Name]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:

Seal/Stamp of Bidder:

### S3.11 Check List of the Documents to be submitted with the Bid

Confirm the enclosure of all the below listed documents

S. No.	Items	Confirm (Yes/No)
1.	Earnest Money Deposit	
2.	Bid form (Bid cover letters) with complete technical bid and Financial bid format and details as specified in this RFP, with all pages serially numbered, signed and stamped on each page.	
3.	Supporting Documents in response to Eligibility Criterion	
4.	Supporting Documents in response to Technical Criterion including Presentation(s).	
5.	Proforma for not being blacklisted	
6.	Agency(Bidder) Information Form	
7.	Undertaking regarding extension beyond 2 years at the quoted cost.	
8.	Non-Disclosure Agreement	
9.	Bidder information	
10.	Undertaking regarding unconditional acceptance of RFP document	
11.	Undertaking regarding non-existence of 'Conflict of Interests'	
12.	Resume of Resources	
13.	Nil Deviation Letter	

Signature of Authorised Person

**Date:**

**Full Name:**

**Place:**

**Company's Seal:**

## ANNEXURES

### Annexure I - UMANG Department Applications Details

This contains the list of major Applications/Services available on UMANG.

#### Education

- a) CBSE - The service allows CBSE students to locate their respective exam centers of board as well as competitive exams. Students can also view their 10th, 12th and JEE exam results using the service on UMANG.
- b) e-Pathshala (NCERT) - e-Pathshala allows students and teachers to download and access e-Books as well as educational audios and videos for students from primary to 12th standard.
- c) All India Council for Technical Education (AICTE) - Using AICTE service on UMANG, students can view the list of AICTE affiliated Educational Institutes/Colleges. The service also allows students to view various courses available on AICTE as well as the faculty details.
- d) National Scholarship Portal (NSP) - The NSP service on UMANG lets a student view the list of available scholarships. Students can check their eligibility for such scholarships and can track their application status on UMANG app.
- e) Madhya Pradesh Board Results - Students from Madhya Pradesh Board can view their 10th and 12th results on UMANG app.

#### Agriculture

- a) Soil Health Card(SHC) – Soil Health Card carries crop-wise recommendations of nutrients and fertilizers required for a soil. Farmers can access their SHC from the UMANG app itself.
- b) Buyer/Seller (mKisan) – Farmers can buy/sell their produces online via UMANG app using the mKisan service.
- c) AgMarknet (DMI) – UMANG app can also be used to check the market price of various commodities in nearby Mandi.
- d) Kisan Suvidha (agro-advisories, weather forecast, dealers' information) – Kisan Suvidha service enables farmers to check weather condition and agriculture advice for their area.

Farmers can also check updated list of pesticides, seeds, fertilizers and farm machinery dealers using the service on UMANG app.

- e) Crop Insurance - Using the Crop Insurance service on UMANG, farmers can calculate the premium of their insurances.
- f) Extension Reforms – UMANG also lets user to locate a farmer friend (Krishi Mitra) in & around their respective geographic area.

### **Health**

- a) On Line Registration (ORS) – ORS on UMANG app allows users to book/view/cancel appointment in Government hospitals as well as view medical reports.
- b) Pharma SahiDaam from NPPA - Pharma SahiDaam on UMANG app allows users to check medicine prices instantly on the go and helps in searching medicine substitutes which are equivalent but cheaper.
- c) e-Raktkosh - e-Raktkosh on UMANG lets user to find blood banks near an area as well as check blood availability of a blood group in such blood banks. This can be of great use in an emergency. In addition, the service on UMANG also enables user to volunteer for participating and donating blood in various blood donation camps.

### **Employment/Youth**

- a) Application of National Skill Development Corporation/Agency (NSDC/NSDA) - Pradhan Mantri Kaushal Vikas Yojna (PMKVY) - UMANG app allows users to register for several skilling courses, locate training centers for such courses in any geographical area as well as search for certified professionals of an area.
- b) EPFO – Employees can check provident fund passbook balance at any time, raise claim, check claim status, search establishment, get EPFO office address and apply for Jeevan Pramaan certificate using the EPFO service on UMANG app. No need to visit EPFO office.
- c) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be



displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.

### **Pensioners**

- a) Pensioners Services – UMANG allows pensioners to create personalized pension roadmap, lodge a pension grievance, track status of the grievance, send reminders in case of no revert from the respective authorities & share feedback accordingly etc. UMANG also allows users to calculate their Pension and Gratuity.
- b) Jeevan Pramaan - Generating and viewing Life Certificate is also made easy via Jeevan Pramaan by just connecting an UIDAI approved biometric device to the mobile having UMANG app. No need to visit a bank or any other office, just give life certificate through UMANG by sitting at home through supported biometric devices.

### **Other important services**

- a) My PAN – Users can apply for new PAN card and apply for correction on existing PAN cards via UMANG app. The app also allows users to track application status as well as find a nearby PAN card office.
- b) Passport Seva – Using the Passport Seva service via UMANG app one can locate a passport center, track passport application status, find out the applicable fee as well as the required list of documents for passport application.
- c) Bharat BillPay - UMANG comes integrated with Bharat BillPay service which can be used for paying bills for about 100 service providers for gas, electricity, water, DTH, telecom etc.
- d) MADAD - MADAD service on UMANG app enables users to find an Indian Mission/Post abroad. The service also enables online logging and tracking of grievances. This may be useful if a citizen is stuck up in a far-flung country and needs to get contact details of Indian mission.
- e) eMigrate – Using this, users who want to travel abroad can do registration for travelling to ECNR countries and can also track their application status. UMANG also enables travellers to check for their emigration clearance status via eMigrate service.

- f) Gas Booking (BPCL, HP, IOCL) – Refilling and booking a cylinder for all 3 gas agencies is possible with just a click. In addition, viewing history, locating distributor, requesting for mechanic service and bank account seeding etc. for BPCL, HP and IOCL can be done through UMANG app.
- g) Vahan - Paying Road Tax (for commercial vehicles) for States is easy on UMANG app. This service is available for many States and will soon be made available for remaining States. For latest status please check list on UMANG whether this service is available for your State.
- h) New Delhi Municipal Corporation (NDMC) – Users can book Barat Ghar, book appointment for Yellow Fever vaccination and download birth and death certificates using the NDMC service on UMANG app.
- i) Income tax - Taxpayers can pay taxes like Advance Tax, Self-Assessment Tax and other taxes, using challan 280 service as well as track their challan status Via UMANG app.
- j) National Pension System (NPS) – NPS subscribers can access latest account details using PRAN and password using the UMANG app. Subscribers can also browse through the account information, change scheme preference, change address etc. on UMANG app itself.
- k) CISF – The CISF service on UMANG enables users to lodge complaints against the misplaced baggage at the airport/metro stations and other places covered by CISF. The service can also be used to track the unattended items found at any airport.
- l) CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)– This service enables submission of grievances of the aggrieved citizens to Ministries/Departments/Organizations who scrutinize and act for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this through the registration number.
- m) Telecom Regulatory Authority of India (TRAI) –Using this, user registered in DND 2.0- ‘Do not Disturb’ can complain about unsolicited SMS/call to TRAI by linking such SMS/call from within the UMANG app. The user will also get updates on action taken on complaints within the app. In addition, it will also provide facility to measure the data speed and call quality. MyCall service of TRAI will allow all telecom subscribers in India to submit their opinion on low voice call quality through feedback rating process.

- n) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.
- o) Consumer Complaint –This service from Ministry of consumer affairs allows consumers to make complaint through UMANG about any consumer related issue.

**Annexure II - List of Type of Services on UMANG (For Reference)****Table 18 – Type of Services on UMANG**

	Departments/ Applications	SERVICE	Service description	Type
1.	Bharat Bill Payment System, (BBPS)	Pay Bill	Pay utility bills for Gas, Electricity, Water, DTH, Broadband, Mobile postpaid, Landline postpaid by using BBPS.	S6
2.		Track	Transaction Enquiry	S1
3.	Ministry of HRD, Department of School Education & Literacy - CBSE	Locate School	School Locator	S1
4.		Locate Exam center	Exam Center Locator	S1
5.		View Results	View 10th results	S2
6.		View Results	View 12th results	S2
7.		View Results	View JEE results	S2
8.	Ministry of HRD, Department of School Education & Literacy - NCERT (Students, Teachers, Parents, Educators)	Multimedia Content access	Access E-Books for different classes/ Audio /Video content/ Teaching instructions, Periodicals, Curricular resources.	S5
9.	Ministry of HRD - All India Council for Technical Education (AICTE)	View Institute details	Search Approved institutes based on combination of inputs/ Courses and Faculty Details	S4
10.	Kendriya Vidyalaya Sangathan -Ministry of HRD	View Admissions Status	Admission status	S1
11.		View School details	School locator	S1

	Departments/ Applications	SERVICE	Service description	Type
12.	National Scholarship	Track	Track Application status	S1
13.	Portal	Check Eligibility	Check eligible scholarships	S4
14.	National Digital Library	Multimedia Content access	Library – view and Download education content including Audio lectures, Video lectures, Text books, Novels etc.	S5
15.	Swayam Prabha	Multimedia Content access	Channels and Allocations	S5
16.		Program Schedules	Listing details	S4
17.	Ministry of Agriculture and Farmers Welfare - Crop Insurance	Premium Calculator	Premium Calculator - Farmer can check the premium amount for crop as per area (in hectare)	S4
18.	Ministry of Agriculture and Farmers Welfare - Soil health card (SHC)	View SHC	Track / view of soil health card – using mobile number	S2
19.		View SHC	Track / view of soil health card – using Location based on state/district/subdistrict/village/farmers name	S2
20.	Ministry of Agriculture and Farmers Welfare–	View Market prices	Used to get market prices related to agriculture products and produce by state/district	S4
21.	Agmarknet	View Market prices	View market prices by location.	S4
22.	Ministry of Agriculture and Farmers Welfare –	View Expert Advice	Agro advisory	S4
23.		View Dealers Info	Dealers info – Seeds, fertilizers, farm machinery, pesticides	S2

	Departments/ Applications	SERVICE	Service description	Type
24.	Kisan Suvidha	View Weather forecast	Weather forecast	S4
25.		View Machinery dealers details	Farm mechanization – list of dealers, manufactures, product wise search.	S1
26.	Extension reforms	View Farmer Friends	View ATM/BTM/farmers friend's details	S2
27.	Buyer Seller	View Products	Buy Products	S4
28.		Register Products for sell	Sell products	S4
29.		Informational number	Talk to expert	S1
30.		Create query for submissions	Create query	S2
31.	M4agriNEI& AKPS, Media Lab Asia, Farmers Portal, MeitY	View messages	My messages (Voice & Text)	S1
32.		View enrolled services	My services (unsubscribe/subscribe)	S2
33.	(AKPS – Annapurna Krishi PrasarSeva)	View best practices	My Q&A (solved and pending queries)	S1
34.		View Best Practices	Best Practices	S2
35.		Change profile details	Change user (user account switching)	S2
36.		View Profile	My Profile – view and update	S2
37.	Health - Online registration system for patients, Ministry of Health & Family	Book Appointment	Book OPD appointment in Government hospitals– using Aadhaar / or phone number	S3
38.		View details	My appointments – view/cancel previously	S1

	Departments/ Applications	SERVICE	Service description	Type
	Welfare		booked appointments, using Aadhaar / UHID or Appointment ID.	
39.		View bloodbank	Check blood availability- State blood bank wise, with details including quantity available (for each blood type), contact information	S4
40.		View lab reports	My Lab reports-view patient reports using UHID (unique health ID)	S4
41.	Pharma SahiDaam – NPPA	Search alternate medicines	search medicine – · medicine details, · other brand details, · Get NPPA price	S4
42.		View Blood banks	Blood availability - Unit wise, blood type wise, state/district wise, via locn	S4
43.		View Blood banks	Blood bank search - via user locn, state/district	S4
44.	e-Raktkosh	View Camp details	Camp schedule	S2
45.		View donations details	My donations	S1
46.		View Camp info and top donors	Camp information and Donor List	S1
47.	PMKVY, Ministry of Skill Development & Entrepreneurship (MSDE)	Register for skill enrollment	Skill Up application - for User registration under multiple sector, skill area and preferred training center location	S2
48.		View profile	Search candidate – using candidate id / name, DOB	S1
49.		View Training	Find / Locate Training Center of PMKVY based on State / District / Pin code & Job role-based	S2

	Departments/ Applications	SERVICE	Service description	Type
		Centre	search	
50.		View Certified Candidate details	Finding / Locating PMKVY certified skilled resources such as plumber, electrician for use by citizens	S2
51.		Register for training	Register for training(new/edit)	S2
52.	DeendayalAntyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM)	View Training Centre	Locate training Centre	S2
53.		Track candidature status	Track status	S1
54.		Track application status	PMAY (Citizen interest generation form) application status tracking using application (Survey) Id.	S1
55.	PMAY, Ministry of Housing and Urban Poverty Alleviation	View progress bars	PMAY progress under different schemes (informational)	S2
56.	CLSS, NHB	Search Beneficiaries details	Beneficiary search – By Name, Father’s Name & Id type.	S2
57.		Scheme information	About PMAY, disclaimer	S1
58.		Subsidy calculator	CLSS- Subsidy Calculator	S1
59.		Register under Digisevak	Register	S2
60.	Digisevak, MeitY	View Profile	My profile	S2
61.		View task details	Task	S1
62.		View acivity details	Social activity	S1



	Departments/ Applications	SERVICE	Service description	Type
63.		View Polls	Polls	S1
64.		View Survey	Survey	S1
65.		View progress	Task progress updates	S1
66.		View Peer reviews	Peer reviews	S1
67.		Reedeem Rewards	Redeem Rewards	S1
68.		View Reward history	Reward history	S1
69.		View RC from Digilocker	Registration certificate (from Digilocker)	S1
70.	<u>Vahan, Ministry of Road Transport and Highways</u>	Pay commerial tax	Pay Road Tax of commercial vehicle – · Delhi, · Jharkhand	S3
71.		View DL from Digilokocer	View Driving License (from Digilocker)	S1
72.	Sukhad Yatra, National Highway authority of India	View Toll information	Toll Plaza details by State name · Toll Plaza name · Locating toll plaza on Maps	S4
73.		Toll calculator across India	Toll calculator	S2
74.		Book Cylinder	Refill order	S1
75.	BPCL, Bharat Petroleum corporation limited	View book cylinder history	Refill history	S1
76.		Request for DBC	DBC request	S1

	Departments/ Applications	SERVICE	Service description	Type
77.	HPCL, Hindustan Petroleum Corporation limited	Book Cylinder	Refill order – cash on delivery	S1
78.		Book Cylinder - Payment online	Refill order – online payment	S1
79.		View book cylinder history	Refill history	S1
80.		Give up Subsidy	Opt out of subsidy	S1
81.		View subsidy details	Consumer subsidy	S1
82.	IOCL, Indian oil corporation Limited	Book Cylinder	Refill order – view refill order	S1
83.		View book cylinder history	Refill history	S1
84.		Prefer time for cylinder delivery booking	Prefer time delivery	S1
85.		Give up Subsidy	Opt out of subsidy	S1
86.		Give up connection	Surrender connection	S1
87.		Request for DBC	DBC booking	S1
88.		Submit Rating for current distributor	Rate Distributor	S1
89.		Request for mechanic services	Mechanic service	S1
90.		Seed account details	Bank account seeding	S1
91.		Locate different distributors	Locate distributor	S1

	Departments/ Applications	SERVICE	Service description	Type
92.		View contact info of Distributors	Distributor contact info	S1
93.		Track	Track application status	S1
94.	eMigrate, Ministry of External affairs	View Circulars	Notice board	S1
95.		Track	Verify EC status	S1
96.		Register for ECNR	Overseas traveler registration form for ECNR countries	S2
97.	MADAD, Ministry of External affairs	Track	Track Status for submitted grievance by the users	S1
98.		Locate Mission/ Post	Missions/Posts in foreign countries can be located by the users.	S1
99.		Locate Centre	Passport Seva Kendra, District Passport Cell,	S1
100		Track	Status tracker for Applied Application	S1
101		Fee information	Fee Calculator - fresh, re-issued and PCC	S1
102	Passport, Ministry of External Affairs	Document Advisor	Document Advisor - list of the documents required to get a fresh passport issued, re-issue the passport, PCC or diplomatic/official passport.	S1
103		Check appointment	Check appointment availability - availability of all the passport offices in the selected city to book an appointment with them.	S1
104		National Pension System, NPS,	Update information	Change Password using Secret Question and OTP

	Departments/ Applications	SERVICE	Service description	Type
105	Pension Fund and Regulatory Development Authority	Account information	View Current Holdings	S1
106		Email Transaction Statement	Subscribers can request for transaction statement over email	S1
107		Profile Settings	Subscribers can change their profile settings <ul style="list-style-type: none"> <li>· Change Contact details</li> <li>· Change Security</li> <li>· Change Password</li> </ul>	S1
108		Account Details	Subscribers can view their Tier 1 and Tier 2 account details	S1
109		Scheme Change	View details on changes made in scheme	S2
110		Recent Contribution	Subscribers can view their recent contributions	S2
111			Address change	<del>S2</del>
112			Bhavishya	check dashboard including Sanction and payment details
113	Deptt . of Pension & Pensioner's Welfare, Ministry of Personnel, Public Grievances and Pensions	Pension process roadmap	Pension Process road map – view personalized pension roadmap	S1
114		Pension Calculator	Calculate Pension, Commuted Pension and Gratuity	S1
115		Lodge Grievance	CPENGRAMS - Centralized Pension Grievances Redress And Monitoring System	S2
116		Reminders	Send Reminder/ Clarification	S1
117		Track	View grievance status	S1

	Departments/ Applications	SERVICE	Service description	Type
118		Feedback for Grievances	Feedback	S1
119		What's New	Check daily, weekly and all notifications.	S1
120		Raise Claim	Personalized PfStatement,Claim Settlement	S3
121		View Passbook	Balance enquiry Personalized PfStatement,Claim Settlement	S2
122		Track	Track claim	S1
123		Life certificate	Update Jeevan Pramaan	S3
124	EPFO, Ministry of Labour and Employment	View Passbook	View Pensioners Passsbook	S2
125		Remittance details	Get Remittance Details by Establishment ID	S1
126		Status	Get TRRN status	S1
127		Search office	Search EPFO office	S1
128		Claim status	Know Your Claim Status	S1
129		Search establishments	Search Establishment	S1
130		Aadhaar seeding	Aadhaar seeding against UAN	S2
131		Income TAX, Ministry of Finance	Pay tax (Challan 280)	Challan 280 form when submitted, allows user to pay tax
132	Track challan status		Track status of challans submitted	S1
133	PAN, Income tax department	Apply PAN Card	New PAN Card application form (49A) is for the individual, body of Individual ,company etc. applying for the first time. Individual Applicant	S3

	Departments/ Applications	SERVICE	Service description	Type
			can also apply using eSign&eKYC using Aadhaar details	
134		Track	Track PAN card	S1
135		Download forms	Download forms for New Pan card application/Change	S1
136		Contact us – UTIITSL Contacts	Applicants can find PAN card offices information like Address, Email Id, Contact number etc	S1
137		CSF- PAN correction	Existing PAN Card holders can apply for change/correction details in PAN Card like change of name, address, DOB, Father name etc.	S3
138		Regenerate objection 49A	Regenerate or Objection clearance of PAN application applied through mobile (49 A)	S3
139		Direct Aadhaar for Physical	For those Applicants who had already filled-in the PAN form 49A Physical and Change Request Form (CSF) Physical and has got the application number. Now you can do Aadhaar Authentication directly by entering your application number.	S2
140		Direct Payment	Applicants can use Direct Payment to make payment for form 49A and CSF by providing Application No.	S2
141	Goods & Service Tax Network, Min. of Finance	Search Taxpayer	Search GST Taxpayer details, Taxpayer type, Status etc	S1
142	Jeevan Praman	Generate Life certificate	Generate life certificate using biometric device	S3

	Departments/ Applications	SERVICE	Service description	Type
143		View /Download Life certificate	View Certificate by Praman ID · Aadhaar Number	S1
144	CPGRAMS, Centralized Public Grievance Redress and Monitoring System, DARPG	Lodge Grievance	Citizen can lodge grievance with government and state departments	S2
145		View Status	Citizens can view status of submitted Grievances (Pending and Closed grievances)	S1
146		Personal information	CRPF employees can view their personal information	S1
147		Salary details	CRPF employees can download their monthly salary slips.	S1
148	CRPF, Central Reserve Police Force	GPF details	CRPF employees can view and download their GPF details.	S1
149		Telephone Directory	CRPF employees can view office/officers contact numbers	S1
150		Feedback – Reach your HOO	User are able to provide feedback to their Unit head email ID.	S1
151		Lost and Found	Lodge complaints and track items misplaced at airport	S2
152	CISF	Complaint Status	Track status for lost complaints	S1
153		Consultancy	Consultancy · View information details · Request for consultancy	S2
154	ESIC		My profile	S1

	Departments/ Applications	SERVICE	Service description	Type
155			Entitlements	S1
156			Claim status	S1
157			Contributions	S1
158			Feedback	S1
159			About ESIC scheme	S1
160			Lodge grievance	S2
161			Track grievance	S1
162			Knowledge Bank	S1
163		Call 1098	Call 1098 for registration of complaint	S1
164	Childline (WCD)	Helpline content- Videos	Educational videos for child abuse.	S5
165			DND Registration and status	S2
166			Report Voice UCC	S2
167			Report SMS UCC	S2
168	TRAI		UCC Complaint status	S2
169			My Call service	S2
170			My Speed	S2
171	Consumer affairs	Register Complaints	Users can lodge complaints related to consumer issues.	S2
172		Complaint History	Users can view their complaint history.	S1



	Departments/ Applications	SERVICE	Service description	Type
173		Upload documents for registered complaints	Upload Documents for open complaints with pending action	S1
174		Contact details of State Commission and District Forums	Users can view contact details of state commission and district forum.	S1
175		Knowledge Base	Users can view answers of common industry-related questions.	S1
176	EPashuhaat	Live Animal	Users can view details of Live Animals.	S4
177		Frozen Semen	Users can view details of Frozen Semen.	S4
178		Embryos	Users can view details of Embryos.	S4
179		Help and FAQs	Users can view FAQs related to the citizen and Institute.	S1
180		AI worker listing	User will be able to see the All India Service Providers detail.	S4
181		Live stock	Users can view stocks available for selected categories.	S4
182	Khoya Paya	Register complaint if you are aware of a missing child	My child is missing- Report complaint	S2
183		Register complaint if you come across a lost child	I have sighted a child – report complaint	S2
184		Search a missing child	Search the children that are lost and track their whereabouts	S4

	Departments/ Applications	SERVICE	Service description	Type
185	CyberCrime Reporting Portal, MHA	Report Complaint	Report complaint for any melicious content	S2
186		Track complaint	Track the complaints that you have reported	S1
187	Doordarshan (Prasar Bharti)	Video on Demand	Users can watch videos provided by Doordarshan department.	S5
188	eCourts	CNR	Users can search for case status using CNR	S1
189		Case Status	Users can search for case status using search parameters	S2
190		Cause List	Users can view cause list of a particular case	S2
191		My Case	Case status	S2
192	My Gov	Do	Online and Onground Tasks	S1
193		Discuss	(Post comments and View Discussions)Group-centric and national themes	S1
194		Poll/survey	Make your opinion count	S1
195		Talk	( Mann kiBaat)Dialogue with decision makers	S1
196	ConfoNet	Case status	Users can use this service to view the status of their cases.	S1
197		Display Board	This service displays the current cause lists in bench numbers	S1
198		Cause List	This service provides information on cases with respect to bench numbers	S1
199		Order and Judgement	This service provides details of cases including order of hearings.	S1

	Departments/ Applications	SERVICE	Service description	Type
200	e-Dhara Land Records, Govt. of Gujarat	Check Land records	ser can view their land records for 6/12,7/12 & 8/12, with respect to their district, Taluka, Village level.	S1
201	Revenue Department, Govt. of Gujarat	Track Certificate	Users can track and view status of their certificate application for state of Gujarat	S1
202	Special Secretary Revenue Department (SSRD), Govt. of Gujarat	Know your revenue case	Users can know their revenue cases for state of Gujarat	S1
203		Notice Board	Track different notices related to job vacancies by Gujarat government	S1
204	Online Application System of Gujarat	Current Advertisement	Track current notices related to job vacancies by Gujarat government	S1
205		Examination call letter	View notice related to hall ticket for recruitment examinations	S1
206		Print application form	Download form for job vacancies by Gujarat government	S1
207		Apply Certificate	Apply for Backward Class Certificate	S3
208		Apply Certificate	Apply for Dogra certificate	S3
209	Haryana (e Disha)	Apply Certificate	Apply for Economically Backward General Caste Certificate	S3
210		Apply Certificate	Apply for Schedule caste Certificate	S3
211		Apply Certificate	Apply for Rural area Certificate	S3

	Departments/ Applications	SERVICE	Service description	Type
212		Apply Certificate	Apply for Special Backward Class Certificate	S3
213		Apply Certificate	Apply for VimuktJaati certificate	S3
214		Apply Certificate	Apply for TapriwasJaati certificate	S3
215		Apply Certificate	Apply for Income Certificate for other purpose	S3
216		Apply Certificate	Apply for OBC Certificate	S3
217		Apply Certificate	Apply for Residence Certificate	S3
218		Apply Certificate	Apply for Income Certificate (for education purpose)	S3
219		Download certificate	View and download applied certificate	S1
220		Track	Check status of applied certificate	S1
221	SARAL	Track	The service helps citizen of Haryana to track status and view departments and services requested through SARAL portal (Haryana)	S1
222	eMitra Rajasthan	Track	Track certificate	S1
223		Track	Verify Certificate	S1
224		Apply	Barat Ghar Booking	S2
225		Apply	Book appointment for Yellow Fever Vaccination	S2
226	NDMC, New Delhi Municipal Council	Download certificate	View/ Download Birth Certificate	S1
227		Download certificate	View/Download Death Certificate	S1

	Departments/ Applications	SERVICE	Service description	Type
228	Revenue Department, Himachal Pradesh	Apply Certificate	Apply BonafideHimachali Certificate	S3
229		Apply Certificate	Apply Income Certificate	S3
230		Apply Certificate	Apply Caste(SC/ST) Certificate	S3
231		Apply Certificate	Apply Agriculturist Certificate	S3
232		Apply Certificate	Apply character certificate	S3
233		Apply Certificate	Apply Minority certificate	S3
234		Apply Certificate	Apply OBC certificate	S3
235		Apply Certificate	Apply Legal Heir certificate	S3
236		Apply Certificate	Apply Rural area certificate	S3
237		Apply Certificate	Apply Freedom fighter certificate	S3
238		Apply Certificate	Apply Backward Area certificate	S3
239		Apply Certificate	Apply Dogra Certificate	S3
240		Apply Certificate	Apply Indigent Certificate	S3
241		Apply Certificate	Apply Domicile Certificate	S3
242			Track	Track application
243	Assam, (e-District)	Apply Certificate	Apply certificate for Permission of Delayed Birth Registration	S3
244		Apply Certificate	Apply certificate for Permission of Delayed Death Registration	S3
245		Apply Certificate	Apply Next of Kin Certificate	S3

	Departments/ Applications	SERVICE	Service description	Type
246	Mizoram, (e-District)	Apply Certificate	Application of Stamp Vendor License	S3
247		Apply Certificate	Application for issuance of Non-Encumbrance Certificate	S3
248		Apply Certificate	Fairs/Religious/rallies/strikes	S3
249		Apply Certificate	Permanent Residence certificate	S3
250		Apply Certificate	Permission for Special Event	S3
251		Apply Certificate	Bakijai Certificate	S3
252		Apply Certificate	Senior Citizen Certificate	S3
253		Apply Certificate	Income certificate	S3
254		Apply Certificate	Renewal of Explosive Certificate	S3
255		Apply Certificate	Electroal roll certificate	S3
256		Apply Certificate	Non-creamy layer certificate	S3
257		Apply Certificate	Caste Certificate	S3
258		Track	Track Certificate	S1
259		Download certificate	Download Certificate	S1
260		Apply Certificate	Apply for Income Certificate	S3
261		Apply Certificate	Apply for Resident Certificate	S3
262		Apply Certificate	Apply Permanent Residential Certificate	S3
263		Apply Certificate	Apply Caste Certificate	S3

	Departments/ Applications	SERVICE	Service description	Type
264		Track	Track certificate	S1
265		Download certificate	Download certificate	S1
266	Uttarakhand (e-District)	Track	Track certificates	S1
267		Download certificate	Download certificate	S1
268	UK CCTNS	View FIR	Users can view the FIR filed.	S2
269		Complaint Register	Users can register a complaint on various issues	S2
270		Cyber Crime Complaint Register	Users can register the cyber crime complaint	S2
271		Event/Performance Request	Event Performance/Request	S2
		Employee Verification	Verification of Employee	S2
273		Track Status	Users can track the status of various services	S1
274		PG/Tenant Verification	Users can verify the PG/Tenant details	S2
275		MP (MP Mobile) RCMS [Revenue case Management System]	Cause list	District Wise, Court Wise, Date wise Petitioners can view the list of cases scheduled for hearing.
276	Status of Cause		Petitioners can view the status of Case for a given Case Number.	S1
277	Search Final order		Petitioners can download the PDF copy of final order of case for a given Case Number.	S1

	Departments/ Applications	SERVICE	Service description	Type
278	MP BSE	View Results	Know your results *10th class *12 class	S2
279	MP MSME	Track	Track application	S1
280	MP Transport	Find Vehicle Details	Citizen can get details of any registered vehicle on their mobile after entering vehicle registration number.	S1
281		Driving License details	Citizen can get details of any Driving Licence on their mobile after entering driving license number and Date of Birth.	S1
282		Learning License details	Citizen can get details of any Learning Licence on their mobile after entering Learner License Number If Learner License is Valid.	S1
283		Receipt Details	Citizen can get any transaction receipt which was done with Transport Department if they have receipt id.	S1
284		Tax Assessment	Citizen can get Tax Assessment details of any registered vehicle in Madhya Pradesh on their mobile after entering vehicle registration number.	S1
285		Tax details	Citizen can get Tax details of any registered vehicle in Madhya Pradesh on their mobile after entering vehicle registration number.	S1
286		Temporary Registration	Citizen can get temporary registered vehicles details on their mobile after entering vehicle temporary registration number.	S1
287		MP eCOP	Missing Person	Citizens can view the details of missing persons



	Departments/ Applications	SERVICE	Service description	Type
			in Madhya Pradesh state.	
288		Telephone Directory	Citizens can view the contact details of police station, officers and can call on the provided contact numbers available in Telephone Directory.	S1
289		Lost/Missing Vehicle	Citizens can view the details of lost or missing vehicle in Madhya Pradesh state on MP eCOP app.	S2
290		Unidentified body	Citizens can view the details of unidentified bodies found in Madhya Pradesh state.	S2
291		Seized Vehicle	Citizens can view the details of Vehicle recovered by police in Madhya Pradesh state on MP eCOP app.	S2
292	MP Land Records	Khasra	Citizens can view the Khasra details with respect to their District and Tehsil.	S1
293		Map	Citizens can download the Map with respect to their District and Tehsil.	S1
294	MP e-Nagar Palika (Directorate of Urban administration and development)	Request for Litter collection charges	citizens can request for the Litter Collection charges service and can choose any desired date within next 15 days	S2
295		Request for Fire extinguisher and Evidence	In case Fire is spreading in the area, citizens can request for the Fire extinguisher and evidence service and can choose any desired date within next 15 days.	S2
296		Request for Septic tank and sewerage cleaning	In order to clean the sludge at tank's bottom, citizens can request for Septic tank cleaning and can choose any desired date within next 15	S2

	Departments/ Applications	SERVICE	Service description	Type
			days.	
297		Request for Funeral Van(Hearse)	In order to transport the deceased person, citizens can request for the Funeral Van service and can choose any desired date within next 15 days.	S2
298		Request for Ambulance services	In order to provide the secure and safe movement of patients, family members of the patient can request for the Ambulance service and can choose any desired date within next 15 days.A	S2
299		Request for Debris collection charges	In order to dispose of wastes like Trees dump, furniture etc., citizens can request for Debris Collection and can choose any desired date within next 15 days.	S2
300		Request for Mobile Toilet	In order to get quick sanitation service for Festival or Fair etc., citizens can request for Mobile Toilet and can choose any desired date within next 15 days.	S2
301		Request for Water tanker	In order to supply the clean water to water deficient areas, citizens can request for Water Tanker and can choose any desired date within next 15 days.	S2
302		Pay for services	MP citizens can make payment for their approved services using MP e-Nagar Palika app.	S2
303		Transactions details	Citizens can check the details of the transactions made by them on MP e-Nagar Palika app.	S1
304		Create new	Citizens can register for the complaints	S2

	Departments/ Applications	SERVICE	Service description	Type
		complaint		
305		View status	Complaint – Citizens can check the status of previous complaints	S1
306		View status	Complaint – Citizens can check the status of complaints	S1
307		Track status	Track status of applied services	S1
308		Apply Certificate	Apply for Nativity/Residence certificate	S3
309		Apply Certificate	Apply for Income Certificate	S3
310	Tamil Nadu Revenue Dept.	Apply Certificate	Apply for Community certificate	S3
311		Track	Track status	S1
312		Download Certificate	View/Download Certificate	S1
313		Pay Bills	Pay Electricity Bill	S2
314	Chandigarh eSampark	Pay Bills	Pay Water Bill	S2
315		View	Duplicate Reciept	S1
316		View status	Check status of the submitted application	S1
317	Chandigarh eDistrict	Verify Certificate	Verify Certificate	S1
318		Daily Cause list	Cause Lists provide details such as, the Petitioner, Respondent, Respective Advocates, Site, Stage and Last Hearing Date etc.	S1
319	PHED, Haryana	Register complaint	Lodge Complaints	S2

	Departments/ Applications	SERVICE	Service description	Type
320		View Status of Application	User can track the status of application submitted for New Connection for Water Supply/Sewer	S1
321		View status of complaint	User can track the status of the complaints registered for water, sewerage, flood water, water bills related and so on.	S1
322		Make Payment	Bill Payment for New connection	S2
323		Connection	Apply for Water/ Sewer Connection	S3
324	GOA Municipal Administration	View and Download	View and edit Birth Certificate	S1
325		View and Download	View and edit Death certificate	S1
326		Pay House tax	Citizens are allowed to make online payment of house tax.	S2
327		Pay Rent	Citizens can pay the amount for non-residential sources like office, shop which are supervised by the department.	S2
328		Pay Signboard License Fee	Signboard License Fee	S2
329		House Tax	Transfer of House tax	S2
330		Track status	Track status	S1
331	Chhattisgarh eDistrict	Apply Certificate	Apply for Birth Certificate	S3
332		Apply Certificate	Apply for Death Certificate	S3
333		Apply Certificate	Apply for Domicile Certificate	S3
334		Apply Certificate	Apply for SC/ST Certificate	S3

	Departments/ Applications	SERVICE	Service description	Type
335		Apply Certificate	Apply for OBC Certificate	S3
336		Apply Certificate	Apply for Income Certificate	S3
337		Apply Certificate	Apply for Nokal Certificate	S3
338		Apply Certificate	Apply for Court order Certificate	S3
339		Apply Certificate	Apply for Old age pension Certificate	S3
340		Apply Certificate	Apply for Marriage Certificate	S3
341		Apply Certificate	Apply for Water TAP connection	S3
342		Track status	Track certificate status	S1
343	eDistrict Manipur	Track status	Track application of the applied certificates by using application number.	S1
344		Apply Certificate	Apply for Backward Tribe Certificate	S3
345		Apply Certificate	Apply for Domicile Certificate	S3
346		Apply Certificate	Apply for Indigenous Inhabitant certificate	S3
347		Apply Certificate	Apply for Permanent Residency certificate	S3
348	eDistrict Nagaland	Apply Certificate	Apply for Schedules Tribe certificate	S3
349		Track status	Users can avail the service of track application of the applied certificates by using reference number.	S1
350		Download Certificate	Download Certificate of the approved application by using reference number.	S1
351	eDistrict Delhi	Track Certificate	Track Certificate	S1

	Departments/ Applications	SERVICE	Service description	Type
352		Verify Certificate	Verify Certificate	S1
353		Download Certificate	Download Certificate	S1
354	LG listening post	Raise grievance	Grievance redressal Portal of Lt. Governor, Delhi	S2
355		View Status	Users can view status of grievances and add their comments.	S1
356		Submit feedback	Submit feedback for grievances registered	S1
357		ViewHelpline/emails contact details	Users can directly send emails to Listening Post branch.	S1
358	Tripura – IDCL	Application form	Filling an application form to apply for a place on rent.	S2
359		Submit Complaints	Users can lodge a complaint related to Industrial Development Corporation Ltd. services under Tripura department.	S2
360		Complaint status	Users can track status of the complaint registered for various services.	S1
361		Land allotment Certificate	Users can download certificate of land allotment for industrial development corporation Ltd. under department of Tripura.	S1
362		Invoice	Check Paid payments and Pay Due invoices	S2
363	MP Labour	Track Complaint status	Citizens can track complaint status by providing the Service and Complaint Number.	S1
364		Track Application status	Citizens can track application status by providing the Service and Registration Number.	S1

	Departments/ Applications	SERVICE	Service description	Type
365	eDistrict Tripura	Web link enablement as per UMANG guidelines	87 services from weblink of Services Plus software.	S1

### Annexure III - List of potential Services for immediate onboarding on UMANG (Tentative)

**Table 19 – Indicative List of Services of Immediate onboarding**

#	Departments/ Applications	SERVICE	Service description	Type
1.	National Scholarship Portal	Apply	Apply for Scholarship	S3
2.	Women Safety Applications	Alerts	Alerts on App shake	S4
3.	eDistrict Applications	Apply	Apply certificates across Different eDistrict Applications spanning PAN India	S3
4.	Passport Application	Apply	Apply for New/Renew Passport	S3
5.	ePost India		Registered Parcel Tracking	S1
6.			Registered Letter Tracking	S1
7.			Speed Post Track - Track Consignment	S1
8.			e-Money Order Tracking	S1
9.			Post Office Search	S2
10.			Postage Calculator	S2
11.			International Speed Post Calculator	S2
12.	Postal Life Insurance (PLI & RLPI)	Pay Premium	Pay Premium for Insurance	S3
13.		Check Eligibility	Check Eligibility for Insurance	S4
14.		Complaints	Register Complaint etc.	S2



#	Departments/ Applications	SERVICE	Service description	Type
15.	Philately	View	Stamps Listing	S2
16.		Purchase	Buying stamps online	S2
17.	Income Tax	Payment of TAX	Tax Payment for Assessment years	S3
18.		View	View Tax Reciepts	S2
19.	Transport - Sarathi	Apply	For New Learners License	S3
20.		Apply	For New/Renew Driving License	S3
21.	State Boards Results	View	View State board results	S1
22.	IRCTC	Bookings	Railway ticket booking	S3
23.		Food Catering	eCatering - Food on track services	S3
24.		Reserved Tickets	Rail Reserved Ticket Booking etc	S3
25.	CRIS	Unreserved ticketing	Rail unreserved ticket booking (UTS)	S3
26.		Cleaniness	Coach mitra (Cleaning and other on-board services)	S2
27.		Complaints	Complaint Management System(COMS)	S3
28.		Train Status	Train running information(NTES)	S1
29.	Ticket Booking ( Across PAN India)	Bus Ticket Booking	Book Tickets	S3
30.		View	View Tickets/ Download	S1

#	Departments/ Applications	SERVICE	Service description	Type
31.	Disaster Management	Alerts	Disaster Alerts	S2
32.	CPCB Pollution Board	View	Air quality index information	S1
33.		Complaints online	Register Grievance	S2
34.		Track	Track Grievances etc.	S1
35.	Tourism Services Across PAN India	Bookings	Books Lodges	S3
36.		View	Tourism informations	S1
37.	Treasury and Accounts Across PAN India	Pay online	Pay Challan	S3
38.		View	Download receipts	S1
39.	eNAM Portal	Registration	Login /Registration as Buyer, Seller, Commission Agent, Service provider	S2
40.		Winner List	Search APMC wise Commodity Wise Winner list can be visible to the registered users.	S4
41.		Commodities	Search Commodities (along with Pictures) and Commodity varieties which are enrolled in e-NAM software with different options.	S4
42.		Logistics	Search for Logistics details	S2
43.	Election commissions of India		Search name in electoral	S1
44.			Search Polling booth etc.	S1
45.		Registration	Form 6 New Registration due to shifting	S3
46.		Registration	Form 6a Registration for overseas voter,	S3

#	Departments/ Applications	SERVICE	Service description	Type
47.		Registration	Form 8a (Application for address update in same constituency),	S3
48.		Registration	Form 8 (Application for record correction),	S3
49.		Registration	Form 7 (Application for record removal)	S3
50.	PM National Relief Fund	Online payments	Donate Online	S1
51.		View Transactions	Transaction History	S1
52.		Feedback	Register Feedback/Query/Suggestion etc	S1
53.	FSSAI	Grievances	Share your conceren	S2
54.		Status	Track your concern	S1
55.		Informational	Know your right	S1
56.		Multimedia content	Food Safety Videos, Tips for Safe Food	S5
57.	Fasttag	Buy Fastrag card	Buy Fasttag	S1
58.		Recharge Fasttag card	Recharge Fasttag	S1
59.			Feedback	S1
60.	She-BOX	Register Complaint	Register complaint against Sexual harassment for both Govt and Private employees.	S3
61.			View status of complaint & Feedback etc	S1
62.	MoWCD	Adopt child	Online application for Adoption of Child	S3

#	Departments/ Applications	SERVICE	Service description	Type
63.	Disaster Management	Disaster Alerts	Disaster Alerts	S2
64.	Police station locator, MHA	Locate Police station	locate police stations near to current location and Tap any of these police stations and know the route and road distance to reach there and with phone details	S2
65.	National career services	Job Listing	Find a Job	S4
66.		Registeraton	User Registration	S2
67.		Event details	Job Fair & Events"	S2
68.		Submit feedback	Grievance/Feedback,	S1
69.		Feedback System	Online feedback submission	S1
70.	Madad, MEA	Lodge Grievance	Online Grievance registration	S2
71.		Single eILP	Apply Single eILP	S2
72.	ILP- Arunachal Pradesh	Group eILP	Apply Group eILP	S2
73.		Status and Reprint	Check Status & Re-Print eILP	S1
74.	Electric Vehicle charging stations	Charging stations	Locate charging points for Electriv vehicles	S1
75.	Life Certificate - Telengana	Life certificate verification	Life Certificate Verification through Selfie and details online	S3

**Note:**

- a. e-District Application from different States across PAN India will have multiple services including Apply certificates etc. Various States like Gujarat, Maharashtra, Uttarakhand, Manipur, Karnataka, J&K, Bihar and other states and UT are to be onboarded. The Type of services are indicative and will be decided by NeGD as and when the services are onboarded
- b. Service may be added or deleted from the list at the time of award of contract.

## Annexure IV – Responsibility Matrix of different UMANG Vendors

**Table 20 - Roles and Responsibilities Matrix of Vendors**

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
1	Transition from existing Vendor	Deploy Team, Meet Go-Live criteria, coordinate with all new & existing vendors	Deploy Team Meet Go-Live criteria, coordinate with all new & existing vendors	Deploy Team Meet Go-Live criteria, coordinate with all new & existing vendors	To do audit as per requirement	Coordinate, facilitate and manage the transition
2	Service Enablement	<ul style="list-style-type: none"> <li>- Build relationship with depts.</li> <li>- Create Funnel for new services</li> <li>- Get/create and test API's,</li> <li>- Create FRS of services</li> <li>- Expose the APIs with documentation</li> <li>- Handover service document to Back end tech ops team</li> <li>- Enable these services on core platforms such as Selfcare, UMANG Analytics etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Consume the API's and create UI for different platforms based on FRS created by backend team</li> <li>- Testing, deployment and release to production</li> <li>- Handover and walkthrough of service operation document to Front end tech ops team</li> </ul>	Train all call centre agents/managers on all services before these go live	To do audit as offered by other vendors	<ul style="list-style-type: none"> <li>- Create Funnel for services.</li> <li>- To approach depts for onboarding services</li> <li>- Review the documentations and UI/UX</li> <li>- Day to day manageability and escalations from / to departments.</li> </ul>

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
3	Testing	<ul style="list-style-type: none"> <li>- Provide service test data to front end team</li> <li>- Manual and automative testing</li> <li>- Creation of test cases for any enhancements in core components as per FRS</li> <li>- Ensure to pass 90 % of the test case for Core Components in case the work is audited by NeGD nominated agency.</li> </ul>	<ul style="list-style-type: none"> <li>-Prepare comprehensive test cases for each service delivery and share with Backend Team/ NeGD/ NeGD nominated agency</li> <li>- Prepeare automative scripts apart from manual testing to fast track development and re-testing.</li> <li>- Ensure to pass 90 % of the test case in case the work is audited by NeGD nominated agency.</li> </ul> <p>All testing as well as re-testing is part of the scope of Vendor 2. The vendor is supposed to raise any issue related to APIs/documentation before they start the development in which case the issue of re-testing will be rare. however, if there is still such scenario SLA/TAT for Vendor 2 will be relaxed to such extent.</p>	...	To audit as per requirement	- Testing of services as per test cases and FRS
4	Performance Testing	<ul style="list-style-type: none"> <li>- Perform the performance testing of APIs and publish the reports to all stakeholders.</li> <li>- Provide Guidance to department to improve</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate the App from time to time with different data load time of the app on different network types</li> <li>- Deploy proper tools to monitor the same.</li> </ul>	Be aware of the issues of App/platform so as to answer satisfactorily to users	To audit as per requirement	<ul style="list-style-type: none"> <li>- Review the reports published by frontend and backend development.</li> <li>- Discussion with department (whenever</li> </ul>

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
		performance				required)
5	Queries/Grievance/Bugs as reported by Users/NeGD/ Depts.	<ul style="list-style-type: none"> <li>- Back-end Ops team to resolve the issue within defined SLA's.</li> <li>- Assign to Front-end ops, if the issue is not related to Back-end</li> <li>- 24 * 7 tech ops team</li> </ul>	<ul style="list-style-type: none"> <li>- Will resolve the issue and update the ticket status</li> <li>- 24 * 7 tech ops team</li> </ul>	<ul style="list-style-type: none"> <li>- 10:00 AM to 6:00 PM (All days) Service Window</li> <li>- Resolve the query/grievance in case User approach the Helpdesk.</li> <li>- If required, create a ticket and assign to Back-end Ops team or forward to the depts to take further action. Once resolved, update the user.</li> </ul>		<ul style="list-style-type: none"> <li>- Review the Issues on regular basis.</li> <li>- Resolve conflicts.</li> <li>- Review the SLA report, Tickets etc.</li> </ul>



S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
6	App Hosting and Playstore Management on all channels	.....	<ul style="list-style-type: none"> <li>- All the work related to hosting the apps on different app stores</li> <li>- Monitor vital statistics and information including ARNs and crashes and continually improve the system to fix all these items.</li> <li>- Ensure that the build/changes updated on respective stores comply with all store policies and the builds are not rejected.</li> <li>- Release management</li> </ul>	<ul style="list-style-type: none"> <li>- Review and address User Comments on App Stores</li> <li>- Submit reports to NeGD</li> </ul>	.....	<ul style="list-style-type: none"> <li>- Review the deployment process</li> </ul>
7	Coordination with NIC/ Cloud service Provider	<ul style="list-style-type: none"> <li>- Deploy a dedicated resource for interactions with Cloud service provider(NIC) to provide infra services such as VM allocation, port openings, White listing etc.</li> <li>- Conduct Half Yearly DR drills</li> <li>- Build relationship with NIC team</li> </ul>	....	.....	.....	<ul style="list-style-type: none"> <li>Manage escalations wherever required</li> </ul>
8	Operations	<ul style="list-style-type: none"> <li>- Monitor the server's and network performance which includes CPU, memory, storage and set alarms</li> <li>- Assess system</li> </ul>	<ul style="list-style-type: none"> <li>- Monitor applications downtime, performance etc.</li> <li>- Monitor the services with the use of automated scripts and raise alerts in case of any issues</li> </ul>	<ul style="list-style-type: none"> <li>- Update Training manuals</li> <li>- Monitor the performance and utilizations of CSE's.</li> <li>- Create</li> </ul>	<ul style="list-style-type: none"> <li>Audit of SLAs and submit report to NeGD</li> </ul>	<ul style="list-style-type: none"> <li>Coordination between vendors. Make payments as per SLAs met</li> </ul>

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
		<p>data and error logs, along with user reports, to determine areas for improvement, enhancements, managing risks etc.</p> <ul style="list-style-type: none"> <li>- Monitor the dept. API's</li> <li>- Enable the services on APM tool as per monitoring best practices.</li> <li>- Coordinate with department if any fluctuations or performance issue occurs.</li> <li>- Adhere to SLA's</li> </ul>	<ul style="list-style-type: none"> <li>- Adhere to SLA's</li> </ul>	<p>Knowledge base of frequently reported issues etc.</p> <ul style="list-style-type: none"> <li>- Adhere to SLA's.</li> </ul>		
9	Enhancements to keep the app robust	<ul style="list-style-type: none"> <li>- Enhancement in the core components and core application level changes and improvements</li> <li>- Technological enhancement as suggested by NeGD</li> </ul>	<p>Enhance/ modify the existing frontend pages/work flow/process changes as and when required for all platforms including mobile app/web</p>	<p>Keep track of enhancements, so as to answer queries</p>	<p>Audit as per requirement</p>	<ul style="list-style-type: none"> <li>- Provide requirements</li> <li>- Manage the enhancements</li> </ul>

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
10	Software/ Procurement	Procure any Software required to implement the project after consultation from NeGD and approval from NeGD. The software must be procured in the name of NeGD. For O&M the cost to be borne by Vendor, for development the cost to be borne by NeGD	Procure any Software/tool for UMANG frontend after consultation from NeGD and approval from NeGD. The software must be procured in the name of NeGD but cost to be borne by the vendor	Use NeGD provided Open source CRM, rest software to manage Helpdesk to be procured and its cost to be borne by the vendor	.....	Review recommendations and suggest alternatives if available.  Make payments to procure licenses.
11	Training	- Once the service is ready, provide demonstration to departments and NeGD - Provide training to Help Desk Operators(CSEs) and operations team.	Provide Training and walkthrough of developed service to Backend team(if required)/ NeGD/ NeGD nominated agency/HelpDesk Team	Attend training sessions and create training module for CSEs	.....	Review the services and suggests modifications (wherever required)
12	Documentation	- FRS of the service (Core applications) - Business flow or tasks for APIs development/deployment - API documentation - Handover document for operations team - Managing the testing data - Core platform	- Creation and updation of documentation for all the frontend components of UMANG, User manuals, Training modules etc. - Handover document for the techops team - Updation of UMANG APP FAQs. - Design guidelines manageability	- Training modules - Knowledge base of Frequently asked questions.	Audit as per requirement	Review the documents

S.No	Items	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)	NeGD Audit/QA Partner (Vendor 4)	NeGD
		and UMANG platform documentations				
13	Relationship Management	Team has to build the relationship with respective stakeholders such as a. With Departments b. With NIC teams c. Vendors 1 to 4 d. With other External Partners e. With NeGD	Team has to build the relationship with respective stakeholders such as a. With Departments b. With NIC teams c. Vendors 1 to 4 d. With other External Partners e. With NeGD	Team has to build the relationship with respective stakeholders such as a. With Departments b. With NIC teams c. Vendors 1 to 4 d. With other External Partners e. With NeGD	Audit as per requirement	Facilitate the meetings among various stakeholders and resolve the issues in working

## Annexure V - Indicative Timelines of different RFPs

**Table 21 – Indicative Timelines**

<b>Item</b>	<b>Frontend (Vendor 2)</b>
RFP Floated	17.09.2019
Last date of submission of written queries by vendors	26.09.2019
Reply to queries by NeGD	30.09.2019
Bid submission	16.10.2019 15:00 hrs
Technical Presentation	21 <sup>st</sup> and 22 <sup>nd</sup> Oct 2019
Bid evaluation & approval	1 week
LOI/ WO	28.10.2019
KT / Takeover	90 days from LOI

*Note: Bidder to continuously visit NeGD/MeitY Websites for latest Dates/timelines about the RFP.*

## Important Links

Please visit NeGD/MeitY (<https://www.negd.gov.in>) /(<http://www.meity.gov.in>) Website for important links to UMANG Backend (Vendor 1), UMANG Frontend (Vendor 2) and Helpdesk (Vendor 3) RFPs. Bidding process for Backend Vendor and Helpdesk vendor is already over.

## Glossary

#	Abbreviation	Definition
1.	AHT	Average Handling Time
2.	AI	Artificial Intelligence
3.	AMC	Annual Maintenance Contract
4.	API	Application Program Interface
5.	APM	Application Performance Management
6.	APR	Annual Performance Report
7.	B2C	Business to Citizen
8.	BG	Bank Guarantee
9.	BI	Business Intelligence
10.	BoM	Bill Of Materials
11.	BoT	Short for robot - it is a program that operates as an agent for a user or another program or simulates a human activity
12.	B. Tech.	Bachelor of Technology
13.	CC	Call Centre
14.	CCN	Change Control Note
15.	CERT-IN	Computer Emergency Response Team - India
16.	CMMi	Capability Maturity Model Integration
17.	CR	Change Request
18.	CRM	Customer Relationship Management
19.	CSS	Cascading Style Sheets
20.	CSV	Comma-separated Values

21.	CV	Curriculum Vitae
22.	DARPG	Department of Administrative reforms and Public Grievances
23.	DBA	Database Administrator
24.	DC	Data Centre
25.	DDoS	Distributed Denial of Service
26.	DoT	Department of Telecommunications
27.	DR	Disaster Recovery
28.	EMD	Earnest Money Deposit
29.	ETL	Extract, Transform, Load
30.	FAQ	Frequently Asked Questions
31.	FAT	Functional Acceptance Testing
32.	FRS	Functional Requirement Specifications
33.	G2B	Government to Business
34.	G2C	Government to Citizen
35.	G2E	Government-to-employees
36.	G2G	Government to Government
37.	GST	Goods and Services Tax
38.	GSTN	Goods and Service Tax Network
39.	H/W	Hardware
40.	HLD	Higher Level Design
41.	HTML	Hypertext Mark-up Language
42.	HTTP	Hypertext Transfer Protocol
43.	HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
44.	ICT	Information and Communications Technology
45.	IMPS	Immediate Payment Service
46.	iOS	iPhone Operating System
47.	IPR	Intellectual Property Rights

48.	ISO	International Standards Organization
49.	IT	Information Technology
50.	IVR	Interactive Voice Response
51.	J2EE	Java 2 Enterprise Edition
52.	JDBC	Java Database Connectivity
53.	JS	Java Script
54.	JSON	JavaScript Object Notation
55.	JSP	Java Server Pages
56.	KT	Knowledge Transfer
57.	LLD	Lower Level Design
58.	LOI	Letter Of Intent
59.	MBA	Masters of Business Administration
60.	mBaas	Mobile Backend as a Service
61.	MCA	Master of Computer Application
62.	MeitY	Ministry of Electronics & Information Technology
63.	MIS	Management Information System
64.	MoMs	Minutes of Meetings
65.	MPIN	Mobile Personal Identification Number
66.	M.Tech.	Master of Technology
67.	NCR	National Capital Region (comprising of Ghaziabad, Noida, Greater Noida, Gurgaon & Faridabad)
68.	NeGD	National e-Governance Division
69.	NIC	National Informatics Centre
70.	NOC	No Objection Certificate
71.	NPCI	National Payments Corporation of India
72.	O&M	Operations and Management
73.	OAuth	Open Authorization



74.	OBDD	Out Bound Data calls
75.	ODBC	Open Database Connectivity
76.	OTP	One Time Password
77.	OWASP	Open Web Application Security Project
78.	PAN	Permanent Account Number
79.	PCI DSS	Payment Card Industry Data Security Standard
80.	PM	Project Manager
81.	PMU	Program Management Unit
82.	QA	Quality Analyst
83.	R&D	Research and Development
84.	RAS	Rapid Assessment System
85.	RBI	Reserve Bank of India
86.	Redis	Remote Dictionary Server
87.	REST Protocol	Representational State Transfer Protocol
88.	RFP	Request for Proposal
89.	SDLC	Software Development Life Cycle
90.	SLA	Service Level Agreement
91.	SMS	Short Message Service
92.	SOAP	Simple Object Access Protocol
93.	SOP	Standard Operating Procedures
94.	SPOC	Single Point Of Contact
95.	SQL	Structured Query Language
96.	SSDG	State Service Delivery Gateway
97.	SSL	Secure Socket Layer
98.	STQC	Standardisation Testing and Quality Certification
99.	SYN Cookies	Synchronize Cookies

100.	T&C	Terms and Conditions
101.	TCP	Transmission Control Protocol
102.	TDD	Test Driven Development
103.	TRAI	Telecom Regulatory Authority of India
104.	TSA	Technical Solution Architect
105.	UAT	User Acceptance Testing
106.	UI	User Interface
107.	UIDAI	Unique Identification Authority of India
108.	UMANG	Unified Mobile Application for New-age Governance
109.	URL	Uniform Resource Locator
110.	UT	Union Territory
111.	UX	User Experience
112.	VA	Virtual Assistant
113.	VID	Virtual ID
114.	WSO2	Web Service Oxygen
115.	XML	Extensible Mark-up Language
116.	SEO	Search Engine Optimization