Request For Proposal

For

Appointment of Partner Agency (Vendor 1)

For

Development, Operations and Management

of

UMANG – Backend

(Unified Mobile Application For New-Age Governance)

June, 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 Backend Platform 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 at the quoted commercials and executed contract terms & conditions.

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 and Windows) and web (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, and local bodies as well as from their agencies 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:

a) 'Best m-Government service' award at the 6th World Government Summit held at Dubai, UAE, on February 2018.

b) IDC Digital Transformation Awards 2018 in August, under the category Omni-experience Innovator which recognized it as a pioneering initiative.

c) 'Digital India Jury choice award 2018-19' and

d) DARPG Gold award 2018-19 for 'Excellence in providing Citizen Centric Delivery'.

Currently 400 services (including 24 services from Service Plus) are live on UMANG and a Help Desk Centre (Toll Free Number is 1800-11-5246) is established to manage User queries/grievances with regards to UMANG.

3 Request for Proposal

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

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

b) 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:
  (i) Vendor 1 to do activities defined in (a) above through RFP for UMANG Backend
  (ii) Vendor 2 to do activities defined in (b) above through RFP for UMANG Frontend
  (iii) Vendor 3 to do activities defined in (c) above through RFP for UMANG Help Desk Centre

c) In addition, there will be Vendor 4 to do activities of QA/audit through RFP for UMANG QA/audit partner, which will be floated separately.

d) 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.

e) The bidders may apply to any or all of the RFPs (Vendor 1 to 3); however, one bidder shall be awarded only one RFP.:

  (i) If the same vendor applies to more than 1 RFP and technically qualifies for more than 1 bid, its choice of preference shall be taken before opening of financial bids.

(ii)   Vendor 3 will not be allowed to get Backend/frontend work and Vendor 1/2 won't be allowed to get work for Help Desk.

(iii) In normal circumstance Backend/Frontend work will be given to two different vendors, however, NeGD reserves the right to allow participation and evaluation of bid of a vendor which has become successful in one of the two projects and where in another bid there is no qualified bidder.

This RFP is for Vendor -1 – "UMANG- Backend".

NeGD invites Proposal from reputed and reliable companies/vendors (hereafter referred as 'Bidders) to select a preferred bidder who is capable of developing, operating and managing UMANG Backend 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, a) UMANG Client Apps – Android, iOS, Windows, Web and KaiOS; b) UMANG Backend connected to Service Providers' (currently Government Departments) backend applications and c) Helpdesk Centre. Each layer is detailed below.
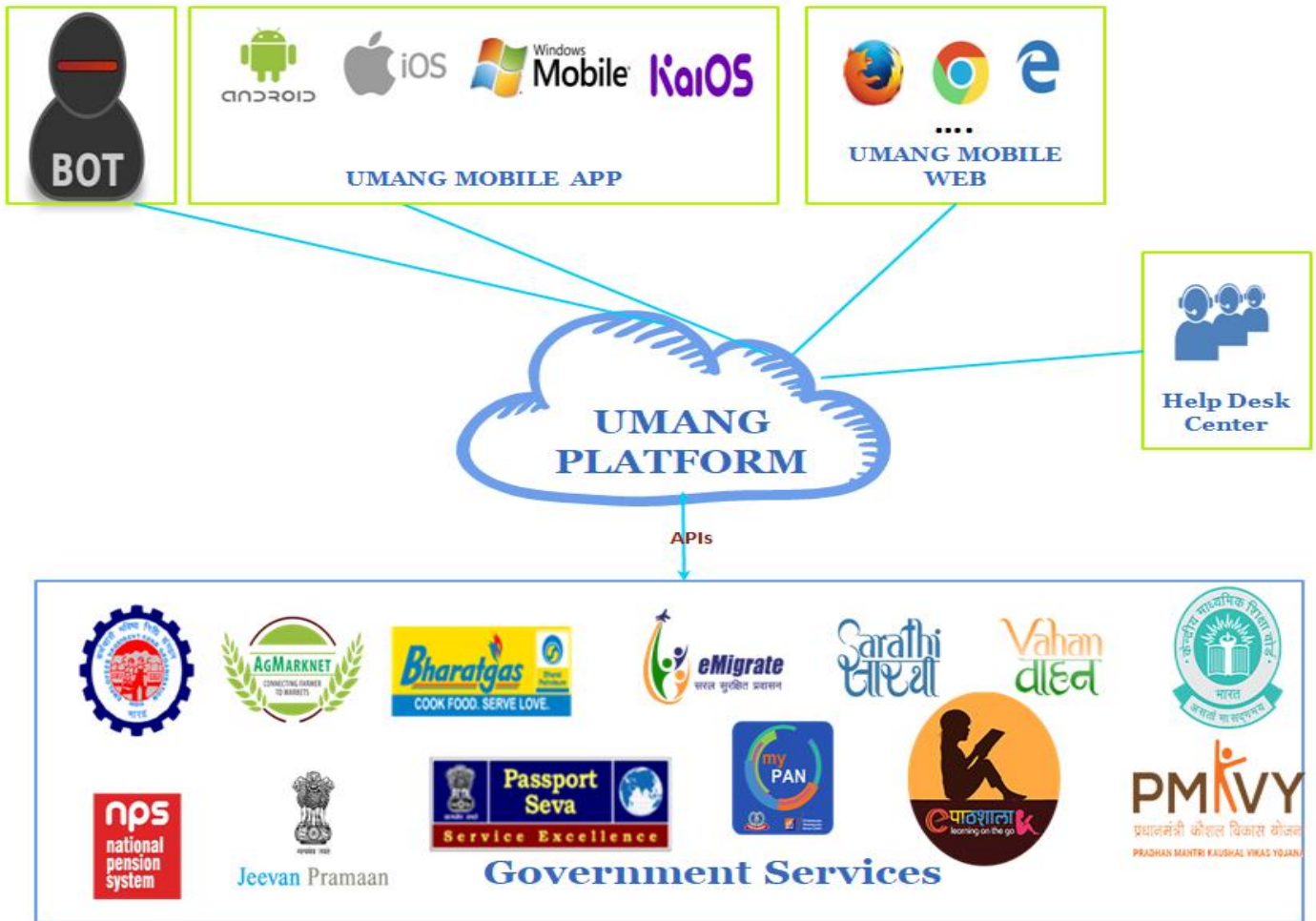
Fig 1 – UMANG Concept Diagram

4.1   UMANG Client Apps (Frontend)

Users can access services offered through UMANG using a single mobile app available on Android, iOS, Windows and KaiOS and also 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.

4.1.1 Mobile App

a) 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.

b) 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.

c) 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.

d) For the UI/UX part, the app follows a customized design guidelines 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 for Frontend

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)

*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.

4.1.2 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 web URL to access UMANG services is **https://www.umang.gov.in/.** For more details on Frontend please refer RFP of Frontend Vendor (2) 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 (3) on published on NeGD Website.

4.3   UMANG Backend

The UMANG backend can be considered as a middleware between the back-end application of the departments (whose services are offered through UMANG) and UMANG Client apps. UMANG platform is also placed as a mBaaS (mobile-Backend-as-a-Service) powered by an industry grade API Management Layer for API management, transformation, orchestration etc.). The platform is built on industry-grade, 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. The components of the stack are mentioned below.

Fig 2 – UMANG Open Source Technology Stack

The platform is constituted of many components coupled together. These components are for Authentication and Authorization, Analytics, Self-care for departments (For configuration of services), Campaign and Notification management, SMS Gateway integration, IVRS, Transaction Management, Payment Gateway integration, Aadhaar integration, Digilocker integration and CRM. The platform uses several Open Source tools/solutions as part of its technology stack which includes

Table 2- UMANG Open Source Technology Stack

S. No.	Component	Technology Stack/Platform/Tool
1.	Operation System	RedHat Linux
2.	API Manager	WSO2
3.	Load Balancer	NGINX
4.	App Server	Tomcat
5.	Database	a. Postgres b. Redis - Cache & Session Management
6.	Message Broker	Kafka
7.	Log Management	Graylog
8.	Notifications	Firebase Cloud Messaging
9.	Analytics	Tomcat, AngularJS, Postgres
10.	APM	Apache Skywalking, Angular 6, Tomcat

Following diagram summarizes the logical flow in UMANG:

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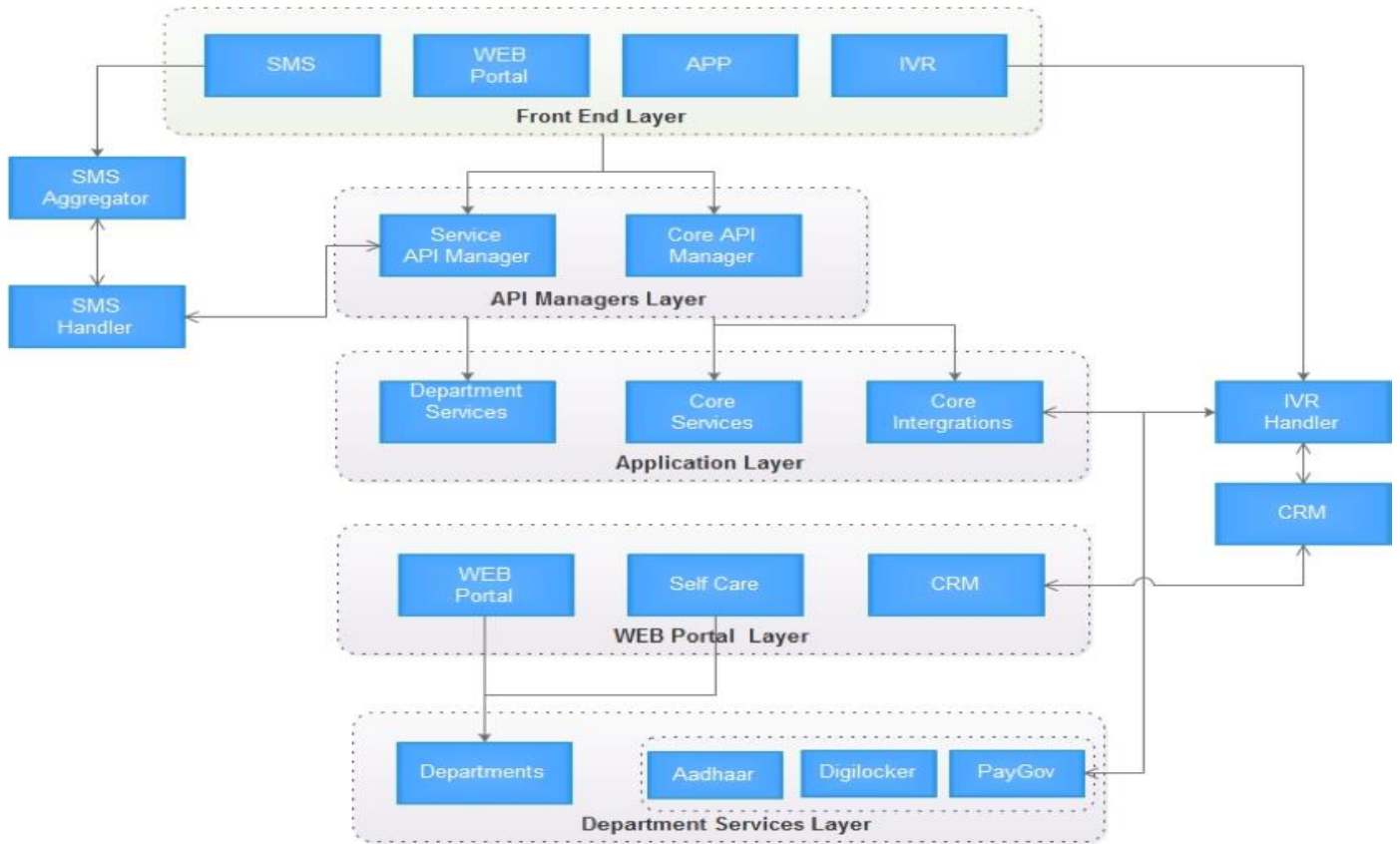
Fig 3 – UMANG Logical Flow

4.3.1 Design Principles

For both go-live phase as well as during O&M, Partner Agency (Vendor-1) shall wok on UMANG backend based on the design principles outlined below:

4.3.1.1 User Centric

End users availing the service must be centric to the design of UMANG Backend. The system should ensure ease of use and simple operation along with ensured availability of the services. The system should allow and enable fast on-boarding of user-centric services and quick roll-out on UMANG Frontend.

4.3.1.2 Heterogeneous and Interoperable

The UMANG platform design should be enhanced keeping in mind that information flows across applications owned by different departments. The UMANG platform should be able to integrate and interoperate with various other external entities. The ability of the solution to easily and in a

relatively seamless manner integrate with external entities, interoperate with multitude of technologies must be a significant criteria.

The UMANG platform should also support features which work seamlessly to power various Client Apps of UMANG.

4.3.1.3 Sustainable and Scalable

Architecturally, the UMANG backend should be sustainable and scalable. Sustainability requires the platform to use software, tools, frameworks etc. which has a large usage base and regular long-term support and upgrades. For scalability, it is important for the UMANG backend to be cloud enabled to take the advantage of next generation cloud implementations and technologies. The following criteria should be kept in mind during selection of the technology

a) Every component needs to scale to a large volume.
b) Every component as well as the whole system needs to provide consistent and acceptable performance even at very large scale.
c) Single point of bottle-neck and failure must be avoided.

While upgrades and scaling-up, it is necessary that the platform supports earlier versions especially when upgrading the APIs.

4.3.1.4 Pluggable and Loosely coupled Components

The system should have open standards and open APIs with plug-n-play capabilities. The system design should support plugging in new technologies and components in a seamless manner, and easy removal of any obsolete technology or component without impacting any other component of the system. The components should be loosely coupled to allow changes in applications that are integrated with it and in any sub-system level without affecting other parts. It should work in a heterogeneous technical environment.

4.3.1.5 Easy On-boarding

On-boarding of departments/e-Gov applications should involve minimal changes (ideally to the extent of exposing their existing APIs or developing new APIs if required) in their respective applications. Also, Service enablement should be supported across all the frontend client simultaneously.

4.3.1.6 Address privacy concerns

The UMANG backend should address the privacy concerns of integrated applications and thus restrict visibility of each department to data/information pertaining only to them. Also, the platform should protect user's information.

4.3.1.7 Analytics

The UMANG platform should be able to generate insights for analytics. These includes, but is not restricted to, on-demand reports which can be configured, filtered and customized by NeGD as well as integrating departments. The UMANG platform should look at the usage at an aggregate as well as at an individual level.

Relevant dashboards should be available for decision makers about the platform's performance and usage and insights on user information (demographic, location, behavioural etc. aspects).

4.3.1.8 Multi-Language Support

Various mobile channels need to support local Indian languages to be able to reach masses. UMANG backend shall provide support for English and standard local languages across various channels. The backend should also be capable incorporating third party language plug-ins for this purpose. UMANG backend should be capable of providing multilingual capabilities for both static and dynamic data.

4.3.1.9 Security

The UMANG platform needs to have capability to manage security and privacy at multiple levels. A transactional service may require higher security levels than an ordinary information service such as status check or weather forecast. Non-functional requirements such as data security, user authorization and access control need to be taken into account while designing the components of the platform.

4.3.1.10 Easy integration with external interfaces

In the current IT environment when several function specific systems are developed, a system comprises of core functional modules talking to several platforms and services through APIs published by such platforms. UMANG platform needs to have technical capabilities to integrate with external interfaces such as payment gateways, identity providers, location services etc.

4.3.2 UMANG Core integrations

4.3.2.1 Aadhaar/VID (UIDAI, MeitY)

The UMANG platform allows user to authenticate via mobile number linked with Aadhaar/VID. UMANG platform is compliant with UIDAI Aadhaar/VID guidelines issued by UIDAI from time to time and should be kept compliant to such guidelines in future.

4.3.2.2 Digilocker (NeGD, MeitY)

The UMANG app allows seamless integration with Digital locker. Integration with Digital Locker allows creation of Digilocker account (for new users), access to existing Digi locker account using user credentials, access of stored documents, upload any document stored in mobile or scanned by the mobile camera, sharing of documents along with Departmental service flows where documents are required to be shared with departments for availing services.

4.3.2.3 PayGov (PayGov of MeitY or as provided by Departments)

UMANG is single platform for on-boarding major citizen centric apps and PayGov is integrated as a part of UMANG and is extended to all states/ department apps that shall be on-boarded on UMANG where a payment/charge is taken from citizen for availing the services as decided by governing body of the services

4.3.2.4 RAS (NeGD, MeitY)

UMANG platform is integrated with Rapid Assessment System (RAS) for continuous feedback of services on-boarded on UMANG. Once a user has availed a service on UMANG different mechanism are available including invocation of a mandatory feedback page post availing the service. The feedback is then available with concerned department.

4.3.3 UMANG Backend Modules

Major modules of UMANG backend developed as a part of the current system and available on 'as is where is' basis and which shall undergo continuous improvement as per the requirements of different stakeholders are listed below.

4.3.3.1 Self-Care

Self-care, besides providing insights into various technical (API performance) and non-technical parameters (Feedbacks and Ratings), provides a configurable management system for all the service providers integrated with UMANG. Some salient feature and functionalities are:

a) It provides a multilevel authorization and access control for its users. Departments can configure their logo, short and long descriptions, search keywords (multilingual) etc. for services enabled on UMANG.
b) Departments with access to Self-care can push notifications to their selected user base through various options.
c) Departments can block and unblock their services on UMANG

4.3.3.2 Analytics

UMANG application provides analytics tool to provide detailed reports of transactions or usability of the services on UMANG platform. The platform is dynamic in nature and users can access various kinds of reports for different date ranges. Some of the reports are Daily Transactional reports, Total Hits on department services, Total subscribers on UMANG etc. System ensures proper authentication mechanisms as it supports login credentials based on roles and responsibilities of the user. Users have the option to change the language in offline mode and can check various services on UMANG. Along with that, search option, Directory services, notifications, settings and user profile can be accessible in offline mode.
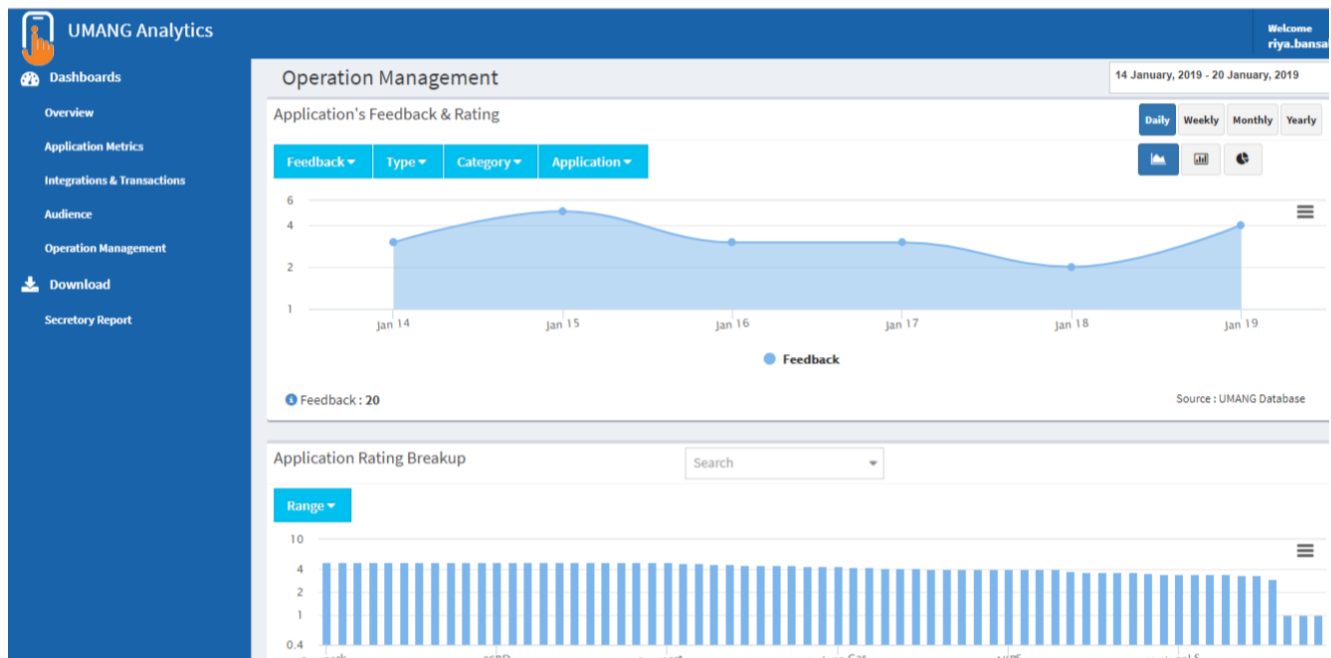
Fig 4 – UMANG Analytics Dashboard

4.3.3.3 Campaign Manager

Campaign management module enables campaign in multiple ways such as SMS, Email, and OBD. System has the features to maintain the credits for the department and credits can be used to manage the campaigns. As per process, every authorized user has the access to the apps with respective departments and is able to draw credits and run promotional and transactional campaigns. Campaign manager's capabilities include proper prioritization, queuing, load management and scheduling of campaigns.

4.3.3.4 API Manager

UMANG provides a platform to manage the API by the service provider SPOCs. Services are integrated with UMANG through APIs (REST, SOAP etc.). UMANG back-end's API Management Layer (WSO2 and some custom modules) transforms and orchestrates APIs of various service providers for the services enabled on UMANG and expose them to UMANG Client Apps with a capability to support non-UMANG apps. API manager provides the following functionalities:

a) Support publishing SOAP, REST style services as APIs

b) Manage API visibility and restrict access to specific partners or customers

c) Publish both production and sandbox keys for APIs to enable easy developer testing

d) Manage API versions and deployment status by version

e) Manage API lifecycle from cradle to grave: create, publish, block, and retire

f) Customize the API lifecycle, including executing custom behaviour on lifecycle transitions

g) Set the pricing and rate limits with respect to APIs. Also, set duration limits for authorized use of APIs
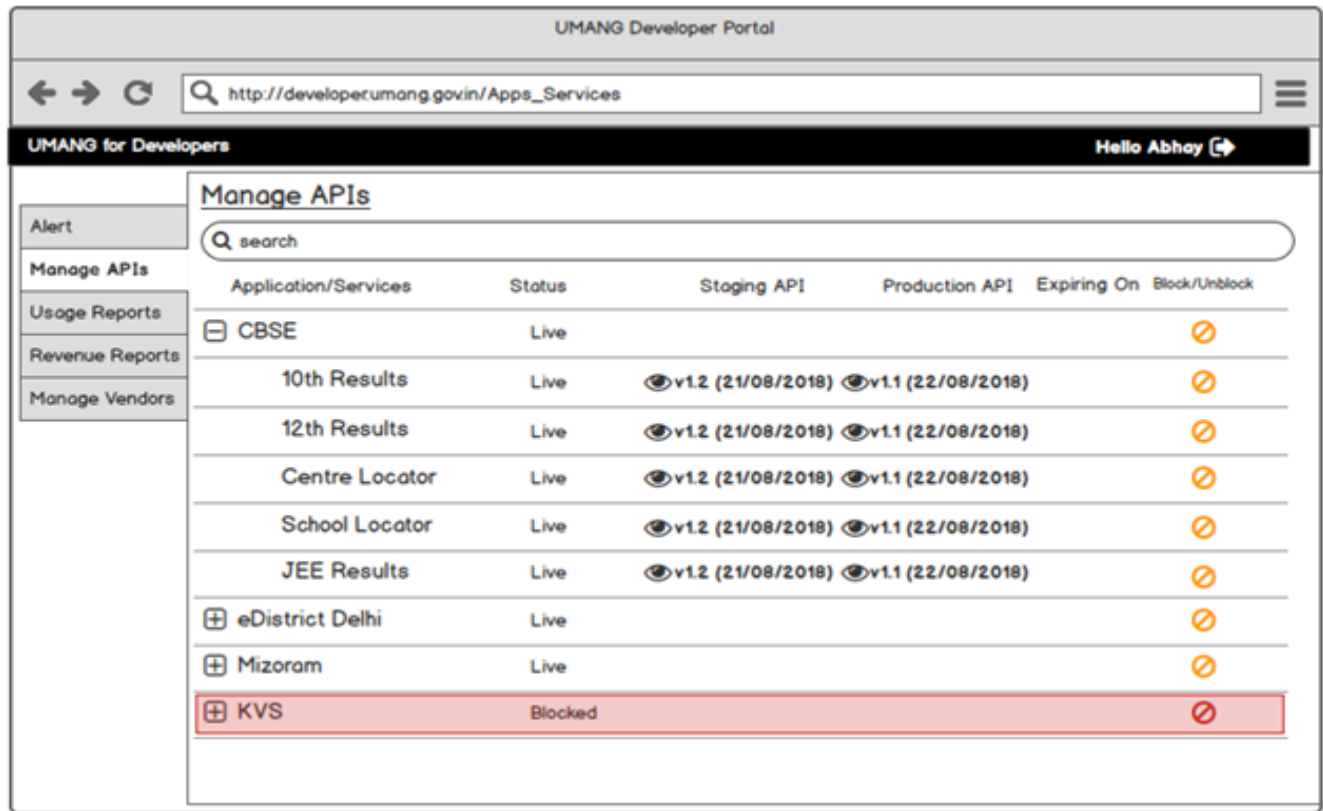
Fig 5 – UMANG API Manager

4.3.3.5 CRM

UMANG backend also provides CRM system which helps the UMANG Help Desk (Vendor 3) team to manage the end users issues and queries. CRM system has the features to raise the internal (Tech-ops) or external (Departments) tickets, view service provider's SPOC information. Department team can view all such tickets or information on self-care portal (see Section 4.3.3.1). UMANG Operations team ensures appropriate and timely solution to be provided by interacting department SPOCs or internal teams to customer care support team. Resolutions are captured in CRM system so as to manage proper communication and closer of the tickets. Dashboard has been created for different user types such as Admin, Agents, departments or Tech-ops.

It also provides various reports which help to manage the call centre are available on CRM system such as:

a) Reports with respect to Agent Login & Performance Reports

b) Real Time APR Report generating tool, to fetch the current agent's performance (AHT, Calls answers, Chat answers, agent abandoned).

c) Chat, IVR calls abandoned

d) Hourly Chat, Email & Call Reports

e) Helpdesk SLA Report

f) CRM Collective Report
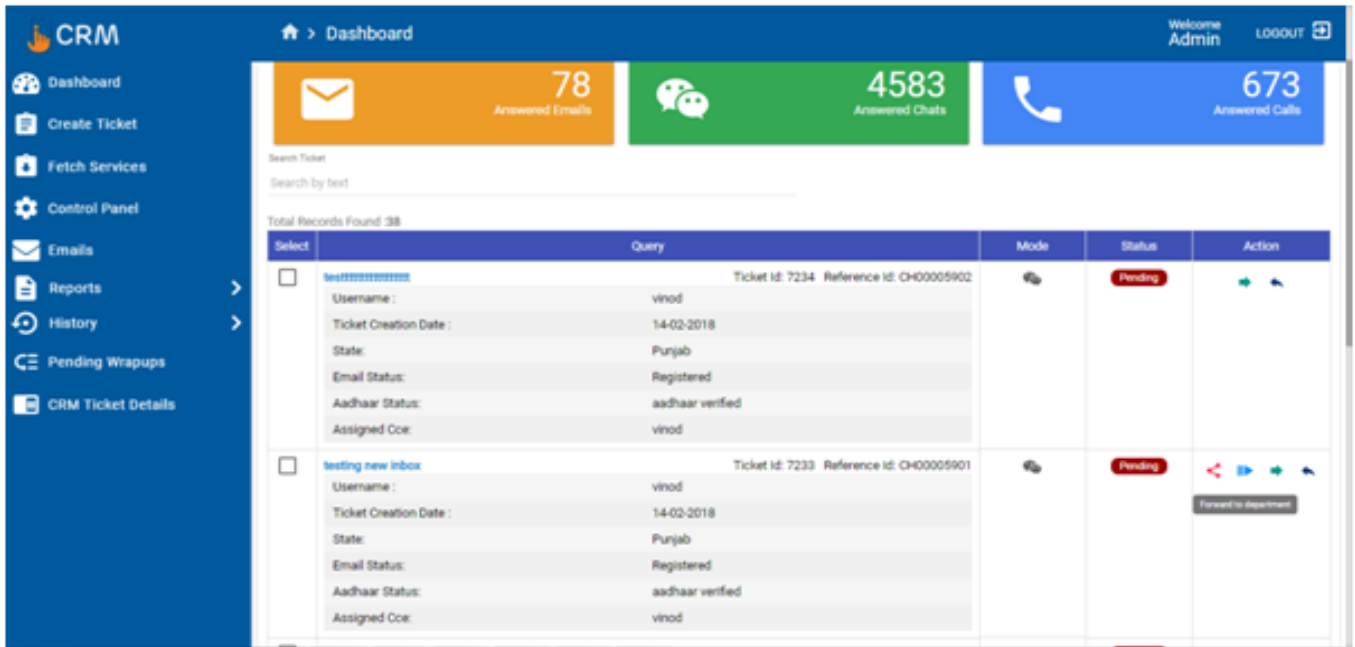
Fig 6 – UMANG CRM

4.3.3.6 Application Performance Management

UMANG provides APM tool based on Apache Skywalking and some custom modules. This tool enables the performance related parameters/reports to operations team and NeGD.

4.3.3.7 Transaction Management

The transaction management component is responsible for processing all the transactions and user interactions on the UMANG platform. The API Manager layer is acting as the transaction manager for the system. All requests and API calls on the platform are routed through the API manager and all subsequent business rule handling or invocation of external APIs for data processing is handled from here.

This module is responsible for enforcing the authentication mechanisms for incoming requests and routing these requests to subsequent modules for further processing. The module is working in

combination with other modules of the system for providing end-to-end functionalities such as user verification, payment processing, service enablement, and applying any configured charges for the use of a particular service.

The module maintains tracks of all ongoing transactions in the system and is further makes this data available for checking the transaction history of any user. The transaction history summary is also made available to the user for viewing and downloading the same for future reference.

4.3.3.8 Exception Handling

The design outlines a standardized approach to structured exception handling across the application. Application exception handling is minimize the information disclosure in the case of an exception. Frontend is able to identify generic error messages and error messages codes that are returned to the client. The private data (for example, passwords) is not be logged into the system.

For every exception occurring on the platform, user-friendly error messages and corresponding error/exception codes are provided to frontend. In the case of any error, the sensitive data is not be exposed in error pages, error messages, logs, and audit files.

4.3.3.9 Security and Authentication

The Security and Authentication modules are responsible for authenticating the user and granting permissions based on the corresponding roles and responsibilities. Every end user login is authenticated through OTP or MPIN.

The platform integrates with the Aadhaar platform for supporting Aadhaar based authentication for requisite departmental services and the system links this Aadhaar authentication to the user mobile number provided voluntarily to the platform.

All API calls on the platform are validated and authorized by the API Manager using access tokens and security keys to prevent any unauthorized access to the platform from external systems.

Access and transaction logs are maintained on the platform and these verification logs are analyzed for strengthening the overall authentication process.

Both single and multi-factor authentication mechanisms are supported by the platform and can be employed wherever required by the corresponding services.

4.3.3.10   Cache Management

To ensure optimal service performance, the UMANG system is making extensive use of the device and the platform cache. The use of cache helps in keeping the frequently accessed data readily available and avoiding roundtrip server calls for relatively static and constant data. Responses of frequently used APIs, which do not change over time or change after a known time, are cached within the API manager so that the backend API need not be invoked every time the data is required.

4.3.3.11   Load Management

The UMANG system is catering to requests from users from across the county and this results in a high load on the platform when the different services are made available to the users. The platform is designed with a view to effectively handle this incoming load and distribute the same across the different components to optimally handle the user requests and provide prompt responses for a better overall user experience. Some of the basic techniques employed for load management are Asymmetric load balancing, SSL Offload and Acceleration, Distributed Denial of Service (DDoS) attack protection, HTTP compression, TCP offload, Health checking, HTTP security, Client authentication, Department Load Management.

The UMANG platform is integrated with various central and state departments to provide corresponding services to the citizens. The platform also manages the load of requests for the particular department services by deploying multiple servers to cater to increased loads and configuring API Layer (WSO2) to balance the load.

4.3.3.12   Session Management

One of the primary functionality of the platform is an efficient Session management capability. A user is allowed to maintain multiple sessions simultaneously with the UMANG platform through the various available channels. A user is logged on from the mobile app and the web portal at the same time from two different devices (or even the same device.). To manage the distinct logins and transactions of the users efficiently, the multiple session entries are maintained corresponding to every distinct login. Various techniques are used to ensure the security of the session tokens and user data security.

4.3.3.13   Log Management

The system design identifies the level of auditing and logging necessary for the application and based on that, identify the key parameters to be logged and audited. The design considers the flow of caller identity across multiple tiers (at the operating system or application level) for auditing using the

unique ID. All user transactions on the platform are logged for future reporting and auditing. While logging it ensured that sensitive data (such as passwords and account IDs) are either logged in a masked manner (if required) or not logged at all.

Hourly system logs are created to enable easy movement of log files to other analytic servers and easy loading of data into databases if required. This ensures availability of almost real-time data for the platform. Message Broker (Kafka) is used for better management of load for logging.

4.3.3.14   *Payment Module*

To enable payments through UMANG, UMANG backend can integrate with one or more payment gateways through its payment module. The payment module keeps a record of all payment transactions through UMANG and generates reports for the purpose of reconciliation of these payment gateways and analytics.

4.4   UMANG Service Providers

UMANG currently has around 400 services from 85 applications (including 24 services from Service Plus) of various department of Centre, State and Local bodies and Bharat Bill Pay are live on UMANG. Few more services may be made live by the time the bids for this RFP is evaluated and LOI is placed to the Bidder. Details of the applications and services is attached as annexures to this document.

a) Department Application Details   –   Annexure I
b) Existing Services List   –   Annexure II
c) Proposed Services List   –   Annexure III
   (Services which may immediately get integrated to UMANG after the Bidder takes over the work)

5   Scope of Work for Backend Partner (Vendor 1)

The broad areas of Scope of work are as below:

a) The Partner Agency (Vendor 1) shall take over all the existing software, code, documents and all related artefacts and understanding from the existing Partner Agency. As a part of the initial transition. After takeover, the Partner Agency (Vendor 1) shall develop and enhance the existing UMANG backend applications and processes including all its existing features and functionalities on a continuous basis.

b) Shall provide technical support to resources deployed for UMANG backend for resolution of issues/matters requiring their interaction with experts from the Partner Agency (Vendor 1)

c) Shall train UMANG users (Service Provider departments) to use UMANG backend modules.

d) Shall create proper documentation (API, FRS, SRS, User Manuals, FAQs etc.) of the Project including all services/core functionalities.

e) Provide training and support (in person or through VC) to the designated officials of Helpdesk (Vendor 3) about UMANG features, functionalities, services, FAQs etc.

f) Provide technical support to UMANG Frontend (Vendor 2) for issues and queries related to APIs published on UMANG backend.

g) Management, Operations and Maintenance of the complete UMANG backend and processes of UMANG.

h) Payment is integrated through UMANG by integrating with payment gateways and involves settlement process processes partner agency shall facilitate and perform payment reconciliation with the respective payment gateway (i.e. BBPS). This can be done through payment's module of UMANG backend.

5.1   Go-Live (With specified Works)

The Partner Agency (Vendor 1) must understand and take the knowledge transfer (KT) from existing Partner Agency and delivery of assigned specified works within predefined time as mentioned under Sections 10.2, from the date of LOI.

a) Understand the complete flow/life cycle of department on-boarding on UMANG.

b) Understand business processes corresponding to departments and services which are integrated on UMANG.

c) Understand pending requirements related to issues/process enhancements/changes etc.

d) Takeover all the prospective (already created funnel) services.

e) Takeover of all administrative and infrastructure facilities/features such as scripts, IP address, server, storage, scripts, relationship matrix and processes to manage the infrastructure part with NIC and departments, databases, scripts etc. which are associated with UMANG., all past versions of APIs/services/applications of already LIVE services across all platforms.

f) Takeover the existing backend functionalities and features of UMANG and perform devops for the same.

g) Partner Agency shall complete activities listed below successfully for achieving the 'Go-Live (with specified works)' milestone.

   (i)   Understanding of UMANG Platform/Solution

- Successful implementation of scaled down version of full UMANG stack with all components and configurations on a separate infrastructure (VMs, memory, storage etc.) on NIC cloud (NeGD provided) with the help of documents alone.

(ii) Development takeover

- API level integration of 10 department services (department backend with UMANG platform)
- exposing APIs for these services from UMANG platform for further consumption and development of front end mobile on different mobile platforms along with relevant documents such as API description document, Functional Requirements Specifications (FRS) Document. The services list shall be provided with the LOI.

(iii) O&M takeover

- Fixing 5 assigned bugs
- present 5 specified MIS/O&M reports and
- perform 5 core O&M assigned or any combinations thereof keeping the total activity count to a max of 15. These activities shall be assigned at the time of LOI issue.

5.2   Service Enablement

Service enablement on UMANG shall be done for services provided by various service providers such as Departments of Central Government, State Government, Local bodies and 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 help Partner Agency (Vendor 2) to develop front-end for all the UMANG client apps - Android, iOS, Web, KaiOS. All backend related features/components/applications shall be developed and enabled by the Partner Agency (Vendor 1) on UMANG. Various service types have been categorized and placed under Annexure II of this RFP.

5.2.1   Service Enablement Process

UMANG platform is currently integrated with multiple department's applications/Front-end for enabling individual services on UMANG application. 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:

5.2.1.1 On-boarding

a) Interact with both Service Providers (e.g. Departments) and UMANG Frontend for Service Enablement.

b) Interact with department on day to day basis for Service Enablement on UMANG.

c) Follow up and relationship building with departments, partners and other internal and external stakeholders.

d) Getting complete understanding of business processes and services to create the documents.

e) Provide clarity to departments for UMANG standards & processes, design guidelines, core features and functionality etc.

f) Get APIs and other related information such as IP address, environment etc. from department or Approval for creation of APIs from department and NeGD for the services which can be on-boarded on UMANG app. Test these APIs so that they can be published (along with docs) for consumption of UMANG Frontend.

g) Discuss and finalize payment process wherever shall be applicable and document in such a way that backend and frontend development team can able to understand and implement smoothly.

h) Create funnels for new departments whose services can be integrated on UMANG.

5.2.1.2 Development

a) Partner Agency shall deploy the manpower as mentioned in Section 8 of this RFP for all development work covered under UMANG Backend.

b) Configuration of APIs on API manager so that frontend development team can consume the APIs.

c) Create and publish detailed documentation of the APIs that provide the complete information of parameters.

d) Implementation and advancements of the product in latest technologies.

e) Partner Agency (Vendor 1) must enable the new departments on UMANG Backend modules such as CRM, Self-care, Analytics etc.

f) Creation of APIs for the departments services wherever department needs support and deploy the same on department servers. Handover documents to department for better understanding and managing operations of such APIs by the department SPOCs.

g) Maintenance, changes, enhancements in APIs developed and deployed on API manager as per recommendations from department or NeGD

h) Setup and manage production, staging and testing environments (as per requirement) to enable parallel development, testing and demo activities.

i) Resolution of Issue, enhancements, changes proposed by the stakeholders during the project duration.

5.2.1.3 *Testing and Demo of Enabled Services*

After service enablement on UMANG Frontend (by Vendor2) verifies and demo to the service provider department and NeGD.

5.2.2 Service Targets

The list of services planned for immediate on-boarding after issue of LOI is placed at Annexure III for quick reference. 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.

5.2.3 Service Enablement Timelines

The Partner Agency (Vendor 1) must be able to ramp up the capacity to deliver at least 240 services in an year i.e. ~60 services per quarter (indicative, after the go-live period). The first quarter shall start from completion of activities under the Go-Live phase.

5.3   Development and Enhancement of UMANG Core Modules

5.3.1 Development

a) Study of the existing "Functional System" being manned, managed, executed, supported by the present Partner Agency (Vendor 1) and develop and enhance overall UMANG backend.

b) Evaluate the existing Backend systems including on-boarding processes for the following:

(i) Assessment and recommendation on continuation on the existing system and implementation of a new system

(ii) Upgrades to the existing system and processes if it is to be continued.

(iii) Business process re-engineering if required.

c) Implement industry grade tools, processes and solutions for Continuous Development and Integration.

d) Devise strategies to refactor, redesign the full stack or its components for the purpose of scaling it up, making it high performant, making it more maintainable and modular etc.(if required).

e) Partner Agency (Vendor 1) must maintain the Versions of documents such as FRS, API documents etc. Any new or change of versions must be communicated to all the stakeholders.

5.3.2 Testing

a) Creation or documentation of test cases for UMANG backend modules, APIs etc.

b) Manual testing of the APIs, core modules and core features as per test cases and design guidelines.

c) Automated testing of the APIs associated with UMANG.

d) Performance testing of APIs provided by department or created by backend development team for the departments.

e) Providing and publishing the test reports (such as unit, performance and load testing) to respective stakeholders before discussion with departments and NeGD.

f) The Partner Agency (Vendor 1) must perform the load and performance testing with standard / decided benchmark. Reports generated from the tool must be submitted to all the stakeholders including departments. Also, guidance to be provided to the department in order to get the desired benchmarking. Partner Agency (Vendor 1) has to arrange the tools by himself to perform all kinds of testing.

5.4 Operations and Maintenance

The partner Agency (Vendor 1) shall deploy resources as mentioned under Section 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 1) after Go-LIVE (refer Section 9 for SLAs)

a) The Partner agency will remove the bugs that are already identified/ will be identified during the contract period.

b) The list of already identified bugs shall be shared at the time of LOI during the Go-LIVE phase. Issues and Bugs shall be reported to the Partner Agency (Vendor 1) from various sources such as UMANG Helpdesk (Vendor 3), NeGD, Bug Management Tool, etc.

c) Tickets raised against these bugs have to be resolved by the Partner Agency (Vendor 1) in a timely manner as per the SLAs.

d) Ticket resolution and technical assistance/discussion wherever required for issues reported by end users/clients/NeGD/Departments/Call Centre team for end issues of mobile app/web.

e) Providing technical assistance to Helpdesk and departments wherever required.

f) The resources deployed for O&M shall work extra hours to fix critical Bugs such as outage of services etc. for ticket resolution.

g) Promptly diagnose and fix the issues reported on priority by NeGD/or NeGD nominated agency from various social media channels or any other channel.

h) Adherence to SLA, provide SLA monitoring tool, Dashboard to NeGD for evaluation of different service level parameters.

i) The Partner Agency (Vendor 1) shall create and regularly update all document related to UMANG frontend such as Functional, Security, Performance, User manuals etc.

j) 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 such as (Design Guidelines, FRS for UMANG core applications, departments etc., Functional Testing, Test plan, Test Cases etc., Release and Deployment, Store Presence, Performance Report, Security Testing Report, Training manuals, User Manuals, documents relate to services, payments related, technical document (APIs information) etc. Partner Agency (Vendor 1) must share the documents with all the stakeholders

5.6   Training and Demonstration

5.6.1 To UMANG Call Centre (Helpdesk)

a) The Partner Agency (Vendor 1) must provide the document to Helpdesk (Vendor 3) on two days prior to training.

b) Physical training for large and complex services must be performed at Helpdesk locations for Helpdesk (Vendor 3) by Vendor 1 about the services which are going to be made live.

c) Physical training or web training can be performed for small or simple services depending on NeGD approval.

d) The Partner Agency (Vendor 1) must ensure that enhancements (Technical or Non-Technical) or new features should be incorporated for all the existing applications/services.

5.6.2 To Operations

a) The Partner Agency (Vendor 1) must provide the training to operations team (Vendor 1) for the services which shall be deployed on production environment.
b) The Partner Agency (Vendor 1) must share the documents required by Operations & Maintenance team of Partner Agency (Vendor 1) for monitoring of services.
c) The Partner Agency (Vendor 1) must enable the alerts and other monitoring tools so as to manage the operational aspects.

5.6.3 To departments or other stakeholders

a) The Partner Agency (Vendor 1) must provide the training for usage of relevant core components to departments.
b) The Partner Agency (Vendor 1) must provide the training or demonstration of the product and services to NeGD or any other stakeholders recommended by NeGD or departments.

5.7 Audit, Statutory or Government Requirements

At a minimum, following aspects of Platform Security and compliances shall have to be ascertained and ensured all the time, through the currency of the Contract:

a) Manage application, data and server security of UMANG as per ISO 27001 standards. The solution should be free from the vulnerabilities defined in Open Web Application Security Project (OWASP) top 10 vulnerabilities and other known vulnerabilities.
b) New Payment Module, if any, shall have been integrated with payment gateways and shall be PCI-DSS (Payment Card Industry Data Security Standard) complaint.
c) These guidelines have been developed by National Informatics Centre (NIC) and adopted by Department of Administrative reforms and Public Grievances (DARPG). Guidelines address the entire lifecycle of a website, web portal/application right from its conceptualisation to design, development, maintenance and management. UMANG (Mobile Web) should comply to these guidelines.
d) Partner Agency (Vendor 1) must ensure the fulfilment of auditing, statutory and government compliances. All government requirements corresponding to documentation, implementation

or other aspects shall be incorporated in existing and ongoing developments and processes. The requirement can be adhoc or permanent in nature.

e) Platform to comply with all applicable standards of NeGD and shall be security audited through a CERT-IN empanelled third-party auditor or STQC. The Partner Agency is required to perform security audit on quarterly or earlier (in cases where major update etc.) are done in the system.

f) Partner Agency (Vendor 1) shall bear the costing incurred to manage the security aspects on UMANG.

5.8   Data Security

Partner Agency (Vendor1) must ensure that UMANG platform must provide comprehensive functional and data security. The functional security can be achieved by enabling role and permissions-based delegation model. The data security can be achieved by business logic or by way virtualization of the data. The Partner Agency (Vendor 1) must ensure that the technical team has to attend the meeting with department technical team and with NeGD as per requirement on his own cost.

5.9   Hardware and Infrastructure

Hosting and Deployment

a) UMANG platform is hosted on the cloud hardware provided by NeGD through NIC or any other NeGD/MeitY empanelled cloud service provider, with due permission from NeGD. The hosting environment as well as data for the entire UMANG platform resides within the territory of India.

b) NIC's GI Cloud has provided Virtual Machines and bandwidth for UMANG. More details can be found on www.cloud.gov.in .

c) Partner Agency (Vendor 1) must manage integration with the SMS Gateway and Email Gateway hosted on NIC networks and alternate SMS gateway of CDAC.

d) Partner Agency (Vendor 1) has to monitor the server's performance which includes CPU, memory, alarms, storage and other aspects which must be through APM tool and take necessary actions.

e) Partner Agency (Vendor 1) has the end to end responsibility of hardware and software used for UMANG backend.

5.10   Software

The following diagram displays the platform architecture and layout of various system components. It also displays the integrations and flows between the components
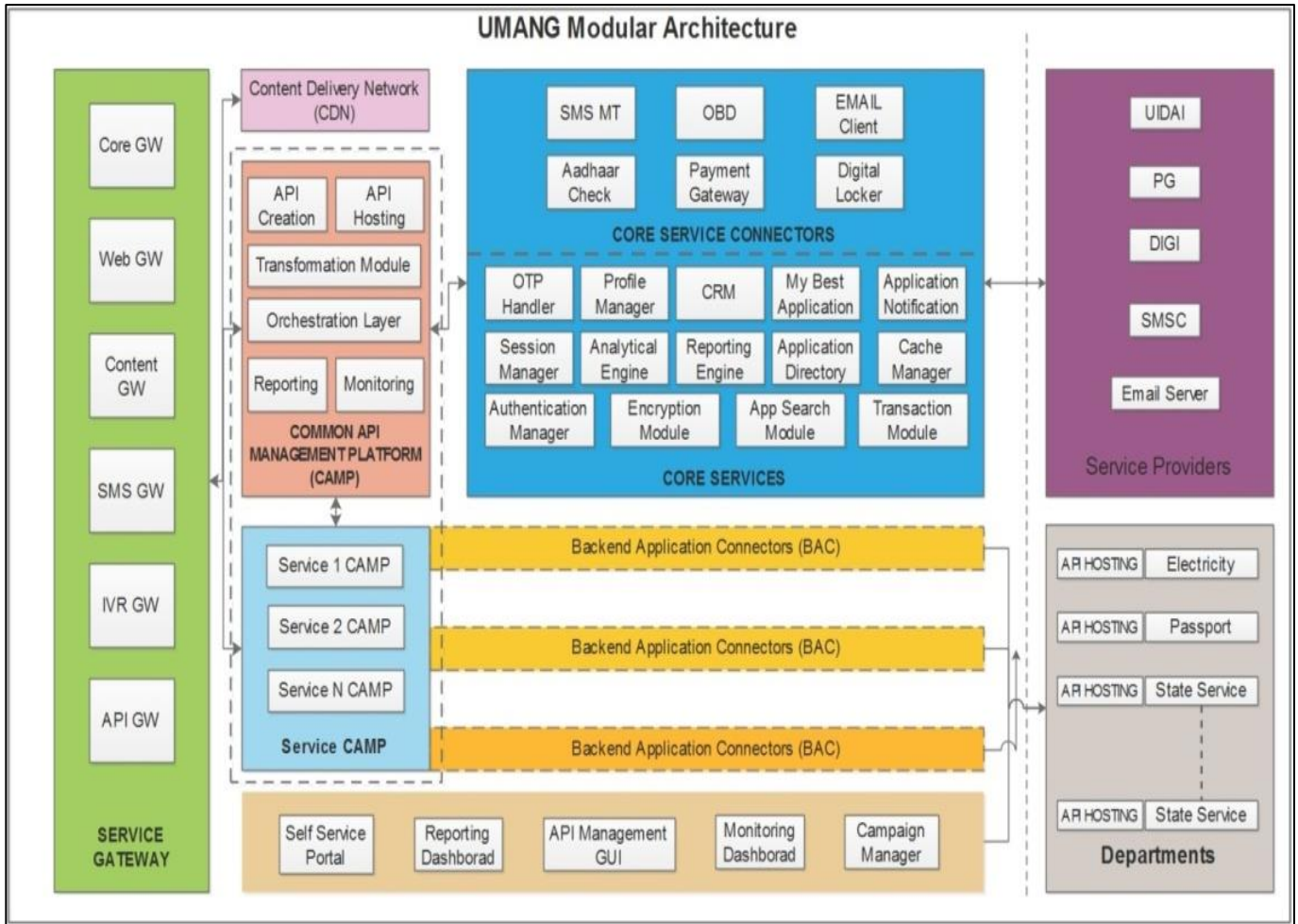
Fig 7 – UMANG Platform Architecture

5.10.1 User Flow Diagram
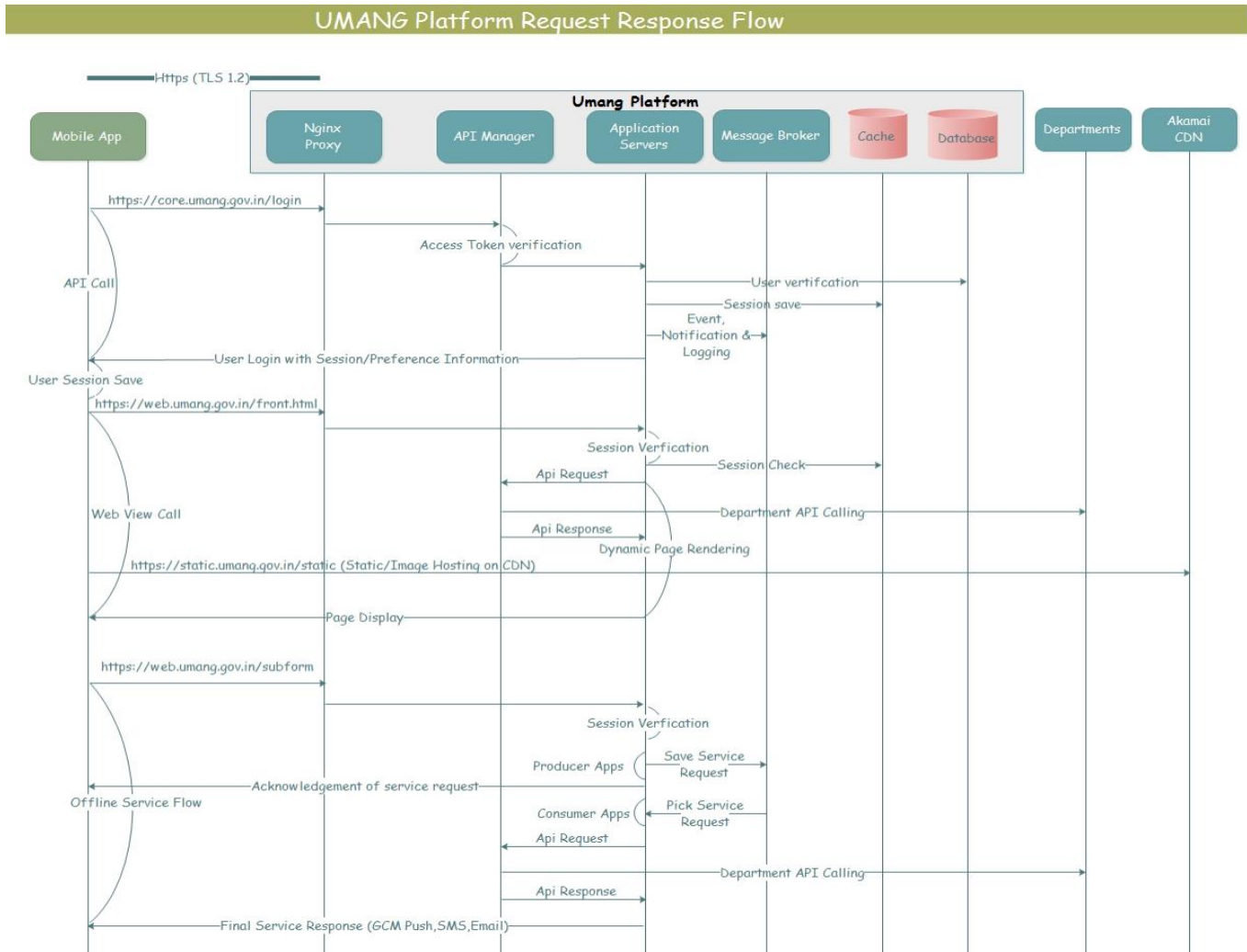
Fig- 8 – User Flow

5.10.2 Network Setup Diagram

The entire platform setup (except the IVR platform) is hosted on the NIC Cloud. A user can access the functionalities through the UMANG mobile application or through the UMANG Web portal (from a mobile device or a desktop). Any request, from the end user application requiring data to be fetched from the platform and sent to the UMANG Platform over the internet.

In this setup, the Load Balancer routed the requests to the corresponding service gateway instance of the platform based on the incoming request URL. All APIs exposed from the platform are segregated into the following domains based on the type of request:

a) All Core platform requests provided the domain name as core.UMANG.com/<API>/... These requests include request for profile details, login, account creation, Aadhaar validation, and Digilocker access.

b) All Department Application Services are routed using the domain name as service<Instance>.UMANG.com/<API>/... These requests are generally the service specific requests, which cater to the functionality of the particular selected service. Some examples of such services are – Pay Electricity Bill, View Passport details, and Check Driving License Application status.

c) Any images or static content shall be fetched from the web server gateway using the domain content.UMANG.com/<resource path>/...

d) Any third party system can have access to the platform through the domain extApi.UMANG.com/<API>/...If any functionality access shall be provided to a third-party application, the requests shall be processed with the service gateway. This gateway shall further route the requests to the appropriate service handler based on the type of request received. This must be improved by NeGD.

e) All service gateways have the same basic architecture comprising of Nginx-based HTTP server for load distribution (enabling horizontal scaling) and backend API Manager and service processing module. The NGINX server ensures that new nodes can be added to the setup and requests can be routed on the fly to the nodes for achieving optimum performance and smooth scaling.

f) The API Manager and service module are responsible for processing the incoming requests and for interfacing with the different internal and external systems for executing the request.

g) The various service connectors hosted on the service gateway layer are responsible for interfacing with the department and other government services for retrieving and sending data. This connectivity established through the internet and uses various protocols (HTTP/s), XML/SOAP, RESTful API, ODBC/JDBC, and (FTP/s) as provided by the corresponding department service.
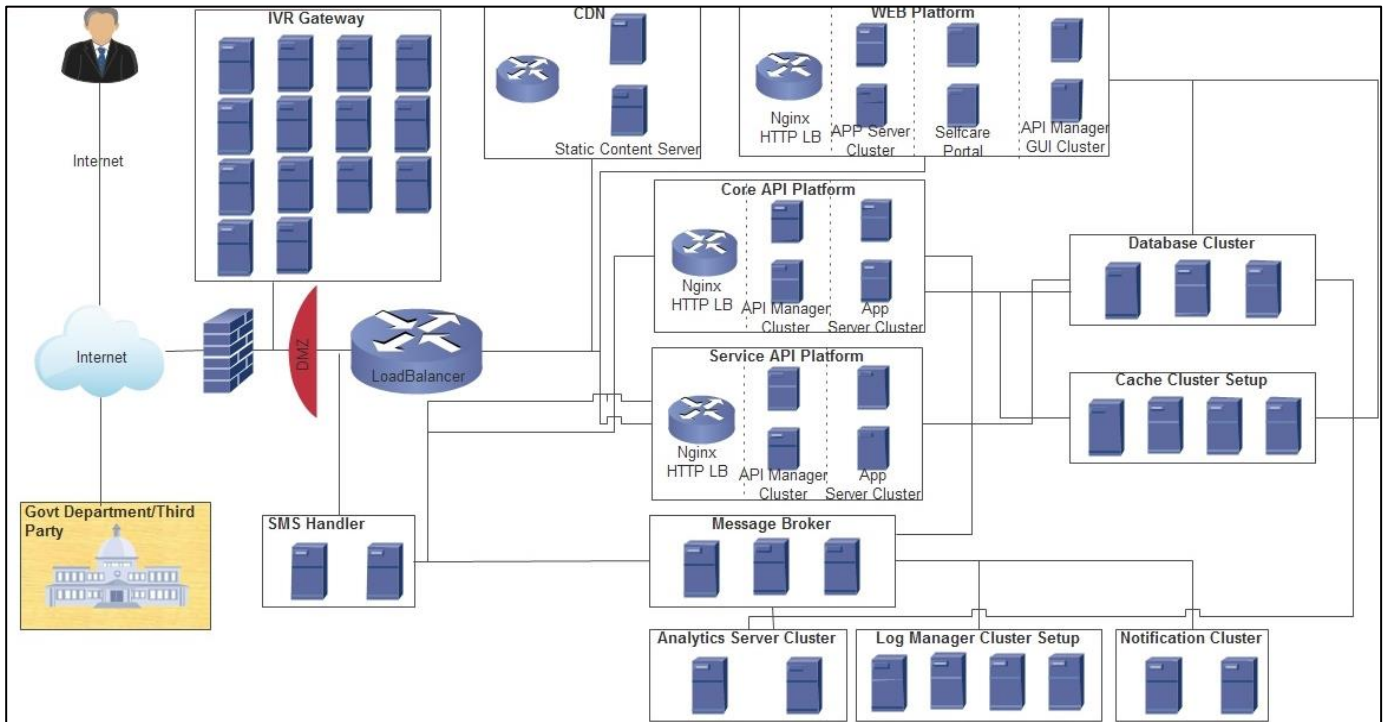
Fig 9 – UMANG Network Set-up

5.11 Resource Manageability

Partner agency must provide the relevant resources as per UMANG requirements. Partner Agency must maintain the resource pool so as to additionally provide the resources on demand basis. Resources must be of the technology used for UMANG ecosystems. More details have been elaborated at Resource Management Plan under Section 8.

5.12 Change Management

Partner Agency (Vendor 1) has to manage all the changes proposed by stakeholders (Vendor 1, Vendor 2, Departments, NeGD etc.) through deployed resources for UMANG project and there shall not be any additional costing for changes.

No amendment, variation or other change to the Contract shall be valid except as laid out in Section 17.13 of this RFP.

5.13   Relationship Manageability

Partner agency must establish and maintain the relationship with all the external and internal entities such as

a) With Departments and their technology partners
b) With NIC team
c) With External Partners such as Vendor 2, Vendor 3, Audit Partner etc.
d) With NeGD

5.14   Department Matrix

Business team has to maintain the department escalation matrix which must have the technical and business SPOCs of the departments. Escalation matrix should be of three level along with the head of department. Team has to capture the management details from departments for necessary escalations or approvals.

Table 3 – Department Matrix

Level	Type (Technical/ Business)	Name	Designation	Contact Number	Email Id
Level 1					
Level 2					
Level 3					

5.15   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 Roles and Responsibility Matrix

The following section outlines the responsibilities of Partner Agency and NeGD. The responsibilities are not limited to below mentioned points. Partner Agency has to manage the whole backend processes, implementations, enhancements, operations, support and maintenance activities etc. A high level distribution of responsibilities among the concerned stakeholders viz. Vendor 1 (UMANG BE), Vendor 2 (UMANG FE), Vendor 3 (UMANG Help Desk & Call Centre), QA/Audit Partner, NeGD and the Departments is presented at Annexure IV.

6.1.1 Partner Agency

a) The Partner Agency is responsible for development & services on-boarding (through deployed resources from Vendor 1) and operations &maintenance of the UMANG backend processes, core components and on-boarded services/ applications as mentioned in this RFP and to comply with all necessary standards and regulations.

b) Responsible for integration/updates/modification of department services with core components

c) Responsible for integration/updates/modification in core components.

d) Partner Agency shall create the funnel of new departments and services which can be on-boarded on UMANG, same shall be presented and discussed with NeGD team.

e) Partner Agency shall perform the end to end testing which includes Performance testing, integration testing, unit testing etc.

f) Partner Agency shall conduct or organise the meetings with departments for various activities. Meeting can be related to on-boarding of services, follow ups, issues, demonstrations etc.

g) Partner Agency shall provide the manpower for the backend support for the duration mentioned as per contract term.

h) The Partner Agency shall provide multilingual support and APIs as per requirement.

i) UMANG platform shall be hosted on DC and DR site in the NIC cloud or any other MeitY empanelled cloud service provider on hot standby mode so that in case of a failure at DC the operations of UMANG platform shift to DR site without affecting the availability of platform.

j) Responsible for day to day operation of the UMANG platform including reporting, issue resolution, enhancements etc. pertaining to the UMANG platform.

k) Responsible for creating APIs for department for enablement on UMANG platform and deployment on department servers.

l) Responsible for creation of APIs for external entities/third parties.

m) Documentation and publishing of integration APIs on the UMANG web portal.

n) Auditing, Compliance & Certifications shall be managed by Partner and few of the guidelines are as below.

o) Responsible for compliance of the platform to various guidelines & regulations (e.g. RBI's mobile banking & payment guideline, TRAI's Bulk SMS Guideline).

p) Provide necessary help to NeGD for various certifications which are mandatory for smooth functioning of UMANG.

q) The Partner Agency shall create and take a sign-off on the documents required at various stages of SDLC including FRS (Functional Requirement Specification) during UMANG development and maintenance and support. It shall be also responsible for regular updates of the documents as and when required.

r) Conduct training to help government departments to enable mobile services for the respective departments so as to generate maximum benefit out of the mobile governance initiative.

s) Shall undertake all the tasks related to hosting, deployment and operation for smooth functioning of UMANG platform on NIC Cloud or any other MeitY empanelled cloud service provider, with due permission from NeGD.

t) Shall provide all the information related to network infrastructure, internet connectivity, power backups for smooth functioning of the UMANG platform on NIC Cloud.

u) Responsible for providing support to Call Centre (Vendor 3) for any ticket/issue etc. raised

v) Work closely with NeGD to manage day to day relationship with telecom operator, financial institutions, Payment Partners such as BBPS partners, other important government departments and any other external entity as identified by NeGD for operationalize and management of the platform.

w) Coordinate with Payment Gateway and Banking partners for all Payment services like Net-banking, Credit cards, Debit cards, IMPS, Telco Wallets etc..

x) Liaison with Payment Gateway and Banking partners and manage all necessary day to day coordination with them.

y) Reconciliation and publishing of reports after reconciliation of transactions (financial and non-financial data) to all stakeholders.

z) Manage FAT (Functional Acceptance Testing) of core applications, Load Testing, Performance Scalability Testing. The Partner Agency (Vendor 1) must be providing the necessary baseline documents and other documentary evidence of carrying out the testing for UMANG project.

aa) Facilitate department team to promote UMANG on their channels such as department website, mobile applications etc.

bb) Shall be responsible for getting all necessary sign offs and approvals from Government Departments.

cc) Team has to manage the department escalation matrix which must include technical and business SPOC details.

6.1.2 National e-Governance Division (NeGD)

NeGD is the implementing agency and primarily responsible for all regulatory and program management and project monitoring responsibilities as given below:

a) Constitute the Governance and Project Management Structures as required for implementation and rollout of UMANG Platform.

b) Continuous monitoring of Program Management Unit and evaluate the performance of the same on regular intervals.

c) Evaluate the bids received in response to UMANG Partner Agency Selection RFP (Vendor 1, Vendor 2 or Vendor 3) and selection of the Partner Agency.

d) Provide LOI to the Partner Agency before Partner Agency starts Application on-boarding.

e) End-to-end management of UMANG initiative for government citizen centric services

f) Review of functional specifications, test documents, acceptance plant, project plans, architecture related to UMANG platform

g) Project evaluation and SLA monitoring and clearance of invoices raised by the Partner Agency on time.

h) Facilitate in getting adequate space and racks in the NIC Data Centre and DR Centre to host the UMANG servers.

i) Perform validation of all the deliverables with regards to UMANG platform.

j) Continuous monitoring of the project and evaluate the performance of the same on regular intervals.

k) Facilitate to issue of relevant Government Orders and guidelines with respect to any reforms or Business process reengineering with defined Standard operating procedures (SOP).

l) Appoint 3rd party agencies for Security Audits or any other audit.

m) Strive to get necessary Government Orders for higher adoption of UMANG platform and on-boarding of services.

n) Do all necessary liaisons with Government Departments, NeGD, NIC, MeitY, external entities (TRAI, NPCI, RBI etc.) and Partner Agency etc.

6.1.3 Integrating Departments

Indicative responsibilities of the integrating departments where Partner Agency (Vendor 1) shall coordinate along with NeGD are listed as below:

a) Appoint single point of contact to work with NeGD/Partner Agency.

b) Classify services within the integrating department based on the back-end availability of API and e-Gov enablement.

c) Arrangement and Manageability of Servers for APIs created by UMANG on behalf of departments.

d) Classify services based on guidelines from NeGD for UMANG Mobile App and other channels.

e) Service identification and scope finalization, specifications and all necessary sign off of services for enablement on UMANG Platform.

f) Participate in discussion with Partner Agency to select appropriate templates for services.

g) Identify the API availability of services and create and approve the specifications for the service.

h) Integrate with the UMANG platform using the UMANG API and the department API for transfer of data.

i) Test services and approve the services to on-board on UMANG.

j) Facilitate for the promotion of UMANG application on department websites.

7   Timelines

7.1   Project Timelines and Services to be executed by Partner Agency (Vendor-1)

Table 4 Timelines

Item #	Milestone	Days
Take Over and Go-Live Phase		
1.	Issue of LOI to successful Bidder (Partner Agency – Vendor 1)	T_0
2.	Go Live (With Specified Works) (As per Section 5.1) with User AT	$T_0+90 = T_1$
3.	Setting-up local operational office in Delhi NCR, if not there already – All hired resources to operate locally from such office	$T_0+90=T_1$
Implementation Phase		
4.	Service Enablement For services assigned by NeGD (60 services tentative) in every Quarter (Section 5.2)	
5.	Operations and Maintenance	T_1 Onwards

Note: *The Partner Agency (Vendor 1) must ensure to put apt resources so as to meet these timelines.*

8 Manpower and Team Structure

The Partner Agency (Vendor 1) shall maintain the manpower deployed on the project, with the approval of NeGD, for the duration of the project/contract. Any request for replacement can only be considered after completion of 1 year, subject to merit of the case and prior approval of NeGD for any replacement shall be must.

If replacement of any deployed resource is sought by NeGD or due to attrition in the deployed team, the Partner Agency (Vendor 1) must replace the resources within three days and shall ensure proper handover without any impact on ongoing development schedule and/or quality. Any delay with either the on-boarding or the replacement of resources shall attract a penalty as per Section 15.2. Partner agency need to get approval from NeGD team if they want to replace the existing resource or structure.

NeGD has the right to demand for the replacement of resources due to any unforeseen reasons or quality of the resources. Successful bidder (Vendor 1) 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.

8.1 Team Structure
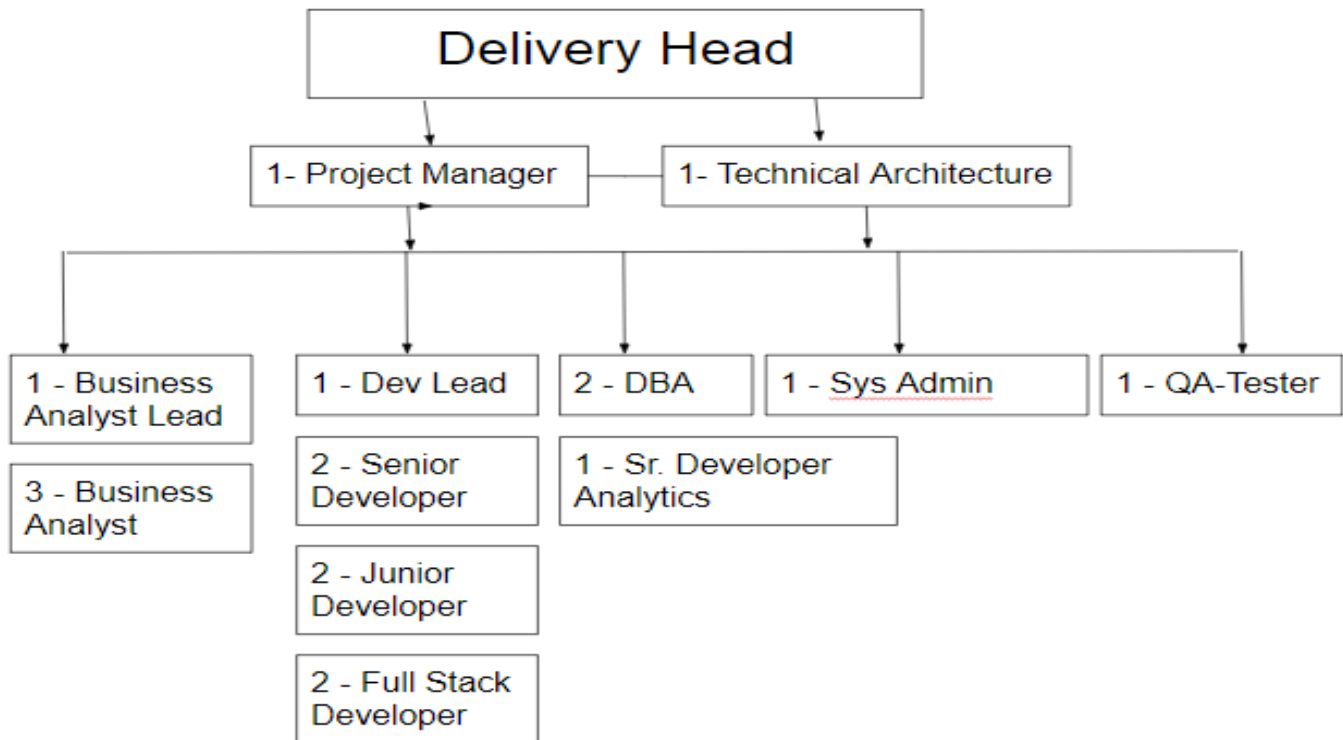
Fig 10 – Proposed Team Structure

Partner Agency (Vendor 1) must ensure to fulfil the manpower requirement as per Annexure V.

8.2   Resource Management

8.2.1 Partner Availability

Partner Agency (Vendor 1) has to ensure that their office must exist in Delhi & NCR regions so that the meetings with central departments, NeGD and other stakeholders can be managed in efficient manner. Also, NeGD team has the rights for the meeting calls at department end, NeGD or any other location. NeGD may visit the partner premises on need basis. Partner Agency (Vendor 1) shall deploy resources from R1 to R12 at NeGD with quantity as approved from NeGD from time to time. Refer Annexure V – 'Resources (Manpower) Details (Vendor 1)' for details.

If the office is not available in Delhi & NCR at the time of bid, operating office must be opened within 3 months of LOI.

8.2.2 Travel Cost

Resources deployed by Partner Agency will be required to travel from time to time at different Department locations within India. The travel cost of these resources will be governed by NeGD/MeitY Travel policy of equivalent resources and shall be reimbursed by NeGD/MeitY after submission of actual bill as per policy entitlement for such travel ex Delhi.

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 1).

8.2.3 Sitting Arrangements

Partner Agency (Vendor 1) has to ensure the relevant sitting arrangements at their location whereas they have to arrange the necessary facilities such as zoom, videoconferencing, WebEx or similar tool to monitor or track the work and resources availability on daily basis by NeGD team.

NeGD may provide the sitting space only for the approved resources. Other resources shall work from Partner Agency's (Vendor 1) operating office in Delhi NCR. If Partner Agency (Vendor 1) wants to change the place/location for sitting arrangements, NeGD approval is mandatory.

Tentatively, Project Manager, Business Analysts team, Technical Architect shall be deployed at NeGD. This is to ensure faster delivery and coordination among all stakeholders. Partner Agency (Vendor 1) has to bear the initial cost of travelling for all resources coming to NeGD and back

Partner Agency (Vendor 1) has to manage the infrastructure and other facilities for the resources deployed on UMANG project.

8.2.4 Attendance and Leaves

Partner Agency (Vendor 1) has to ensure the availability of resources as per NeGD office guidelines or depending on the work assigned. Partner Agency has to provide the manpower reports to NeGD on monthly basis. Before taking leave(s) by any of the team member, NeGD approval is required. Project Management deployed at NeGD should be equipped with tools for manpower and project management (timesheet) which may be accessed by NeGD also. The Partner Agency (Vendor 1) must support the NeGD or NeGD nominated partner for auditing of manpower and facilities.

8.2.5 Selection Process

Partner Agency (Vendor 1) has to share the resume of proposed resources with NeGD team. Team members must be as per or above the qualification/ experience criteria provided by NeGD team. Refer to Annexure V – 'Resources (Manpower) Details (Vendor 1)' for details. NeGD has the right to conduct interviews of the resources selected by partner for UMANG project to judge their suitability.

8.2.6 Separation or Replacement Process

The Partner Agency (Vendor 1) 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 Agency (Vendor 1) can also request NeGD team for the replacement of Partner Agency (Vendor 1) 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 offer resource beyond 30 calendar days, penalty shall be applied as per Section 15.2. 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 1) must ensure that proper handover process to be completed and PM or reporting manager has to share the confirmation mail to NeGD with checklist.

8.2.7 Additional Resources

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

9 Service Level Agreement (SLA) for O&M

9.1 Introduction

This section details the various service levels to be adhered to by the Partner Agency (Vendor 1) for Operations and Maintenance. The performance of the Partner Agency and the payment is linked to the Key Performance Indicators listed in the document. The SLAs are intended to:

a) Clearly articulate the performance criteria to be used to monitor SLA as well as the criteria used to calculate the penalty if any due to violation of SLAs.
b) Help Partner Agency to monitor and attain the required service levels.
c) Bring to attention of NeGD and integrating department/s any drop in performance levels.
d) The Partner Agency (Vendor 1) shall be required to meet the SLAs specific to
   (i) Service Delivery – APIs and core applications
   (ii) Platform Availability
   (iii) Performance

Definition of Service:
The definition of service from the backend SLA point of view are as below.

a) Published APIs for the enablement of functionality on UMANG platform
b) Core applications of UMANG such as CRM, API Manager, Analytics etc.

9.2 Service Delivery SLA

The usage and effectiveness of UMANG platform is entirely dependent on the ability to enable various services in a timely manner by providing a standardized process for departments to integrate with the platform. The service delivery parameters are defined in the subsequent sections.

9.3   Platform Availability

One of the key aspects of UMANG platform is anywhere – anytime – any device availability, which implicitly means 24X7 availability of the platform and services described in Section 5. The SLA parameters to measure availability of the platform are defined in the subsequent sections.

9.4   Performance

The UMANG platform is aimed to bring the citizen closer to the government by enabling various G2C/B2C, G2B, G2E, G2G services. Consistent and timely delivery of services is critical for the success of the platform.

9.5   Severity Levels & Penalty

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

9.5.1   Severity Level

Table 5 – 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 results into customer support and 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.

9.5.2 Penalty

The penalty for not meeting the SLA is linked to the severity level of the breach of the SLA. The penalty is applicable if the services are down entirely due to the platform and within the bounds of the platform. Following are the penalties assigned for not meeting the expected service levels:

Table 6 – Penalty

Severity Level	Penalty as % of Quarterly Payable Amount
4	5.0%
3	3.0%
2	1.5%
1	0.5%

Total penalty for a Quarter is capped to 20% of the Quarterly Payment.

9.6   Application Performance SLA

Table 7 - Application Performance SLA

Descriptions	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
* Time taken by the server to complete the request originating from the mobile upon receiving the request [1]. Excluding the time taken by the external system and display information in the portal/app. SLA shall breach if more than 2% of the request shall take >2 seconds	< =5 Seconds for 99.5% of the requests	<= 2 Seconds for 98% of the requests	<= 2 Seconds for 95% of the requests	<= 2 Seconds for 92% of the requests	<= 2 Seconds for 90% of the requests

* Service time excludes time taken by external systems like Frontend display in the portal / app, payment gateway, departments or any other issue beyond the control of the Partner Agency etc.

[1] *Transaction logging module to have ability to record the IN & OUT time at each step of the transaction extracting the data and providing it in the user readable format is the responsibility of the PARTNER AGENCY.*

9.7 Availability of Services SLA

Table 8 - Availability of Services SLA

Descriptions	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
Availability of the services (any failure due to external factors, are not part of the SLA but the Partner Agency is required to document the external failures to provide documentary evidence if asked for)	99.90%	Up to 99.5%	< 99.5 % &>=98%	< 98% &>= 96%	< 96%
Number of requests to be successfully processed by the platform (Processed includes – successful completion or failure due to business logic enforced by the platform or failure due to data error on user's part or failure due to any external factors)	99.90%	Up to 99.5%	< 99.5 % &>=98%	< 98% &>= 96%	< 96%

Scheduled downtime (if required) for system maintenance shall be for 3 hours from 1 am to 4 am on Sundays and shall have to be notified 7 days in advance. This has to be documented and managed by PM. NeGD approval and appropriate communications to stakeholders are mandatory.

9.8 Service Quality SLA

9.8.1 Severity Level Definition

<p align="center">**Table 9 – Severity Level Definition**</p>

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 1) is required to submit all test cases prepared while developing a service to NeGD/ NeGD nominated agency. Partner Agency (Vendor 1) must ensure to have completeness in test case before delivering any service for external QA.

9.8.2 Service Quality SLA

<p align="center">**Table 10 - Service Quality SLA (Indicative)**</p>

Descriptions	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	25	26- 50	3	>50	4	N/A	N/A
The number of P2 reported in a Quarter	100	100-125	2	>125	3	>150	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 Hrs	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.*

9.9   Manpower SLA

The Partner Agency shall maintain the manpower deployed during development, operation & maintenance phase as per the RFP and the manpower deployment plan submitted in the technical proposal.

_Note__: In case the bidder has proposed any deviation in terms of manpower deployment plan in the proposal, NeGD's decision on the deployment plan shall be final._

If replacement of any resource is sought by NeGD or due to attrition in the deployed team, the Partner Agency shall replace the resources within a month (30 calendar days).

Any delay beyond 30 days with either the on-boarding or the replacement of resources shall attract a penalty of 1% of the monthly charges of the delayed resource for every day of delay with a capping of 10% of monthly charges.

_Note__: In case of any replacement of manpower is sought by the Partner Agency (Vendor 1), the Partner Agency (Vendor 1) should replace the manpower with equivalent or better skills and experience. Any deployment/replacement of the resources must be approved by the NeGD._

10 Commercial Structure

10.1 Components of Commercial Structure

Table 11 - Components of Commercial Structure

Component		To be quoted (in INR) (exclusive of taxes)
Go-Live (with specified works) Fee (One Time)	**A**	
Sum of Resources Fees R1 to R12 (per month)	**B**	
Project Manager	**R1**	
Technical Architect	**R2**	
Database Administrator (DBA)	**R3**	
Quality Analyst/Tester	**R4**	
Development – Lead	**R5**	
Sr. Developer	**R6**	
Sr. Developer – Full Stack	**R7**	
Developer	**R8**	
Business Analyst – Lead (Technical)	**R9**	
Business Analyst	**R10**	
Sr. Developer – Analytics	**R11**	
System Admin	**R12**	
Annual Maintenance Charges (Per Annum)	**C**	
Security Audit and Certification per event as and when required by NeGD through Cert in empanelled or STC agency (optional item) **	**D**	
Grand Total (A+B+C+D)		
Grand Total in Words		

Notes:

(i) Component A {Go-Live (with specified works) Fee} cannot be more than 6 times the Sum of monthly Resource Fees for R1 to R12. i.e. it should fulfil the condition:

$$A \leq 6 * \Sigma Rn \text{ (n=1 to 12), Rn is one-month fee of one resource}$$

(i) *For evaluation, Resource Fees shall be compounded @5% p.a. for a period covering 5 years (See details under Section 11.2.2)*

(ii) ** Optional Items – For optional items NeGD will decide whether the activity is to be get done or not, however for the final evaluation the price of the optional items – 20 security audits of Backend shall also be included in the overall price of the bid and used in financial evaluation.*

10.2 Go-Live (with specified works) Fee

a) This shall be a onetime flat fee for the entire Contract period i.e. 05 years, providing for the transition from the existing partner to the Partner Agency (Vendor 1).

b) Immediately on issue of the LOI, transition (Go-Live with specified works) phase gets triggered and must be completed within 3 months (90 calendar days) of LOI date. Primary objective of this phase being successful transition from the existing Partner through the 'knowledge transfer' (KT), billing for neither the 'Annual Operations & Management' nor the 'Deployed Resources' gets started. The fee quoted for 'Go-live (with specified works)' only gets paid during this phase after successful 'Go-Live' (i.e. transition), details of which are furnished below.

c) All expenses shall be covered by the Partner Agency (Vendor 1) for meeting its obligations as per this RFP.

d) In order to facilitate mobilization, 80% of the amount due on successful completion of 'Go-Live' milestone 80% of (65% of A) can be paid as advance against the separate BG of equivalent 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, achievement of 'Go-Live' milestone shall start the billing for 'Annual Operations & Management' as well as 'Resources Deployment'.

e) Payment of Go-live Fees (A) shall be done only after completion of the activities as listed under Section 5.1 and after deduction of LD/Penalties, if any as mentioned under Section 15.2 of this document.

Further milestones of the 'Go-Live (with specified works)' fee is linked to numbers of services on-boarded/integrated as detailed in Section 10.2.1below.

10.2.1 Payment Milestones for Go-Live (with specified works) Fee

<u>**Table 12 - Go-Live (with specified works) Fees Payment Milestones**</u>

Milestone	On successful Go-Live	On integration/ enablement of every 60 services in						
	T1	Q1	Q2	Q3	Q4	Q5	Q6	Q7
Payment	65% of A	5% of A	5% of A	5% of A	5% of A	5% of A	5% of A	5% of A

<u>***Note:***</u> *In case, the entire amount could not be claimed by the Partner Agency in the first 2 years, the balance amount shall be carried forward to the extension of contract, wherein balance amount can be claimed against the achievement of the milestones.*

10.3   Annual Operations, Maintenance & Management Fee

This shall cover the annual charges for the operations and management, as per the defined scope and the SLAs. Against this component, Bidder shall provide the charges for the first year only. For the balance 04 years this shall be derived by adding fixed 05% of the previous charges. That amount to 05% annual compounded increase over the first year fee.

10.3.1 Payment Milestones for Annual Operations, Maintenance & Management Fee

'Annual Operations & Management' shall start post successful completion of 'Go-Live (with specified works)' milestone. Once effective post go-live, payment shall be made quarterly in arrears subject to the performance/SLA audit by NeGD or its appointed Audit Partner.

10.4   Resource Fees

The Partner Agency (Vendor 1) will provide for types of resources for development, as defined in Section 8 and Annexure V – 'Resources (Manpower) Details (Vendor 1)', covering all technologies used in the UMANG platform and the solution stack. These resources, deployed against the requested 12 types & numbers in the LOI, are expected to be having requisite skills on all such relevant technologies individually OR collectively. Actual resources count may vary and be different from the ones proposed for bid evaluation.

Against this component, Bidder shall quote monthly rates for these resources for the first year only. For the balance 04 years this shall be derived by adding fixed 05% of the previous charges That amount to 05% annual compounded increase over the first year fee.

CVs of the resources (as per Annexure V) 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. Please note that minimum 50% of the proposed resources must be deployed on the project initially including PM, TSA, DBA and Sr. Full Stack Developer, failing which NeGD reserves the right to take suitable action including imposition of penalty etc.

10.4.1 Payment Milestones for Resource Fees

Billing of the deployed resources shall start post successful completion of 'Go-Live (with specified works)' milestone. Once effective, post go-live, payment shall be made monthly in arrears subject to the performance of the resources. Target for the resources, responsible for publishing APIs, core application deliverables and applications on-boarding, shall be minimum of 60 services per quarter, complete with all documentation, FRS, testing and exposing the APIs for further consumption to develop front-end mobile app for the underlying services.

10.5   Infrastructure and other Costs

The Partner Agency is required to review the deployed infrastructure from the perspective of achieving optimization in performance and the quantum of deployed resources. The Partner Agency is required to review the infrastructure at least quarterly and suggest adjustments (additions or deletion). UMANG is primarily built on open source stack. For the proper and optimal functioning of UMANG, further requirements of licences (for system software, middleware, applications, support services, tools/testers etc.), if any, over and above the existing licenses, shall be put-up to NeGD for approval by the Partner Agency, with justification. Post NeGD approval, Partner Agency shall be responsible for procurement and deployment of such licences in the name of and at the cost to NeGD. Similarly, for any additional requirement on the underlying infrastructure (primarily hardware including Compute, memory, storage, bandwidth, rack space, firewall etc.), Partner Agency (Vendor 1) shall provide a detailed BoM to NeGD, with proper justification, for procurement. However, Partner Agency (Vendor 1) shall be responsible and get at its cost, any tools/ testers/ systems required to fulfil the contractual obligations properly and optimally.

10.6   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 its sole discretion, on the same commercials, as discovered in the proposal and the existing T&C, which will be binding to the bidder. The information to this effect will, however, be given to the Bidder at least 4 months in advance of the expiry 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.*

11 Bidding and Evaluation Process

11.1   Eligibility Criteria

The following criterion shall be met by the company:

Table 13 - Eligibility Criteria

S. No.	Parameter	Criteria	Evidence to be Submitted
1.	Legal Entity	1. A company incorporated in India under the Companies Act, 1956or 2013and subsequent amendments thereto 2. Registered with the Income Tax (PAN) and GST (GSTN) Authorities in India with active status	Certified by Authorized Signatory: 1. Copy of Certificate of Incorporation 2. Copy of Registration Certificates with the GST & IT(PAN) Authorities 3. Copy of purchase orders showing at least 3 years of operations
2.	Turnover	The company shall have a cumulative total combined turnover of at least **INR 350 Crores** over the last three	Audited Balance Sheet for the year 2016-17 2017-18 2018-19 (OR 2015-16)

		financial years (i.e. Year 2016-17, year 2017-18 & year 2018-19 OR 2015-16). The 'Net Profit' of the company shall be positive in at least two of the last three financial years.	Certificate by Chartered Accountant
3.	Experience	Bidder shall have: a. experience of designing, developing and maintenance of at least 03 **'Large IT Applications' Projects#** b. of which, two shall be of minimum 10 Crore each c. at least one of these projects must be of Govt. of India OR State government OR PSU/ Banking/ Insurance Sector	For requirements a), b) & c), please submit: Copy of Work Order+ Completion/ Phase-Completion Certificates from the Client; **OR** Work Order+ Self Certificate of Completion (certified by an independent practising Chartered Accountant);
4.	Blacklisting	Bidder should not have been blacklisted or debarred 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.
5. .	No Objection Certificate (NOC)	Entities or Companies, currently acting as UMANG Partners, shall need to obtain and furnish a 'No Objection Certificate (NOC)' from NeGD to be eligible to participate in the bid	NOC from NeGD on its letter-head by authorised signatory

 # Large IT Applications: *Means full stack software development projects involving use of API Management tool e.g. WSO2. It should be live and have at least 25 lakh API hits per month.*

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

11.2   Evaluation Criteria

11.2.1 Technical Evaluation

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

Table 14 - Technical Evaluation

S. No.	Category	Marks	Marking procedure
1.	IT Projects - Design & Development of Platform involving IT Applications; reference UMANG Platform	20	a) Up to 03 projects– 05 marks, b) For every additional project – 03 marks up to a max of additional 15 marks
2.	IT Projects - Operations and Management (monitor, maintain etc.) of Platform involving IT Application; reference UMANG Platform	20	a) Up to 03 projects – 05 marks, b) For every additional project – 03 marks up to a max of additional 15 marks
3.	IT Projects in government - Design/Development and Operations/Management (monitor, maintain etc.) of Platform involving IT Applications; reference UMANG Platform	20	a) Up to 03 projects – 05 marks, b) For every additional project – 03 marks up to a max of additional 15 marks
4.	Experience of managing Transition of large IT Applications involving takeover from another vendor; Successfully taking over existing solution/code and enhanced, managed & operated; reference UMANG Platform	20	a) Duration of management post transition – 2 marks for each completed year (Max. 10 marks) b) no. of such projects – 01 project – 4 marks and every additional project 3 marks (Max. 10 marks)
5.	Presentation involving: a) understanding of the project UMANG including the architecture, stack, concept/	20	a) UMANG Project understanding

	philosophy etc. b) demonstration of the company's capability, skills, technology set-up and proposed methodology, timeframes to takeover and manage UMANG c) Exit Management Plan d) Manpower – resources against all the required profiles/ positions must be identified and Resumes presented with technical bid; they collectively must be possessing all relevant skills/expertise in the context of UMANG solution amongst them; Minimum 50% of the proposed resources must be put on the project initially including PM, TSA, DBA and Sr. Full Stack Developer		b) Company's capability, skills, technology set-up and Proposition to enhance and manage the UMANG Platform c) Exit Management Plan d) Manpower e) Transitioning Management plan involving: • takeover strategy • extent of enhancements, optimizations proposed • other important aspects
6.	**Total Marks**	**100**	

*<u>Note</u>: The bidder has to get **minimum 75 marks** to qualify for the commercial evaluation.*

11.2.2 Financial Bid 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 calculation presented in the Table 18 in Schedule III to this RFP.

During the prescribed takeover period of 3-months, Partner Agency (Vendor 1) is expected to deploy all required types of resources (R_1 to R_{12}) for them to be equipped to deliver (development & on-boarding) post takeover, which is in addition to resources expected to be deployed against the O&M takeover obligations.

Further, for evaluation, Resource Fees and Annual Operations and Maintenance Fees shall be compounded @5% p.a. for a period covering 5 years to account for salary hike & inflation.

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.

11.3   Negotiations, Contract Finalization and Award

NeGD reserves the right to negotiate with the bidder(s) whose financial proposal has been ranked lowest (L1) by the committee, if it so desires. LOI/ WO will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of NeGD, the most advantageous and represents the best value to the proposed Project, price and other factors considered. Evaluations will be based on the proposal submitted while responding to the bid, and any additional information requested by the Tender Evaluation Committee while evaluating.

11.4   NeGD's Right to Accept Any Proposal or Reject any or all proposals

NeGD reserves the right to accept or reject any bid, annul the bidding process and reject all bids at any time prior to award of contract, 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's action. NeGD may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:
   a) Submitted the Proposal documents after the deadline;
   b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
   c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
   d) Submitted a proposal that is not accompanied by required documentation or is non-responsive;
   e) Failed to provide clarifications related thereto, when sought;
   f) Submitted more than one Proposal;

g) Declared ineligible by the Government of India/ State/ UT Government for corrupt and fraudulent practices or blacklisted.

h) Submitted a proposal with price adjustment/variation provision.

12 Instructions to Bidders

12.1 Tentative Calendar of Events

Table 15 - Calendar of Events

Item	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)
RFP Floated	06.06.2019	06.06.2019	04.06.2019
Vendor conference Time	14.06.2019, 9:00 PM, R. No. 4062, Electronics Niketan		11.06.2019, 2:30 PM, R. No. 4062, Electronics Niketan
Last date of submission of written queries by vendors	20.06.2019, 15:00 hrs		18.06.2019, 15:00 hrs
Reply to queries by NeGD	27.06.2019	27.06.2019	25.06.2019
Bid submission	11.07.2019 (15:00 hrs)	11.07.2019 (15:00 hrs)	09.07.2019 (15:00 hrs)
Bid evaluation	3 weeks	3 weeks	3 weeks
Approval	1 week	1 week	1 week
LOI/ WO	12.08.2019	12.08.2019	08.08.2019
KT / Takeover	90 days from LOI	90 days from LOI	90 days from LOI

Note:: *Bidder to continuously visit NeGD website for latest dates/timelines about the RFP.*

12.2   General Instructions On Bidding Process

a) Technical and Financial bids shall be submitted as per Table 16.

b) Financial bids shall be opened only for those who qualify in Technical evaluation as per the criteria laid out in the RFP.

c) L1 Bidder, according to the financial evaluation criteria laid out in the RFP, shall be the winner.

d) 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.

e) All the proposed resources should only be deployed, unless suggested otherwise by NeGD, according to the details furnished in the Section on "Financial Bid 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.

12.3   Interpretation

In this RFP, unless otherwise specified:

a) References to clauses/sections, sub-clauses/sub-sections, paragraphs, schedules and appendix are to clauses/sections, sub-clauses/sub-sections, 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.

12.4   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.

12.5   Ambiguities within RFP

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

a) As between two clauses/sections of this RFP, the provisions of a specific clause/section relevant to the issue under consideration shall prevail over those in a general clause/section;

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.

12.6   RFP Document Fees

RFP document/s can be downloaded from NeGD website www.negd.gov.in. Tender fees will be Rs. 10,000 only (Rupees Ten Thousand Only), to be submitted in the form of a non-refundable bank demand draft drawn in favour of 'Digital India Corporation - NeGD', payable at Delhi. The demand draft of RFP document fees should be submitted along with Technical Proposal. Tenders received without or with inadequate RFP document fees shall be liable to get rejected.

The RFP document 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

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.

12.7   Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, an EMD amount of Rs. 20,00,000 only (Rupees Twenty 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 of this RFP. Bank Guarantee to be provided against this tender should be issued by a commercial bank.

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 Bank 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 offer/bid.

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

12.8   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.

12.9   Pre-Bid Conference

NeGD will host a Pre-Bid Conference, as per the tentative schedule given in the Table 15 in Section 12.1. The date, time and venue of the conference may be changed with intimation to all bidders through notice on NeGD website. The representatives of the shortlisted organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding existing UMANG project, Current RFP and the proposed solution requirements in reference to the RFPs. Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the UMANG functioning, RFP and the project.

12.10   Response to 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 Table 15 in Section 12.1or 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:	Mr. Anil Agarwal
Address:	4th Floor, NeGD, Electronics Niketan, 6 CGO Complex, New Delhi - 110003
E-mail:	umang@digitalindia.gov.in
Telephone:	011-24301936

The queries should necessarily be submitted in the format provided in Schedule III.

All enquiries should be sent in writing through authorized signatory of the company, along with word document, in an email. Bidder shall be responsible for ensuring that their 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, by putting replies to queries on NeGD website.

12.11 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 notified of such amendment(s) by publishing on the 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.

12.12 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.

12.13 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.

12.14 Interlineations in Bids

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

12.15 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.

12.16 Mode of Submission

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

Table 16 - Mode of Submission

Envelope	Instructions
Envelope 1: **Bid Security**	**The envelope containing the Bid Security shall be sealed and super scribed "Bid Security – UMANG (Unified Mobile Application for New-age Governance) - Backend". This envelope** *should not* **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 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.**
Envelope 2: **Technical**	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

Proposal	be sealed and super scribed "<u>Technical Proposal – UMANG (Unified Mobile Application for New-age Governance) - Backend</u>" on the top right hand corner and addressed to NeGD, at the address specified in this volume. This envelope *should not* contain any Commercials, in either explicit or implicit form, in which case the bid will be 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 Backend (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. 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.
Envelope 3: **Commercial Proposal**	The Commercial Proposal will be submitted only in the printed format, as specified by NeGD 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 Bidder with a seal and signature of the authorized signatory of the 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) - Backend, (Not to be opened with the Technical Proposal)</u>" at the top right hand corner and addressed to NeGD at the address specified in this RFP.
Envelope 4	All the above 3 envelopes along with the <u>tender fees</u> 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) - Backend: Response to the RFP for Selection of Partner Agency</u>".
*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 RFP. 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.

12.17 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: Mr. Neeraj Kumar

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

E-mail: umang@digitalindia.gov.in

Telephone: 011-24301936

Last Date & Time of submission: As given in Table 15 in Section 12.1 **OR**
                                        as mentioned on the UMANG website

12.18 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.

12.19 Commercial Proposal

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

12.19.1 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.

12.19.2 Prices and Price Information

The 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 Bidder under the Contract, subject to the terms of payment specified in the RFP. 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 duration or the extended duration of contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

Bidder should provide all prices, quantities as per the prescribed format as given in Schedule III – 'Bid Formats' for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, 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.

All costs incurred due to delay of any sort, shall be borne by the Bidder. NeGD, reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

12.20   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.

12.21   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.

12.22   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.

12.23 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. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

12.24 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

12.25 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) 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) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 60 working days of the date of LOI 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 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.

12.26 Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder (or any prospective subcontractor, if applicable) 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 Bidder to complete the requirements as given in the RFP. Please use form given in Schedule III – "Bid Formats" for making declaration to this effect.

END OF PART – I

PART – II

13 Ownership and Intellectual Property Rights

13.1   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.

Department to own APIs along with source code and other relevant artefacts such as documentation etc. developed for them by the Partner Agency.

13.2   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.

13.3   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.

13.4   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 after performance of the services.

14 Award of Contract

14.1   Award Criteria

a) **Award Criteria-** NeGD will issue Letter of Intent (LOI) 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.

b) **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.

c) **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) a n d the Acceptance Letter, NeGD return the EMD of each unsuccessful bidder.

d) **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 given in Schedule III – Bid Formats.

e) **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**:**

   (i) Defines, for the purposes of this provision, the terms set forth as follows:

   - "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.

   - "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;

   - "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

   (ii) 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.

   (iii) 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.

14.2   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.

15 Payment Terms and Schedules

15.1   Performance Bank Guarantee (PBG)

A PBG of 10% of the value of the contract shall be furnished by the successful bidder 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 and should be valid for 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 Bidder to complete its obligations under the Agreement.
d) No amendment to the agreement can be made, except as laid out in Section 17.13

15.2   Liquidated Damages (LD)

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and 'Go-Live (with Specified Works)' of the UMANG Platform as per schedule specified in this RFP and opening of operation office in Delhi/NCR, NeGD may, at its discretion, withhold any payment until the completion of the milestone and/or the contract, as applicable. NeGD may also deduct from the Bidder, as agreed, the liquidated damages according to the details furnished below in the table. The right to claim any liquidated damages shall be without prejudice to other rights and remedies available to NeGD, under the contract and law.

Table 17- Liquidated Damages (LD)

S. No.	Milestone	LD for delay
1.	Delay in 'Go-Live with Specified Works' of the UMANG Platform beyond 90 calendar days (3 months) of issue of LOI	1% of 1st milestone payment at the time 'Go-Live' for every week (or part thereof) of delay with a capping of 10% of the due milestone amount
2.	Delay in providing a new resource and/or replacing an existing resource beyond 30 days	1% of the monthly charges of the delayed resource for every day of delay with a capping of 10% of monthly charges
3.	Delay in setting-up and start operating fully from an office in Delhi NCR beyond 90 calendar days (3 months) of issue of LOI	1% of the Contract value for every one week of delay beyond the permissible time limit of 3 months from LOI with a capping of 10% of the Contract value.

Note: *All above milestones and associated LD provisions are independent of one another.*

15.3   Limitation of liability

Except in cases of gross negligence or wilful misconduct:

a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder/Partner to pay liquidated damages to NeGD as per the terms of the Agreement; and

b) The aggregate liability of the Bidder/Partner to NeGD, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price.

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) Setting-up the operational office in the NCR (equipped with required infrastructure, tools and systems for effective & efficient operation) from where all the resources shall operate, deployed against the NeGD WO/LOI
e) Failure to successful knowledge transfer (KT), handover all the code/software and provide hand-holding 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 as set out in Section 16.4 of this RFP 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/section, 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 subcontractors 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 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   Notices

a) Any notice or other document which may be given by either Party under the Contract shall be given in writing in person or by pre-paid recorded delivery post, email.
b) In relation to a notice given under the Contract, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

(i)   NeGD (Details shall be provided in the Contract/MSA with the successful Bidder)

- *Name:*
- *Address:*   4th Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 110003
- *E-mail:*
- *Telephone:*

(ii)   Partner Agency
- *Name:*
- *Address:*
- *Email:*
- *Telephone:*

c) In relation to a notice given under the Contract, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this clause/section;
d) Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) if delivered between the business hours of 9.00 am and 5.30 pm at the address of the other Party set forth above, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter);
e) Either Party to the Contract may change its address, telephone number, and nominated contact for

notification purposes by giving the other Party reasonable prior written notice of the new information and its effective date.

17.7 Variations and Further Assurance

No amendment, variation or other change to the Contract shall be valid except as laid out in Section 17.13 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.

17.8 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.

17.9 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, supra-national, foreign and international laws and regulations.

The Partner Agency (Vendor 1) shall be responsible and accountable during the currency of the contract for all the statutory compliances regarding the operations and maintenance of the UMANG backend platform, particularly, the ones related to the usage and implementation of Aadhaar/VID, user privacy, confidentiality, social & national security and financial integrity.

17.10 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.

17.11 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.

17.12 Entire Contract

The Contract with all Appendices and Schedules appended thereto, contents and specifications of the RFP, 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.

17.13 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 contact.

END OF PART – II

SCHEDULE I – EXIT MANAGEMENT

Exit Management Plan gets effective either on expiry of the Contract or termination. The objective is to smoothly handover 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.

Exit Management Plan shall become effective after the completion of the contract period; from the next day of contract expiry or termination. The Partner Agency shall provide full knowledge transfer, at no additional cost to NeGD except as specified explicitly in this schedule, regarding the complete scope as per the contract, that may continue until 3-months after the expiry or termination.

The Exit Management Plan shall contain the detailed action plan for proper handover of UMANG Platform, 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. This 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 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.

The Partner Agency 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.

During the handing over and knowledge transfer, the partner agency (Vendor 1) shall continue:
   a) to carry on with all O&M activities for which partner agency shall be paid as per the terms of the Contract;
   b) however, the development & enhancement and the services on-boarding part, which is proposed to be managed by the deployed resources of the partner agency, shall be handed over to the new partner agency at its own cost i.e. during and for transition of this part the resources cost shall not be paid separately.

S1-1. Purpose

a) This Schedule sets out the provisions, which will apply on expiry or termination of the contract, regarding all managed activities as detailed in above paras;

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. 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

S1-3. 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 applicable).

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.) set out in Schedule above 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.

S1-4. Employees

a) Promptly on reasonable request at any time during the exit management period, the Partner Agency shall, subject to applicable laws, restraints and regulations (including those relating to privacy) provide to NeGD or its nominated agency a list of all employees (with job titles) of the Partner Agency dedicated to providing the services at the commencement of the exit management period;

b) To the extent that any Transfer Regulation does not apply to any employee of the Partner Agency, NeGD or its nominated agency or its Replacement Partner Agency may make an offer of employment or contract for services to such employee/s of the Partner Agency and the Partner Agency shall not enforce or impose any contractual provision that would prevent any such employee from being hired by NeGD or its Replacement Partner 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.

S1-8. Exit Management Plan

1. Plans for provision of contingent support to NeGD and Replacement Partner Agency for a reasonable period, not less than 3 months, after transfer i.e. 6-months after the contract expiry.
2. During the exit management period, the Partner Agency shall be obligated to operate and manage the UMANG Platform, hosted Application and services as per the Contract and ensure

uninterrupted availability of services to users/ citizens;

3. In the event of termination or expiry of the Contract, and Project Implementation, each Party shall comply with the Exit Management Plan;

4. The terms of payment as stated in the Terms of Payment Schedule includes the costs of the Partner Agency for complying with its obligations under this Schedule;

5. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule;

6. The Partner Agency shall provide NeGD or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Contract and in relation to the development resources deployed and O&M specifically;

   (i)   A detailed program of the transfer process that could be used in conjunction with Replacement Partner Agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

   (ii) Plan for communication with Partner Agency's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on UMANG operations because of undertaking the transfer;

   (iii) As applicable, propose arrangements for the segregation of the Partner Agency's networks from the networks employed by NeGD and identification of specific security tasks necessary at termination;

7. This Exit Management plan shall be furnished in writing to NeGD or its nominated agencies within 60 days from the date of 'GO-LIVE'.

<u>SCHEDULE II – LIST OF DOCUMENTS</u>

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:

a) Copy of Certificate of Incorporation

b) Copy of Registration Certificates with the GST & IT(PAN) Authorities

c) Copy of Purchase Orders showing at least 3 years of operations

d) Audited Balance Sheet for the Financial Years – 2016-17, 2017-18, 2018-19 (OR 2015-16)

e) Certificate by Chartered Accountant

f) Copy of Work Orders

g) Completion/ Phase-Completion Certificates from the Client for the 'Large IT Applications Projects' **<u>OR</u>** Self Certificate of Completion (certified by an independent practising Chartered Accountant)

h) Self-certificate and/or Letter of Undertaking regarding 'No Black Listing' on company's letter head signed by company's authorized signatory

i) NOC from NeGD on its letter-head by authorised signatory, as applicable (for existing Partners)

j) Undertaking from Authorised Signatory for accepting 'Extension' beyond 02 years at the quoted commercials and existing T&C, if NeGD so decides

II. Other Bid Documents:

a) Undertaking regarding non-existence of 'Conflict of Interests'

III. Documents related to Technical Evaluation

a) IT Projects – a) Design & Development, b) O&M, c) of Government

b) Transition Management of 'Large IT Applications' Project

c) UMANG Project Understanding – Presentation

d) Exit Management Plan

e) Company's capability, skills, technology set-up and proposed methodology, timeframes to take over and manage UMANG

f) Resumes of the Resources quoted

SCHEDULE III – BID FORMATS

1. Financial Bid

Table 18 – Financial Bid

S. No.	Components		Quote (Excl. of Tax) (INR) (q)	Qty. (n)	Total (INR) (q) * (n)
(1)	Go-Live Fees (A)		X1	1	
(2)	**Resource Fees** (per month)				
(3)	Project Manager	R1	R1C	1	
(4)	Technical Architect	R2	R2C	1	
(5)	Database Administrator (DBA)	R3	R3C	2	
(6)	Quality Analyst/Tester	R4	R4C	2	
(7)	Development – Lead	R5	R5C	1	
(8)	Sr. Developer	R6	R6C	2	
(9)	Sr. Developer – Full Stack	R7	R7C	2	
(10)	Developer	R8	R8C	2	
(11)	Business Analyst – Lead	R9	R9C	1	
(12)	Business Analyst	R10	R10C	3	
(13)	Sr. Developer – Analytics	R11	R11C	1	
(14)	System Admin	R12	R12C	1	
	Total Resource Fees (Monthly)	B	[1*R1C + 1*R2C+ 2*R3C + …. R12C]		
(15)	Year1 Cost = 12*[1*R1C + 1*R2C+ 2*R3C + 2*R4C + R5C + 2*R6C + 2*R7C + 2*R8C + R9C + 3*R10C + R11C + R12C]				B1
(16)	Year2 Cost = Year1 Cost * 1.05				B2
(17)	Year3 Cost = Year1 Cost * $(1.05)^2$				B3
(18)	Year4 Cost = Year1 Cost * $(1.05)^3$				B4

(19)	Year5 Cost = Year1 Cost * (1.05)^4			B5
(20)	**Total for 5 Years (B)**			B1+B2+B3+B4+B5
(21)	**Annual Maintenance Fees**			
(22)	Year1			C1
(23)	Year2 = Year1 * 1.05			C2
(24)	Year3 = Year1 * (1.05)^2			C3
(25)	Year4 = Year1 * (1.05)^3			C4
(26)	Year5 = Year1 * (1.05)^4			C5
(27)	**Total Annual Maintenance Fees for 5 Years (C)**			C1+C2+C3+C4+C5
(28)	**Security Audit Cost for 20 Quarters (D)**	Z1	20	
(29)	**Quote (Q) = A + B + C + D**			

Important Note: Component A {Go-Live (with specified works) Fee} cannot be more than 6 times the Sum of monthly Resource Fees for R_1 to R_{12}. i.e. it should fulfill the condition:

$$A \leq 6 * \Sigma Rn \ (n=1 \ to \ 12), \ Rn \ is \ one\text{-}month \ fee \ of \ one \ resource$$

(65% of 'A' payable on Go-Live)

2. Technical Bid Cover Letter

[Date]

To,

<<Address to be added>>

Dear Sir,

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

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 short listing 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)

3. Commercial Proposal Cover Letter

(Company Letter Head) [Date]

To,

Dear Sir,

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

Having examined the 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 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)

4. Format for submission of Queries for Clarifications

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

<<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

5. Earnest Money Deposit (EMD)

1. In consideration of _____ (hereinafter called the "Government") represented by _____, on the first part and M/s _____ of _____ (hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _____ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for Appointment for Partner Agency (Vendor 1) For UMANG – Backend, we _____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) 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 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.

Dated this_____ day of _____ 2019

For the Bank of _____

(Agent/Manager)

6. 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 :
Bank details of the Agency				
Bank Name				
Bank Address				
Bank Account No				
IFSC Code				
PAN No.				
TIN No.				

Signature & Stamp of the Bidder

Date:

7. 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:

8. 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.	Tender Document Fee	
2.	Earnest Money Deposit	
3.	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.	
4.	Supporting Documents in response to Eligibility Criterion	
5.	Supporting Documents in response to Technical Criterion	
6.	Proforma for not being blacklisted	
8.	Agency (Bidder) Information Form	
9.	Undertaking regarding extension beyond 2 years at the quoted cost.	
10.	Non-Disclosure Agreement	
11	Agency Bidder information	

Signature of Authorised Person

Date: Full Name:

Place: Company's Seal:

9. Performance Bank Guarantee (PBG)

[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 – BE' 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 1) For UMANG – Backend 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 count.

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

10. 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 1) For UMANG – Backend 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 advice 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

Annexure I - Department Application Details

This contains the list of major applications/services available on UMANG.

1. **EDUCATION**

   a) CBSE – The service allows CBSE students to locate their respective exam centres 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) AICTE (All India Council for Technical Education) – 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) NSP (National Scholarship Portal) - 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.

2. **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.

3. **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 Sahi Daam from NPPA – Pharma 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-Ratko's – e-Ratko's 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.

4. **EMPLOYMENT/ YOUTH**

a) Pradhan Mantri Kaushal Vikas Yojna (PMKVY) – An application of National Skill Development Corporation/Agency (NSDC/NSDA); UMANG app allows users to register for several skilling courses, locate training centres for such courses in any geographical area as well as search for certified professionals in 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.

5. **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.

6. 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 centre, track passport application status, find out the applicable fee as well as the required list of documents for passport application.

c) Bharat Bill Pay System (BBPS) – UMANG comes integrated with Bharat Bill Pay 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) e Migrate – 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 e Migrate 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 Baraat 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 favourable 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. 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 will soon be made available on UMANG. This service from Ministry of consumer affairs will allow consumers to make complaint through UMANG about any consumer related issue.

Annexure II - Existing Services List

Table 19 – LIVE 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 post-paid, Landline post-paid 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 Centre	Exam Centre 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	View Admissions	Admission status	S1

#	Departments/ Applications	SERVICE	Service description	Type
	Sangathan -Ministry of HRD	Status		
11		View School details	School locator	S1
12	National Scholarship Portal	Track	Track Application status	S1
13		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
16	Swayam Prabha	Multimedia Content access	Channels and Allocations	S5
17		Program Schedules	Listing details	S4
18	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
19	Ministry of Agriculture and Farmers Welfare - Soil health card (SHC)	View SHC	Track / view of soil health card – using mobile number	S2
20		View SHC	Track/ view of soil health card – using Location based on state/ district/ sub-district/ village/ farmers name	S2
21	Ministry of Agriculture and	View Market prices	Used to get market prices related to agriculture products and produce by state/ district	S4

#	Departments/ Applications	SERVICE	Service description	Type
22	Farmers Welfare – AgmarkNet	View Market prices	View market prices by location.	S4
23	Ministry of Agriculture and Farmers Welfare - Kisan Suvidha	View Expert Advice	Agro advisory	S4
24		View Dealers Info	Dealers info – Seeds, fertilizers, farm machinery, pesticides	S2
25		View Weather forecast	Weather forecast	S4
26		View Machinery dealers details	Farm mechanization – list of dealers, manufactures, product wise search.	S1
27	Extension reforms	View Farmer Friends	View ATM/BTM/farmers friend's details	S2
28	Buyer Seller	View Products	Buy Products	S4
29		Register Products for sell	Sell products	S4
30	M4agriNEI& AKPS, Media Lab Asia, Farmers Portal, MeitY (AKPS – Annapurna Krishi Prasar Seva)	Informational number	Talk to expert	S1
31		Create query for submissions	Create query	S2
32		View messages	My messages (Voice & Text)	S1
33		View enrolled services	My services (unsubscribe/subscribe)	S2
34		View best practices	My Q&A (solved and pending queries)	S1

#	Departments/ Applications	SERVICE	Service description	Type
35		View Best Practices	Best Practices	S2
36		Change profile details	Change user (user account switching)	S2
37		View Profile	My Profile – view and update	S2
38	Health - Online registration system for patients, Ministry of Health & Family Welfare	Book Appointment	Book OPD appointment in Government hospitals– using Aadhaar / or phone number	S3
39		View details	My appointments – view/cancel previously booked appointments, using Aadhaar / UHID or Appointment ID.	S1
40		View Blood Bank	Check blood availability- State blood bank wise, with details including quantity available (for each blood type), contact information	S4
41		View lab reports	My Lab reports-view patient reports using UHID (unique health ID)	S4
42	Pharma Sahi Daam – NPPA	Search alternate medicines	search medicine – · medicine details, · other brand details, · Get NPPA price	S4
43	e-Ratko's	View Blood banks	Blood availability - Unit wise, blood type wise, state/district wise, via location	S4
44		View Blood banks	Blood bank search - via user location, state/district	S4
45		View Camp details	Camp schedule	S2

#	Departments/ Applications	SERVICE	Service description	Type
46		View donations details	My donations	S1
47		View Camp info and top donors	Camp information and Donor List	S1
48	PMKVY, Ministry of Skill Development & Entrepreneurship (MSDE)	Register for skill enrolment	Skill Up application - for User registration under multiple sector, skill area and preferred training centre location	S2
49		View profile	Search candidate – using candidate id / name, DOB	S1
50		View Training Centre	Find / Locate Training Centre of PMKVY based on State / District / Pin code & Job role-based search	S2
51		View Certified Candidate details	Finding / Locating PMKVY certified skilled resources such as plumber, electrician for use by citizens	S2
52	Deendayal Antyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM)	Register for training	Register for training(new/edit)	S2
53		View Training Centre	Locate training Centre	S2
54		Track candidature status	Track status	S1
55	PMAY, Ministry of Housing and Urban Poverty Alleviation	Track application status	PMAY (Citizen interest generation form) application status tracking using application (Survey) Id.	S1

#	Departments/ Applications	SERVICE	Service description	Type
56	CLSS, NHB	View progress bars	PMAY progress under different schemes (informational)	S2
57		Search Beneficiaries details	Beneficiary search – By Name, Father's Name & Id type.	S2
58		Scheme information	About PMAY, disclaimer	S1
59		Subsidy calculator	CLSS- Subsidy Calculator	S1
60	Digisevak, MeitY	Register under Digisevak	Register	S2
61		View Profile	My profile	S2
62		View task details	Task	S1
63		View activity details	Social activity	S1
64		View Polls	Polls	S1
65		View Survey	Survey	S1
66		View progress	Task progress updates	S1
67		View Peer reviews	Peer reviews	S1
68		Redeem Rewards	Redeem Rewards	S1
69		View Reward history	Reward history	S1
70	Vahan, Ministry of Road Transport and	View RC from Digilocker	Registration certificate (from Digilocker)	S1

#	Departments/ Applications	SERVICE	Service description	Type
71	Highways	Pay commercial tax	Pay Road Tax of commercial vehicle – · Delhi, · Jharkhand	S3
72		View DL from Digilocker	View Driving License (from Digilocker)	S1
73	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
74		Toll calculator across India	Toll calculator	S2
75	BPCL, Bharat Petroleum corporation limited	Book Cylinder	Refill order	S1
76		View book cylinder history	Refill history	S1
77		Request for DBC	DBC request	S1
78	HPCL, Hindustan Petroleum Corporation limited	Book Cylinder	Refill order – cash on delivery	S1
79		Book Cylinder - Payment online	Refill order – online payment	S1
80		View book cylinder history	Refill history	S1
81		Give up Subsidy	Opt out of subsidy	S1
82		View subsidy details	Consumer subsidy	S1

#	Departments/ Applications	SERVICE	Service description	Type
83	IOCL, Indian oil corporation Limited	Book Cylinder	Refill order –- view refill order	S1
84		View book cylinder history	Refill history	S1
85		Prefer time for cylinder delivery booking	Prefer time delivery	S1
86		Give up Subsidy	Opt out of subsidy	S1
87		Give up Connection	Surrender connection	S1
88		Request for DBC	DBC booking	S1
89		Submit Rating for current distributor	Rate Distributor	S1
90		Request for mechanic services	Mechanic service	S1
91		Seed account details	Bank account seeding	S1
92		Locate different distributors	Locate distributor	S1
93		View contact info of Distributors	Distributor contact info	S1
94	E Migrate, Ministry of External affairs	Track	Track application status	S1
95		View Circulars	Notice board	S1

#	Departments/ Applications	SERVICE	Service description	Type
96		Track	Verify EC status	S1
97		Register for ECNR	Overseas traveller registration form for ECNR countries	S2
98	MADAD, Ministry of External affairs	Track	Track Status for submitted grievance by the users	S1
99		Locate Mission/ Post	Missions/Posts in foreign countries can be located by the users.	S1
100	Passport, Ministry of External Affairs	Locate Centre	Passport Seva Kendra, District Passport Cell,	S1
101		Track	Status tracker for Applied Application	S1
102		Fee information	Fee Calculator - fresh, re-issued and PCC	S1
103		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
104		Check appointment	Check appointment availability - availability of all the passport offices in the selected city to book an appointment with them.	S1
105	National Pension System, NPS, Pension Fund Regulatory and Development Authority	Update information	Change Password using Secret Question and OTP	S1
106		Account information	View Current Holdings	S1
107		Email Transaction Statement	Subscribers can request for transaction statement over email	S1

#	Departments/ Applications	SERVICE	Service description	Type
108		Profile Settings	Subscribers can change their profile settings · Change Contact details · Change Security · Change Password	S1
109		Account Details	Subscribers can view their Tier 1 and Tier 2 account details	S1
110		Scheme Change	View details on changes made in scheme	S2
111		Recent Contribution	Subscribers can view their recent contributions	S2
112			Address change	~~S2~~
113	Dept. of Pension &Pensioner's Welfare, Ministry of Personnel, Public Grievances and Pensions	Bhavishya	check dashboard including Sanction and payment details	S1
114		Pension process roadmap	Pension Process road map – view personalized pension roadmap	S1
115		Pension Calculator	Calculate Pension, Commuted Pension and Gratuity	S1
116		Lodge Grievance	CPENGRAMS - Centralized Pension Grievances Redress And Monitoring System	S2
117		Reminders	Send Reminder/ Clarification	S1
118		Track	View grievance status	S1
119		Feedback for Grievances	Feedback	S1

#	Departments/ Applications	SERVICE	Service description	Type
120		What's New	Check daily, weekly and all notifications.	S1
121	EPFO, Ministry of Labour and Employment	Raise Claim	Personalized PF Statement, Claim Settlement	S3
122		View Passbook	Balance enquiry Personalized PF Statement, Claim Settlement	S2
123		Track	Track claim	S1
124		Life certificate	Update Jeevan Pramaan	S3
125		View Passbook	View Pensioners Passbook	S2
126		Remittance details	Get Remittance Details by Establishment ID	S1
127		Status	Get TRRN status	S1
128		Search office	Search EPFO office	S1
129		Claim status	Know Your Claim Status	S1
130		Search establishments	Search Establishment	S1
131		Aadhaar seeding	Aadhaar seeding against UAN	S2
132	Income TAX, Ministry of Finance	Pay tax (Challan 280)	Challan 280 form when submitted, allows user to pay tax	S3
133		Track challan status	Track status of challans submitted	S1
134	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 can also apply using e Sign & e KYC using	S3

#	Departments/ Applications	SERVICE	Service description	Type
			Aadhaar details	
135		Track	Track PAN card	S1
136		Download forms	Download forms for New Pan card application/Change	S1
137		Contact us – UTIITSL Contacts	Applicants can find PAN card offices information like Address, Email Id, Contact number etc.	S1
138		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
139		Regenerate objection 49A	Regenerate or Objection clearance of PAN application applied through mobile (49 A)	S3
140		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
141		Direct Payment	Applicants can use Direct Payment to make payment for form 49A and CSF by providing Application No.	S2
142	Goods & Service Tax Network, Min. of Finance	Search Taxpayer	Search GST Taxpayer details, Taxpayer type, Status etc.	S1
143	Jeevan Pramaan	Generate Life	Generate life certificate using biometric device	S3

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

#	Departments/ Applications	SERVICE	Service description	Type
			· Request for consultancy	
155	ESIC		My profile	S1
156			Entitlements	S1
157			Claim status	S1
158			Contributions	S1
159			Feedback	S1
160			About ESIC scheme	S1
161			Lodge grievance	S2
162			Track grievance	S1
163			Knowledge Bank	S1
164	ChildLine (WCD)	Call 1098	Call 1098 for registration of complaint	S1
165		Helpline content-Videos	Educational videos for child abuse.	S5
166	TRAI		DND Registration and status	S2
167			Report Voice UCC	S2
168			Report SMS UCC	S2
169			UCC Complaint status	S2
170			My Call service	S2

#	Departments/ Applications	SERVICE	Service description	Type
171			My Speed	S2
172	Consumer affairs	Register Complaints	Users can lodge complaints related to consumer issues.	S2
173		Complaint History	Users can view their complaint history.	S1
174		Upload documents for registered complaints	Upload Documents for open complaints with pending action	S1
175		Contact details of State Commission and District Forums	Users can view contact details of state commission and district forum.	S1
176		Knowledge Base	Users can view answers of common industry-related questions.	S1
177	e-Pashuhaat	Live Animal	Users can view details of Live Animals.	S4
178		Frozen Semen	Users can view details of Frozen Semen.	S4
179		Embryos	Users can view details of Embryos.	S4
180		Help and FAQs	Users can view FAQs related to the citizen and Institute.	S1
181		AI worker listing	User will be able to see the All India Service Providers detail.	S4
182		Live stock	Users can view stocks available for selected categories.	S4
183	Khoya Paya	Register complaint	My child is missing- Report complaint	S2

#	Departments/ Applications	SERVICE	Service description	Type
		if you are aware of a missing child		
184		Register complaint if you come across a lost child	I have sighted a child – report complaint	S2
185		Search a missing child	Search the children that are lost and track their whereabouts	S4
186	Cyber Crime Reporting Portal, MHA	Report Complaint	Report complaint for any malicious content	S2
187		Track complaint	Track the complaints that you have reported	S1
188	Doordarshan (Prasar Bharti)	Video on Demand	Users can watch videos provided by Doordarshan department.	S5
189	E Courts	CNR	Users can search for case status using CNR	S1
190		Case Status	Users can search for case status using search parameters	S2
191		Cause List	Users can view cause list of a particular case	S2
192	My Gov.	Do	Online and On ground 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 ki Baat)Dialogue with decision makers	S1
196	ConfoNet	Case status	Users can use this service to view the status of	S1

#	Departments/ Applications	SERVICE	Service description	Type
			their cases.	
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
200	e-Dhara Land Records, Govt. of Gujarat	Check Land records	User 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	Online Job Application System Government of Gujarat	Notice Board	Track different notices related to job vacancies by Gujarat government	S1
204		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	Download form for job vacancies by Gujarat	S1

#	Departments/ Applications	SERVICE	Service description	Type
		form	government	
207	Haryana (e-Disha)	Apply Certificate	Apply for Backward Class Certificate	S3
208		Apply Certificate	Apply for Dogra certificate	S3
209		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
212		Apply Certificate	Apply for Special Backward Class Certificate	S3
213		Apply Certificate	Apply for Vimukt Jaati certificate	S3
214		Apply Certificate	Apply for Tapriwas Jaati 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	S1

#	Departments/ Applications	SERVICE	Service description	Type
			requested through SARAL portal (Haryana)	
222	e-Mitra Rajasthan	Track	Track certificate	S1
223		Track	Verify Certificate	S1
224	NDMC, New Delhi Municipal Council	Apply	Barat Ghar Booking	S2
225		Apply	Book appointment for Yellow Fever Vaccination	S2
226		Download certificate	View/ Download Birth Certificate	S1
227		Download certificate	View/Download Death Certificate	S1
228	Revenue Department, Himachal Pradesh	Apply Certificate	Apply Bona-fide Himachali 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

#	Departments/ Applications	SERVICE	Service description	Type
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	S1
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
246		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

#	Departments/ Applications	SERVICE	Service description	Type
253		Apply Certificate	Income certificate	S3
254		Apply Certificate	Renewal of Explosive Certificate	S3
255		Apply Certificate	Electoral 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	Mizoram, (e-District)	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
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

#	Departments/ Applications	SERVICE	Service description	Type
269		Complaint Register	Users can register a complaint on various issues	S2
270		Cyber Crime Complaint Register	Users can register the cybercrime complaint	S2
271		Track Status	Users can track the status of various services	S1
272		PG/Tenant Verification	Users can verify the PG/Tenant details	S2
273	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.	S1
274		Status of Cause	Petitioners can view the status of Case for a given Case Number.	S1
275		Search Final order	Petitioners can download the PDF copy of final order of case for a given Case Number.	S1
276	MP BSE	View Results	Know your results *10th class *12 class	S2
277	MP MSME	Track	Track application	S1
278	MP Transport	Find Vehicle Details	Citizen can get details of any registered vehicle on their mobile after entering vehicle registration number.	S1
279		Driving License details	Citizen can get details of any Driving Licence on their mobile after entering driving license number and Date of Birth.	S1
280		Learning License	Citizen can get details of any Learning Licence	S1

#	Departments/ Applications	SERVICE	Service description	Type
		details	on their mobile after entering Learner License Number If Learner License is Valid.	
281		Receipt Details	Citizen can get any transaction receipt which was done with Transport Department if they have receipt id.	S1
282		Tax Assessment	Citizen can get Tax Assessment details of any registered vehicle in Madhya Pradesh on their mobile after entering vehicle registration number.	S1
283		Tax details	Citizen can get Tax details of any registered vehicle in Madhya Pradesh on their mobile after entering vehicle registration number.	S1
284		Temporary Registration	Citizen can get temporary registered vehicles details on their mobile after entering vehicle temporary registration number.	S1
285	MP e COP	Missing Person	Citizens can view the details of missing persons in Madhya Pradesh state.	S2
286		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
287		Lost/Missing Vehicle	Citizens can view the details of lost or missing vehicle in Madhya Pradesh state on MP e COP app.	S2
288		Unidentified body	Citizens can view the details of unidentified	S2

#	Departments/ Applications	SERVICE	Service description	Type
			bodies found in Madhya Pradesh state.	
289		Seized Vehicle	Citizens can view the details of Vehicle recovered by police in Madhya Pradesh state on MP e-COP app.	S2
290	MP Land Records	Khasra	Citizens can view the Khasra details with respect to their District and Tehsil.	S1
291		Map	Citizens can download the Map with respect to their District and Tehsil.	S1
292	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
293		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
294		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 days.	S2
295		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
296		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	S2

#	Departments/ Applications	SERVICE	Service description	Type
			days.	
297		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
298		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
299		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
300		Pay for services	MP citizens can make payment for their approved services using MP e-Nagar Palika app.	S2
301		Transactions details	Citizens can check the details of the transactions made by them on MP e-Nagar Palika app.	S1
302		Create new complaint	Citizens can register for the complaints	S2
303		View status	Complaint – Citizens can check the status of previous complaints	S1
304		View status	Complaint – Citizens can check the status of complaints	S1
305		Track status	Track status of applied services	S1

#	Departments/ Applications	SERVICE	Service description	Type
306	Tamil Nadu – Revenue Dept.	Apply Certificate	Apply for Nativity/Residence certificate	S3
307		Apply Certificate	Apply for Income Certificate	S3
308		Apply Certificate	Apply for Community certificate	S3
309		Track	Track status	S1
310		Download Certificate	View/Download Certificate	S1
311	Chandigarh – e-Sampark	Pay Bills	Pay Electricity Bill	S2
312		Pay Bills	Pay Water Bill	S2
313		View	Duplicate Receipt	S1
314	Chandigarh – e District	View status	Check status of the submitted application	S1
315		Verify Certificate	Verify Certificate	S1
316		Daily Cause list	Cause Lists provide details such as, the Petitioner, Respondent, Respective Advocates, Site, Stage and Last Hearing Date etc.	S1
317	PHED, Haryana	Register complaint	Lodge Complaints	S2
318		View Status of Application	User can track the status of application submitted for New Connection for Water Supply/Sewer	S1
319		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

#	Departments/ Applications	SERVICE	Service description	Type
320		Make Payment	Bill Payment for New connection	S2
321		Connection	Apply for Water/ Sewer Connection	S3
322	GOA Municipal Administration	View and Download	View and edit Birth Certificate	S1
323		View and Download	View and edit Death certificate	S1
324		Pay House tax	Citizens are allowed to make online payment of house tax.	S2
325		Pay Rent	Citizens can pay the amount for non-residential sources like office, shop which are supervised by the department.	S2
326		Pay Signboard License Fee	Signboard License Fee	S2
327		Track status	Track status	S1
328	Chhattisgarh – e District	Apply Certificate	Apply for Birth Certificate	S3
329		Apply Certificate	Apply for Death Certificate	S3
330		Apply Certificate	Apply for Domicile Certificate	S3
331		Apply Certificate	Apply for SC/ST Certificate	S3
332		Apply Certificate	Apply for OBC Certificate	S3
333		Apply Certificate	Apply for Income Certificate	S3
334		Apply Certificate	Apply for Nokal Certificate	S3

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

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

#	Departments/ Applications	SERVICE	Service description	Type
361	E District Tripura	Web link enablement as per UMANG guidelines	24 services from web link of Services Plus software.	S1

Annexure III - Proposed Services List

Table 20 – Indicative List of services for Immediate On-boarding

#	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	E District Applications	Apply	Apply certificates across Different e District Applications spanning PAN India	S3
4	Passport Application	Apply	Apply for New/Renew Passport	S3
5	E Post 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

#	Departments/ Applications	SERVICE	Service description	Type
14		Complaints	Register Complaint etc.	S2
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 Receipts	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	E Catering - 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		Cleanliness	Coach Mitra (Cleaning and other on-board services)	S2
27		Complaints	Complaint Management System(COMS)	S3
28		Train Status	Train running information(NTES)	S1

#	Departments/ Applications	SERVICE	Service description	Type
29	Ticket Booking (Across PAN India)	Bus Ticket Booking	Book Tickets	S3
30		View	View Tickets/ Download	S1
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 information	S1
37	Treasury and Accounts Across PAN India	Pay online	Pay Challan	S3
38		View	Download receipts	S1
39	E NAM 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

#	Departments/ Applications	SERVICE	Service description	Type
43	Election commissions of		Search name in electoral	S1
44	India		Search Polling booth etc.	S1
45		Registration	Form 6 New Registration due to shifting	S3
46		Registration	Form 6a Registration for overseas voter,	S3
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 concern	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	Fastag	Buy Fastag card	Buy Fastag	S1

#	Departments/ Applications	SERVICE	Service description	Type
58		Recharge Fastag card	Recharge Fastag	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
63	Disaster Management	Disaster Alerts	Disaster Alerts	S2
64	PM National Relief fund	Online Donation	Make online voluntary contributions	S1
65		Contribution history	View Donations/Contributions	S1
66	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
67	National career services	Job Listing	Find a Job	S4
68		Registration	User Registration	S2
69		Event details	Job Fair & Events"	S2
70		Submit	Grievance/Feedback,	S1

#	Departments/ Applications	SERVICE	Service description	Type
		feedback		
71		Feedback System	Online feedback submission	S1
72	Madad, MEA	Lodge Grievance	Online Grievance registration	S2
73	**ILP- Arunachal Pradesh**	Single eILP	Apply Single eILP	S2
74		Group eILP	Apply Group eILP	S2
75		Status and Reprint	Check Status & Re-Print eILP	S1
76	Electric Vehicle charging stations	Charging stations	Locate charging points for Electric vehicles	S1
77	Life Certificate - Telangana	Life certificate verification	Life Certificate Verification through Selfie and details online	S3

<u>Note:</u> *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 on-boarded. The Type of services are indicative and will be decided by NeGD as and when the services are on-boarded.`*

Annexure IV – Responsibility Matrix

Table 21 – Responsibility Matrix

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	- Build relationship with depts. - Create Funnel for new services - Get/create and test API's, - Create FRS of services - Expose the APIs with documentation - Handover service document to Back end tech ops team - Enable these services on core platforms such as Self-care, UMANG Analytics etc.	- Consume the API's and create UI for different platforms based on FRS created by backend team - Testing, deployment and release to production - Handover and walkthrough of service operation document to Front end tech ops team	Train all call center agents/managers on all services before these go live	To do audit as offered by other vendors	- Create Funnel for services. - To approach depts. for onboarding services - Review the documentations and UI/UX - Day to day manageability and escalations from / to departments.

| 3 | Testing | - Provide service test data to front end team
- Manual and automotive testing
- Creation of test cases for any enhancements in core components as per FRS
- Ensure to pass 90 % of the test case for Core Components in case the work is audited by NeGD nominated agency. | - Prepare comprehensive test cases for each service delivery and share with Backend Team/ NeGD/ NeGD nominated agency
- Prepare automotive scripts apart from manual testing to FastTrack development and re-testing.
- Ensure to pass 90 % of the test case in case the work is audited by NeGD nominated agency. | ... | To audit as per requirement | - Testing of services as per test cases and FRS |
| 4 | Performance Testing | - Perform the performance testing of APIs and publish the reports to all stakeholders.
- Provide Guidance to department to improve performance | - Evaluate the App from time to time with different data load time of the app on different network types
- Deploy proper tools to monitor the same. | Be aware of the issues of App/platform to answer satisfactorily to users | To audit as per requirement | - Review the reports published by frontend and backend development.
- Discussion with department (whenever required) |

| 5 | Queries/Grievance/Bugs as reported by Users/NeGD/Depts. | - Back-end Ops team to resolve the issue within defined SLA's.
- Assign to Front-end ops, if the issue is not related to Back-end
- 24 * 7 tech ops team | - Will resolve the issue and update the ticket status
- 24 * 7 tech ops team | - 10:00 AM to 6:00 PM (All days) Service Window
- Resolve the query/grievance in case User approach the Helpdesk.
- 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. | | - Review the Issues on regular basis.
- Resolve conflicts.
- Review the SLA report, Tickets etc. |
| 6 | App Hosting and Play store Management on all channels | ..... | - All the work related to hosting the apps on different app stores
- Monitor vital statistics and information including ARNs and crashes and continually improve the system to fix all these items.
- Ensure that the build/changes updated on respective stores comply with all store policies and the builds are not rejected. | - Review and address User Comments on App Stores
- Submit reports to NeGD | ..... | - Review the deployment process . |

		- Release management				
7	Coordination with NIC/ Cloud service Provider	- Deploy a dedicated resource for interactions with Cloud service provider(NIC) to provide infra services such as VM allocation, port openings, Whitelisting etc. - Conduct Half Yearly DR drills - Build relationship with NIC team	....	.....	.....	Manage escalations wherever required
8	Operations	- Monitor the servers and network performance which includes CPU, memory, storage and set alarms - Assess system data and error logs, along with user	- Monitor applications downtime, performance etc. - Monitor the services with the use of automated scripts and raise alerts in case of any issues - Adhere to SLA's	- Update Training manuals - Monitor the performance and utilizations of CSE's. - Create Knowledge	Audit of SLAs and submit report to NeGD	Coordination between vendors. Make payments as per SLAs met

		reports, to determine areas for improvement, enhancements, managing risks etc. - Monitor the dept. API's - Enable the services on APM tool as per monitoring best practices. - Coordinate with department if any fluctuations or performance issue occurs. - Adhere to SLA's		base of frequently reported issues etc. - Adhere to SLA's.		
9	Enhancements to keep the app robust	- Enhancement in the core components and core application level changes and improvements - Technological enhancement as suggested by NeGD	Enhance/ modify the existing front end pages/work flow/process changes as and when required for all platforms including mobile app/web	Keep track of enhancements, to answer queries	Audit as per requirement	- Provide requirements - Manage the enhancements
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	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	.....	Review recommendations and suggest alternatives if available. Make payments to procure

		O&M the cost to be borne by Vendor, for development the cost to be borne by NeGD		the vendor		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 and UMANG platform documentations	- Creation and update of documentation for all the front-end components of UMANG, User manuals, Training modules etc. - Handover document for the techops team - Update of UMANG APP FAQs. - Design guidelines manageability	- Training modules - Knowledge base of Frequently asked questions.	Audit as per requirement	Review the documents

| 13 | Relationship Management | Team must 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 must 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 must 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 – Resources (Manpower) Details

Table 22 – Manpower Requirement

S. No.	Resource Type	Role	Requirement
1	NA	**Delivery head**	Should be B. Tech/ M Tech / MCA/MBA. He/ She must have 15+ years of experience in IT Industry including 5+ years on experience in program or portfolio management with large projects and geographically distributed teams. Government project experience is appreciable. He/ She must have the significant experience and knowledge of Shared Services fundamentals including SLA frameworks, metrics and performance reporting, and customer service principles and delivery. **Roles and Responsibilities:** i. Leads the project management plans with the defined roadmap of project scope, assumptions, risks and overall project approach, including project resource needs, high level timelines, project communications etc. ii. Ensuring delivery according to project timelines in order to ensure revenue recognition according to the forecast. Manages project issues/risks in a timely manner and appropriately escalating when necessary. iii. Responsible for documenting Standard Operating Procedure (SOP) instructions for all ongoing business and transitioning the project to the Support team. iv. Be able to lead Current State and Future State assessments around functionality and/or processes. v. Coordinates and responds to requests for changes from

			original scope.
			vi. Assigns duties, responsibilities and scope of authority to project personnel. Directs and coordinates activities of project personnel to ensure the project progresses in scope, on schedule and within budget.
			vii. Drive effective communication of issues and risks to the client
			viii. Build and manage senior stakeholder relationships (expectations, communications, escalation, etc.)
2	R1	**Project Manager**	Should be B. Tech / M Tech / MCA/ MBA. He/ She should have 6-9 years of experience in IT Industry with strong experience in managing the large multi-tier web based Software and Mobile application development. Must have strong knowledge of Project management and development methodologies. PMP or Scrum Certified PM shall be preferred. **Roles and Responsibilities:** i. Project Planning and Status Updates. ii. Define project scope based on product Manager inputs and work with leads for developing project plan in JIRA based on SDLC. iii. Organize and lead project status; prepare and distribute progress reports; manage risks and issues; correct deviations from plans. iv. Support the Product Manager/Lead in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance. v. Champion ongoing process improvement initiatives to implement best practices for Agile Project Management. vi. Team Management.

			vii.	Assist in team development while holding teams accountable for their commitments, removing roadblocks to their work; leveraging organizational resources to improve capacity for project work.
			viii.	Run multiple projects depending on project scope.
			ix.	Work with the BD team to complete proposal efforts including project scoping.
			x.	Create and execute project include change scope.
			xi.	Conduct risk analysis and prepare mitigation strategies where necessary.
			xii.	Coordinate multidisciplinary activities to ensure that the project deliverables are met.
			xiii.	Identify resources needed and work with section heads to assign individual responsibilities.
			xiv.	Effectively apply PMI methodology and enforce project standards.
			xv.	Conduct internal and external project review meetings
			xvi.	Stakeholder and sponsor management on the projects
			xvii.	Customer relationship management involving, effective communications with the client seek new opportunities and manage client expectations.
			xviii.	Motivate team to work together in the most efficient manner.
			xix.	Keep track of lessons learned and share those lessons with team members.
			xx.	Mitigate team conflict and communication problems.
			xxi.	Work closely with technical teams to improve the operational efficiency, facility mapping and capability enhancement.
			xxii.	Timely updated on management information systems
			xxiii.	Identify process improvements for projects and functions.

| 3 | R2 | **Technical Architect** | Should be B. Tech / M Tech / MCA. He/ She should have 8-10 years of experience in IT Industry with strong experience in testing multi-tier web based Software and Mobile application development. Must have delivered at least 5 projects in his lifetime. TOGAF 9.0 certification shall be recommended.

 Roles and Responsibilities:

 i. JAVA / .NET Technology Architecture and software development experience with and understanding of a modern technology stack.
 ii. Advanced knowledge and experience in one or more current programming languages (E.g. - Java, JavaScript (including AngularJS), .NET, Python, Ruby or PHP).
 iii. Experience defining the architecture of cloud deployed applications (AWS preferred) Experience with containerized applications using Docker, Kubernetes or other similar tooling and defining and driving DevOps best practices within large teams <br> iv. Experience establishing legacy modernization and migration roadmaps for large scale applications and building applications using service-oriented, micro service, and/or API based architectures at an enterprise scale.
 v. Experience with event-driven applications using queues, service bus and other related patterns and working in one or multiple IT areas.
 vi. Scope, define and design solution offerings; driving end-to-end technical solutions. Analyse customer technology, define business requirements and participate in risk analysis.
 vii. Work with core team on list of potential activities and |

			solutions
			viii. Develop technical presentations and proposals, and perform customer presentations Support deployment of solution
			ix. Provide feedback to R&D
			x. Participate in knowledge transfer, documentation and information sharing
			xi. Stay abreast of on new technology/technical areas and share information about solution to enable customer competence build
4	R3	**Database Administrator (DBA)**	Should be B. Tech / M Tech / MCA/ MBA. He/ She should have 6-9 years of experience in IT Industry with strong experience in managing the large multi-tier web based Software. Must have good knowledge of database processes and able to manage different kinds of databases such as Postgre, SQL Server, Oracle etc. Able to understand and implement the data cubes, mining and help team in establishing Analytics and BI system. Must have hands on expertise in database performance tuning, and Parallel processing. Proficient in installation, configuration and migration of Database Servers in clustered and non-clustered environments. **Roles and Responsibilities:** i. Advanced SQL skills - Adept at queries, report writing and presenting findings ii. Expertise in Data Analysis, Data Profiling, and SQL Tuning iii. Expertise in translating business requirements to project design, development, and execution iv. Strong analytical skills with the ability to collect, organize, analyse, and disseminate significant amounts of information with attention to detail and accuracy

			v. Ability to clearly communicate capabilities, opportunities, and recommendations to both technical and nontechnical audiences vi. Experience working in Data warehouse ETL & BI platforms and have a good understanding of related development activities and challenges vii. Strong knowledge of and experience with reporting, databases (SQL etc.), programming (ETL frameworks) viii. Experience in understanding the source data from various platforms and mapping them into Entity relationship model(ER) for data integration and reporting. ix. Has deep understanding of data architecture & data modelling best practices and guidelines for different data and analytic platforms. x. May assist in development of software technical documentation xi. Manage exploratory data analysis to support database and dashboard development, as well as advanced analytics efforts
5	**R4**	**Quality Analyst/Tester**	Should be B. Tech/ M Tech / MCA. He/ She should have 3-6 years of experience in IT Industry with strong experience in testing multi-tier web based Software applications. Ability to understand application functionality and prepare and execute test cases using a variety of tools including Excel, Atlassian products (JIRA etc.,) is a mandatory competency. Basic knowledge on Docker, Kubernetes, micro services, web services REST API QA, Unix/Linux (Unix Shell scripting), Ubuntu, Redhat environments. Ability to work against challenging release deadlines while preserving the highest quality of deliverable is a must.

Roles and Responsibilities:

i. Create detailed and comprehensive test plans and test cases on a thorough understanding of requirements specification and execute the same.

ii. Assessing customer requirements and ensuring that these are met before the release.

iii. Derive /write test cases, use cases from scenarios for the new feature additions in the product.

iv. Anticipate/Identify and collect test data related to test cases if needed.

v. Execute all the test case and report defects, define severity and priority for each defect.

vi. Investigate product quality in order to make improvements to achieve better customer satisfaction.

vii. Familiarity with browser related testing.

viii. Verify the fixed defects and track them to closure.

ix. Perform Exploratory testing and Sanity testing as per need basis.

x. Maintain documentation related to test cases per feature.

xi. Replicate issues raised by the other teams.

xii. Being proactive and raising flags when needed.

xiii. Good communication and interpersonal skills.

xiv. Solid knowledge of SDLC, testing life cycle

xv. Strong knowledge of software QA methodologies, tools such as JIRA and processes

xvi. Experience in writing clear, concise and comprehensive test plans and test cases

xvii. Hands-on experience with functional testing

xviii. Hands-on experience with automated testing using Selenium or any other language is a plus.

xix. Experience working in an Agile/Scrum development

			process
6	**R5**	**Development - Lead**	Should be B. Tech/ M Tech / MCA. He/ She should have 7-9 years of experience in IT Industry including 5 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc. Must have delivered at least 5 projects in his lifetime.
			One senior resource is required for .Net Framework who can understand and implement the projects in .Net technologies.
			Roles and Responsibilities:
			i. Design and build advanced applications and APIs (scalable web services).
			ii. Collaborate with cross-functional teams to define, design, and ship new features.
			iii. Work with outside data sources and APIs.
			iv. Work on bug-fixing and improving application performance.
			v. Continuously discover, evaluate, and implement new technologies to maximise development efficiency.
			vi. Must have a solid understanding of the full mobile development life cycle.
			vii. Must have experience with third-party libraries and APIs.
			i. Must have working knowledge of the general mobile landscape, architectures, trends, and emerging technologies.
			ii. Experience in understanding code bases, including API design techniques
			iii. Strong understanding of OOPs fundamentals, Java, .Net, XML, JSON, Web Services, PostGre Databases etc.
			iv. Deep hands-on technical expertise

			v. Experience with third-party libraries and APIs vi. Proficient understanding of code versioning tools, such as Git and SVN
7	**R6**	**Sr. Developer**	Should be B. Tech/ M Tech / MCA. He/ She should have 7-9 years of experience in IT Industry including 5 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc. Must have delivered at least 5 projects in his lifetime. One senior resource is required for .Net Framework who can understand and implement the projects in .Net technologies. **Roles and Responsibilities:** i. Design and build advanced applications and APIs (scalable web services). ii. Collaborate with cross-functional teams to define, design, and ship new features. iii. Work with outside data sources and APIs. iv. Work on bug-fixing and improving application performance. v. Continuously discover, evaluate, and implement new technologies to maximise development efficiency. vi. Must have a solid understanding of the full mobile development life cycle. vii. Must have experience with third-party libraries and APIs. viii. Must have working knowledge of the general mobile landscape, architectures, trends, and emerging technologies. xiii. Experience in understanding code bases, including API design techniques

			ix. Strong understanding of OOPs fundamentals, Java, .Net, XML, JSON, Web Services, PostGre Databases etc.
			x. Deep hands-on technical expertise
			xi. Experience with third-party libraries and APIs.
			xii. Proficient understanding of code versioning tools, such as Git and SVN
8	R7	**Sr. Developer – Full Stack**	Should be B. Tech/ M Tech / MCA. He/ She should have 7-9 years of experience in IT Industry including 3 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc. Must have delivered at least 3 projects in his lifetime.
			Roles and Responsibilities
			i. Experience with Java as primary language; although, familiarity with other languages and tools is a plus
			ii. Experience in Java/J2SE/J2EE, JSP/Servlet, Springs and Spring boots etc.
			iii. Experience in working with Postgre as backend database.
			iv. Must have experience in Angular 6, React JS, NodeJs and above framework for developing dynamic Web Apps.
			v. Integration experience using Web Services and database persistence (Hibernate)
			vi. Experience with Agile development methods and practices
			Experience administering JEE application servers like Tomcat, JBoss (Mandatory to have Tomcat).
			vii. Experience with custom SDLC processes such as code versioning, packaging, test driven development (TDD), continuous integration, test automation, code analysis

			and code quality metrics.
			viii. Can work independently and within team, without more supervision and help from seniors and tech lead.
9	**R8**	**Developer**	Should be B. Tech./ M Tech / MCA. He/ She should have 4-6 years of experience in IT Industry including 3 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc. Must have delivered at least 3 projects in his lifetime.

One senior resource is required for .Net Framework who can understand and implement the projects in .Net technologies.

• Full Stack developers with 3-5 years of work experience to manage the changes/enhancements etc.

Roles and Responsibilities:

i. Design and build advanced applications and APIs (scalable web services).

ii. Collaborate with cross-functional teams to define, design, and ship new features.

iii. Work with outside data sources and APIs.

iv. Work on bug-fixing and improving application performance.

v. Continuously discover, evaluate, and implement new technologies to maximise development efficiency.

vi. Must have a solid understanding of the full mobile development life cycle.

vii. Must have experience with third-party libraries and APIs.

viii. Must have working knowledge of the general mobile landscape, architectures, trends, and emerging

			technologies.
			ix. Experience in understanding code bases, including API design techniques
			x. Strong understanding of OOPs fundamentals, Java, .Net, XML, JSON, Web Services, PostGre Databases etc.
			xi. Deep hands-on technical expertise
			xii. Experience with third-party libraries and APIs.
			xiii. Proficient understanding of code versioning tools, such as Git and SVN
10	**R9**	**Business Analyst – Lead (Technical)**	For Senior BA - Should be B. Tech/ M Tech / MCA. He/ She should have 7-9 years of experience in IT Industry including 5 years as Business Analyst. He/ She must have the detailed knowledge of Business processes and at least delivered 5 projects. He/ She must have the knowledge of IT technologies such as Java/.Net, APIs (SOAP, JSON etc.), Database, Development frameworks such as ReactJS, NodeJS, Angular6. Roles and Responsibilities: i. Experience with Agile development methods and practices ii. Assist with the business case creation, define and drive the product/application roadmaps for our Mobile Applications. iii. Articulating concepts and solutions to project teams and providing technical expertise in requirements documentation. iv. Creation and implementation of business and functional requirements for mobile application integration. v. Identify the business needs of Clients and Stakeholders to help determine solutions to business problems. vi. Requirements development and requirements

			management. Involved in planning the documentation phase and monitoring business requirement gathering continuously.
			vii. Analyse, validate and document business, organizational and/or operational requirements.
			iii. Develop solutions that along with systems development component may also consist of process improvement or organizational change.
			ix. Work with User Experience team to develop and refine prototypes.
			x. Work with Development team to ensure they understand all aspects of the requirements.
			xi. Helping the QA Team in the formulation of Test Scope. Work with the QA team to ensure corresponding test cases are reviewed before development is completed.
			xii. Able to manage the escalations and communications with stakeholders.
			iii. Team management and follow-ups with stakeholders to get the work done.
11	R10	**Business Analyst**	Basic Criteria: For Junior BA - Should be B. Tech/ M Tech / MCA. He/ She should have 3-5 years of experience in IT Industry including 2 years as Business Analyst. He/ She must have the detailed knowledge of Business processes and at least delivered 2 projects. Roles and Responsibilities: i. Assist with the business case creation, define and drive the product/application roadmaps for our Mobile Applications.

			ii. Articulating concepts and solutions to project teams and providing technical expertise in requirements documentation.
			iii. Creation and implementation of business and functional requirements for mobile application integration.
			iv. Identify the business needs of Clients and Stakeholders to help determine solutions to business problems.
			v. Requirements development and requirements management. Involved in planning the documentation phase and monitoring business requirement gathering continuously.
			vi. Analyse, validate and document business, organizational and/or operational requirements.
			vii. Develop solutions that along with systems development component may also consist of process improvement or organizational change.
			viii. Work with User Experience team to develop and refine prototypes.
			ix. Work with Development team to ensure they understand all aspects of the requirements.
			x. Helping the QA Team in the formulation of Test Scope. Work with the QA team to ensure corresponding test cases are reviewed before development is completed.
			xi. Able to manage the escalations and communications with stakeholders.
			xii. Team management and follow-ups with stakeholders to get the work done.
12	R11	**Sr. Developer - Analytics**	These resources shall be used for on-boarding process, design, development, modifications and corrections in system as suggested by NeGD. Team has to closely working with NeGD

			development team, Frontend Team and with other stakeholders. Partner has to ensure to build and maintain the technical competency which is required to build and maintain the UMANG application. This must include the technical trainings and knowledge provided to the team members as per project requirement.
13	**R12**	**System Admin**	Should be B. Tech/ M Tech / MCA. He/ She should have 4-6 years of experience in IT Industry including 3 years' experience in managing the Linux, Ubuntu OS along with thorough understanding of DevOps processes such as Docker, Kubernetes etc. Must have delivered at least 3 projects in his lifetime and must have DevOps Certification. Roles and Responsibilities: i. Responsible for all software source code, change control, configuration management, issue tracking, and build and deployment process throughout the enterprise. ii. Strategize on best practices for ongoing parallel development, featuring branching, merging, and common library management. iii. Perform multiple daily builds for multiple software releases. Must be able to support multiple code lines. iv. Work with all areas of application delivery to ensure the build/deploy process is serving the needs of the business v. Enable access to and build scalable on-boarding process for developers vi. Install, configure & administer tools such as Atlassian toolsets like Jira &Bit bucket, Ngnix, Jetkins, ANT,

			Maven, Docker etc.
			vii. Manage performance & migrate data between different environments, preferably using automation
			viii. Ability to debug issues and provide quick response
			ix. Configure and setup the Master and Slave with CI tools like Jenkins.
			x. Configure Job and Build functionality, including Distributed Builds
			xi. Set up and administer user and groups accounts, setting permissions for users.

GLOSSARY

S. No.	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 Back-end as a Service
61	MCA	Masters of Computer Application
62	MeitY	Ministry of Electronics & Information Technology
63	MIS	Management Information System
64	MoM	Minutes of Meeting
65	MPIN	Mobile Personal Identification Number
66	M. Tech.	Masters 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	OBD	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	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	Standardization 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