Request for Proposal for Onboarding of Managed Service Provider to Design, Develop, Operate and Maintain Integrated Citizen Engagement Platform (InCEP) MyGov
RFP Reference No. 2(5)/2024/InCEP/MyGov/2.0
Tender Id: GEM/2024/B/5559198
Date: 29/10/2024

Response to the Pre-Bid Queries: Dated 18 Dec 2024

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
1	General	General	1. Is there any timeline for studying the existing system? 2. Is Website Development also in Scope?	As per RFP 1. Refer Section: 5, Project Payment Terms, Deliverables and timelines 2. For Website related scope kindly refer Section 4, Scope of Work of the RFP
2	21 4. Scope of Work of MSP	I) As-Is and To-be System, Handover & Knowledge Transfer	1.What are new modules in InCEP MyGov 2.0 that will be developed? 2. What are the modules running in the existing web application. 3. Need clarity on the scope/ existing modules and process flow of the application. 4. Do the service provider will revamp the existing portal with new UI or there are new modules to be developed. If yes, please clarify the name of the new modules to be newly developed.	1. Refer Section: 4.2.1 New Developments and Enhancements envisaged for MyGov2.0 of the RFP 2&3 - Refer Section: 3 Overview of the Existing MyGov of the RFP 4. Refer Section: 4 Scope of Work of the RFP

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3	24 4. Scope of Work of MSP	4.2 Phase II: Design, Development, Implementation and Go-Live	1. Which technology used in the Existing Application? 2. Database used in the Existing Application? 3. For third party API Integration, who will provide the API for information exchange. 4. How many API Integrations will be required in the Application (approximate)?	1 & 2 Refer Section: 3.4 Technical Architecture of Existing MyGov of the RFP 3. The third-Party API will be given by concerned ministry/department/content owner of the application 4. Discussion will be the part of new solution
4	26, 37 4.2.2 Enhancements planned under MyGov 2.0	xiii. Mobile First Approach: f) Mobile Apps:	1. The mobile app will have the same functionality as in the web portal or will have different scope? 2. There is no scope defined for the mobile application. 3. Who will take care of deployment of the mobile app in app store and Play store? 4. What is the development timeline for the mobile app development. 5. Will the mobile app will function as online or offline mode? 6. Stakeholder who will be using Mobile Application?	1. Refer Section Scope of work of the RFP 2. Refer Section 4.2.10 Design Principles of RFP 3. It will be in the scope of the MSP Refer Section 4.2.10 of the RFP 4. Refer Section 5 for timelines and deliverables of RFP 5. Refer Section 4.2.11.2, Development of the front end of RFP 6. Application users can be anyone, however the features of the application is designed to favor the citizens of India
5	30 4. Scope of Work	4.2.7 Development of Dashboards & Reports for MyGov	1. Who will provide the Key Performance Indicators (KPI), for Dashboards? 2. How many Reports are there (estimate)?	1. KPIs will be provided to the selected MSP at the later stage based on scope of work of the RFP. 2. This is entirely based on the events and activities organized by MyGov. The nature of MyGov reports is highly dynamic and subject to change, as are the KPIs and the number of reports.

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6	36 4. Scope of Work	xii. Data Migration	1. Is data migration required, if yes then what will be size of Data that needs to be migrated? 2. What will be Data format that needs to be migrated?	1. Refer 4.2.11.4 Point XII, Business Requirements, System Design & Development 2. Data Migration will mainly depend on the new solution design and size and format will be decided on basis of new solution
7	37 4. Scope of Work	f) Integration with external systems	1. Is there any Payment Gateway Integration, if any Kindly provide the details about the same.	1. Currently there is no Payment Gateway implemented.
8	39 4. Scope of Work	vii. Go-Live of MyGov	1. Application will be hosted on Cloud or NIC Servers? 2. How many Security Audits to be done? 3. Security Audit to be done after every phase or after UAT of the application?	1. Refer 4.2.13 UAT, Load Testing, Benchmarking, Security Audit & Go-Live section VI 2. Refer 4.2.13 UAT, Load Testing, Benchmarking, Security Audit & Go Live Section III 3. Every code change"
9	41 4. Scope of Work	4.3 Application Maintenance	1. For Development & Maintenance, resources are to be deployed onsite or offsite?	Key profiles on premise deployment will be at the discretion of MyGov Refer Sections 4 (I) c, 4.1 a, 4.2.17 Point2, 4.2.18 b

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10	19 3.4.1 Layered Functional Overview of MyGov:	Leading Content Management Systems (CMSs) such as Drupal and WordPress are being used for MyGov and related microsite	kindly do not restrict bidders on the named technologies, there are better more robust and better secure technologies. Request bidder to suggest solution which are Enterprise Grade of the Open-Source platforms are supported by the OEM	Refer Section 4 g. The Selected MSP will propose the best possible solution based on the state-of-the-art and sustainable open-source and emerging technologies with robust & scalable architecture. h. The system architecture should be based on open industry standards and protocols, incorporating open interfaces for seamless integration with third-party systems. This approach ensures adaptability and scalability for future advancements and requirements. Most popular Cloud Native Computing Foundation (CNCF) projects to be selected for the software stack to be used for development and management of MyGov and its associated sub-domains.
11	20 3.4.3 Existing Infrastructure Details:	3.4.3 Existing Infrastructure Details:	Please provide current Production sizing details to suggest the solution	Presently MyGov is using 66 servers under various categories including storage, spread on 2 locations Bhubaneshwar and Hyderabad which are going to be further added with 34 more servers.

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12	23 Summary of Scope of Work for MyGov 2.0	The MSP shall propose the best robust solution based on latest and sustainable open-source technologies	Please rephrase this to: The MSP shall propose the best robust solution based on latest and sustainable open-source technologies of Enterprise versions with OEM support. Request you to not be prescriptive in choice of technology, as many better platforms and technologies are available which bring not only CMS capabilities, like low-code, DMS, search, API builders etc. This is in line with latest government tenders.	As per RFP
13	28 4.2.3 Development of innovateindia.mygov.in (MyGov Prime):	Creating a Low Code No Code (LCNC) model for a web application to manage innovation challenges and idea submissions involves several features. Here's a concise list along with brief explanations:	We would suggest the bidders should not present a generic solution for this and it should be a robust Low Code No Code development platform so that the department is equipped with lates technologies. Moreover, to safeguard department objectives, we would suggest that: 1.) The proposed Low Code No Code should be of Open-Source nature with OEM supported version so that it eases and possible to customize the applications or integrate without any restrictions. 2.) There should be no restriction on the number of users and applications. 3.) The Low Code No Code platform should allow source code availability of the platform for complete ownership	As per RFP

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14	32 4.2.10 Design Principles:	iv. High availability: The portal should be highly available and rapidly scalable based on the traffic. Minimum concurrency checks should be tested for activity-based requirements. For example, the modules/microsites for Quiz and Innovate may have to maintain concurrency up to 25,000 users at any given time	Please provide details on the current user concurrency observed per second on peak usage	Total number of concurrencies varies on different events / date and upon the nature and duration of the events. It may be from 5000 to 50000.
15	Page 23 Operations & Maintenance of revamped MyGov 2.0:	The selected MSP shall provide Helpdesk/Ticketing system for issue/bug/incident reporting tracking, resolution & management	Is there a preferred platform or tool that MyGov requires for ticketing, or can the MSP suggest a platform based on open-source options? and who will provide Infra for Helpdesk & Ticketing system?	The MSP can suggest a platform based on open-source options in consultation with MyGov. MyGov will provide the infrastructure (servers, whether physical or cloud-based) for the Helpdesk and Ticketing system. The selected MSP is responsible for deploying the chosen Helpdesk/Ticketing system on MyGov's infrastructure

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16	Page 23 Point C - Operations & Maintenance of revamped MyGov 2.0	The selected MSP to provide end to end operation and maintenance including support for software related matters and infrastructure related matters of MyGov 2.0 deployed at NDC Bhubaneshwar & Hyderabad or any other NIC operated Data Centers as well as public cloud as and when required by MyGov.	Since infra will be provided by NIC and hence the responsibility of the uptime of infra will be of NIC team.	The uptime of peripheral Infra will be with NIC. But the uptime of infra managed by MSP will be its responsibility an adhere to the SLA.
17	Page 24, 4.1 Phase I- As-Is and To-be System Handover & Knowledge Transfer:		The selected MSP will also take a knowledge transfer from the existing development team and team managing ICT infrastructure under supervision of MyGov/NIC. The selected MSP shall take the handover of server infra management related services under the supervision of MyGov/NIC	Infra will be managed by NIC team. Please confirm.	Infra will be managed by MSP with the team deployed onsite. Refer Section 4.1 e , h
18	4.2.1 New Development/ Enhancements envisaged for MyGov 2.0:	Page 25		What will be technology stack for development of these modules?	Refer Section 4, Scope of Work of RFP

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19	General		Are there existing APIs or integrations that need to be reused or updated? If so, which ones?	MyGov will reuse APIs for authentication, authorization, and single sign-on, and any as covered in the RFP. Additionally, new APIs might be created for functionalities mentioned in Section 4.2.2. API of ministries or departments may need to be integrated as well based on requirement.
20	General		What specific improvements or new functionalities are expected for the revamped quiz platform?	Refer Section: 4.2.4 of the RFP
21	General		Can you specify which new features/modules are prioritized for initial development versus future phases?	Refer Section 5 of the RFP (the priorities will be discussed with the selected MSP)
22	Page 24 4.2.1, |Phase II: Design, Development, Implementation and Go-Live:		What criteria and workflows are expected for award nominations and judging? Will there be a need for user voting mechanisms?	Refer Section 4.2.6 of the RFP
23	4.2.1 vi, Page 24|4.2.1 New Development/ Enhancements envisaged for MyGov 2.0	Development of Dashboards & MIS reports for MyGov	What specific KPIs, data points, and user roles should the dashboards cater to?	Refer Section 4.2.7 of the RFP

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24	Page 25 4.2.2 ii, |Languages implementation/ Multilingual Support:	MyGov would like to be more accessible to people in all 22 Indian regional languages. The selected MSP to provide support and all the URLs should be IDNs (Internationalized Domain Names) complaint.	Will there be any existing infrastructure or tools that the MSP can use to implement multilingual support, or will they need to create these from scratch? Please provide ethe list of 22 regional languages	List of 22 official regional languages is Assamese, Bengali, Bodo, Dogri, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Manipuri, Marathi, Maithili, Nepali, Oriya, Punjabi, Sanskrit, Santhali, Sindhi, Tamil, Telugu, and Urdu. It will be in the MyGov Scope
25	Pg. 25 4.2.2 iii, Voice Assistance and Integration Speech to Text:	Integration of localized language-based voice assistant with MyGov is an initiative that is to be done by the MSP	What is the expected level of accuracy for speech-to-text translation in regional languages, and will AI-based training be required for local dialects?	The selected MSP will be responsible for ensuring the implemented voice assistant solution meets industry-leading accuracy standards, enabling seamless and effective citizen engagement.
26	Page 25 4.2.2 v. Integration with chatbot (MyGov Saathi):	MyGov also has a Saathi Chatbot, the agency needs to upgrade and make enhancements in the Saathi Chat Bot as per requirement of MyGov.	What specific functionalities need to be added or improved in the MyGov Saathi chatbot, and what metrics will be used to measure its effectiveness?	Chatbot will guide the user on static and dynamic content (latest activities running on MyGov and submission on that respective activities) of MyGov
27	|Page 28 Development of innovateindia.mygov.in (MyGov Prime):	A low code no code solution is to be planned to cater to the dynamic requirements of MyGov	Please suggest if you are looking for some framework for LCNC. In elaborate more on this.	As per RFP. Refer 4.2.11.4 Point i Refer Section 4 g. The Selected MSP will propose the best possible solution based on the state-of-the-art and sustainable open-source and emerging technologies with robust & scalable architecture.
28	" Page 33 4.2.10 Design Principles:	Security Audit	Please confirm if client (MyGov) will appoint the audit agency & cost of the audit will be borne by Client	Refer Section: 4.2.10 (IX) of the RFP MSP to borne the cost.

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29	" Page 33 4.2.10 Design Principles:	Security Audit	How Many Security audits to be considered	Refer Section: 4.2.10 (IX) of the RFP
30	Page 38 b) Content Management System (CMS):		The portal should provide a Content Management System (CMS) with in-built publishing workflows for managing content that will be text, visuals, audios, videos etc., and will be sourced from different source.	Please suggest on CMS preference. Ar you looking for Opensource or Licensed version.	Refer Section 4 of RFP g. The Selected MSP will propose the best possible solution based on the state-of-the-art and sustainable open-source and emerging technologies with robust & scalable architecture. h. The system architecture should be based on open industry standards and protocols, incorporating open interfaces for seamless integration with third-party systems. This approach ensures adaptability and scalability for future advancements and requirements. Most popular Cloud Native Computing Foundation (CNCF) projects to be selected for the software stack to be used for development and management of MyGov and its associated sub-domains.
31	Page 39 ii. Load Testing and Benchmarking:		The system should be able to handle at least 25,000 concurrent users for all applications except MyGov 2.0, which must be able to manage 50,000 concurrent users.	We assume that the required tools / license will be provided by MyGov team.	Refer section 4.2.10 of RFP MSP to borne the cost of tools / license (if any)

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32	Page 40 4.2.14 Training and Capacity Building:		MSP will provide training to the selected users as per the requirements of the teams. During the training the MSP will create batches for training. End users will be trained according to their functional area in the web/mobile application. The team members will be provided complete understanding of the features, flow & functionalities on which they need to be proficient on a regular basis.	1. Please advise on the Batch size & Location. 2. No of trainings. 3. Also, please confirm if you are looking for train the trainer concept.	Refer section 4.2.14 of RFP MSP to suggest as best suitable for MyGov.
33	4.2.16 Code Repositories & Version Control:	All the repositories should be hosted in MyGov infrastructure. The agency shall ensure an effective version control management tool is in place for Development, UAT and Production deployment	We assume that development will be carried out from Vendor's premise and vendor is using its own development env. Also, O&M will be carried out from Vendor's premise. Kindly confirm	MSP will be provided development, staging and production environment through VPN. Regarding onsite deployment of manpower resources, refer Section 4 (I) c, 4.1 a, 4.2.17 Point2, 4.2.18 b
34	4.2.18 New Development on Mutual Terms:	Based on the resources allocated/provisioned for such specific assignments, the MSP shall provide the effort estimate calculated using the prevailing market rate on a man month basis to MyGov at the time of submission of estimate before executing such requirements.	We assume that man-month rate for new development will be fixed at the time of start of the engagement & this rate card will be followed for any commercials of new development.	Refer Section 4.2.18 As per RFP

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35	Pg. 49, Section 6 (B)	Helpdesk and Issue management related SLAs	Given penalties are at higher side. Request you to revisit on that.	As per RFP
36	Page: 42 Phase III - Operation and Maintenance:		The MSP shall operate and maintain all the components and assets under MyGov 2.0 for a period of 36 months (three years) after Go-Live implementation	We assume that only support for mentioned activities will be carried out. No new enhancement will be done.	As per RFP, Refer Section 4.2.18
37	Page 61 A Financial Capacity+ Project Experience+ Resource Strength + Certifications (Point: A.2 Project Experience)		Technical Evaluation Criteria	**1.** Our company is working in this field for last 25 years. We request you to kindly revise limit of financial years currently 3 years to 10 years ie from (FY 2021-22, 2022-23 & 2023-24) to (FY 2013 - 14 to 2023-2024). **2.** Request you to include Large Enterprises in this along with Central / State Govt. **3.** Request you to revise from currently INR 3 Cr. to INR 2 Cr.	As per RFP
38	Page 63 A Financial Capacity+ Project Experience+ Resource Strength + Certifications (Point: III. A.2 Project Experience)		Technical Evaluation Criteria	**1.** Our company is working in this field for last 25 years. We request you to kindly revise limit of financial years currently 5 years to 10 years ie from (FY 2019 -20, 2022-23 & 2023-24) to (FY 2013 - 14 to 2023-2024). **2.** Request you to include Large Enterprises in this along with Central / State Govt.	1. As per RFP 2. Refer Corrigendum

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40	Page 36, Section 4.2.11.2 Development Front-end	MyGov 2.0, Mobile Apps as well as for all subdomains/microsites and enhanced features/functionalities as defined in this RFP will have to be designed and developed for enhanced User Experience and User Interface (UI) with the features but not limited to the following indicated	Will MyGov specify key UI/UX standards or accessibility guidelines to ensure inclusivity and ease of use, especially for mobile applications?	Refer section 4.2.11.2 of RFP
41	Page 35, Application Development Configuration & Customization	The Selected MSP will be responsible for providing the application, database (DBMS) and related software, integration tools, along with the application source code in the MyGov development environment (Git Repo) and deploying the same through a Continuous Integration and Continuous Delivery (CI/CD) pipeline to meet MyGov's requirements mentioned in this RFP	Does MyGov have an existing DevOps pipeline for CI/CD that the MSP must integrate with, or will the MSP need to establish a new CI/CD pipeline?	As per RFP, Refer 4.2.11.4 Point i

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42	Page 48, A - SLA Specific Definitions, (I)	Commencement of activities for MyGov, ongoing performance and service levels shall be as per timelines and parameters stipulated by MyGov in this RFP, failing which MyGov may, at its discretion, impose penalties on the bidder as per the SLAs mentioned in this RFP	Could MyGov provide details on current user load statistics, including peak concurrency, so we can ensure appropriate scalability and performance?	Total number of concurrencies varies on different events / date and upon the nature and duration of the events. It may be from 5000 to 50000.
43	Page 34, 4.2.11.3 Development of Backend Last bulleted point	Establish a comprehensive data backup and recovery strategy to ensure quick restoration of data in case of system outages or data corruption	What backup and disaster recovery (DR) requirements are expected for the MyGov platform and applications? Are there any specific Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)?	"Refer 4.2.11.3 Development of Backend: & D. Applicable SLAs during Operation and Maintenance Stage, i. Availability of RTO and RPO can only be decided once primary solution design is freezed"
44	Pg. 55 Eligibility Criteria	Financial Turnover (Serial number 3)	Keen and Able Computers Pvt Ltd is a small enterprise under SME category. So, we are exempted from this qualification criterion. Pls specify how many points would we be eligible for in this section	As per RFP, In accordance with the MSME guidelines
45	Pg. 57 Section 6.1, Relevant experience of the bidder	Related to software development, implementation, maintenance of a web application/web portal including Mobile app (android & iOS) (Serial number 6.1)	Since SMEs are exempt from experience parameter as well. We would like to request exemption from this to allow us to participate	As per RFP (No Change)
46	Pg. 58 Section 7.11, Relevant experience of the bidder	Related to ICT infrastructure services (Serial number 6.2)	Since SMEs are exempt from experience parameter as well. We would like to request exemption from this to allow us to participate	As per RFP (No Change)

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47	Pg. 58, Section 7.11, Resource Strength	The bidder should have in its rolls, a staff of at least 100 technically qualified. (BE/ B.Tech/ MCA) personnel with relevant experience in high-end web and Mobile application Design, Development,	The section only allows for Btech/BE and MCA. We request you to allow other technical qualifications like Msc, BCA, Mtech and MBA- IT and allow us to participate	Refer Corrigendum
48	Pg. 58, Section 7.11, Certifications	ISO 27001:2015 Certification	There is no certification with the nomenclature as asked in the tender. Can we quote the latter version that is ISO 27001:2022?	Refer Corrigendum
49	7.11 Eligibility Criteria	Sr. no. 6.1, Related to software development, implementation , maintenance of a web application/web portal including Mobile app (android & iOS)	Kindly consider for experience of India or global similar organizations for the last 5 years, request to modify as below: The Bidder should have experience of successfully Go- Live/ executed/ /completed similar services for development, implementation, end to end management & maintenance of a web application/web portal including **Mobile app** over the last **Five** financial years i.e., the current financial year and the last **Five** financial years (**FY 2019-20, 2020-21,** 2021-22, 2022-23 & 2023-24) and implemented with Central /State Government/PSU in India **or Global Government Organizations** , excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: At least two (2) similar projects each of INR 3 crore or more.	Refer Corrigendum

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50	7.11 Eligibility Criteria, Sr. no 6.2	Related to ICT infrastructure services	Kindly consider for experience of India or global similar organizations for the last 5 years, request to modify as below: The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last **Five** Financial (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) i.e., the current financial year and the last **Five** financial years (**FY 2019-20, 2020-21,** 2021-22, 2022-23 & 2023-24) with central /State Government/ PSU in India with Central /State Government/ PSUs in India **or Global Government Organizations**. Note: Projects related to mere supply of Hardware/software development only shall not be considered.	Refer Corrigendum
51	Pg 43, Section 5, Project Payment Terms, Deliverables & Timelines	Summary of Scope of Work for MyGov 2.0	Kindly request to allow for payment as below for maintaining a good cash-flow for the project Substage - Proposed To-be System as per RFP requirement - 10 % of Total Contract Value	Refer Corrigendum
52	5. Project Payment Terms, Deliverables & Timelines	Project payment duration	Kindly request to allow for payment as below for maintaining a good cash-flow for the project SRS/HLD/LLD - 10 % of Total Contract Value UAT (T + 37) - 15 % of the Total Contract Value STQC Certification on GIGW 3.0 as well as DBIM Compliance (T+52) - 15 % of the Total Contract Value	Refer Corrigendum

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53	4.2.11.5 Accessibility:	The MSP is required to develop a comprehensive CMS browser-based information control and display feature through these modules so any MyGov user should be able to work from any location without any problem.	understanding is a enterprise grade open-source but OEM supported version of the CMS is to be used for the project since open-source community editions have lot of security vulnerabilities, difficult to upgrade, support for any customization. Also, many government organizations are using an enterprise supported versions. Kindly confirm	Refer Section 4, Scope of Work of RFP g. The Selected MSP will propose the best possible solution based on the state-of-the-art and sustainable open-source and emerging technologies with robust & scalable architecture. h. The system architecture should be based on open industry standards and protocols, incorporating open interfaces for seamless integration with third-party systems. This approach ensures adaptability and scalability for future advancements and requirements. Most popular Cloud Native Computing Foundation (CNCF) projects to be selected for the software stack to be used for development and management of MyGov and its associated sub-domains.

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54	7.12 Technical Evaluation Criteria:	The MyGov Portal should have both static and dynamic information / content that should be available and accessible through a web browser via Internet. The kind of information / content to be displayed on the web portal. The portal will be managed and controlled through the 'Application Admin' module and 'Content Management' module of the Portal with an intention of making most of the information available for Stakeholder's consumption through the web portal.	kindly add a point where the solution stack/OEM products/solution quoted by the bidder iv. Bidder solution components/stack details Enterprise/OEM supported solutions - 5 marks	As per RFP
55	4.2.11.4 Business Requirements, System Design & Development	The Selected MSP shall perform the detailed study on the requirements as indicated in this RFP, based on the assessment, the Selected MSP shall create the Functional Requirements Specifications (FRS) and the System Requirement Specifications (SRS) in consultation with the MyGov and its stakeholders	RFP mentions about open-source at multiple places, but in our experience Enterprise version of Open-Source Products/OEM have a better delivery and serviceability for such critical and important applications. Hence suggest the bidder go with a standardized Enterprise/OEM supported version of the open-source products/solutions to be quoted in the bid.	As per RFP

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56	3.4.1 Layered Functional Overview of MyGov:		As part of this tech refresh, we would humbly request to leverage only the Enterprise grade Content Management Systems. No matter any level of best security practices followed during the development, if the underlying platform is itself having vulnerabilities, it can open the whole system open to security threats. Hence, it is extremely crucial to only allow Enterprise versions of the Open-Source platforms that provide security audit reports certifying that all security measures are met.	As per RFP
57	3.4.3 Existing Infrastructure Details:		Please provide current Production sizing which is being used by MyGov Microsites. This will help us assess the utilization and estimate the right sizing and licenses.	1 TB SQL and 8 TB NoSQL
58			We would humbly suggest to mandatorily allow only Enterprise versions of Open Source platforms as free versions lack security and are never backed by respective OEMs. Also, these days multiple Enterprise Open Source platforms offer features such as Low Code, AI and ML that are not present in the Community versions. Additionally, it will also give bidders a levelled playing field by quoting the same type of Open Source platform (Enterprise) and hence bring parity in the solutioning which will eventually benefit the department.	As per RFP

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59	Summary of Scope of Work for MyGov 2.0		Please rephrase this to: The MSP shall propose the best robust solution based on latest and sustainable open-source technologies **of Enterprise versions with OEM support.** Request you to not be prescriptive in choice of technology, as many better platforms and technologies are available which bring not only CMS capabilities, like low-code, DMS, search, api builders etc. This is inline with latest government tenders.	As per RFP
60	xii. Website-App Synchronization:		If the proposed Content Management System is Headless in nature, it will always ensure that the websites and apps are in sync. Hence, we would suggest to mandatorily include that the proposed CMS should be Headless in nature with readily available Open APIs for standardized integration	As per RFP
61	4.2.3 Development of innovateindia.mygov.in (MyGov Prime):		We would suggest the bidders should not present a generic solution for this and it should be a robust Low Code No Code development platform so that the department is equipped with lates technologies. Moreover, to safeguard department objectives, we would suggest that: 1.) The proposed Low Code No Code should be of Open-Source nature with OEM supported version so that it eases and possible to customize the applications or integrate without any restrictions. 2.) There should be no restriction on the number	As per RFP

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
			of users and applications. 3.) The Low Code No Code platform should allow source code availability of the platform for complete ownership	
62	General	General	regarding the tender titled "Hiring of Agency for IT Projects - Onboarding of Managed Service Provider to Design, Develop, Operate, and Maintain Integrated Citizen Engagement Platform (InCEP) MyGov." We are very interested in participating in this tender. However, we have noted that there is an eligibility criterion requiring five years of experience, specifically with prior government sector experience. Our company has three and a half years of experience in the IT sector, primarily in the private sector, and we are keen to bring our expertise to this project. We would like to inquire if there is any flexibility or exemption available for the experience requirements, as we are confident that our team can meet the project's demands with our current expertise and resources. We look forward to your guidance and appreciate any consideration you may offer regarding our eligibility to participate in this tender. Thank you for your time and assistance	As per RFP

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
63	Pg 29, 4.2.4 Development of Improved Quiz Platform for MyGov	The MSP may look out for solutions, which are incorporating latest technological trends like Artificial Intelligence, Advance Analytical Capability, Multilingual Progressive Web App (PWA) on microservices architecture to deliver enhanced capabilities	Could you provide the current number of services/microservices within the system?	Discussion on this will be the part of the New Solution
64	Pg. 34, 4.2.11.3 Development of Backend	Establish a comprehensive data backup and recovery strategy to ensure quick restoration of data in case of system outages or data corruption.	What is the desired RTO (Recovery Time Objective) and RPO (Recovery Point Objective) for the system?	"Refer 4.2.11.3 Development of Backend: & D. Applicable SLAs during Operation and Maintenance Stage, i. Availability of RTO and RPO can only be decided once primary solution design is freezed"
65	General	General	How many active monthly users does the system have?	There is no fixed no. of users depending upon the nature of the MyGov. They vary as they are based on no. of events launched and activities being organized by MyGov .
66	General	General	What is the total volume of requests handled by the system monthly?	There is no fixed no. of total volume of request that is being handled by the system depending upon the nature of the MyGov. They vary as they are based on no. of events launched and activities being organized by MyGov.

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
67	General	General	When is the peak request period within a month, and what is the request volume during this peak period? Additionally, could you provide details on the request spike observed?	There is no fixed no. of total volume of request that is being handled by the system depending upon the nature of the MyGov. They vary as they are based on no. of events launched and activities being organized by MyGov.
68	General	General	Is there an existing workflow management system, such as an approval workflow, within the application?	There is no existing workflow management system
69	General	General	What is the size of the current SAN or NAS storage	Total Size is 1019 TB (Including Block and Object Storage) Effective Size after fault tolerance is 430 TB
70	General	General	Where are documents currently stored within the system?	All the static files are being stored in Object storage
71	General	General	Could you provide a high-resolution version of the images included in the RFP? The current images become pixelated when zoomed in for closer inspection.	Refer Section 4.2.2 Section xi, MyGov Democratization, Images will be shared which will be best suited for the portal as available and as per the MyGov requirement.
72	General	General	Could you please share the details of the existing analytics solution currently being used by MyGov	Discussion will be the part of New Solution
73	General	General	Is there an existing project management tools currently in use at MyGov? If so, please share the details	No Project Management tool is in use as of now
74	General	General	Is there an existing helpdesk/ticketing system currently in use at MyGov? If so, please share the details. Also, please clarify if any data or process migration is required in the new system.	No existing helpdesk/ ticketing system in use as on now

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
75	General	General	For Helpdesk/Ticketing system for issue/bug/incident report tracking, resolution & management, any specific opensource/community/Enterprise tools will be used ?	MSP to suggest as per the RFP scope and requirements
76	General	General	What are the different 3rd party Integrations will involve in the application?	Discussion will be the part of new solution
77	General	General	Is Integration with 3rd party API & license cost details borne by client or vendor?	MSP to borne the cost if any, any license to be taken should be in the name of the MyGov
78	General	General	How many total no of users & concurrent users will use the category (Simple/Medium/Complex) of application?	MyGov primarily disseminates information through social media, while users visit the MyGov website or app mainly to participate in the activities organized. Hence, they may be categorized as users using the complex part of the application
79	General	General	All the 5 environments including development env, will be provided by Client for dev work purpose & Testing purpose?	yes
80	General	General	Until the new system is ready, whether the current system will support under our scope or existing vendor ?	It will be under MyGov Scope
81	General	General	IVRS, Chatbot, E-mail, SMS and outbound dialing (OBD) costs/license (Hardware & Software) will be under Client/Vendor scope?	Refer 4.2.10 Design Principles Point I.\n\nThe RFP document states that the portal should be built on open-source tools and technologies, and if any licenses are to be used, the cost

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
				of software/license will be borne by the selected MSP for the next ten (10) years.
82	General	General	Content editing part will be handled by Govt Dept or in Vendor scope?	Content Editing and sourcing will be in the scope of the MyGov Team
83	General	General	Will all the sites Go-Live in single shot or Phase-wise manner?	Refer Section 4.2 Phase II: Design, Development, Implementation and Go-Live
84	General	General	As per RFP, the KEY resources requirement (roles & number) is not mentioned in the RFP, so the vendor has to decide the same as per the scope of the application design or your team is going to suggest same.	Key profiles on premise deployment will be at the discretion of MyGov As per RFP, Refer Section 4 (I) c, 4.1 a, 4.2.17 Point2, 4.2.18 b
85	7.14.1 Method of Selection and fact sheet	For final selection of the bidder, the technical qualified bid will be given a weightage of 60% based on criteria for evaluation. The price bids of only those Agencies who qualify technically will be opened. ii. The financial bid shall be allocated a weightage of 40%. For working out the combined score, following formula will be used as per GeM: Total Score (H)= (0.6 x T) + (0.4 x F)	Request you change this to QCBS (80 Technical: 20 Financial) as to emphasize the importance of technical expertise and quality in the selection process. By increasing the weightage of the technical proposal to 80%, the evaluation process ensures that the selected vendor has a strong technical capability, which is crucial for the successful execution of this critical and futuristic projects. This approach may help in mitigating risks associated with poor technical performance and ensures that the project meets high standards of quality, reputed organization participation and innovation.	As Per RFP
86	Pg 43 5. Project Payment Terms, Deliverables & Timelines:	Payment cycle	Kindly increase the payment to 10% minimum at this phase II considering the efforts required by MSP at this stage.	Refer Corrigendum

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
88	Pg 57 7.11 Eligibility Criteria: Sr. No 3, Financial Turnover	The bidder should have an average annual turnover of at least INR 50 Crores in the last 3 audited financial years. (FY 2021-22, 2022-23 & 2023-24).	Considering the high-level cost and efforts, we request you to increase the turnover to 100 Cr at least for right capability participation and Allow CA certificate for the same as CA certificate is acceptable norm which can be referred to multiple RFPs from different govt departments.	As Per RFP
89	Pg 58 7.11 Eligibility Criteria: Sr. no. 5 office	The bidder should have its registered office in India and should have a development center in Delhi/NCR with minimum 100 Software developers/engineers/DevOps engineer.	Please remove the limitation of the location hence Dev center can be anywhere in India for wider participation	Refer Corrigendum
90	Pg 57, 7.11 Eligibility Criteria Sr. no 6.1	Related to software development, implementation, maintenance of a web application/web portal including Mobile app (android & iOS)	Please update the clause as " The Bidder should have experience of successfully Go- Live/ executed/ /completed similar services for development, implementation, end to end management & maintenance of a web application/web portal including Mobile app(android & iOS) over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) and implemented with Central /State Government/PSU/**Banks/Enterprise in India or globally**, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: At least two (2) similar projects each of INR 2 crore or more." As we have relevant experience in same scope	Refer Corrigendum

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
			with enterprises/Banks in India and globally which should be taken into consideration. And asked ICT Infra project is INR 1 Cr in this RFP, application projects may be considered as INR 2 Cr instead of INR 3 Cr for right proportion to Infra	
91	7.12 Technical Evaluation Criteria: Project Experience	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 2023-24) with central /State Government/PSU in India.	As mentioned above kindly revise to INR 2 Cr project baseline for the right ratio to infra project ask.	As Per RFP
92	7.12 Technical Evaluation Criteria: Project Experience	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) with central /State Government/PSU in India.	Please revise the clause as " The Bidder should have experience of successfully executed/completed Design, development, implementation, and maintenance of CMS based portals related to ~~citizen~~ **user** centric services in the last five financial years i.e., the current financial year and the last five financial years (FY 2019-20, 2020-21, 2021-22, FY 2022-23, FY 2023-24) with Central /State Government/PSU/**Banks/Enterprise in India or globally,"**	Refer Corrigendum

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
93	7.12 Technical Evaluation Criteria: Project Experience	In case of nonavailability of completion certificate from client, the certificate regarding proof of timely /regular payments received against the rendered services duly certified by CA and authorized signatory.	Please revise the clause as " In case of nonavailability of completion certificate from client, the **self-**certificate regarding proof of timely /regular payments received against the rendered services duly certified by CA **or** authorized signatory.	As Per RFP
94	General & 7.12 Technical Evaluation Criteria	General	Refer to Office memo (No. F.8/78/2023-PPD) by department of expenditure, Procurement policy division, Ministry of finance for participation of demerged entities in public procurement opportunities. Please add the clause "In case of demerger, either the demerged entity or resultant entity (by virtue of a corporate restructuring exercise etc.) will be allowed to avail of the credentials for five years from the date of demerger ratified by competent authority."	As per RFP
95	General	General	IMPORT/EXPORT COMPLIANCE: If applicable, each party will comply with all applicable export and import laws and associated embargo and economic sanction regulations, including those of the United States	As per RFP

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
96	7.20 Indemnity:		Limitation of Liability and Indemnity: The maximum aggregate liability of Service Provider, including the indemnity under this agreement, in respect of any claims, losses, costs or damages arising out of this RFP shall not exceed the amount of any actual direct damages incurred by MyGov up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. These limitations apply collectively to the Supplier, its affiliates, contractors, and suppliers. Notwithstanding anything contained to the contrary, the following indemnification procedure shall apply for all indemnities under this Agreement: The Service Provider shall indemnify MyGov in accordance with the applicable terms of this contract by paying such amounts as are finally awarded by a court against MyGov or included in a settlement approved by the Service Provider, provided MyGov: (I) promptly notifies the Service Provider in writing of the claim; (ii) supplies information required by the Service Provider; and (iii) allows the Service Provider to control and reasonably cooperates in the defense and settlement, including mitigation efforts.	As per RFP

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
97	7.23 Dispute Resolution:		Arbitration: Disputes shall be finally settled in accordance with The Arbitration and Conciliation Act, 1996 then in effect, in English, with seat in Delhi, India. There shall be one arbitrator appointed mutually by the party's consent. The arbitrator may provide in the arbitral award for reimbursement to the prevailing Party of its costs and expenses in bringing or defending the arbitration claim including legal expenses and counsel fees incurred by the prevailing Party. The arbitration award shall be final and binding on the Parties.	As per RFP
98	7.21 Intellectual Property Rights (IPR):		The Service Provider acknowledges that any models, data, or outputs exclusively and solely developed and deployed during the tenure of this contract shall be the property of MyGov. The Service Provider shall have no right to withhold, alter, or delete any such materials during or after the exit process. The ownership excludes exiting works. Existing works are works of authorship delivered under the scope, but not created, under the RFP and includes any modification or enhancements of such works made during the performance of the Services. Bidder grants MyGov an irrevocable (subject to MyGov payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. Bidder retains an irrevocable, nonexclusive, worldwide, paid-up license to use,	As per RFP

S.No.	RFE document reference(s) [Section, clause, and page number(s)]	RFP description	Clarifications requested	MyGov Response
			execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of materials.	

Corrigendum – 1

Date of issue of Corrigendum: 18/12/2024

#	Pg. no./ref.no.	Existing clause	Amended clause
1.	Section 5 Project Payment Terms, Deliverables and Timelines Sr. No 2 Page No: 44 & Sr. No 3 Page No: 46	**Phase II-** (Immediate Technical Upgrade/ Design, Development, Implement & Go-Live of MyGov 2.0.) Sub Stage: Design, Development, Testing, Go-Live Implementation as per the Scope of work of this RFP 1. **Release of 15 % of the total contract value** On delivering: Test plan, Test cases in T+26 weeks, Development in T+36 weeks & Demonstration in T+37 weeks. 2. **Release of 15% of the total contract value** On delivering: UAT report in T+40 weeks, Audit Report in T+44 weeks, Training Reports with user Manual in T+48 weeks, Go-Live in T+50 weeks, Deployment report in T+51 weeks and Audit report T+52 weeks. 3. **Operation & Maintenance** **On Delivering:** O & M Reports • SLA Reports (System Generated) • Quarterly Performance report **Time:** Quarterly for 12 Quarters post the date of Go-live as declared by MyGov	**Phase II-** (Immediate Technical Upgrade/ Design, Development, Implement & Go-Live of MyGov 2.0.) Sub Stage: Design, Development, Testing, Go-Live Implementation as per the Scope of work of this RFP **1. Release of 20 % of the total contract value** On delivering: Test plan, Test cases in T+26 weeks, Development in T+36 weeks & Demonstration in T+37 weeks. **2. Release of 20% of the total contract value** On delivering: UAT report in T+40 weeks, Audit Report in T+44 weeks, Training Reports with user Manual in T+48 weeks, Go-Live in T+50 weeks, Deployment report in T+51 weeks and Audit report T+52 weeks. **3. Operation & Maintenance** **On Delivering:** O & M Reports • SLA Reports (System Generated) • Quarterly Performance report **Time:** Quarterly for 12 Quarters post the date of Go-live as declared by MyGov

#	Pg. no./ref.no.	Existing clause	Amended clause
		Remaining **60% of the contract value** shall be paid quarterly basis for **12 Quarters** at the end of each quarter after deducting penalties, if any.	Remaining **50% of the contract value** shall be paid quarterly basis for **12 Quarters** at the end of each quarter after deducting penalties, if any. (**Note:** Refer **Annexure 1** for updated **Section 5**: **Project Payment Terms, Deliverables & Timelines) Operation & Maintenance**
2.	Section 7.11 Eligibility Criteria Sr. no 5: Office Pg. 55	The bidder should have its registered office in India and should have a development center in Delhi/NCR with minimum **100** Software developers/engineers/DevOps engineer.	The bidder should have its registered office in India and should have a development center in Delhi/NCR with minimum **50** Software developers/engineers/DevOps engineer.
3.	Section 7.11 Eligibility Criteria Sr. no 6: Relevant Experience of the Bidder Clause 6.1 Related to software development, implementation, maintenance of a web application/web portal including Mobile app (android & iOS) Pg. 57	The Bidder should have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, end to end management & maintenance of a **web application/web portal including Mobile app(android & iOS)** over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) and implemented with **Central /State Government/PSU in India**, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: At least two (2) similar projects each of INR 3 crore or more	The Bidder should have experience of successfully Go-Live/ executed /completed similar services for development, implementation, end to end management & maintenance of a **Web application/web portal (with mobile app)/Web application (with mobile app)** over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) and implemented with **Central/State Government/PSU/BFSI Institutions in India**, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: At least two (2) similar projects each of INR 3 crore or more
4.	Section 7.11 Eligibility Criteria Sr. no 6: Relevant Experience of the Bidder Clause 6.2	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial (FY 2021-22, 2022-23 & 2023-24) i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 &	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial (FY 2021-22, 2022-23 & 2023-24) i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) **with**

#	Pg. no./ref.no.	Existing clause	Amended clause
	Related to ICT infrastructure services Pg. 58	2023-24) **with central /State Government/ PSU in India** Note: Projects related to mere supply of Hardware/software development only shall not be considered.	**central /State Government/ PSU/ BFSI Institutions in India.** Note: Projects related to mere supply of Hardware/software development only shall not be considered.
5.	Section 7.11 Eligibility Criteria Sr. no 7: Resource Strength Pg. 58	The bidder should have in its rolls, a staff of at least 100 technically qualified. (BE/ B.Tech/ MCA) personnel with relevant experience in high-end web and Mobile application Design, Development, Maintenance & Management as well as physical/cloud infrastructure management & maintenance.	The bidder should have in its rolls, a staff of at least 100 technically qualified personnel with relevant experience in high-end web and Mobile application Design, Development, Maintenance & Management as well as physical/cloud infrastructure management & maintenance. **Note: The Bidder must have at least 50 employees with minimum qualification – B.E./B. Tech/MCA as on the date of bid submission**.
6.	Section 7.11 Eligibility Criteria Sr. no 9: Certifications Pg. 59	The Bidder must have the following certifications. ● CMMI L3 or above ● **ISO 27001:2015** ● ISO 20000-1:2018 ● ISO 9001:2015	The Bidder must have the following certifications. ● CMMI L3 or above ● **ISO 27001:2015 or higher** ● ISO 20000-1:2018 ● ISO 9001:2015
7.	Section 7.12 Technical Evaluation Criteria A.2 Project Experience S. no. i Pg. 60-61	The Bidder should have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, maintenance and end to end management of a **web application/web portal including Mobile app(android & iOS)** over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24), ending month of March prior to the bid opening) implemented with **Central /State Government/PSU in India,** excluding the cost towards procurement of hardware, network, and infrastructure items meeting criteria:	The Bidder should have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, maintenance and end to end management of a **Web application/web portal (with mobile app)/Web application (with mobile app)** over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24), ending month of March prior to the bid opening) implemented with **Central /State Government/PSU/ BFSI institutions in India,** excluding the cost towards procurement of hardware, network, and infrastructure items meeting criteria:

#	Pg. no./ref.no.	Existing clause	Amended clause
		At least Two (2) similar projects each of INR 3 crore or more	At least Two (2) similar projects each of INR 3 crore or more
8.	Section 7.12 Technical Evaluation Criteria A.2 Project Experience S. no. ii Pg. 60-61	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) **with central /State Government/PSU in India.** Note: Projects related to mere supply of Hardware/ software development only shall not be considered.	The bidder should have completed/executed minimum One (1) ICT infrastructure service-related projects, each of INR 1 crore or more over the last three financial years i.e., the current financial year and the last three financial years (FY 2021-22, 2022-23 & 2023-24) **with central /State Government/PSU/ BFSI Institutions in India.** Note: Projects related to mere supply of Hardware/ software development only shall not be considered.
9.	Section 7.12 Technical Evaluation Criteria A.2 Project Experience S. no. iii Pg. 60-61	The Bidder should have experience of successfully executed/completed Design, development, implementation, and maintenance of CMS based portals related to citizen centric services in the last five financial years i.e., the current financial year and the last five financial years (FY 2019-20, 2020-21, 2021-22, FY 2022-23, FY 2023-24) with **central/State Government/PSU in India.**	The Bidder should have experience of successfully executed/completed Design, development, implementation, and maintenance of CMS based portals related to citizen centric services in the last five financial years i.e., the current financial year and the last five financial years (FY 2019-20, 2020-21, 2021-22, FY 2022-23, FY 2023-24) with **central/State Government/PSU/ BFSI institutions in India.**
10.	Section 7.12 Technical Evaluation Criteria A.3 Resource Strength S. no. i Pg. 62	The bidder should have in its rolls, a staff of at least 100 technically qualified. (BE/ B.Tech/ MCA) personnel with relevant experience in high-end web and Mobile application Design, Development, Maintenance & Management as well as physical/cloud infrastructure management & maintenance. **Evaluation Parameter** • 100 resources:5 Marks • 101 to 150 resources: 8 Marks • > 150 resources: 10 Marks	The bidder should have in its rolls, a staff of at least 100 technically qualified personnel with relevant experience in high-end web and Mobile application Design, Development, Maintenance & Management as well as physical/cloud infrastructure management & maintenance. **Note: The Bidder must have at least 50 employees with minimum qualification – B.E./B. Tech/MCA as on the date of bid submission** **Evaluation Parameter** • 50 resources:5 Marks • 51 to 100 resources: 8 Marks • > 100 resources: 10 Marks
11.	Section 7.12	The Bidder must have the following certifications.	The Bidder must have the following certifications.

#	Pg. no./ref.no.	Existing clause	Amended clause

	Technical Evaluation Criteria
	A.4 Certifications
	S. no. i
	Pg. 63
		• CMMI L3 or above
		• **ISO27001:2015**
		• ISO 20000-1:2018
		• ISO 9001:2015
		
		Evaluation Parameter
		CMMI Certification
		• CMMI L3: 2 Marks
		   or
		• CMMI L5: 5 Marks
		ISO Certification
		• **ISO27001:2015 :2 Marks**
		• ISO 20000-1:2018 :2 Marks
		
		ISO 9001:2015: 1 Marks
			• CMMI L3 or above
			• **ISO 27001:2015 or higher**
			• ISO 20000-1:2018
			• ISO 9001:2015
			
			Evaluation Parameter
			CMMI Certification
			• CMMI L3: 2 Marks
			   or
			• CMMI L5: 5 Marks
			ISO Certification
			• **ISO27001:2015 or higher :2 Marks**
			• ISO 20000-1:2018 :2 Marks
			
			ISO 9001:2015: 1 Marks

Annexure -1

Pg 43, Section – 5, Project Payment Terms, Deliverables & Timelines

#	Stage	Sub-stage	Activities/Tasks/Milestones	Deliverables	Time in Weeks	Payment	Acceptance Criteria
1.	**Phase I - Knowledge Transfer, Handover, As-is and To-be system**	Project Inception	Project Kick-off	• Kick-off Meeting • Inception Report	T+1	-	Signoff from MyGov on acceptance of the Inception Report
		Handholding of ICT Infra /Cloud Services	Handholding of ICT Infra/Cloud Services	• Handholding of ICT Infra/Cloud Services	T+4	-	Signoff from MyGov
		Exit Management	Exit Management Plan	• EM Report	T+ 4	-	
		As is study by the MSP	Baseline Study	• As Is report including ICT infra & Services	T+ 8		Signoff from MyGov (Weekly Monitoring by MyGov/NIC)
		Proposed To-be System as per RFP requirement	Stakeholder Consultation and define to-be system	• Business requirement document including user requirements, software requirement specifications, detailed envisaged software architecture design, logical and physical database design etc	T+ 12	**5 % of Total Contract Value**	Signoff from MyGov on the proposed To-Be System Report

#	Stage	Sub-stage	Activities/Tasks/Milestones	Deliverables	Time in Weeks	Payment	Acceptance Criteria
2.	**Phase II- (Immediate Technical Upgrade/ Design, Development, Implement & Go-Live of MyGov 2.0.)**	Design, Development, Testing, Go-Live Implementation as per the Scope of work of this RFP	System Requirement Specification (SRS) and Functional requirement Specification (FRS) document containing detailed requirement capture and analysis including requirement, data flow, workflow, interface specifications, application security requirements.	FRS, SRS and Design Document	T+22	**5 % of Total Contract Value**	Signoff from MyGov on submission of relevant reports /deliverables/ demo and with Signoff from MyGov
			High Level Design (HLD) and Low-Level Design (LLD) documents including Software Architecture design, Logical and Physical Database Design, etc.				
			User Acceptance Test Process, Security Test Plan, Software Test Plans, Automated and Manual Test cases for Unit Test, System Pipeline Test, Integration	Test Plan, Test Cases	T+ 26	**20 % of the Total Contract Value**	

#	Stage	Sub-stage	Activities/Tasks/ Milestones	Deliverables	Time in Weeks	Payment	Acceptance Criteria
			Test, Load Test, Stress Test, etc.				
			Development of MyGov, Quiz and Innovate India (Prime) portal & mobile app components with features including Front-end, Middle Layer, Back-end, etc.	Development	T+ 36		
			Demonstration of final developed portal & mobile app as well as plug-in-play components as per scope and inputs given by MyGov	Demonstration	T+ 37		
			User Acceptance Testing and Signoff Report	UAT report	T+ 40		
			Safe to Host Security Audit Certification Report	Audit reports	T+ 44		
			Training & Capacity Building	Training reports with User Manuals	T+ 48	**20 % of the Total Contract Value**	
			Hosting and Go-Live	Go-Live	T+ 50		
			Deployment & Integration of Helpdesk support system and Ticketing system as well as	Deployment report	T+ 51		

#	Stage	Sub-stage	Activities/Tasks/Milestones	Deliverables	Time in Weeks	Payment	Acceptance Criteria
			Escalation Mechanism for issue reporting				
			STQC Certification on GIGW 3.0 as well as DBIM Compliance	Audit reports	T+52		
3.	Phase III (End to end Operation & Maintenance support for the full portal and associated applications, new software modules, additional features, Server-Side maintenance and Management etc.)	**Operation & Maintenance**	O & M cost will be paid equally at the end of each quarter	• O & M Reports • SLA Reports (System Generated) • Quarterly Performance report	Quarterly for 12 Quarters post the date of Go-live as declared by MyGov	Remaining **50% of the contract value** shall be paid quarterly basis for **12 Quarters** at the end of each quarter after deducting penalties, if any.	Signoff from MyGov on O&M of MyGov System along with SLA Reports

Note:

i.   Selected MSP shall have to submit self-certificate on completion of each milestone stating that "they have completed the milestone in line with the RFP specified terms & conditions".
ii. Permissible service levels and applicable penalties are defined in this RFP.
iii. All payments will be done as per actual work done with duly certification and signoff by MyGov.
iv. All payments are subject deduction of applicable tax and service levels / penalties, if any.