

**Corrigendum\_2**  
**For**  
**Request for Proposal**

---

**Operating Help Desk Center for UMANG (Unified Mobile App for New Age Governance)**



---

**July, 2019**

**National e-Governance Division**  
**4th Floor, Electronics Niketan,**  
**6 CGO Complex, New Delhi 110003**

S. No	Document Reference(s), [Section and page Number]	New Section/Clause/Para																	
1.	Section 12, Payment Terms and Penalties, Page 51	<p>New Clause 12 (iii) is added.</p> <p>iii. If there is any mandate from the state government regarding minimum wage increases during the duration of contract, the revised FTE rates may be mutually discussed between NeGD and the selected bidder.</p>																	
2.	Section 7.2.4, VII. Presentation of proposal to Evaluation Committee (20 Marks), Page 34	<p>New Para added</p> <p>In the technical proposal bidders are required to submit the BOM (Bill of Material) of all the hardware/software/licenses to be used for UMANG Help Desk center.</p>																	
S. No	Document Reference(s), [Section and page Number]	Existing Content			Content of the clause may be read as/Added Content														
3.	Section 7.1, Eligibility Criteria, Table 9: Eligibility Criteria, Page 29 (Other contents of the table remains unchanged)	<table border="1"> <thead> <tr> <th data-bbox="488 1034 600 1123">S.No.</th> <th data-bbox="600 1034 958 1123">Specific Requirements</th> <th data-bbox="958 1034 1279 1123">Documents Required</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 1123 600 1477">XI.</td> <td data-bbox="600 1123 958 1477">The Bidder shall have demonstrated capability of serving customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,</td> <td data-bbox="958 1123 1279 1477">Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification</td> </tr> </tbody> </table>	S.No.	Specific Requirements	Documents Required	XI.	The Bidder shall have demonstrated capability of serving customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,	Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification			<table border="1"> <thead> <tr> <th data-bbox="1332 1034 1397 1123">S.No.</th> <th data-bbox="1397 1034 1742 1123">Specific Requirements</th> <th data-bbox="1742 1034 2130 1123">Documents Required</th> </tr> </thead> <tbody> <tr> <td data-bbox="1332 1123 1397 1477">XI.</td> <td data-bbox="1397 1123 1742 1477">The Bidder shall have served the customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,</td> <td data-bbox="1742 1123 2130 1477">Copy of work order mentioning languages + Completion Certificates /Operational Certificates from the client;  OR</td> </tr> </tbody> </table>	S.No.	Specific Requirements	Documents Required	XI.	The Bidder shall have served the customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,	Copy of work order mentioning languages + Completion Certificates /Operational Certificates from the client;  OR		
S.No.	Specific Requirements	Documents Required																	
XI.	The Bidder shall have demonstrated capability of serving customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,	Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification																	
S.No.	Specific Requirements	Documents Required																	
XI.	The Bidder shall have served the customers in Hindi, English, and at least four of the required vernacular languages - Telugu, Tamil, Malayalam, Gujarati, Marathi, Bengali,	Copy of work order mentioning languages + Completion Certificates /Operational Certificates from the client;  OR																	

			Kannada, Oriya, Punjabi, Assamese, Urdu. Total calls handled in the four vernacular languages combined together should be minimum 1000 per month.		requirements.		Kannada, Oriya, Punjabi, Assamese, Urdu in last 3 years. Total calls handled in the four vernacular languages combined together should be minimum 1000 per month.		Copy of work order mentioning languages + Self Certificate of Completion /Operational (Certified by CS/independent auditor of the bidding entity);  OR  Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/ CS//independent auditor of the bidding entity) that the bidder meets the qualification requirements.		
4.	Section 7.2.4, I. Past Experience of the Bidder (30 Marks), Table 11: Past Experience (30 Marks) Page 31 (Other contents of the table remains	<b>S. No.</b>	<b>Past Experience</b>	<b>Score</b>	<b>Maximum Score</b>	<b>Documentary Evidence</b>	<b>S. No.</b>	<b>Past Experience</b>	<b>Score</b>	<b>Maximum Score</b>	<b>Documentary Evidence</b>
		<b>I</b>	Experience in managing Call Center operations for inbound/outbound calls within India.	9	9	Copy of work order + Completion Certificates/Operational Certificates from the client; OR Work Order + Self	<b>I</b>	Experience in managing Call Center operations for inbound/outbound calls within India.	9	9	Copy of work order + Completion Certificates/Operational Certificates from the client; OR Work Order + Self
			More than or equal to 6 Govt/PSU/Bankin	9				More than or equal to 6 Govt/PSU/Bankin	9		



5.	Section 8.1.2, Outbound Voice Calls , Page 37	<p>Outbound call service shall be used to pro-actively get the User feedback/experience ..... The feedback has to be shared with NeGD on a weekly basis. Also, a facility for providing automatic calls through the Outbound Dialer System, the Bidder shall be able to initiate calls to the list of mobile numbers that can be configured by any department.</p> <p>The outbound calls shall be done in Hindi and English.</p>	<p>Outbound call service shall be used to pro-actively get the User feedback/experience with regards to the services availed on UMANG or to encourage the User to do registration on UMANG and avail services. There would be 100 calls to be made every week with increase of 10 calls every month i.e. Every week of Month 1 will have 100 calls, Every week of Month 2 will have 110 calls, Every week of Month 3 will have 120 calls so on and so forth. The feedback has to be shared with NeGD on a weekly basis.</p> <p>The outbound calls shall be done in Hindi and English.</p>
----	---	--	---

6.	Section 12, Payment Terms and Penalties, Page 51 (Other contents of the table remains unchanged)	<p style="text-align: center;"><b>Table 24: Payment Terms</b></p> <table border="1" data-bbox="472 831 1283 1230"> <thead> <tr> <th data-bbox="472 831 539 935">S.N o.</th> <th data-bbox="539 831 860 935">Deliverable</th> <th data-bbox="860 831 1283 935">Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="472 935 539 1230">2</td> <td data-bbox="539 935 860 1230">Operations</td> <td data-bbox="860 935 1283 1230">           Payment will be on quarterly basis with 1<sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.             SLA penalties capped at 20 % of quarterly billed value.         </td> </tr> </tbody> </table>	S.N o.	Deliverable	Payment	2	Operations	Payment will be on quarterly basis with 1 <sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.  SLA penalties capped at 20 % of quarterly billed value.	<p style="text-align: center;"><b>Table 24: Payment Terms</b></p> <table border="1" data-bbox="1319 831 2130 1469"> <thead> <tr> <th data-bbox="1319 831 1458 935">S.No.</th> <th data-bbox="1458 831 1704 935">Deliverable</th> <th data-bbox="1704 831 2130 935">Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="1319 935 1458 1469">2</td> <td data-bbox="1458 935 1704 1469">Operations</td> <td data-bbox="1704 935 2130 1469">           Payment will be on quarterly basis with 1<sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.             On submission of Quarterly Invoice by the selected Bidder, 60 % of the due amount will be released by NeGD and the remaining due amount will be settled after adjustment of penalty as per SLA Audit (conducted by         </td> </tr> </tbody> </table>	S.No.	Deliverable	Payment	2	Operations	Payment will be on quarterly basis with 1 <sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.  On submission of Quarterly Invoice by the selected Bidder, 60 % of the due amount will be released by NeGD and the remaining due amount will be settled after adjustment of penalty as per SLA Audit (conducted by
S.N o.	Deliverable	Payment													
2	Operations	Payment will be on quarterly basis with 1 <sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.  SLA penalties capped at 20 % of quarterly billed value.													
S.No.	Deliverable	Payment													
2	Operations	Payment will be on quarterly basis with 1 <sup>st</sup> quarter start date from the day of Go-Live Certificate from NeGD.  On submission of Quarterly Invoice by the selected Bidder, 60 % of the due amount will be released by NeGD and the remaining due amount will be settled after adjustment of penalty as per SLA Audit (conducted by													

					NeGD or NeGD appointed 3rd Party agency) Report. SLA penalties capped at 20 % of quarterly billed value.
7.	Section 2.9, Table 1 : Indicative Time Line of RFP, Page 8			See revised “ <b>Table 1 : Indicative (revised) Time Lines of different RFPs</b> “ below	
8.	Annexures , Annexure I : Financial Bid Format, Page 67 & 68			See revised <b>Annexure I</b> below( <b>Financial Bid Format</b> )	

1. On Page 8: Table 1: Indicative Time Line of RFP is revised as follows,

**Table 1: Indicative (revised) Time Lines of different RFPs**

<b>Item</b>	<b>Backend (Vendor 1)</b>	<b>Frontend (Vendor2)</b>	<b>HelpDesk (Vendor3)</b>
RFP Floated on website	06.06.2019	06.06.2019	04.06.2019
Vendor conference held	14.06.2019, 9:00 AM		11.06.2019, 2:30 PM
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	06.08.2019 15:00 hrs	06.08.2019 15:00 hrs	06.08.2019 15:00 hrs
Bid evaluation	3 weeks	3 weeks	3 weeks
Approval	1 week	1 week	1 week

LOI/ WO	04.09.2019	04.09.2019	10.09.2019
Go Live with specified works	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.

2.

### Annexure I: Financial Bid Format

Item	Quote Rate per FTE per month (INR) (Excl. of Taxes)	No. of FTEs (For Evaluation Purpose)	Yearly Cost ((INR)
Year 1 Cost	A	20	$= 12 * 20 * A$
Year 2 Cost			$= \text{Year 1 cost} * 1.05$
Year 3 Cost			$= \text{Year 1 cost} * (1.05)^2$
Year 4 Cost			$= \text{Year 1 cost} * (1.05)^3$
Year 5 Cost			$= \text{Year 1 cost} * (1.05)^4$
<b>TOTAL COST of 5 Years in Number (INR)</b>			<b>Year 1 Cost + Year 2 cost + Year 3 cost + Year 4 cost + Year 5 cost</b>

**Total Cost of 5 Years in Words (Exclusive of Taxes) = .....**

**Note:**

- i. Rate per FTE per month to be quoted for first year (A) only. It will be compounded @5% p.a. for remaining 4 years.

- ii. An FTE stands for a Full Time Equivalent which is the combined cost of performing the activities laid out in the scope inclusive of Resource Cost, Infra Cost and Technology Cost.
- iii. An FTE is defined as 184 Login Hours per month.**
- iv. The price quoted is inclusive of establishment of premises as required with scope for expansion of infrastructure/facilities to the resources being deployed, meeting/compliance of obligations under the applicable statutory laws/labour laws, providing required equipments like hardware, telecommunication facilities and all such arrangements to establish a fully-fledged Help Desk Center and NeGD shall not consider any payment over and above the price which is payable as per the price quoted above.
- v. Initially selected bidder has to deploy 20 FTE's which will be reviewed at the end of 1st quarter. Also, there will be no SLA's for 1st quarter of operations.
- vi. From 2<sup>nd</sup> Quarter, actual pay out for the Help Desk Center services would be based on the actual number of FTEs deployed. The final billing will be done on the actual FTE count and that will be arrived at by computing total Login Hours divided by the FTE definition above.
- vii. NeGD reserves the right to decrease or increase the FTEs requirement as per call volume or actual requirement of NeGD.
- viii. All the rates quoted by the bidder shall remain unchanged during the period of contract.
- ix. No counter condition/assumption in response to commercial bid will be accepted. NeGD has a right to reject such bid.
- x. The Price offered to the NeGD must be in Indian Rupees and inclusive of all Duties/Insurance etc. but exclusive of Service Tax. The payment made by the NeGD shall be subject to deduction of penalties, if any, and statutory deductions such as TDS etc.

**END OF DOCUMENT**