

# **CORRIGENDUM-1**

*(May 18, 2021)*

**to the**

## **Request For Proposal**

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**Appointment of QA Partner Agency**

**for**

**UMANG**

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



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**May, 2021**

## Context

Considering the request(s) & suggestions from potential bidder(s), during the pre-bid conference on May 10 '21 and subsequently over email and telephonically, to review and amend certain clauses of the RFP and to extend the Bid submission date for the RFP (Appointment of QA Partner Agency RFP for UMANG), below mentioned clauses and the 'Calendar of Events' have been reviewed and updated to accommodate the request(s). Accordingly, following clauses of the RFP are amended and supersedes with the ones presented below.

1. Table 11, 'Calendar of Events' under clause 12.1 – Bid submission date extended
2. Table-10 (item 02 only) under clause 11.2.1 – Technical evaluation, marking amended
3. Table-8 (item 2 & 13 added & Notes 1 & 2 amended) under clause 10.1 – commercial structure amended
4. Table-13 (items 2 & 15 added and 3 & 4 amended) under clause S3.1 – Commercial Format amended
5. RFP clause 8 (last para) – Requirement to set-up office in Delhi NCR amended
6. New Annexure-II added – Responsibility Matrix
7. Bidder Queries, Clarifications & Suggestions - Responded

### 1. Calendar of Events (Tentative) – RFP clause 12.1

**Table 11 - Calendar of Events**

<b>Activity</b>	<b>Date</b>
RFP for Appointment of QA Partner Agency Released	Monday, May 03, 2021
Prebid Conference – Date & Venue	Monday, May 10, 2021; 1500 hours Online over MS Team
Last date for raising queries/ clarifications	Wednesday, May 12, 2021
Release of Clarifications	<a href="#">Tuesday May 18, 2021</a>
Last date and time for submission of Bids	<a href="#">Monday, June 07, 2021; 1800 hours</a>
Opening of Bids (Eligibility & Technical)	<a href="#">Tuesday, June 08, 2021; 1100 hours</a>
Date for Technical Presentations	<a href="#">Thurs/Fri, June 10/11, 2021</a>
Date and time for opening of Financial Bids	<a href="#">Tuesday, June 15, 2021</a>
Award of LoI/ WO/ Contract	<a href="#">Monday, June 21, 2021</a>

**Note:** Bidders are advised to regularly visit CPP Portal and NeGD/ MeitY websites for updates regarding the RFP

## 2. Technical Evaluation – RFP clause 11.2.1

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

**Table 10 - Technical Evaluation**

S. No.	Category	Max. Marks	Description & Marking
1.	Turnover of the company/ bidder, cumulative, over the last three financial years (i.e. year 2017-18 <OR 03 quarters of FY 2020-21, till Dec'20>, year 2018-19 & year 2019-20).	15	Weightage for the turnover is as below: a. Turnover >3 Cr. & up to 5 Cr. – 02 marks b. Turnover >5 Cr. & up to 10 Cr. – 05 marks c. Turnover > 10 Cr. & up to 15 Cr. – 08 marks d. Turnover > 15 Cr. & up to 20 Cr. – 10 marks e. Turnover > 20 Cr. – 15 marks
2.	Experience of performing below Audits/ FAT on additional IT Platforms/ Applications: a. O&M/ SLA Audit b. FAT on multilingual mobile/ web app delivered services c. Security Audit	30	For every additional project after 1 <sup>st</sup> project (as declared against the Eligibility Criteria), max 10 marks per project (only 03 projects to be considered for evaluation for each activity), as per below marking: a. O&M/SLA audit – 05 marks b. FAT on mobile/web app – 1.5 marks c. FAT – language review/ validation – 0.2 marks per language, max 2 marks d. Security Audit – 1.5 marks <b><i>Note: Bidder may submit different projects for each activity (a, b, c &amp; d) for evaluation purposes.</i></b>
3.	Experience of performing below Audits/ FAT on AI based Voice & Chat Bot Platforms/ Applications: a. O&M/ SLA Audit b. FAT of voice/chat delivered services c. Security Audit	20	For every project, max 10 marks per project (only 02 projects to be considered for evaluation for each activity), as per below marking: a. O&M/SLA audit – 04 marks b. FAT on Voice delivered services – 02 marks c. FAT on Chat delivered services – 02 marks d. Security Audit – 02 marks <b><i>Note: Bidder may submit different projects for each activity (a, b, c &amp; d) for evaluation purposes.</i></b>
4.	Procedures, Tools/ Testers & Scripts/ Automation (at own cost) that would be deployed including International Best Practices assuring high quality/ standards of audit.	15	Documentation/ details of the items/ resources proposed to be deployed for the project: a. Tools/ Testers/ Scripts – BoQ, Capabilities, description, relevance etc. – 10 marks b. Procedures, standards, international best practices assuring high quality/ standards of audit – 05 marks
5.	Presentation – technical, procedural/ methodology,	20	a. Understanding of UMANG/ AI Bot platform and interpretation/ scope of associated SLAs

	technology set-up, company's relevant experience/ skill, unique value proposition (if any), international best practices, standards/ references, comprehension of the requirements, transition (entry/exit) etc.		(such as components covered, type & source of data, granularity of audit etc.) - 10 marks b. <b>Other aspects such as Exit Management Plan</b> , qualification, competencies and experience of the key personnel proposed to be deployed on the project etc. - 10 marks
6.	<b>Total Marks</b>	<b>100</b>	

### 3. Components of Commercial Structure – RFP clause 10.1

**Table 8 - Components of Commercial Structure**

S. No.	Audit/ Test	Qty	Amount (INR, Excl. of GST)
<b>I.</b>	<b>Functional Acceptance Test (FAT) – A1</b>		
1.	Services – Functional (Android + iOS + Web) in English & Hindi	540	
2.	Services – Functional (Voice-Bot + Chat-Bot) in English & Hinglish (Hindi with English words/phrases)	100	
<b>II.</b>	<b>Security Audit &amp; Report (Platform &amp; Application) – A2</b>		
3.	Backend	12	
4.	Frontend (including international instance)	12	
5.	Voice/Chat Bot	12	
6.	API Security Audit Per Service	36	
<b>III.</b>	<b>SLA/O&amp;M Audit – A3</b>		
7.	Backend	12	
8.	Frontend (including international instance)	12	
9.	Helpdesk	12	
10.	Voice/ Chat Bot	12	
<b>IV.</b>	<b>Build Regression Testing – A4</b>		
11.	Regression Testing – UMANG Android Release	24	
12.	Regression Testing – UMANG iOS Release	24	
13.	Regression Testing - UMANG Web Release (including UMANG Website & Assisted Mode)	24	
<b>V.</b>	<b>New or Enhanced Functionality (Contingent) Audit – A5</b>		
14.	Benchmarked @ 50 test cases (approved by NeGD) and multiples or part thereof	12	

**Notes:**

- (i) Additional platform, if introduced by NeGD, shall be paid @30% of the quoted service FAT amount at s. no. 1 or 2 in the table above. If FAT is not performed on any of the platform (Android, iOS, web,

Voice-Bot or Chat-Bot), for whatever reasons, prorated amount from the payable fee shall be deducted

- (ii) Audit for every additional language shall be paid @ 2% of the quoted service FAT fee at s. no. 1 & 2 in the table above, as applicable
- (iii) Table-8 above is only for reference only. No financial quotes should be included with the Technical Bid. Commercial Bid in the prescribed format (clause S3-1) is to be submitted separately.

#### 4. Financial Bid Format – RFP clause S3.1

**Table 13 – Financial Bid**

S. No.	Audit/ Test	First 03 Years	Qty (For 3 years)	Total Amount (estimate for 03 years)
		Quote (INR, Excl. of GST)		
<b>I.</b>	<b>Functional Acceptance Test (FAT) - A1</b>			
1	Services – Functional (Android + iOS + Web) in English & Hindi	<b>A11</b>	540	A11 * 540
2	Services – Functional (VoiceBot + ChatBot) in English & Hinglish (Hindi with English words/phrases)	<b>A12</b>	100	A12 * 100
3	Every additional language - @2% of respective service FAT Fee i.e. 2% of A11 or A12, as applicable	2.0%	1,620	02% * A11 * 1620
4	Additional Platform – @30% of service FAT Fee (A11 or A12, as applicable)			
	<b>Total (A1) = (540 + (2% * 1620)) * A11 + (A12 * 100)</b>			<b>A1</b>
<b>II.</b>	<b>Security Audit &amp; Certification (Platform &amp; Application) - A2</b>			
5	Backend	<b>A21</b>	12	A21 * 12
6	Frontend (including international instance)	<b>A22</b>	12	A22 * 12
7	Voice/Chat Bot	<b>A23</b>	12	A23 * 12
8	API Security Audit Per Service	<b>A24</b>	36	A24 * 36
	<b>Total (A2) = 12 * (A21 + A22 + A23) + (36 * A24)</b>			<b>A2</b>
<b>III.</b>	<b>SLA/O &amp; M Audit - A3</b>			
9	Backend	<b>A31</b>	12	A31 * 12
10	Frontend (including international instance)	<b>A32</b>	12	A32 * 12
11	Helpdesk	<b>A33</b>	12	A33 * 12
12	Voice/ Chat Bot	<b>A34</b>	12	A34 * 12
	<b>Total (A3) = 12 * (A31 + A32 + A33 + A34)</b>			<b>A3</b>
<b>IV.</b>	<b>Regression Testing of the UMANG Build - A4</b>			
13	Regression Testing - UMANG Android Release	<b>A41</b>	24	A41 * 24
14	Regression Testing - UMANG iOS Release	<b>A42</b>	24	A42 * 24
15	Regression Testing - UMANG Web Release (including UMANG Website & Assisted Mode)	<b>A43</b>	24	A43 * 24
	<b>Total (A4) = 24 * (A41 + A42 + A43)</b>			<b>A4</b>
<b>V.</b>	<b>New or Enhanced Functionality (Contingent) Audit - A5</b>			
16	Benchmarked @50 test cases (approved by NeGD) and multiples or part thereof; <b>Total (A5) = 12 * A51</b>	<b>A51</b>	12	A51 * 12
	<b>Total Quote/ Bid Value (A) = A1 + A2 + A3 + A4 + A5</b>			<b>A5</b>
	<b>Grand Total in words</b>			<b>A1+A2+A3+A4+A5</b>

**Notes:**

- For bid evaluation, additional language for UMANG mobile app (2% of A11) only has been considered because additional languages audit for Conversational AI Bot (2% of A12) may take some time.

2. *If FAT is not performed on any of the platforms (Android, iOS, web, Voice-Bot or Chat-Bot), for whatever reasons, prorated amount from the payable fee shall be deducted*
3. *Assisted Mode: It is an integration approach that has been specifically designed to enable the easy accessibility of the services (UMANG core & department services) in a secured environment to the Partner Applications, who wants to integrate with UMANG ecosystem. For the purpose, a separate, lightweight and configurable web frontend is opened/ embedded in the Partner app wherein access to selected approved services is provided through API restrictions.*

## **5. Manpower and Resource Management – RFP clause 8 (last para)**

The QA Partner Agency 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. **However, cases beyond the control of the QAP are excluded from this such as resignations, prolonged illness, performance, discipline etc.**

If replacement of any deployed resource is sought by NeGD or due to attrition in the deployed team, the QA Partner Agency must replace the resources within thirty days and shall ensure proper handover without any impact on ongoing FAT/ Audit schedule and/or quality. Any delay with either the FAT/ Audit shall attract a penalty as per Note (v) of clause 9.4. QA 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. QA Partner Agency 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.

QA Partner Agency has to ensure that their office exist in Delhi & NCR regions so that the meetings with UMANG Partner Agencies, NeGD and other stakeholders can be managed in efficient manner. Also, NeGD, at its discretion team, may call for the meeting at NeGD office or any other location.

**If QA Partner Agency does not have operating office in Delhi NCR at the time of the bid, QAP shall have an option to either set-up an operating office in Delhi NCR within 12 months of the issue of the WO or furnish an assurance/ undertaking to NeGD that the team deployed on UMANG project shall be available for personal meeting(s), if & as required, in NeGD office or any of its UMANG Partner's office in Delhi NCR at a short notice of about 2-3 days.**

## 6. Responsibility Matrix – Added new as Annexure – II to RFP

### Responsibility Matrix - QAP vs. Other UMANG Partners

S. No.	Items	Audit/QA Partner (QAP)	UMANG Backend	UMANG Frontend	UMANG Helpdesk	UMANG Conversational AI Bot
1	Transition from outgoing Partner	<ol style="list-style-type: none"> <li>1. Deploy Team</li> <li>2. Meet Project Timelines;</li> <li>3. Coordinate with existing Partners</li> </ol>	<p>Extend support;</p> <ul style="list-style-type: none"> <li>- Briefing on SLA &amp; O&amp;M Audit requirements</li> <li>- Walk through the UMANG architecture, core components/modules and key functionalities</li> <li>- Share sample logs and other data/ details/ information from last audit</li> </ul>	<p>Extend support;</p> <ul style="list-style-type: none"> <li>- Briefing on SLA &amp; O&amp;M Audit requirements</li> <li>- Share updated UMANG Design Document</li> <li>- Walk through the Frontend architecture, key functionalities and Design Document</li> <li>- Share sample logs and other data/ details/ information from last audit</li> </ul>	<p>Extend support;</p> <ul style="list-style-type: none"> <li>- Briefing on SLA &amp; O&amp;M Audit requirements</li> <li>- Share sample logs and other data/ details/ information from last audit</li> <li>- Walk through the Helpdesk operations</li> </ul>	Under deployment
2	Service Enablement	<ol style="list-style-type: none"> <li>1. FAT for offered Services(s) and associated APIs</li> <li>2. Submit FAT report for all services with relevant details such as test cases with results, test set-up, iteration details etc.</li> </ol>	<p>Offer the Service(s) APIs for FAT with below mentioned documents/ details:</p> <ul style="list-style-type: none"> <li>- API Document</li> <li>- FRS Document</li> <li>- Test Cases/results</li> <li>- Test data/ parameters</li> <li>- Enablement Report on core platforms such as Self-care, UMANG Analytics etc.</li> </ul>	<p>Offer the Service(s) for FAT with below mentioned documents/ details:</p> <ul style="list-style-type: none"> <li>- FRS Document</li> <li>- Test Cases/results</li> <li>- Test data/ parameters</li> </ul>	<p>Keep track of new services so as to be able to handle queries/ grievances when moved to production.</p>	<p>Offer the Service(s) for FAT with below mentioned documents/ details:</p> <ul style="list-style-type: none"> <li>- FRS/FSD Document</li> <li>- Test Cases, Use Cases with results</li> <li>- Dialect Flow</li> <li>- Test Parameters</li> </ul>
3	Testing (FAT)	<p>Perform FAT as per requirement; below pointers may be taken care of:</p> <ol style="list-style-type: none"> <li>1. Review received Test Cases for correctness/relevance &amp; completeness</li> <li>2. Create test cases (positive as well as negative) to cover all service scenarios; test cases may need adaptation for different platforms.</li> <li>3. Prepare and/or tweak/tune the the Test Set-up</li> <li>4. Keep record of transactions (Request/ Resoonse) with concerend partners alongwith relevant artefacts such as email etc. This shall be needed to establish the SLA performance</li> <li>5. Document all test cases, test set-up details, test iterations, test results and inferences</li> <li>6. Concurrently, start the language validations</li> <li>7. Testing on different platforms (Android, iOS &amp; Web) may be started concurrently to meet the timelines</li> </ol>	<ol style="list-style-type: none"> <li>1. Extend support</li> <li>2. Promptly fix the reported bugs/ faults</li> <li>3. Promptly provide the missing and/or requested inputs</li> </ol>	<ol style="list-style-type: none"> <li>1. Extend support</li> <li>2. Promptly fix the reported bugs/ faults</li> <li>3. Promptly provide the missing and/or requested inputs</li> </ol>	NA	<ol style="list-style-type: none"> <li>1. Extend support</li> <li>2. Promptly fix the reported bugs/ faults</li> <li>3. Promptly provide the missing and/or requested inputs</li> </ol>



S. No.	Items	Audit/QA Partner (QAP)	UMANG Backend	UMANG Frontend	UMANG Helpdesk	UMANG Conversational AI Bot
4	O&M/ SLA Audits (Quarterly OR as requested by NeGD)	<p>Audit of laid-out SLAs and submit report to NeGD. Below pointers to be kept in mind:</p> <ol style="list-style-type: none"> <li>1. Proper &amp; holistic comprehension/ interpretations of the SLAs in the context of the UMANG platform and its objectives;</li> <li>2. Platform/ services availability shall be in regard to all stakeholders i.e. end-users (citizens), departments, NeGD, Partners etc. Accordingly, availability/uptime for all major components of the platform to be assessed/ audited;</li> <li>3. Staging environment is also in the scope and governs by the same set of SLAs;</li> <li>4. All outages (of platform/ services) must be considered for the Audit;</li> <li>5. In line with the SLA interpretations, logs, data/details shall be demanded/ requested</li> <li>6. Inability to audit for want of logs/data may amount to non-performance of the O&amp;M/ Operations</li> <li>7. Report must be structured properly and should be comprehensive covering all aspects</li> <li>8. Performance of the Core APIs, core components and/or mobile apps from the perspective of speed/ accuracy/ consistency</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely furnish the required/ requested logs, data &amp; information to the QAP</li> <li>2. Promptly respond to queries/ clarifications and/or request for missing or more details/data</li> <li>3. All system logs/ reports, logs/reports of the monitoring tools deployed and manual logs/ reports to be maintained and shared with QAP</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely furnish the required/ requested logs, data &amp; information to the QAP</li> <li>2. Promptly respond to queries/ clarifications and/or request for missing or more details/data</li> <li>3. All system logs/ reports, logs/reports of the monitoring tools deployed and manual logs/ reports to be maintained and shared with QAP</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely furnish the required/ requested logs, data &amp; information to the QAP</li> <li>2. Promptly respond to queries/ clarifications and/or request for missing or more details/data</li> <li>3. All system logs/ reports, logs/reports of the monitoring tools deployed and manual logs/ reports to be maintained and shared with QAP</li> </ol>	<ol style="list-style-type: none"> <li>1. Timely furnish the required/ requested logs, data &amp; information to the QAP</li> <li>2. Promptly respond to queries/ clarifications and/or request for missing or more details/data</li> <li>3. All system logs/ reports, logs/reports of the monitoring tools deployed and manual logs/ reports to be maintained and shared with QAP</li> </ol>
5	Regression Testing	<ol style="list-style-type: none"> <li>1. Regression testing may need to be performed at the time of new release on Android, iOS or Web app (including UMANG website &amp; Assited Mode), as offered by UMANG Partners, in consulatation with NeGD.</li> <li>2. Every release may comprise of one or more Builds that shall govern by the number of iterations required before getting to a bug-free Build</li> </ol>	NA	<p>Offer new/ updated release (Android or iOS or Web Build), in consultation with NeGD, for Regreassion Testing with relevant details/ documents such ass:</p> <ul style="list-style-type: none"> <li>- Relase Notes with details on all updates/fixes</li> <li>- Test Cases/results</li> <li>- Test data/ parameters, as required</li> <li>- Impact matrix i.e. solution/ platform components/ functionality touched upon by the new/updated release, if 7 as applicable</li> </ul>	NA	NA



S. No.	Items	Audit/QA Partner (QAP)	UMANG Backend	UMANG Frontend	UMANG Helpdesk	UMANG Conversational AI Bot
6	Enhancements or new functionality in the UMANG Platform & Mobile app(s), Wen Apps or UMANG website	<ol style="list-style-type: none"> <li>FAT / Audit as per the FRS and other relevant documents, subject to NeGD approval</li> <li>Get the test cases validated and approved by NeGD before initiating the FAT / audit</li> </ol>	<p>Offer enhancements or new functionality (as applicable), in consultation with NeGD, for FAT / audit with relevant details/ documents such as:</p> <ul style="list-style-type: none"> <li>- FRS Document</li> <li>- Solution/ Design Document</li> <li>- Test Cases/results</li> <li>- Test data/ parameters</li> <li>- Impact matrix i.e. Platform components/ functionality touched upon by the new/enhanced functionality</li> </ul>	<p>Offer enhancements or new functionality (as applicable), in consultation with NeGD, for FAT / audit with relevant details/ documents such as:</p> <ul style="list-style-type: none"> <li>- FRS Document</li> <li>- Solution/ Design Document</li> <li>- Test Cases/results</li> <li>- Test data/ parameters</li> <li>- Impact matrix i.e. Platform components/ functionality touched upon by the new/enhanced functionality</li> </ul>	Keep track of enhancements, to answer queries	<p>Offer enhancements or new functionality (as applicable), in consultation with NeGD, for FAT / audit with relevant details/ documents such as:</p> <ul style="list-style-type: none"> <li>- FRS Document</li> <li>- Solution/ Design Document</li> <li>- Test Cases/results</li> <li>- Test data/ parameters</li> <li>- Impact matrix i.e. Platform components/ functionality touched upon by the new/enhanced functionality</li> </ul>
7	Security Audit	<ol style="list-style-type: none"> <li>Perform a Security audit on the offered platform i.e. Backend, Frontend, Conversational AI Bot, as applicable</li> <li>OWASP top 10 vulnerabilities with all latest updates in this list must be audited against</li> <li>Security audit must be comprehensive, covering all interface points with the external world, in accordance to the guidelines of government and the best industry practices</li> <li>After first iteration QAP shall share the found vulnerabilities, if any, with the concerned UMANG partner for resolution; initial interim report must contain all relevant details including the testing environment/details for proper comprehension</li> <li>Audit/ test iterations shall continue till all vulnerabilities are fixed and the Security Audit is passed</li> <li>Finally, a complete report need to be submitted with all relevant details on the iterations and tests</li> <li>Security Audit Report shall need to be submitted to Cloud Partner (currently NIC) in the acceptable format as per the guidelines of Cert-In</li> </ol>	<p>Offer the Platform for Security Audit quarterly, in consultation with NeGD. Shall require to support the audit by promptly responding to queries/ clarifications, requests for further inputs and fixing/ addressing the reported vulnerabilities.</p>	<p>Offer the Platform for Security Audit quarterly, in consultation with NeGD. Shall require to support the audit by promptly responding to queries/ clarifications, requests for further inputs and fixing/ addressing the reported vulnerabilities.</p>	NA	<p>Offer the Platform for Security Audit quarterly, in consultation with NeGD. Shall require to support the audit by promptly responding to queries/ clarifications, requests for further inputs and fixing/ addressing the reported vulnerabilities.</p>

S. No.	Items	Audit/QA Partner (QAP)	UMANG Backend	UMANG Frontend	UMANG Helpdesk	UMANG Conversational AI Bot
8	Docu-mentation	<p>1. Create and keep updated documentation related to FAT/Audits such as SLA interpretation, SLA mapping to Platform components, Scope of audit in terms of Platform components/ modules, requirement of logs/ data for audit, tools/testers deployed, scripts for automation etc.</p> <p>2. Review furnished documents for the FAT/ Audit (FRS, API, Solution etc.) and make sure they are correct and complete else report back as deficiency for fixing</p>	<p>Make sure that offered documents regarding FAT. Audit are correct, complete and version controlled. Any gaps/ deficiencies reported must be fixed promptly revert to QAP. Some of the documents that may be relevant are as listed below:</p> <ul style="list-style-type: none"> <li>- FRS of the service (Core applications)</li> <li>- Business flow or tasks for APIs development/ deployment</li> <li>- API documentation</li> <li>- Managing the testing data</li> <li>- Core platform and UMANG platform documentations</li> </ul>	<p>Make sure that offered documents regarding FAT. Audit are correct, complete and version controlled. Any gaps/ deficiencies reported must be fixed promptly revert to QAP. Some of the documents that may be relevant are as listed below:</p> <ul style="list-style-type: none"> <li>- Design Guidelines document</li> <li>- FRS of the services</li> <li>- Managing testing data</li> <li>- Frontend core componets documentations</li> </ul>	NA	<p>Make sure that offered documents regarding FAT. Audit are correct, complete and version controlled. Any gaps/ deficiencies reported must be fixed promptly revert to QAP. Some of the documents that may be relevant are as listed below:</p> <ul style="list-style-type: none"> <li>- Design Guidelines and/or FSD documentst</li> <li>- FRS of the services</li> <li>- AI Bot core componets documentations</li> </ul>
9	Relationsh ip Managem ent	<p>Team must build the relationship with stakeholders such as:</p> <p>a. UMANG partners i.e. Backend, Frontend, Helpdesk and Conversational AI Bot</p> <p>b. NeGD</p>	Team must build the relationship with QAP	Team must build the relationship with QAP	Team must build the relationship with QAP	Team must build the relationship with QAP
<b>Notes:</b>						
1	NeGD shall coordinate, facilitate & manage the transition					
2	NeGD shall coordinate among UMANG Partners for smooth testing/ audit activities; facilitate meetings among stakeholders to resolve issues, as required.					
3	NeGD may sample test the services to monitor the performances and quality of the QAP and other Partners					
4	NeGD shall review the reports furnished by the QAP and other associated documents					
5	NeGD shall make payments as per payment terms and SLA compliance					

## 7. Response to Queries

Response to the queries, clarifications, comments and suggestions, received during the pre-bid conference and subsequently over emails, are enclosed as Annexure to this Corrigendum-1.

**Annexure: Response to Queries.**

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