CORRIGENDUM 5 – Revised Timelines & Clarification

(Dated 14 August 2019)

To

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

Context

Considering the request(s) from potential bidder(s), to extend the Bid submission date for the UMANG – Backend (Vendor 1) RFP, 'Calendar of Events' has been reviewed and updated to accommodate the request(s). Accordingly, the **Clause 12.1 'Tentative Calendar of Events'** and '**Table 15 – Calendar of Events'** in the RFP for UMANG – Backend (Vendor 1) is superseded and replaced with the one presented below.

As sought by some potential bidder(s), clarification to the first SLA item in Table 8, Section 9.7, 'Availability of services SLA' has been furnished hereinunder.

12.1 Tentative Calendar of Events

Table 15 – Calendar of Events

Item	Backend (Vendor 1)	Frontend (Vendor 2)	Help Desk (Vendor 3)
RFP Floated on website	06.06.2019	06.06.2019	04.06.2019
Vendor conference held	14.06.2019, 09:00 hrs.		11.06.2019, 14:30 hrs.
Last date of submission of written queries by vendors	01.07.2019, 15:00 hrs.		01.07.2019, 15.00 hrs.
Reply to queries by NeGD	08.07.2019	08.07.2019	08.07.2019
Bid submission	**27.08.2019 15:00 hrs.**	20.08.2019 15:00 hrs.	13.08.2019 15:00 hrs.
Bid evaluation	3 weeks	3 weeks	3 weeks
Approval	1 week	1 week	1 week
LOI/ WO	**18.09.2019**	20.09.2019	13.09.2019
Go Live with specified works	90 days from LOI	90 days from LOI	90 days from LOI

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

Queries and Clarification:

RFP Section Requiring Clarification	Clarification Sought	Clarification
Sec 9.7, Table 8 (page 50) 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)	Kindly refer to Section 9.7, Page 50 on Availability of Services SLA, - We understand that external factor also include Infrastructure support services and SLA breach due to breakdown of Infrastructure, downtime of infrastructure & Network environment and not included in Backend Vendor (1) scope of work related to O&M, which is limited to maintaining backend applications environment and we also understand that monitoring and raising Alerts to infrastructure vendor for the server's performance which includes CPU, memory, alarms, storage and other aspects which must be through APM tool provided by Infrastructure vendor.	Though the clause is clear and self-explanatory, however, it is further clarified that external factor would mean faults/breakdowns/outages of cloud infrastructure, network environment, servers of integrated departments/ applications of UMANG, CDN etc. However, Backend Vendor (1) shall be responsible for i. proactive monitoring and reporting to such service providers (such as cloud & network infrastructure provider, integrated applications/ departments) and close follow-up for prompt/ timely resolution, ii. exploring and implementing workarounds to mitigate/ eliminate the impact, iii. tuning and managing the hardware provided, as required, for running the UMANG Backend smoothly (e.g. RAM, storage etc.), iv. co-ordination with all stakeholders.