

# Request for Proposal For

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



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**June, 2019**

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

## Request for Proposal for Operating Help Desk Center for UMANG

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**Glossary**

<b>S No.</b>	<b>Abbreviation</b>	<b>Definition</b>
1.	API	Application Program Interface
2.	CSE	Customer Service Executive
3.	DC	Data Centre
4.	MeitY	Ministry of Electronics and Information Technology
5.	DoT	Department of Telecommunications
6.	DR	Disaster Recovery
7.	EMD	Earnest Money Deposit
8.	FTE	Full Time Equivalent
9.	GST	Good and Services Tax
10.	iOS	iPhone Operating System
11.	IPR	Intellectual Property Rights
12.	IVR	Interactive Voice Response
13.	KYC	Know Your Customer
14.	LoI	Letter of Intent
15.	NCR	National Capital Region
16.	NDA	Non-Disclosure Agreement
17.	NeGD	National e-Governance Division
18.	NeGP	National eGovernance Plan
19.	NIC	National Informatics Centre
20.	OEM	Original Equipment Manufacturer
21.	PMU	Program Management Unit
22.	RFP	Request for Proposal
23.	SLA	Service Level Agreement
24.	SOP	Standard Operating Procedures
25.	TRAI	Telecom Regulatory Authority of India
26.	UAT	User Acceptance Testing
27.	UI	User Interface
28.	UMANG	Unified Mobile Application for New-age Governance
29.	UX	User Experience

## 1 Introduction

National e-Governance Division (NeGD) is an autonomous business division of Digital India Corporation, a Section 8 Company, 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:

- the 'Best m-Government service' award at the 6th World Government Summit held at Dubai, UAE, on February 2018.
- IDC Digital Transformation Awards 2018 in August, under the category Omni-experience Innovator which recognized it as a pioneering initiative.
- the 'Digital India Jury choice award 2018-19' and
- DARPG Gold award 2018-19 for 'Excellence in providing Citizen Centric Delivery'.

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

## 2 Request for Proposal

2.1 Currently there is only one vendor in UMANG project for following activities:

- a. For developing the core platform, integrating this platform with department's platform/applications. Maintenance and Operations of the platform,
- b. Developing/delivering applications/services on Mobile android/iOS/Windows and Web, Maintaining the existing Apps (Android/iOS/Windows) and on web,
- c. Operating the Help Desk Center.

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

2.2 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:

- Vendor 1 to do activities defined in (a) above through RFP for UMANG Backend
- Vendor 2 to do activities defined in (b) above through RFP for UMANG Frontend

- Vendor 3 to do activities defined in (c) above through RFP for UMANG Help Desk Center

2.3 In addition there will be Vendor 4 to do activities of QA/audit.

2.4 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 XI. In case of any dispute, the interpretation of NeGD shall be final.

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

- 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.
- 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.
- 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 the said bid there is no qualified bidder.

2.6 This RFP is for Vendor -3 – “UMANG- Help Desk Center”.

2.7 NeGD invites Proposal from reputed and reliable companies/vendors (hereafter referred as 'Bidders) to select a preferred bidder who is capable of operating Help Desk Center for UMANG(unified Mobile App for New Age Governance). Request for proposal (RFP) is also available at NeGD website (<http://www.negd.gov.in>), Digital India website (<https://www.digitalindia.gov.in/>) as well as on MeitY's website (<http://www.meity.gov.in>) for ready reference.

2.8 In order to manage queries and/or grievances of UMANG users, a central point of Help Desk is established by way 'Help Desk Center'. Currently existing vendor is providing this service for UMANG.

2.9 Respondents to this RFP (also referred to as “bidders”) are expected to follow the detailed instructions provided herein carefully. Failure to follow the format as instructed may result in disqualification of the proposal. Bidders will be further short-listed after an evaluation of responses/ proposals received and will be subjected to final negotiations as necessary.

The detailed requirements are mentioned at Section 8 of this document.

**Table 1: Indicative Time Line of RFP**

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



### 3 Instructions to the Bidders

In this RFP, unless otherwise specified:

#### 3.1 Interpretation

In this RFP, unless otherwise specified:

- i. References to Sections, Sub-section, Clauses, sub-clauses, Paragraphs, Schedules and Annexures are to Sections, Sub-section, Clauses, sub-clauses, paragraphs, schedules and Annexures to this RFP;
- ii. Use of any gender includes the other genders;
- iii. References to a 'company' shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established;
- iv. 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);
- v. 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;
- vi. Any reference to a 'day' shall mean a period of 24 hours running from midnight to midnight;
- vii. 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;
- viii. References to times are to Indian Standard Time;
- ix. 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
- x. 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.

**3.2 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.

#### 3.3 Ambiguities within RFP

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

- i. As between two clauses of this RFP, the provisions of a specific clause relevant to the issue under consideration shall prevail over those in a general clause;

- ii. 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
- iii. As between any value written in numerals and that in words, the value in words shall prevail.

**3.4 Bidder Details** - The Bidder to fill in the Bidder detail form enclosed with this RFP Document as Annexure VIII and same may be forwarded along with quotation.

**3.5 Tender Document Fees**- Bidders can download the tender documents from the website ([www.negd.gov.in](http://www.negd.gov.in) or [www.meity.gov.in](http://www.meity.gov.in)) and will be required to submit the tender document non-refundable fee of INR 5,000/- (Rupees Five thousand only) by Demand Draft (from any of the nationalized bank or a Scheduled Bank in India.) in favor of "DIGITAL INDIA CORPORATION – NEGD" payable at New Delhi (valid for 3 months from the date of submission of bid) . The tender 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. Proposals received without tender document fee shall be rejected.

**3.6 Completeness of Response**- Bidders are required to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

**3.7 RFP Preparation Costs & related issues**- The bidder is responsible for all costs incurred in connection with participation in this 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. NeGD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit NeGD to award the work order or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP. All materials submitted by the bidder will become the property of NeGD and may be returned completely at its sole discretion.

**3.8 Pre-Bid Meeting**- NeGD shall hold a pre-bid meeting with the prospective bidders as per time/venue schedule given in Table 1, at Room No. 4062, 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-03. Only two participants per bidder shall be allowed for the pre-bid meeting.

**3.9 Responses to Pre-Bid Queries and Issue of Corrigendum**- The Bidders will have to ensure that their queries are submitted in writing and through mail to [sanjayvaryani@digitalindia.gov.in](mailto:sanjayvaryani@digitalindia.gov.in) and [umang@digitalindia.gov.in](mailto:umang@digitalindia.gov.in) before the last date as mentioned in Table 1 .The Nodal Officer from NeGD will endeavor to provide timely response to all queries. However, NeGD makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NeGD undertake to answer all the

queries that have been posed by the bidders. At any time prior to the last date for receipt of bids, NeGD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.negd.gov.in. Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective bidders reasonable time for taking the corrigendum into account, NeGD may, at its discretion, extend the last date for the receipt of RFP Proposals.

**3.10 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.

**3.11 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.

**3.12 Submission of Bids- Mode of Submission**

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

**Table 2: Mode of Submission**

Envelope	Instructions
Envelope 1: <b>Bid Security</b>	<b>The envelope containing the Bid Security shall be sealed and super scribed “<u>Bid Security – UMANG (Unified Mobile Application for New-age Governance) – Help Desk Center</u>”. This envelope <i>should not</i> 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.</b>
Envelope 2: <b>Technical Proposal</b>	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 be sealed and super scribed “ <u>Technical Proposal – UMANG (Unified Mobile Application for New-age Governance) – Help Desk Center</u> ” on the top right hand corner and addressed to NeGD, at the address specified in this volume. This envelope <i>should not</i> 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 in pendrive with all the contents of the technical proposal. The hard copy shall be signed and numbered by the authorized signatory on all the pages before being put along with the pendrive in the envelope and sealed.  In case of discrepancies between the information in the printed version and the contents of the pendrive, the printed version of the technical proposal will prevail

	and will be considered as the proposal for evaluation.
<b>Envelope 3: Commercial Proposal</b>	The Commercial Proposal will be submitted only in the printed format 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), – Help Desk Center</u> ". (Not to be opened with the Technical Proposal)" at the top right hand corner and addressed to NeGD at the address specified in this RFP.
<b>Envelope 4</b>	All the above 3 envelopes along with the tender document fees 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) – Help Desk Center</u> ".
<b>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.</b>	

- i. 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.
- ii. 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.
- iii. 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.
- iv. 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.
- v. 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.

### **3.13 Addressed to**

The sealed bids must be submitted at NeGD addressed to:

**NEERAJ KUMAR**  
**Director (Project Appraisal & Finance)**

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

Bids must reach NeGD latest by: due date and time is specified in Table 1. Any proposal received by the NeGD after the above deadline shall be liable for rejection. The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter. NeGD shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. NeGD reserves the right to modify and amend any of the above- stipulated condition/ criterion depending upon project priorities vis-à-vis urgent commitments. Bids shall consist of supporting proofs and documents as defined in the Evaluation Criteria section. Bidder shall submit all the required documents as mentioned in the Annexure XII including various templates. It shall be ensured that various formats mentioned in this RFP are adhered to and no changes in the format are done. The document should be page numbered, must contain the list of contents with page numbers and each page shall be initialed by the Authorized Representative of the bidder. RFP document submitted by the bidder should be concise and contain only relevant information as required. Bidders may contact Mr. Sanjay Varyani at NeGD, 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110003 or through email at [sanjayvaryani@digitalindia.gov.in](mailto:sanjayvaryani@digitalindia.gov.in), for any clarification on the RFP before the time as per important dates schedule as mentioned above or published on the given .

**3.14 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. 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 proposals submitted against the RFP shall be unconditional.

**3.15 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.

### **3.16 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 and as agreed in the Contract between NeGD and the Bidder. The prices/quotes would be exclusive of GST but inclusive of all other taxes, 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 given in the RFP 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. 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.

### **3.17 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.

### **3.18 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.

### **3.19 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.

### **3.20 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.

### **3.21 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

### **3.22 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:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
2. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
3. The bidder qualifies the proposal with his own conditions
4. Proposal is received in incomplete form
5. Proposal is received after due date and time at the designated venue
6. Proposal is not accompanied by all the requisite documents
7. If bidder provides quotation only for a part of the project
8. 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
9. Commercial proposal is enclosed within the same envelope as technical proposal
10. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process

11. 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
12. 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 resulting in delaying the processing of proposal 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
13. 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.

### **3.23 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 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 Format – “Other Formats” for making declaration to this effect.

### **3.24 General**

- i. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- ii. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award by the NeGD on the basis of this RFP.
- iii. Any notification of selected bidder status by the NeGD shall not give rise to any enforceable rights by the selected bidder until a Work Order is issued by NeGD and accepted by the bidder.

**3.25 Earnest Money Deposit (EMD)** Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000/- (Rupees Five Lakhs only) either in the form of a Demand Draft issued by any scheduled commercial bank in favor of **DIGITAL INDIA CORPORATION - NEGD** payable at New Delhi, or through Bank Guarantee of equivalent amount from any scheduled commercial bank as per the format specified under Annexure VI (Should be valid for 225 days (180 days bid validity period+ 45 days beyond bid validity) from the opening date of the tender).

The EMD 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 .

EMD of all unsuccessful bidders would be refunded by NeGD without any interest within 30 days of the final selection. The EMD, for the amount mentioned above, of successful bidder would be retained till the submission of Performance Bank Guarantee as mentioned in clause (iv) of section 13. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.



The EMD may be forfeited:

- i. If a bidder withdraws its bid during the period of bid validity
- ii. declines to accept the LoI(Letter of Intent) of NeGD
- iii. If the bidder fails to sign the contract in accordance with terms and conditions (only in case of a successful bidder)
- iv. Fails to furnish performance bank guarantee.
- v. Any information given is found wrong leading to cancelation of his offer/bid.

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

### **3.26 Evaluation Committee**

- i. NeGD will constitute an Evaluation Committee to evaluate the responses of the bidders
- ii. The Evaluation Committee constituted by NeGD shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, within the stipulated time may lead to rejection of the bid.
- iii. The decision of NeGD in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- iv. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- v. NeGD reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

**3.27 Bid Opening** Proposals submitted up to the due date and time as mentioned in Table 1 or as per modifications, if any, published on the website will be opened by a bid opening committee, constituted by NeGD in the presence of such bidders or their representatives who may wish to be present at the time of opening. The representatives of the bidders are advised to carry the identity card or a letter of authority from the participating firms to identify their bona fide for attending the opening of the bids against the RFP.

**3.28 Short listing Criteria** All eligible agencies scoring 75 marks or above in the technical evaluation as per the criteria defined under section 7.2 will be short listed for the financial evaluation. Financial bids will be opened only for the Technically Qualified Bidders. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its RFP Proposal.

**3.29 Bid Validity and Evaluation** The offer submitted by the Bidders shall be valid for minimum period of 180 days from the date of submission of Proposal. Initial Bid scrutiny will be done and incomplete details as given below will be treated as non- responsive, if Proposals;

- i. Are not submitted in as specified in the RFP document
- ii. Received without the Letter of Authorization
- iii. Are found with suppression of details

- iv. With incomplete information, subjective, conditional offers and partial offers submitted
- v. Have non-compliance of any of the clauses stipulated in the RFP
- vi. With lesser validity period

All responsive Bids will be considered for further processing against eligibility criteria. NeGD will prepare a list of responsive bidders, who comply with all the eligibility criteria of the Tender. All eligible bids will be considered for further technical evaluation by the Evaluation Committee according to the evaluation process defined in this RFP document. Technically qualified bids will be eligible for financial evaluation. The decision of NeGD will be final in this regard.

#### **4 Timelines**

The Bidder is expected to adhere to these timelines stipulated below. However, Bidder can complete the below mentioned tasks before the scheduled timelines. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

**Table 3: Timelines**

<b>.No</b>	<b>Key Activities</b>	<b>Time Lines (in Calendar days)</b>
1	Date of issuance of Letter of Intent	T <sub>0</sub>
2	Entire setup of Help Desk Center including infrastructure establishment, resource training, dashboard and other set up including UAT.	T <sub>0</sub> +90 days
3	Start of Help Desk Center operations	T <sub>0</sub> + 91 days

#### **5 Detailed Requirements**

##### **5.1 Overview**

Unified Mobile Application for New-Age Governance (UMANG) is a unified platform with a single mobile app (on Android, iOS and Windows) and web at the front-end. It provides a single point access to major government services of Center, State and Local bodies through mobile. It is envisaged to integrate with ~ 800 more high impact services.

##### **5.2 Technical Overview**

UMANG front-end (Mobile Apps and Web) are powered by a robust back-end hosted in NIC Cloud with capabilities of API Management including Aadhaar authentication and eKYC, messaging etc. The platform in turn has API based connectivity to various government department applications to make the services available through the mobile app and web. A simplified diagrammatic view of UMANG platform is given below:

The UMANG platform has been designed as per the UMANG RFP and subsequent corrigendum's / response to queries released in 2016 on NeGD website for selection of the Partner Agency for Development, Maintenance and Support of UMANG. The links of the same are mentioned below:

**RFP:-**[https://negd.gov.in/sites/default/files/tender/RFP%20for%20UMANG-min\\_0.pdf](https://negd.gov.in/sites/default/files/tender/RFP%20for%20UMANG-min_0.pdf)

**Corrigendum:-**

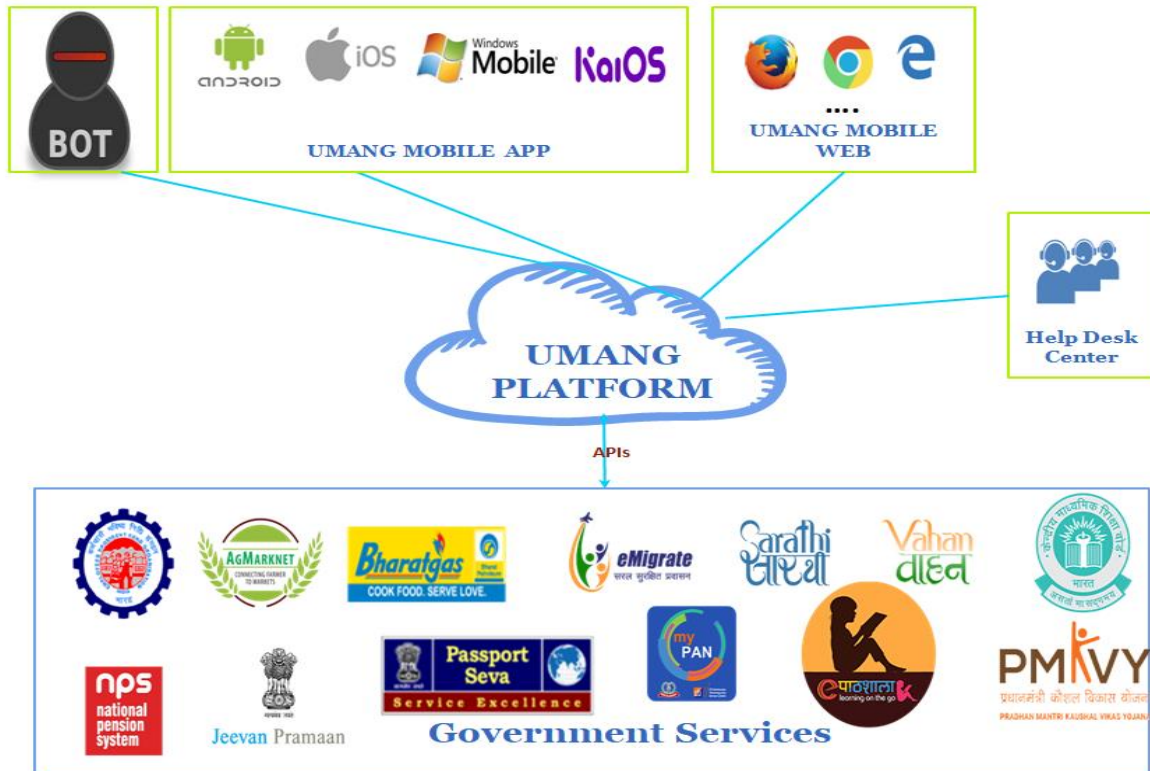
[https://negd.gov.in/sites/default/files/tender/Earnest%20Money%20Deposit\\_0.pdf](https://negd.gov.in/sites/default/files/tender/Earnest%20Money%20Deposit_0.pdf)

[https://negd.gov.in/sites/default/files/tender/UMANG%20RFP%28NeGD-04-09-2016%29 Corrigendum 1%282803052016%29 0.pdf](https://negd.gov.in/sites/default/files/tender/UMANG%20RFP%28NeGD-04-09-2016%29%20Corrigendum%201%282803052016%29%200.pdf)

**Response to Queries:-** [https://negd.gov.in/sites/default/files/tender/UMANG%20-%20Response%20to%20pre-bid%20queries 0.pdf](https://negd.gov.in/sites/default/files/tender/UMANG%20-%20Response%20to%20pre-bid%20queries%200.pdf)

The bidders may refer the same for detailed technical specifications.

**Diagram 1: UMANG Overview**



### 5.3 Current Status

The original UMANG project was envisaged to on-board 1200 services from 200 applications. Currently, around 400 services (including 24 from Service Plus) from 85 applications are live on UMANG application which can be accessed as mentioned below. Few more services may be made live by the time the bids for this RFP are submitted.

**Google Playstore:** <https://play.google.com/store/apps/details?id=in.gov.umang.negd.g2c>

**Apple iOS AppStore:** <https://appsto.re/in/zzRSjb.i>

**UMANG website:** <https://umang.gov.in>

A missed call can be given on 9718397183 to get the app download link on mobile phone. UMANG app has been downloaded more than 13 million times as on 30<sup>th</sup> May 2019.

Bidders may note that:

- Availability of UMANG on Windows Platform need not be supported by new vendors 1,2 and 3.
- Bidders must take into account that UMANG may be made available on any other channels apart from above, if there are substantial users on such platforms.

- Bidders are also required to support User queries which may be to inquire for the services being offered through AI based Voice and Chat Bot system which is yet to be deployed. This Voice Bot will have it's own Toll Free number for service delivery.

#### **5.4 Existing Set- Up**

Though UMANG has been designed in such a way so that Users need to call a Help Desk Center in very rare cases and even FAQ etc. are provided however,

- Any user while availing service on UMANG can get in touch with UMANG help-desk for any query or grievance with respect to UMANG. Currently, UMANG has five touch Points with users:-
  - A Dedicated help-desk with Toll-Free Number 1800-11-5246 with IVRS in 13 languages which is available from 8 am to 8 pm for all days (12x7) of the week.
  - Users can also raise their queries on [customercare@umang.gov.in](mailto:customercare@umang.gov.in).
  - Users can also chat with Help Desk agent through in-App Chat facility in UMANG app. The Chat facility is provided in 13 languages.
  - Users can also provide feedback through a Facility provided in UMANG app.
  - Users can provide feedback on Google Play Store and Apple App Store.

**Diagram 2: CRM System**



- The inbound calls received on the toll free number are first received on UMANG's IVRS and then routed to the existing Help Desk center if the caller requests for a Customer Support Executive (CSE). All calls received at the Help Desk center are logged using UMANG's CRM (In house Developed open source CRM).
- All emails received at [customercare@umang.gov.in](mailto:customercare@umang.gov.in) are downloaded to UMANG's CRM on which the Help Desk Center agent takes further action.
- All the User chats Lands on UMANG's CRM solution where the Help Desk Center executive chats with users of UMANG app on realtime basis. Help Desk Center executives can handle multiple chats at any given moment.
- The CRM solution is hosted in NIC Data Center and managed by UMANG's current Development Partner.
- Help Desk agents provides the resolution during the interaction(Over Inbound Call/Chat/eMail) and if the query/issue requires investigation/fixing, agents generates a

ticket through in-House CRM Application in the system and provides the same to user for tracking purposes. The tickets are assigned Priority (1 to 2) based on the criticality of the issue.

**P1** – Business critical. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. The Development Partner engaged by NeGD has a baseline of 16 hours to resolve these tickets.

**P2** – The issues which impact 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. The Development Partner has a baseline of 48 hours to resolve these tickets.

- vii. The ticket is then picked by the TechOps team of the Development partner which works on the resolution of the issue and once resolved or in case of any further queries updates the ticket and assigns it back to the Customer Service Executive which notifies the User accordingly.
- viii. If the grievances are related to specific departmental service, then same is notified to the department through in house built CRM system.

### 5.5 Current Volume

Statistics of Inbound call volume, Inbound email volume, Inbound Chat Volume and App store comments received by our current vendor from the month of May 2018 to Apr 2019 are detailed below:-

#### 5.5.1 Inbound Call Volume

English	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of calls offered daily	80	72	70	70	64	60	89	74	79	72	75	77
Maximum Daily Calls for the month	109	114	92	109	103	86	201	106	157	112	131	103
Total calls for the month	2471	2172	2170	2183	1908	1858	2663	2288	2440	1954	2245	1915

Hindi	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of calls offered daily	233	201	210	226	217	192	216	248	260	226	219	215
Maximum Daily Calls for the month	314	312	256	369	309	249	321	387	585	348	358	288
Total calls for the month	7212	6025	6497	7017	6515	5965	6466	7679	8074	6337	6780	5363

Marathi	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of calls offered daily	16	13	15	18	17	16	17	21	22	23	19	17
Maximum Daily Calls for the month	31	26	25	43	28	32	29	34	47	47	32	31
Total calls for the month	498	404	478	561	502	493	495	641	695	614	575	423

Bengali	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of calls offered daily	6	5	5	4	3	3	5	3	3	4	4	3
Maximum Daily Calls	22	16	13	13	7	5	13	9	9	15	10	11

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for the month												
Total calls for the month	175	131	155	123	93	75	140	99	101	110	120	82

<b>Malayalam</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	3	3	3	2	2	3	3	3	4	3	4	3
Maximum Daily Calls for the month	7	8	9	6	6	6	11	8	14	9	12	7
Total calls for the month	99	60	88	48	59	82	82	72	105	83	119	48

<b>Tamil</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	12	10	15	14	11	10	11	14	12	11	11	10
Maximum Daily Calls for the month	26	18	38	25	25	18	27	27	24	22	24	23
Total calls for the month	371	287	477	433	315	304	329	444	357	295	337	261

<b>Telugu</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	10	11	12	12	10	11	14	12	15	13	15	13
Maximum Daily Calls for the month	23	25	22	23	23	25	34	22	31	31	34	29
Total calls for the month	318	337	363	366	288	344	392	346	429	336	478	329

<b>Gujarati</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	4	3	2	2	2	2	2	3	3	3	3	3
Maximum Daily Calls for the month	9	5	5	5	9	4	7	7	8	8	9	9
Total calls for the month	114	64	60	56	67	56	62	81	95	70	71	69

<b>Punjabi</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	7	7	6	5	4	5	3	5	4	5	7	4
Maximum Daily Calls for the month	14	17	11	12	13	9	9	13	9	11	17	10
Total calls for the month	210	203	165	169	124	126	84	139	125	128	213	106

<b>Assamese</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	2	2	2	3	2	3	2	2	2	4	3	2
Maximum Daily Calls for the month	6	4	5	8	4	7	6	5	7	10	11	4
Total calls for the month	49	40	38	71	50	78	50	61	67	91	101	50

<b>Kannada</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	11	9	11	5	7	6	8	8	8	9	8	8
Maximum Daily Calls for the month	21	20	21	12	16	16	17	15	21	19	14	17
Total calls for the month	315	278	342	164	201	176	231	242	245	248	232	205

<b>Oriya</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of calls offered daily	6	3	3	3	2	2	2	2	3	2	3	2
Maximum Daily Calls for the month	19	11	7	9	7	4	3	5	5	6	10	5

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Total calls for the month	173	99	80	100	51	48	41	50	83	60	87	54
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Urdu	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of calls offered daily	1	1	1	2	1	1	1	1	1	2	1	2
Maximum Daily Calls for the month	1	2	2	4	1	2	2	2	2	3	3	3
Total calls for the month	4	13	5	7	3	9	6	10	6	10	15	9

**5.5.2 Inbound email volume**

OVERALL	May'18	June'18	July'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of e-mails offered daily	79	73	66	58	93	91	119	112	146	135	138	137
Maximum Daily e-mails for the month	123	193	114	86	145	127	222	191	242	173	183	425
Total e-mails for the month	2444	2187	2057	1743	2775	2835	3584	3473	4515	3782	4264	3433

**5.5.3 Inbound Chat Volume**

English	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of Chats handled	1785	1515	1510	1358	1449	1373	1467	1513	1701	1677	1613	1780
Maximum Daily Chats for the month	2643	1844	1749	1621	1727	1665	1975	1830	2511	1966	2074	2279
Total Chats for the month	55327	45453	46811	42113	43481	42572	44002	46896	52739	46954	50008	44494

Hindi	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of chats handled	227	216	245	243	270	273	243	302	341	357	353	325
Maximum Daily Chats for the month	367	290	304	363	349	366	323	686	467	427	527	429
Total Chats for the month	7040	6480	7585	7534	8096	8466	7289	9357	10585	10006	10943	8126

Bengali	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of chats handled daily	7	6	4	5	4	3	4	4	3	4	5	3
Maximum Chat for the month	31	44	21	25	10	12	7	8	7	12	14	11
Total Chats for the month	213	176	138	156	130	88	110	125	99	121	145	87

Gujarati	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
Average number of chats handled daily	21	26	28	27	17	15	17	25	23	25	21	21
Maximum Chat for the month	40	58	138	77	25	34	36	55	48	42	47	39
Total Chats for the month	565	745	846	744	411	467	501	764	709	701	653	523

Marathi	May'18	Jun'18	Jul'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Apr'19
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Average number of chats handled daily	17	15	21	25	16	18	16	22	18	20	26	21
Maximum Chat for the month	39	35	96	78	28	32	29	56	44	39	53	33
Total Chats for the month	540	464	636	769	472	553	465	697	545	563	807	514

<b>Oriya</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	12	15	9	6	9	6	2	5	4	5	4	4
Maximum Chat for the month	56	36	46	22	76	41	5	38	23	51	21	14
Total Chats for the month	353	444	286	179	280	184	66	163	120	145	124	95

<b>Malayalam</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	4	4	5	2	3	3	4	10	8	7	7	2
Maximum Chat for the month	11	10	14	5	14	13	20	58	40	25	31	20
Total Chats for the month	105	109	142	33	77	105	114	320	243	188	216	56

<b>Assamese</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	12	9	5	3	4	1	2	0	1	1	2	1
Maximum Chat for the month	95	36	34	13	14	17	46	2	6	5	16	12
Total Chats for the month	265	183	80	52	52	32	68	6	31	25	53	21

<b>Telugu</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	8	9	9	7	8	8	10	8	9	11	11	8
Maximum Chat for the month	21	25	17	17	14	25	20	19	23	19	24	23
Total Chats for the month	240	265	263	214	233	261	290	251	268	308	342	188

<b>Tamil</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	13	16	37	21	20	17	13	27	16	28	22	18
Maximum Chat for the month	25	33	180	42	35	39	32	43	49	57	43	37
Total Chats for the month	412	492	1136	625	555	527	388	831	489	782	690	453

<b>Punjabi</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	7	7	4	4	4	2	3	3	4	3	3	3
Maximum Chat for the month	34	57	12	8	15	10	24	12	29	13	8	9
Total Chats for the month	214	192	122	114	86	74	80	84	129	85	81	68

<b>Kannada</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
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**Request for Proposal for Operating Help Desk Center for UMANG**

Average number of chats handled daily	10	11	13	9	8	8	9	9	12	8	6	7
Maximum Chat for the month	30	23	37	29	18	19	18	19	28	44	14	13
Total Chats for the month	287	326	411	261	219	241	264	287	358	216	185	169

<b>Urdu</b>	<b>May'18</b>	<b>Jun'18</b>	<b>Jul'18</b>	<b>Aug'18</b>	<b>Sep'18</b>	<b>Oct'18</b>	<b>Nov'18</b>	<b>Dec'18</b>	<b>Jan'19</b>	<b>Feb'19</b>	<b>Mar'19</b>	<b>Apr'19</b>
Average number of chats handled daily	8	11	6	14	3	0	0	4	1	0	0	0
Maximum Chat for the month	27	40	22	35	7	6	7	14	11	2	2	1
Total Chats for the month	53	125	61	69	13	8	13	116	31	2	12	3

**5.5.4 Google Play Store**

**Table 4: Comments on Play store**

<b>Feedback Count (Google Play Store)</b>					
<b>S. No</b>	<b>Month</b>	<b>Positive</b>	<b>Negative</b>	<b>Neutral</b>	<b>Total</b>
1	Apr-19	1593	230	115	1938
2	Mar-19	1991	214	111	2316
3	Feb-19	1566	178	90	1834
4	Jan-19	2078	296	134	2508
5	Dec-18	2602	221	203	3026
6	Nov-18	2971	218	189	3378
7	Oct-18	3953	273	294	4520
8	Sep-18	2215	165	126	2506
9	Aug-18	2118	200	155	2473

The Help Desk Center agent reads the review and addresses the User concerns. In most of the cases responses are required only to handle Negative reviews.

**5.5.5 Active users (Unique)**

Unique Active Users are Users who have accessed UMANG across any channel (app , web etc. ) in last 30 days. The Current Statistics of Unique Active User Count of Last 12 months is provided below:-

**Table 5: Unique Active Users**

<b>S. No.</b>	<b>Months</b>	<b>Count</b>	<b>Total of Calls/ Chat/ eMail Received</b>
1	May-18	1943942	80067
2	Jun-18	1657695	67754
3	Jul-18	1926622	71492
4	Aug-18	1987344	65904
5	Sep-18	1654278	67056
6	Oct-18	2107092	66027
7	Nov-18	2284382	68275
8	Dec-18	2451883	75522
9	Jan-19	2838041	83683

10	Feb-19	2700494	74214
11	Mar-19	2834879	79896
12	Apr - 19	2947649	67144

### 5.5.6 Language wise Volumes

**Table 6: Language wise Interactions Count**

S. No	Language	Total Interaction(Calls/ Chat/ eMail) in last Twelve Months (May 18 - Apr 19)
1	English	624209
2	Hindi	181437
3	Marathi	13404
4	Tamil	11590
5	Gujarati	8494
6	Telegu	7449
7	Kannada	6103
8	Oriya	3365
9	Punjabi	3121
10	Bengali	2992
11	Malayalam	2653
12	Assamese	1614
13	Urdu	603

### 5.5.7 Estimated Volumetrics for Help Desk Center

\*Mentioned below is an estimate and indicative number and the bidder has to do it's due diligence.

**Table 7: Estimated FTEs**

S.No	Heads	Calculation
1	Total Interactions (in the month of Mar 2019)	80000
2	Average Handling Duration (In minutes)	4
3	Total mins clocked in a month	32,00,00
4	Hours clocked by 1 FTE( Full Time Equivalent) in a month	184 hours
5	Minutes clocked by 1 FTE in a month	11040 mins
6	No. of FTEs in a month	28.98
7	Rounding off the result	29

#### Note:-

- The existing Help Desk Center is running from 8:00 AM to 8:00 PM (12 Operating Hours) which will be revised to run from 10:00 AM to 6:00 PM (8 Hours). Hence, the selected bidder will be required to run the Help Desk Center from 10:00 AM till 6:00 PM only.
- Bidder is required to deploy 20 FTEs initially which will be reviewed at the end of 1<sup>st</sup> quarter of operations (1<sup>st</sup> Quarter will start after the Go-Live Certificate from NeGD). The FTEs may be increased or decreased based on the metrics report submitted and mutual consent of NeGD. NO SLAs will be imposed during this period i.e. 1<sup>st</sup> quarter of operations. The SLA will come into force from 4<sup>th</sup> month of operations.
- Bidder may size the FTEs required in different languages based on the past data as provided in this section.

### **5.5.8 Services on UMANG**

Currently ~ 400 services are live on UMANG (including 24 from Service Plus) and around ~60 services will be onboarded on UMANG every quarter.

### **5.6 Ramp-Up and Ramp-Down Expectations**

**Table 8: Ramp Up/Ramp Down**

<b>S.No.</b>	<b>% Ramp up/down of seats</b>	<b>Time needed for Onboarding / Off boarding</b>
1	If 10% Increase/decrease	Within 4 Weeks from the date of intimation
2	If 20% Increase/decrease	Within 5 Weeks from the date of intimation
3	More than 20% Increase/decrease	Within 6 Weeks from the date of intimation

NeGD will monitor the engagement periodically and reserves the right to decrease or increase the FTEs requirement as per interactions volume or actual requirement of NeGD.

## **6 Terms & Duration of the Project**

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 the sole discretion of NeGD, with commercials as discovered in the proposal, which will be binding to the bidder. The information to this effect will however be given to the Bidder at least 3 months in advance of currency 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.

Post completion of the 5 year period, the contract can be extended on mutual agreement between NeGD and the selected bidder. The annual increment for the extended period will be maximum 10% of the last year’s quoted FTE cost, with maximum two year extension.

The bidder shall be relieved from its contractual obligation only when all the works and responsibilities are completely discharged by the selected bidder in accordance with the terms & conditions of the Tender/Contract.

## **7 Evaluation Criteria**

### **7.1 Eligibility Criteria**

The bidder(s) who satisfy the following qualification criteria shall be eligible to participate in the technical evaluation of the bid process. Offers received from the bidder(s) who do not fulfil all or any of the below qualification criteria are liable to be rejected.

NeGD will scrutinize the proposals and may call the Bidder for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder’s offer

may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

**Table 9: Eligibility Criteria**

<b>S.No.</b>	<b>Specific Requirements</b>	<b>Documents Required</b>
<b>I.</b>	<p>1. The Bidder shall be a Company Registered in India under the Provisions of Companies Act, 1956.</p> <p>2. Registered with GST</p>	<p>1. Certificate of Incorporation/Registration.</p> <p>2. Copy of Registration Certificates with GST</p>
<b>II.</b>	<p>Bidder's Cumulative Total Turnover from Call Center operations (inbound/outbound) within India only (irrespective of the client's location), during the previous three financial years (2016-2017, 2017-2018 &amp; 2018- 2019) shall be at least Rs.60.00 crore (Rupees Sixty crores only).</p>	<p>Audited/ Certified financial statements &amp; annual report for 2016-2017, 2017-2018 &amp; 2018- 2019. In case revenue from core Call Center operations (inbound /outbound) is not mentioned explicitly, a certificate from the CA of the company quantifying the revenue.</p>
<b>III.</b>	<p>The bidder shall have handled/completed at least three call center operation projects valuing Rs.4.00 Crore each during last 3 years.</p>	<p>Completion certificate/ Operational Certificate with date from CA/CS pertaining to the value of work done.</p> <p>OR</p> <p>Work Order with order value detailing the scope OR Agreement copy defining the scope and value. Else provide satisfactory certificate from the Client including value of work done.</p> <p>Also provide client reference detailing Name, Designation, Phone and Email ids</p>
<b>IV.</b>	<p>The bidder shall have an established Call Center of at least 50 Call center seats at Delhi NCR. This Call center shall be in operations for at least 1 year as on 31.03.2019.</p>	<p>Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements.</p>
<b>V.</b>	<p>The Bidder shall have been in Call Center Operations for at least 5 years as on 31.03.2019. In case the current Bidder company is the result of a merger / acquisition, at least one of the merging companies shall have been in Call Center Operations operation for at least 5 years as on 31.03.2019.</p>	<p>Supporting documents-Certificate &amp; relevant documents like work orders proving experience in call center operations from the concerned clients.</p>
<b>VI.</b>	<p>As on 31.03.2019, the Bidder shall not be blacklisted by Central/ State Government</p>	<p>Self-declaration from the bidder in company letter head, signed by authorized signatory as</p>

	Ministry/ Department/ PSU/Government Company. Bidder also shall not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/Department/ PSU/ Government Company.	per Annexure-IX.
<b>VII.</b>	The Bidder or its wholly owned subsidiary providing BPO/Call Center services or the parent company of whom the Bidder is a wholly owned subsidiary providing BPO/Call Center services, shall have registered itself with Department of Telecommunication (DoT).	Copy of DOT/TRAI certificate/License for the proposed sites.
<b>VIII.</b>	The Bidder shall have at least 200 in-bound Call center seats operational at a single location in India as on 31-03-2019.	Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements i.e. Bidder have at least 200 in-bound Call center seats operational at a single location in India as on 31-03-2019.
<b>IX.</b>	The Bidder shall have at least 500 agents employed in delivering in-bound Call center services as on 31-03-2019.	Certificate from the Bidder's HR head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements i.e. Bidder have at least 500 agents employed in delivering in-bound call center services as on 31-03-2019.
<b>X.</b>	The bidder shall have continuous net profit in last two previous financial years (2017-2018 & 2018-2019)	Certificate from CA firm / P&L statement and Balance sheet approved by the auditor
<b>XI.</b>	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, Kannada, Oriya, Punjabi, Assamese, Urdu. Total calls handled in the four vernacular languages combined together should be minimum 1000 per month.	Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements.
<b>XII.</b>	The Bidder shall have Valid ISO 9001:2008 and ISO27001:2013 certificate on the date of bid.	Copy of the certificate.

**Note:** Existing Vendors currently working on UMANG project will be required to take NoC (No Objection Certificate) from NeGD and submit the same along with Bid, without which their bids will not be valid.

## **7.2 Technical Evaluation Criteria**

- 7.2.1 Only those Bidders who fulfill all the Eligibility criteria will be eligible for Technical Evaluation Criteria of the evaluation process. Those Bidders who do not qualify the eligibility criteria will not be considered for technical evaluation. The EMD in respect of such Bidders will be returned on completion of the RFP process. NeGD, therefore, requests that only those Bidders, who are sure of meeting all the eligibility criteria, respond to this RFP process.
- 7.2.2 The “Technical bid” will be evaluated based on the evaluation matrix consisting of the parameters mentioned in the table “Technical Evaluation Criteria”. All Bidders who meet the Pre-Qualification criteria, will be invited to make a Presentation of about 30 mins, as part of the Technical Evaluation as indicated in Table “Technical Evaluation Criteria”.
- 7.2.3 The presentation must be as per the presentation agenda detailed below under “Presentation of proposal to Evaluation Committee” in this section. Two copies of Presentation (properly marked two Pen Drives) will have to be submitted at the time of submission of bid.
- 7.2.4 The minimum qualifying score for Technical Evaluation stage will be 75% of total score for the technical evaluation. Only those Bidders who qualify through the Technical evaluation stage in order to be ‘Technically Qualified’ will be considered for Financial Evaluation.

**Table 10: Technical Qualification Table Parameters**

<b>S. No.</b>	<b>Criteria</b>	<b>Description</b>	<b>Weightage</b>
<b>I</b>	Past Experience of the Bidder	Evaluation of experience of managing Call Centers Operations in India.	30
<b>II</b>	Team Skills	Evaluation of Bidder’s proposed team for this engagement.	6
<b>III</b>	Reference Site Feedback	Evaluation of Call Center site operations through existing Clients Recommendations/ visits.	10
<b>IV</b>	Methodology and Work plan	Assessment of the overall approach and the methodologies for implementation of project.	20
<b>V</b>	Physical and Information Security	Review of Physical and information/data security controls at the site of operation	10
<b>VI</b>	Exit Management Plan	Evaluation of Bidder’s detailed Transition and Exit Management plan.	4
<b>VII</b>	Presentation of proposal to Evaluation Committee	Presentation of proposal to Evaluation Committee to measure Bidder’s Capabilities, Work plan & Understanding of the UMANG’s project Requirements.	20
<b>Total</b>			<b>100</b>

**I. Past Experience of the Bidder (30 Marks)**

The Bidders are required to provide documentary evidence of its relevant past experience for the various parameters identified in the table below.

**Table 11: Past Experience (30 Marks)**

S.No.	Past Experience	Score	Maximum Score	Documentary Evidence
<b>I.</b>	Experience in managing Call Center operations for inbound/outbound calls within India.		9	Copy of work order + Completion Certificates/Operational Certificates from the client; OR Work Order + Self Certificate of Completion/Operational (Certified by CS/independent auditor of the bidding entity); OR Work Order + Phase Completion Certificate from one of the Directors of the bidding entity/client certificate
	More than or equal to 6 Govt / PSU / Banking / Insurance Call Center Services Experience	9		
	More than or equal to 4 Govt / PSU/ Banking / Insurance Call Center Services Experience	6		
	More than or equal to 2 Govt / PSU/ Banking/ Insurance Call Center Services Experience	3		
<b>II.</b>	Experience in handling inbound calls in regional languages (other than English & Hindi).		9	Certificate from the Bidder's s Recruitment head and signed by authorized signatory of the company/CA/CS
	English+Hindi+4regional languages	2 Thereafter 1 mark for each language subject to max. of 9 marks		
<b>III.</b>	Number of operational domestic call center seats across all sites in India		6	Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS
	500 or more	6		
	Less than 500 but more than or equal to 300	4.5		
	Less than 300 but more than or equal to 200	3		
<b>IV.</b>	Managing Call Center operations for Client's India operations with over 100 operational seats (for each client)		6	Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS
	>6 Clients	6		
	5 to 6 clients	4.5		
	3 to 4 Clients	3		
<b>Total</b>			<b>30</b>	

## II. Team Skills (6 Marks)

Bidders are required to provide responses which would be used for evaluating the Bidders on the skills and experience of proposed project team and overall operational strength in accordance with the requirements of this project.

**Table 12: Team Skills**

S. No.	Criteria	Marks
1	Team Profile proposed for UMANG.(Annexure X)	6
<b>Total</b>		<b>6</b>

## III. Reference Site Feedbacks (10 Marks)

The Bidder is required to provide recommendations from existing Customers with Officials Names, Designations, Mobile Numbers, eMail Id's and Office Addresses for reference sites as per the following requirements:-

One Site where the bidder is providing services for Call Center operations in India, preferably for government Call center services for the following services,

- Inbound call handling for queries/requests/complaints handling and
- Outbound call handling

NeGD may visit the same and any discrepancy between stated capacity/capabilities and site verification may result in disqualification.

## IV. Methodology, work Plan & Understanding of the Requirements (20 Marks)

Bidders are expected to provide their Approach and Methodology for smooth running of the project.

**Table 13: Methodology and Plan**

S. No.	Criteria	Marks
I.	Overall implementation methodology (Objective of phases (Knowledge Acquiring Stage, Steady State Stage etc), deliverables at each phase, etc.)	6
II.	Methodology for performing Knowledge Transfer from the existing vendor.	6
III.	Methodology for quality control. Methodology of internal acceptance and review mechanism of deliverables by the Bidder.	4
IV.	Methodology and approach along with proposed tools and processes which will be followed by the Bidder during project implementation.	4
<b>TOTAL</b>		<b>20</b>

## V. Physical and Information Security (10 Marks)

The Bidders are required to provide the detailed list of information, data and physical security controls that are deployed at the Bidder's Call Center sites (with at least one of the sites being the one that is proposed by the Bidder for UMANG operations) such as:

- Access & Identity Management Controls



- Data security
- Governance framework to cover the threat landscape
- Solution to ensure fool proof security to the system from various threats including hacking attempts, internal threats, etc.
- Any other

NeGD reserves the rights to visit the proposed facility during bid evaluation stage. Primary location of the site is Delhi NCR.

The Bidders are also required to provide a copy of all available data, information and physical security related certifications such as DSCI, ISO27001, BS10012 etc.

#### **VI. Exit Management Plan (4 Marks)**

**Table 14: Exit Management Plan**

<b>S.No.</b>	<b>Presentation Agenda</b>	<b>Details</b>
<b>I.</b>	Exit Management plan	Detailed Transition and Exit Management plan. To include: <ul style="list-style-type: none"><li>• Comprehensiveness of scope of work</li><li>• Phase wise Exit Management plan over a period of 3 months of uninterrupted operations</li><li>• Knowledge sharing</li><li>• Complete data sharing</li></ul>

#### **VII. Presentation of proposal to Evaluation Committee (20 Marks)**

Presentation of proposal to Evaluation Committee to measure Bidder understanding of UMANG Project expectation.

NeGD will schedule the presentations and intimate the Bidders of the time and locations. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Illustrative agenda for the presentation is as provided below.

**Table 15: Presentation Agenda**

<b>S.No.</b>	<b>Presentation Agenda</b>	<b>Details</b>
<b>I.</b>	Introduction to Organization	Brief introduction to organization and its capabilities
<b>II.</b>	Proposed Help Desk Center service and relevant details	Detailed presentation on the solution scope components as per requirements
<b>III.</b>	Help Desk Center management and governance approach	Structure, governance processes and SLA adherence as defined in the RFP
<b>IV.</b>	Project implementation plan	Proposed project approach which would ensure smooth transition from present state to desired state
<b>V.</b>	Key value propositions	Key differentiators / value-add presented by the bidder
<b>VI.</b>	Data security and confidentiality	Data Security and Confidentiality process proposed

	process	
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In the technical proposal bidder need to provide details of Call Center facility including address of Call Center facility, IT and non IT infra facilities available in the Call Center as well as other details of the facility.

## 8 Scope of Work

After selection of Bidder through this RFP process, the selected Bidder will be required to deliver the services as per the requirements detailed in this section.

NeGD will provide the in house built CRM( developed and currently operational) and will pay for PRI and MPLS and Toll Free No. bills/rentals. In case of any component/service which is necessary for the smooth running of project not mentioned below, the same needs to be brought by the bidder at no additional cost to NeGD.

Following are the key features of the proposed Help Desk Center:

**Table 16: Key features of Help Desk Center**

S. No.	Item	Details
1	No. of Agents	Bidder shall estimate the number of Agents based on the FTEs as mentioned in “Annexure – I (Financial Bid Format)” required as per the requirements mentioned in this RFP.
2	Languages supported	13 Languages.  Hindi, English, Punjabi, Kannada, Malayalam, Marathi, Telugu, Tamil, Gujarati, Oriya, Bengali, Assamese and Urdu.
3	Operations	As per service window mentioned and consistent with the service level mentioned in Section 9
4	Location	The facility to be located in Delhi NCR (Delhi, Noida, Greater Noida, Faridabad, Gurgaon).
5	Service Window	10:00 AM to 6:00 PM, 7 days a week, 365 days a year(except 3 Mandatory National Holidays{26th Jan, 15th Aug and 2nd Oct})

Bidder shall design the overall approach for Help Desk Center operations, which will include but not limited to the following:

- Detailed plan including timelines for setup of Help Desk Center
- Defining various procedures linked to Help Desk Center like call handling procedure, call routing procedure, interface between UMANG and Help Desk Center systems
- Reporting requirements
- Designing response scripts for various types of calls.

The scope of work that needs to be provided by the successful Bidder can be broadly classified into the following areas:

- I. **Business Services**
- II. **Infrastructure and Technology**
- III. **Resources of boarding**
- IV. **Training**
- V. **Quality Assurance**
- VI. **Reporting and Analytics**

### **8.1 Business Services**

- i. The selected Bidder shall handle all queries and grievances of all UMANG stakeholders through pre-defined support channels.
- ii. The CSEs shall understand the customer's requirements and resolve the query as per the information provided.
- iii. Help Desk Center will operate for 7 days a week from 10:00 AM till 6:00 PM & Non- Working on 3 Mandatory National Holidays and will provide support in 12 Indian languages in addition to English. The Help Desk Center will serve as a single point of contact for reporting/resolution of all tickets (queries, errors, incidents issues either in application or infrastructure or operations related).
- iv. CSEs shall be able to resolve general issues such as service questions, FAQ's, information on features etc. and should provide the resolution during the interaction (Over Inbound Call/Mail/Chat/App Store Comments). CSEs shall try to resolve the reported query/issue (wherever possible) and if the query/issue requires further investigation/fixing, CSEs shall generate a ticket through in-House CRM Application and provide the same to user for tracking purposes. Users will be either directed to contact Help Desk of departments for any issues related to services of department or the CSE will report the issue to the Department through CRM.
- v. The tickets will be assigned Priority (1 to 2) based on the criticality of the issue.
  - **P1** – Business critical. Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists. The Development Partner engaged by NeGD has a baseline of 16 hours to resolve these tickets.
  - **P2** – The issues which impact 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. The Development Partner has a baseline of 48 hours to resolve these tickets.

The ticket will then be picked by the TechOps team of the Development Partners which will work on the resolution of the issue and once resolved or in case of any further queries will update the ticket and assign it back to the Customer Service Executive(CSE) which will notify the User accordingly. If the grievances are related to specific departmental service, the same will be notified to the department through in house built CRM system.

- vi. Help Desk Center has to be setup and managed by the Bidder. Department or NeGD won't provide any infra, manpower or premises but PRI lines and MPLS connectivity from one location of Help Desk Center to NIC Data Center(DC) and Disaster Recovery(DR) will be at the cost of NeGD but shall be arranged by the selected bidder in consultation with NeGD (MPLS and PRI lines shall be used exclusively for UMANG).
- vii. The particulars of the business services that shall be provided by the selected Bidder can be broadly categorized as:
  - I. Handling inbound voice calls.
  - II. Making outbound voice calls.
  - III. Handling inbound E-mails.
  - IV. Handling Inbound Chats.
  - V. Handling Google Play Store and Apple App Store Comments
  - VI. \*Handling queries received on UMANG Whatsapp Business number, if such number is deployed by NeGD
  - VII. End-to-End Responsibility.

**8.1.1 Inbound Voice Calls**

The selected Bidder shall provide inbound voice call services in the below listed languages: -

**Table 17: Languages**

S. No.	Language
1.	Assamese
2.	Bengali
3.	Gujarati
4.	Hindi
5.	Kannada
6.	Malayalam
7.	Marathi
8.	Oriya
9.	Punjabi
10.	Tamil
11.	Telugu
12.	Urdu
13.	English

Most of the queries / grievances may be resolved by the Customer Support Executives (CSEs) using the information available. CSEs may be required to provide information on specific Services or work flows to the callers. Usually, the nature of informational services remains static over a period and it is common for all the Users, e.g. UMANG Registration, Login procedure, mPIN related, Service information, etc and in case of any reported bug/issue or grievance, CSEs are required to generate a ticket as explained above in the CRM system. However, for any queries/grievances related to services of department availed through UMANG, the selected Bidder CSEs shall forward the cases to the

concerned departments using UMANG's CRM application. The Ticket Life Cycle Mechanism will be explained in details during the orientation training.

The Bidder shall be required to add new flows/modify existing flows/ change prompts and publish these immediately in the IVRS without having to take the services down with no additional cost. e.g. Bidder may be asked to add a "User Satisfaction survey" in the IVRS flow so that the User can be guided to rate the interaction which he/she just had.

Bidders are also required to take full understanding of the existing CRM system and shall be responsible to configure, access and use the same from their premises to provide uninterrupted Help Desk services.

### **8.1.2 Outbound Voice Calls**

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. 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.

The outbound calls shall be done in Hindi and English.

### **8.1.3 Inbound E-mails**

The selected bidder CSEs shall reply to inbound emails received on [customercare@umang.gov.in](mailto:customercare@umang.gov.in), The email module is integrated with UMANG's CRM. Emails shall only be answered in English. The ticket generation mechanism will be same as explained above.

### **8.1.4 Replying Inbound Chats**

The selected Bidder CSEs shall reply to inbound chats received on UMANG's Mobile app using UMANG's CRM application. The chat module is integrated with UMANG's CRM. Chat support should be available in 12 Indian Languages in addition to English. The ticket generation mechanism will be same as explained above. The Bidder can develop and use Chat Bots intermingled with agents to answer user's queries.

### **8.1.5 App store Comments**

The selected Bidder CSEs shall review the User Comments on all the App stores and provide resolution to User queries/grievances etc. The report of the same has to be provided on a weekly basis to NeGD.

### **8.1.6 Whatsapp Comments**

The selected Bidder CSEs shall review the User Comments received on UMANG Whatsapp Buiness number and provide resolution to User queries/grievances etc. Currently, this facility is not available to users but NeGD may plan to introduce the same in future.

### **8.1.7 End-to-End Responsibility**

The Bidder shall take end-to-end responsibility to close the loop with different entities that may have to come together to provide a resolution to Customer queries through proactive follow-up. The Bidder shall work jointly with NeGD to identify problem resolver groups within the UMANG program (Tech Ops of Development Partners, Department SPOC's, UMANG PMU, other UMANG Eco-System Partners, Technical groups etc..) to resolve queries and grievances that reach the Help Desk center.

The Bidder shall also work closely with NeGD in developing work flow, escalation procedures and reporting mechanism for resolution of queries/grievances through different resolver groups. Bidder shall interact with the identified resolver groups and assume responsibility for driving closure of open queries and grievances from different stakeholders.

A review meeting with Senior Operations member may be called upon from time to time. It is clarified here that NeGD shall not make any additional payment in respect for any travel made for this purpose before or after the bid.

If it is observed that any CSE/team leader has misbehaved with a caller on telephone/chat/email etc. or if a complaint is received against any of the team member or if his/her performance is found to be lacking in the opinion of NeGD, NeGD may instruct the selected bidder to remove such person immediately and provide replacement within 1 week.

## **8.2 Infrastructure and Technology**

The selected Bidder shall provide Help Desk Center services on an outsourced model i.e. from its premises. Cost of the entire necessary infrastructure such as office space, workstation, soft phone, headsets, connectivity etc. shall be borne by the Bidder.

The selected Bidder shall arrange to provide and integrate the required MPLS lines to UMANG's Main Data Center in NIC Shastri Park in Delhi and UMANG's Disaster Recovery Center likely to be in Bhubneshwar. However, in future if UMANG's Data Center is shifted to any other location, the selected Bidder shall integrate the MPLS lines to UMANG's new Main DC and DR at no extra cost to NeGD with no interruptions in data connectivity between UMANG's Data Centers and Bidder. NeGD shall provide access to UMANG's applications to the selected Bidder via MPLS lines from UMANG's Data Center and Disaster Recovery Center. It may be noted that NeGD will bear the bill payment of the rental cost of PRI lines including calls and MPLS. All the expenses, except charges for Tollfree No, PRI line and MPLS, in running the Help Desk Center operations shall be borne by the bidder.

The selected Bidder shall be responsible for procurement and deployment of the all the necessary servers, storage space, media gateway, routers, infrastructure etc. and Software to run the services as mentioned in the scope document.

The selected Bidder shall provide broadband internet access to all the workstations dedicated to UMANG to facilitate access to various UMANG portal/websites/applications.

Table 18: Responsibilities

S. No	Area	Successful Bidder	NeGD
1	Help Desk Center Infrastructure: <ul style="list-style-type: none"> <li>Office space for Help Desk Center operations</li> <li>Head-sets</li> <li>Telephone Instruments</li> <li>Desktop</li> <li>Other applicable infrastructure components, CCTV, etc.</li> </ul>	Y	N
2	CRM Application	Y(Implementation, propose Customization)	Y(Provide the existing CRM Application being used currently with customization and support)
3	IVRS	Y((Implementation, Customization and Support)	Y(Provide the existing IVRS flows being used currently)
4	ACD	To provide	N
5	Call barging and recording software	To provide	N
6	PRI Lines	Y	Y(Only Rent). NeGD to apply for the PRI lines and pay for the bill. Bidder to help facilitate the same.
7	Toll free number	N	NeGD will ask operator to configure the Toll Free Number to the PRI line and also pay for the bill.
8	Network Connectivity (MPLS) (between Help Desk Center and UMANG's DC and DR)	Technical Integration	NeGD to pay for the bill.

Any component (service/ hardware/Software) that is not explicitly mentioned in the table above is to be provided by the successful bidder for smooth and adequate running of the Help Desk Center.

### 8.2.1 Automatic Call Distributor (ACD)

ACD distributes incoming calls to CSEs as they are received. It should be pre integrated with the IVR with at least below features and selected bidder may propose additional features:

- Handle high call volumes efficiently
- Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD)
- Provide highly configurable system for adding/removing users, assigning users to different queues

- iv. Allow calls to be transferred within the Help Desk Center
- v. Support relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold
- vi. Skill based routing: Standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.
- vii. System should be able to intelligently route the callers to CSE's as defined by the administration
- viii. System should announce the queue waiting time for the caller before getting attended by an CSE

### **8.2.2 Computer Telephone Integration (CTI)**

- i. Should be able to integrate with CRM
- ii. It shall be interfaced with the Core system of UMANG so as to send/receive data which needs to be populated
- iii. The CTI must be capable of activating the fast dialing feature of the ACD
- iv. Call events should be handled from the system such as hold, conference, transfer etc.

### **8.2.3 CRM Application**

Bidder will take the Knowledge Transfer of the existing CRM application which is used for ticket logging and tracking and suggest any essential enhancements to the application. NeGD will get these enhancements implemented by the Development partner.

### **8.2.4 Data Storage and Archival**

The operational data such as Call, Chat, emails etc. being generated during the operational period will be properly stored and archived for atleast 180 days as per the industry standard practices to be used for as per the requirement.

At no point shall any data of UMANG system be ported outside the geographical limits of the country.

## **8.3 Resource On-Boarding**

- i. NeGD expects the selected Bidder to deploy adequately skilled and trained resources to answer Users of UMANG, to provide a consistent and high quality experience along with a high percentage of first time resolution (FTR). To ensure this, NeGD would expect the selected Bidder to deploy resources as mentioned below or in a better way:-
  - a. Customer Service Executive (CSE)
  - b. Team Leaders (TM)
  - c. Assistant Managers (AM)
  - d. Trainers
  - e. Quality Evaluators (QE)
- ii. The selected Bidder is required to do the resource planning and resource deployment, while maintaining the minimum qualification as mentioned in the table below:



Table 19: Qualifications

S.No	Resource	Minimum Education	Language Skills	Experience
1	<b>Customer Service Executive (CSE)</b>	Must be a graduate or Higher in any discipline.	Should be able to Read, Write and Speak in Any one language as mentioned in the above sections.	Should have at least 6 months experience in a Call Center or telemarketing in the service industry. (Mandatory) Basic computer knowledge; mandatory.
2	<b>Team Leaders</b>	Must be a graduate or higher in any discipline. Should be trained on COPC (or similar) methodology		Should have at least 3 years' experience in a Call Center or telemarketing in the service industry. Experience in coaching and developing skills of people. Should have effective problem solving and decision making skills. Proficient in handling call center tools, like CRM, etc...
3.	<b>Assistant Manager</b>	Must be a graduate or higher in any discipline. Must be certified from NASSCOM (or similar Certification agency)		Should have at least 5 years' experience in a Call Center or telemarketing in the service industry.  Experience in coaching and developing skills of people.  Should have effective problem solving and decision making skills.  Proficient in handling call center tools, like CRM  Excellent writing, MIS, communication, time management and multi-tasking skills  Shall have led a team of more than 25 direct/indirect people.
4.	<b>Trainers</b>	Must be a graduate or higher in any discipline. Should be trained on COPC		Should have at least 3 years' experience in training in the field of soft skills and communications

		(or similar) methodology		Should have effective problem solving and decision making skills. Proficient in handling call center tools, like CRM, etc...
5.	<b>Quality Evaluator</b>	Must be a Graduate or Equivalent in any discipline.		Should have at least 3 years' experience in the field of quality assurance in a BPO industry. Should have effective problem solving and decision making skills.

iii. **STAFF MEMBERS**

The criteria for providing CSEs, TMs, AMs, Trainers, QEs etc. is as follows:

The team should comprise of

- CSEs
- Atleast Two Team Leaders,
- Atleast One Assistant Manager,
- Atleast One Quality Evaluator
- Atleast One Trainer

It is clarified here that NeGD shall not make any additional payment in respect of Team Managers, Assistant Managers, Quality Evaluator, Trainers etc. deployed by the selected Bidder for taking escalations, supervision and control of CSEs calls on the floor.

All CSEs will handle all the queries/complaints received at Help Desk Center, however Bidder is free to form special groups of skilled CSEs to handle different set of queries/complaints for different categories like UMANG Registration, UMANG Download, EPFO, PAN etc.

All resources involved with UMANG Help Desk center operations will adhere with NeGD's security guidelines. Selected Bidder has to ensure that none of the agents leaks any data of any User.

Selected Bidder has to sign a Non-Disclosure agreement with NeGD in this regard.

The selected bidder shall submit an undertaking with the periodic invoice declaring the compliance to minimum manpower profile.

**8.4 Training**

**8.4.1 Orientation Training**

Post Issuance of LOI(Letter of Intent) to the selected Bidder, NeGD will conduct an orientation workshop along with the Existing Vendor to provide process training with regards to existing process being followed and the functioning of CRM tool. Post this handholding, Bidder will be responsible for gaining knowledge of the existing system from the current Vendor of UMANG. The Knowledge Transfer from the existing Vendor shall be completed in 30 days time frame post which no query shall normally be entertained.

#### **8.4.2 Resource Training**

The selected Bidder shall be responsible for conducting UMANG specific resource on-boarding training for it's staff which will be handling UMANG HelpDesk.

This training shall include training of basic call/chat/email/app store handling skills, UMANG specific knowledge & services, soft skills, etc.

The selected Bidder is also expected to evaluate each trainee's performance through appropriate test process. The resources clearing the training evaluation test (The resource will only be allowed 2 attempts to clear the test) shall be forwarded for on-job training. The period for on-boarding training should be at least 2 working days. The selected Bidder is required to maintain the results and evidences of training evaluation test and evidences for attending training for each trainee and make them available to NeGD or third party auditors as and when requested by NeGD. At no time, any resource not clearing the evaluation test should be deployed to the NeGD's project.

#### **8.4.3 On-Job Training**

The selected Bidder shall also be responsible for providing on-job training to resources qualifying the training evaluation test. The methodology used for on-job training may include shadow resource, continuous monitoring, call audit and feedback etc. The period for on-job training for each resource should be of at least 5 days post clearing the training evaluation test.

### **8.5 Quality Assurance**

The selected Bidder is expected to deploy dedicated quality assurance team for entire duration of the contract. The quality assurance team should be independent of the operations and training team. The quality assurance team should have the facility of remote call listening. The quality assurance team is responsible for the following, but not limited to: -

- a. Ensuring that the resources deployed are in confirmation to minimum qualification set out in 'Resource On-Boarding' in this section.
- b. Monitoring 20% calls of all the CSEs during on-job training.
- c. Monitoring the performance of CSEs by reviewing at-least 15 calls or 15 emails (in case of email agents) per CSE per month.
- d. Performing root cause analysis for repeated failure in service delivery.
- e. Providing help in enhancing the existing training modules, frequently asked questions, etc. that help improve in-house operations as well as provide analysis to NeGD for issues being faced by Users with regards to UMANG.
- f. Provide Improvements in User engagement.

### **8.6 Reporting and Analytics**

The selected Bidder shall provide a performance dashboard of the UMANG Operations, this shall include (but not limited to) all the SLA parameters mentioned in this RFP.

The first cut of the performance dashboard shall be prepared and submitted to NeGD for review, NeGD shall provide the feedback and suggestions on this performance Dashboard and the Bidder should

implement and submit the revised dashboard within the defined timeline. It may be noted that the performance dashboard may be upgraded from time to time as per the project requirements and the bidder should implement those with no additional cost.

In addition, the Bidder should also be capable of generating Adhoc/customized reports/ MIS as per NeGD's requirement such as:

**Table 20: MIS Reports**

<b>S. No.</b>	<b>MIS (Management Information Systems) Report</b>
1	MIS shall generate reports based on:- a) Type of queries/grievances b) Repeat Request/Complaints c) Detailed Analytics on all the SLA's, reasons for non-compliance, call statistics e.g., time wise etc.
2	It shall generate different types of reports on Number of calls:- a) Total Number of Calls- Inbound b) Number of Calls Diverted to Help Desk Center CSE's from IVR c) Number of calls dropped on the IVR stage
3	It shall generate Queue analysis reports. The below mentioned queue analysis list is including but not limited to:- a) Number of Waiting Calls b) Average Call Time c) Average Waiting Time d) Abandoned Calls
4	It shall generate CSE reports (Summary for All the CSE's, and Detailed by each CSE's): a) Login & Logout Time b) Average Speed of Answer Time c) Average Talk Time d) Average Handling Time e) Average Hold Time f) Average Wrap up time g) Number of Dropped Calls before Pickup h) Number of Dropped Calls after Pickup i) Idle Time l) No answer
5	It shall provide flexible report formats, in xls, web interface or any other user-friendly structure including graphics from time to time. All reports may be validated by a third party auditor.

The report format shall be flexible and shall be made available either in excel, pdf, txt, web interface or any other user-friendly structure/format on the request of NeGD from time to time. The report should be configurable to be e-mailed to a defined mailing list.

### **8.7 Continuous Improvement**

Bidder shall be required to prepare Knowledge base for frequently reported problems along with the resolution steps/solutions with NeGD's/Development partner's help.

On a monthly basis, bidder shall carry out the analysis of the calls (open and closed) to identify the recurring incidents and conduct a root cause analysis on the same. Bidder shall submit a report to NeGD with the analysis and provide inputs to NeGD. The objective of the analysis shall be to address the repeat incidents and enhance the delivery of services to the end users.

Bidder shall prepare and submit reports to NeGD team as per the mutually agreed reporting structure. These reports shall include but not limiting to the following:

- a. Incident logs (category, severity and status of call etc.)
- b. Incidents escalated
- c. SLA compliance/non-compliance report with reasons for non-compliance
- d. Detailed analysis of the calls containing opportunities of automation, trainings, FAQs, etc.
- e. CSE utilization reports
- f. MIS reports ( as mentioned above)

### **8.8 Exit Management**

Exit Process and Management Plan shall be submitted by successful bidder within 3 months of starting the operations (go-live). Please refer Schedule I of this RFP for details on the Exit Management.

## **9 Service Level Agreements, Penalties**

Service Level Agreement is to clearly define the levels of service which shall be provided by the selected Bidder to UMANG. The SLAs mentioned in this section makes explicit the expectations that NeGD has for performance, from the selected Bidder. SLA helps NeGD control the deliverables, agreed levels and performance of Bidder.

The Selected Bidder shall agree to the following service level agreement (SLA) parameters while providing Help Desk services to UMANG's stakeholders. These SLAs shall be tracked on a periodic basis and are envisaged to have penalty and or liquidation damage clauses on non-adherence to any of them.

The SLA parameters are divided into 2 (two) types: -

- I. One-Time SLA Parameters.
- II. Operational SLA Parameters.

### **9.1 Service Level Agreement Applicability**

The One-Time SLA parameters noted below in the Service Level Agreement will start to be applicable from the date of award of Letter of Intent (LoI) and operational SLA parameters after the Go-Live of Help Desk center.

NeGD's authorized resources/partners will audit the Help Desk Center facility for organized audit to be done with a week's notice to the bidder. NeGD or its authorized partners shall audit the Help Desk Center sites, procedures, reviews of CSE's, etc. NeGD will conduct (either itself or through appointed third parties) performance and response audits (e.g. calling / Barge-in online and offline), process audits, site visits, to ensure service quality management. The minimum standards to be met are given in the SLA specifications in this document.

## 9.2 SLA Parameters

### 9.2.1 One-Time

**Table 21: One Time SLA**

Sl. No.	Deliverable	Definition	Measurement Criteria	Timeline	Penalty
1	Commencement of Services (Go-Live)	Commence the service as per the scope of work of RFP	Within 90 days from the date of LoI (Letter of Intent)	Within 90 days from the date of issue of LoI	Nil
				Delay of every 7 days from 90 <sup>th</sup> day from the date of LoI	1% of first quarterly* bill for every 7 days delay Capped at maximum 10%  Quarter shall be deemed to have started on the day when the Help Desk Center is Go-Live.

### 9.2.2 Operational

This section details the various indicative Operational service levels to be adhered to by the Selected bidder. Deviations from the agreed upon performance will be consistently measured and severity level for non-compliance will be assigned. The following table describes the various severity levels.

The selected Bidder is required to manage the entire customer support process. The Help Desk team is required to manage customer queries in the most efficient and effective manner.

#### 9.2.2.1 Penalty

The penalty for not meeting the SLA is linked to the severity level of the breach of the SLA.

**Table 22: Operational Penalties**

Severity Level	Penalty as % of Quarterly payment
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.

## 9.2.2.2 Operational SLA's

Table 23: Operational SLAs

Description	Formula	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
<b>System uptime:-</b> Voice response available to citizen	It will be calculated based on formula –Total uptime in minutes/ Total minutes of operations in the selected period.	$\geq 99.5\%$	$\geq 98.7\%$ and $< 99.5\%$	$\geq 97\%$ but $< 98.7\%$	$\geq 95\%$ but $< 97\%$	$< 95\%$
<b>Average speed to answer:</b> The waiting time in Automatic Call Distributor (ACD) queue experienced by a caller to talk to the Help Desk Center operator.	Calls Answered within a threshold of 20 seconds across all languages /Total Calls offered across all languages	75 % of the calls are answered within 20 seconds	$\geq 70\%$ and $< 75\%$	$\geq 65\%$ and $< 70\%$	$\geq 60\%$ and $< 65\%$	$< 60\%$
<b>Call abandon rate:</b> This measures % of calls that requested for Help Desk Center operator but got disconnected before being answered (Only calls that get disconnected after 20 seconds from transfer to the ACD from the IVRS will be considered for computation of this SLA)	(Total Abandoned calls across all languages - Abandoned calls with less than or equal to 20 seconds queue time across all languages.)/Total Calls Offered across all languages.	$< 3\%$	$\geq 3\%$ and $< 5\%$	$\geq 5\%$ and $< 10\%$	$\geq 10\%$ and $< 15\%$	$\geq 15\%$
<b>Average Hold time:-</b> This is a measure that refers to how long does the Help Desk Center operator keep the caller on Hold for any reason	Total Hold Time/(Sum of Calls Handled + Sum of Outbound Calls)	$\leq 30$ sec	$> 30$ sec and $\leq 40$ sec	$> 40$ sec and $\leq 50$ sec	$> 50$ sec and $\leq 60$ sec	$> 60$ sec

<p><b>Average Wrap Time:-</b> This is measured as the average time spent by the Help Desk Center Operator in wrap mode. Wrap* - The time required by Help Desk Center operator after a conversation is ended, to complete work that is directly associated with the calls just completed.</p>	<p>Total wrap Time/(Sum of Calls Handled + Sum of Outbound Calls)</p>	<p>&lt;=20 sec</p>	<p>&gt; 20 sec and &lt;=35 sec</p>	<p>&gt;35 sec and &lt;=40 sec</p>	<p>&gt;40 sec and &lt;= 45 sec</p>	<p>&gt;45 sec</p>
<p><b>Average Handle time (AHT):</b> This is a measure that refers to how long it takes to manage a Help Desk. AHT shall be calculated as the sum of the average talk time, hold time and wrap time.</p>	<p>It will be measured as: -  [(Sum of Talk Time + Sum of Hold Time + Sum of Wrap Time)/Sum of calls handled]</p>	<p>&lt;=240 sec</p>	<p>&gt;240 sec and &lt;=270 sec</p>	<p>&gt;270 sec and &lt;=300 sec</p>	<p>&gt;300sec and &lt;=330 sec</p>	<p>&gt;330 sec</p>
<p><b>Average Response time for Chat.</b> Average response time for chat is a measurement of the number of Secs it takes for Help Desk Center operator to attend to a query of user initiated via chat.  *No automated response will be consider for this SLA.</p>	<p>Chats attended within a threshold of 12 seconds/ Total Number of Chat Inquiry</p>	<p>90 % of the chats are answered within 12 seconds</p>	<p>&gt;= 85 % and &lt; 90%</p>	<p>&gt;= 80 % and &lt; 85%</p>	<p>&gt;= 75 % and &lt; 80%</p>	<p>&lt; 75%</p>
<p><b>Interactions Record Percentage:</b> To measure percentage of interactions</p>	<p>Number of cases created or modified in system/Number of Interactions</p>	<p>&gt;= 95%</p>	<p>&gt;= 90 % and &lt; 95%</p>	<p>&gt;= 85 % and &lt; 90%</p>	<p>&gt;= 80 % and &lt; 85%</p>	<p>&lt; 80 %</p>



<p>recorded in system. Interactions are defined as Inbound voice calls, outbound voice calls, emails &amp; chat.</p>						
<p><b>User Satisfaction (IVRS):</b> Measure of User's satisfaction - the way their query/complaint has been handled by the Help Desk Operator. The Bidder shall be responsible for maintaining a min level of user satisfaction based on the criteria defined by NeGD. The satisfaction level of the users shall be collected on a five pointer scale of 5: "Very satisfied", 4: "Satisfied" 3: "Average", 2:"Dissatisfied" and 1: "Very Dissatisfied".</p> <p>The calls should be transferred to IVRS for feedback.</p>	<p>Sum of 5 and 4/ Total number of surveys</p>	<p>&gt;=85 %</p>	<p>&gt;= 80 % and &lt; 85%</p>	<p>&gt;= 75 % and &lt; 80%</p>	<p>&gt;= 70 % and &lt; 75%</p>	<p>&lt; 70%</p>
<p><b>Quality of Service (QoS):-</b> Quality of service (QoS) is the overall performance of Help Desk Center, particularly the performance experienced by the Users. This refers to the calls/e-mails audited by an independent third party auditor.</p>	<p>Count of Survey(Very Good, Good)/Total Count of Survey</p>	<p>&gt; 80%</p>	<p>&gt;= 75 % and &lt; 80%</p>	<p>&gt;= 70 % and &lt; 75%</p>	<p>&gt;= 65 % and &lt; 70%</p>	<p>&lt; 65%</p>

<b>AVERAGE RESPONSE TIME FOR EMAIL.</b>	Sum of Response Times/ Total Number of Email Inquiry	<=24Hours	>24 Hours	>30 Hours	>36 Hours<= 48 Hours	>48 Hours
<p>The average response time for an email is a measurement of the number of hours it takes to provide a response to an email-based inquiry.</p> <p>*in case issue is further forwarded by CSE, then the no. of hours will be calculated from the time response is received by the CSE and responding back to Users,</p>			<= 30 Hours	<= 36 Hours		

It is to be noted that these SLA or their parameters may change, as NeGD’s program shall evolve over the course of the contract period. However, any change in the SLA’s will be in consultation with the Selected Bidder.

It may be noted that NeGD may appoint 3rd party agencies for SLA Audits or any other audit and the selected Bidder has to provide all the required information and access to premises for the same to the Audit agency.

**10 Financial Bid Criteria**

The bidder should quote as per Price Format in Indian Rupees (Excluding GST) as the all-inclusive fee for the desired work/services. The bids will be evaluated on overall lowest cost basis. While submitting the financial bid, following must be kept in mind:

- i. The price quoted should include all costs associated with the assignment exclusive of taxes.
- ii. The financial proposal should not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.

b. The financial bid should be submitted in the Price Format given in **Annexure-I**.

**11 Financial Bid Evaluation**

- i. The Financial Bids of the Technically Qualified bidders will be opened on the prescribed date in the presence of representatives of the bidders who choose to attend, at the time, date and place, as decided by NeGD

- ii. The Financial Bids shall be evaluated for completeness and accuracy. If there is a discrepancy between words and figures, the amount in words will prevail.
- iii. The Financial Bid shall contain the all the items as mentioned in Annexure 1:-Financial Bid Format, proposed to be charged by the Bidder.
- iv. Financial Bids received will be arranged from Lowest Cost to Highest Cost. The ‘Technically Qualified’ Bidders with the lowest commercials will be declared as L1 and the other ‘Technically Qualified’ bidders will be declared as L2, L3, L4... and so on as per the ascending order of the Cost quoted.
- v. The cost quoted by L1 will be treated as the “Discovered Cost”. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
- vi. If L1 bidder refuses to accept the LoI, it’s EMD will be en-cashed and the LOI at L1 cost shall be offered to L2. If L2 also refuses to accept the Work Order, the work shall be offered at L1 rates to L3 and so on...
- vii. In case of a tie between 2 or more ‘Technically Qualified’ bidders at L1 level (“Discovered Cost”) the ‘Technically Qualified’ Bidder with a higher technical score will be declared as L1.

**12 Payment Terms and Penalties**

- i. Payment shall be done on a quarterly basis based on the invoice generated and monthly/weekly reports. Penalties shall be levied if applicable based on the SLA clauses.
- ii. Payment shall be made on the basis of the FTEs (Full Time Equivalentents) working in the project.

**Table 24: Payment Terms**

S.No.	Deliverable	Payment
1	Go-live <ul style="list-style-type: none"> <li>a. Site Readiness with trained team deployment.</li> <li>b. Commencement of services and Deliverable of SLA dashboard with atleast 10 days of operational data.</li> <li>c. Content Development and SOP Preparation</li> <li>d. User Acceptance Testing (UAT)</li> <li>e. Go-Live Certificate</li> </ul>	No one time payment shall be applicable at any stage of Go-Live of Help Desk Center or any other payment till Go Live. However, on request by Bidder, 80 % of the due payment of 1st quarter of operations may be released to bidder against BG (Bank Guarantee) of equivalent amount. The Setup readiness to be verified with NeGD which would issue Go-Live Certificate.  LD penalty capped at 10 % of the first quarterly billed value.
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.
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### 13 Award of Work Order

- i. **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.
- ii. **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.
- iii. **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.
- iv. **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) and the Acceptance Letter, NeGD return the EMD of each unsuccessful bidder.
- v. **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. The bidder shall extend the validity of the PBG OR submit a new PBG if the contract is further extended beyond 2 years. 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 attached as Annexure - VII.
- vi. **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:
  - a) Defines, for the purposes of this provision, the terms set forth as follows:
    - i. "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.
    - ii. "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;
    - iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

- b) 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.
- c) 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 Special Instructions to Bidders**

### **14.1 Arbitration**

If a dispute arises out of or in connection with the work order, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the Arbitration and Conciliation act 1996 as amended from time to time.

The Authority to appoint the arbitrator(s) shall be the President & CEO of National e-Governance Division.

### **14.2 Applicable Law**

The Bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

### **14.3 Jurisdiction of Courts**

All legal disputes arising out of or in connection with the RFP or the work order shall be subject to the jurisdiction of the Courts situated in New Delhi only.

### **14.4 Termination**

#### **A. Material Breach**

If the Selected Bidder 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 Selected Bidder 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.

The material breach shall cover but will not be limited to following:

- I. Consistent delay in deliverables,
- II. Failure to provide deliverables,
- III. Signification and consistent performance quality issues,
- IV. Failure to successful knowledge transfer (KT), handover all knowledge and provide hand-holding for the defined period at the time of exit as laid out in schedule 1- Exit Management..

#### **B. Termination of the Contract due to bankruptcy of Selected Bidder**

NeGD may serve written notice on Selected Bidder at any time to terminate the Contract with immediate effect if:

- a) The Selected Bidder reporting an apprehension of bankruptcy to the NeGD or its nominated agencies;
- b) NeGD or its nominated agencies apprehending a similar event.

### **C. Change of Control**

NeGD may, by giving a one month's written notice, terminate the Contract if a Change of Control of the Selected Bidder has taken place. For the purposes of this clause, in the case of Selected Bidder, 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 Selected Bidder during the Term, the Selected Bidder 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 Selected Bidder 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 Selected Bidder from a guarantor acceptable to NeGD or its nominated agencies, which shall not be Selected Bidder 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 Clause "Effect of termination" of this RFP shall follow.

For the avoidance of doubt, it is expressly clarified that the internal reorganization of the Selected Bidder 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.

### **D. Effects of termination**

- a) If NeGD terminates the Contract pursuant to Material Breach and/or default and/or failure on the part of the Selected Bidder to comply with the conditions as contained in the Contract, Performance Bank Guarantee furnished by Selected Bidder 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) On termination of the Contract for any reason, the NeGD will decide the appropriate course of action.

### **14.5 Conflict in Terms**

In the event of any conflict between two or more terms of this Agreement, the term more favorable to NeGD, shall be final.

## **15 Special Conditions of the Contract (SCC)**

### **15.1 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.

### **15.2 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.

### **15.3 Indemnities and Limitation of Liability**

The bidder shall indemnify NeGD, without limitation, against all claims, suits, liability which may arise against NeGD on account of any third party IPR breach or bidder's confidentiality breach or willful misconduct under the contract.

NeGD shall be entitled to claim and the bidder shall indemnify NeGD against all damages and losses suffered by NeGD on account of bidder's non-performance or breach under this Agreement.

No party shall be liable for any type of consequential, indirect or incidental damages or losses, or loss of profit or good will, against another party to this contract.

### **15.4 Non-Disclosure**

All NeGD's technical information, user's data, details, applications, papers, statements, drawings, business/customer information and other related documents forming part of order which may be communicated to or come to the knowledge of Bidder and /or its employees during the project shall be treated as absolutely confidential and Bidder and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without the prior written permission of NeGD. In the event of any breach of this provision, the Bidder shall indemnify the NeGD against any loss, cost or damage or claim by any party in respect of such breach. The bidder should execute the NDA within 30 days from the date of the Work Order.

### **15.5 Use of Contract Documents and Execution**

The bidder shall not, without NeGD's prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of NeGD in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far as may be necessary for the purposes of such performance.

Any document shall remain the property of NeGD and all copies thereof shall be returned to NeGD on termination of the Contract.

The bidder shall not, without NeGD's prior written consent, make use of any document or information above except for the purposes of performing the Contract.

### **15.6 Privacy and Security Safeguards**

The successful bidder shall not publish or disclose in any manner, without the NeGD's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful bidder under this contract or existing at NeGD location. The successful bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all NeGD data and sensitive application software. The successful bidder shall also ensure that all its employees and associated staff who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the NeGD's prior written consent, the

details of any security safeguards designed, developed, or implemented by the successful bidder under this contract.

### **15.7 Confidentiality**

This document contains information confidential and proprietary to the NeGD. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the NeGD, affiliates, and/ or business partners and user's data. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, premature termination of the contract, or legal action against the bidder for breach of trust. The information provided/ which will be provided is solely for the purpose of undertaking the services effectively.

### **15.8 Ownership and Intellectual Property Rights**

#### **i. 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.

#### **ii. 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. Selected Bidder 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.

#### **iii. 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.

#### **iv. 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 Selected Bidder 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 Selected Bidder leaves with NeGD at the conclusion of performance of the services.

## **16 General Terms and Conditions**

### **16.1 Personnel**

- a) The personnel assigned by the Selected Bidder to perform the Services shall be employees of the Selected Bidder, and under no circumstances shall such personnel be considered employees of NeGD or its nominated agencies. The Selected Bidder 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 Selected Bidder 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 Selected Bidder, NeGD or its nominated agencies shall have the right to require the removal or replacement of any Selected Bidder personnel deployed on the Project. If NeGD or its nominated agencies requests that any Selected Bidder 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 Selected Bidder as "Key Personnel", then the Selected Bidder 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, nothing in this RFP will limit the ability of the Selected Bidder to freely assign or reassign its employees; provided that the Selected Bidder 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 Selected Bidder's plan for any such knowledge transfer. The Selected Bidder 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 sub contactors in connection therewith.

### **16.2 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 into 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.

### **16.3 Sub-contractors**

The Selected Bidder shall not subcontract any work related to the core activities to be performed under this RFP without NeGD's prior written consent. However, the Selected Bidder shall provide the list of all the other services planned to be sub-contracted from time to time. It is clarified that the Selected Bidder shall be the principal employer for all claims arising from the liabilities, statutory or otherwise, concerning the sub-contractors. The Selected Bidder undertakes to indemnify the NeGD or its nominated agencies from any claims on any grounds whatsoever and in no way shall hold NeGD accountable. .

### **16.4 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 Selected Bidder 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 Selected Bidder shall be a party to such novation, to any third party contracted to provide outsourced services to NeGD or any of its nominees.

### **16.5 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 Selected Bidder 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.

### **16.6 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

Address: Electronics Niketan, MeitY (Ministry of Electronics & Information Technology), 6 CGO complex, Lodhi Road, New Delhi 110003

Tel: To be specified at the time of signing of Contract

Email: To be specified at the time of signing of Contract.

**ii. Selected Bidder**

- a) Name:
  - b) Address:
  - c) Email:
  - d) 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;
- 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.

**16.7 Variations and Further Assurance**

No amendment, variation or other change to the Contract shall be valid unless authorized in accordance with the Change Control Procedure as set out in the Schedule-II of this RFP. Such amendment shall be made in writing and signed by the duly authorized representatives of the Parties to the Contract.

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.

**16.8 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 unenforceability 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.

**16.9 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 shall be responsible and accountable during the currency of the contract for all the statutory compliances regarding the help-desk centre of the UMANG, particularly, the ones related to the usage and implementation of user privacy, confidentiality, social & national security and financial integrity.

#### **16.10 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.

#### **16.11 Ethics**

The Selected Bidder 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.

#### **16.12 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 bidders 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.

#### **16.13 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 repress of the parties to the contact.

## **SCHEDULE I – Exit Management**

Exit Management Plan gets effective either on expiry of the Contract or termination. The objective is to smoothly handover the Help Desk Operations to the Replacement Vendor with proper knowledge transfer (KT), all documentations updated to the latest, softwares), 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 cost to NeGD, 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's Help Desk Operations updated documentations, all current and archive data/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 (if any), associated licenses with their validity & relevant keys, 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 selected bidder 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 selected bidder shall continue to operate and manage the UMANG Help Desk Center as per the Contract and ensure uninterrupted availability of services to users/ citizens for which the Selected Bidder shall be paid as per the terms of the Contract.

### **S1-1. Purpose**

- a) This Schedule sets out the provisions, which will apply on expiry or termination of the contract and the Operations;
- b) In the case of termination of the contract, and/or Operations, 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 Selected Bidder 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 Selected Bidder 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 Selected Bidder or sub-contractors appointed by the Selected Bidder). 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 Selected Bidder 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 Selected Bidder and to assist appropriate knowledge transfer

### **S1-3. Confidential Information, Security and Data**

- a) The Selected Bidder 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,;
  - ii. Documentation relating to Project's Intellectual Property Rights;
  - iii. Documentation, such as SoW, resources deployed, Terms of Contract etc.;
  - 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 Vendor 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 Vendor to carry out due diligence for transitioning the provision of the Services to NeGD or its nominated agencies, or its Replacement Vendor (as the case may be).
- b) Before the expiry of the exit management period, the Selected Bidder shall deliver to NeGD or its nominated agency all new or up-dated materials (i.e. Training material, documents etc.) and shall not retain any copies thereof except that the Selected Bidder 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 Selected Bidder all forms of Selected Bidder 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 Selected Bidder 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 Selected Bidder 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 Selected Bidder, NeGD or its nominated agency or its Replacement Vendor may make an offer of employment or contract for services to such employee/s of the Selected Bidder and the Selected Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by NeGD or its Replacement Vendor.

### **S1-5. Transfer of Certain Agreements**

Selected Bidder shall effect assignments, transfers, licenses and sub-licenses, as may be required, in the name of NeGD or its Replacement Vendor in relation to any cloud lease, maintenance or service provision contract between Selected Bidder and third party licensor, vendors, and which are related to the services and reasonably necessary for the functioning/ operation of the services hosted on it and/or for services delivery and/or for carrying on operations by NeGD or its nominated agency or its Replacement Vendor.

### **S1-6. Rights of Access to Premises**

At any time during the exit management period, where Assets are located at the Selected Bidder's premises, the Selected Bidder 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 Vendor to make an inventory of the Assets and/or for knowledge transfer and/or for

hand-holding during the handover period.

The Selected Bidder shall also give NeGD or its nominated agency and/or any Replacement Vendor right of reasonable access to the Selected Bidder's premises and shall procure NeGD or its nominated agency and/or any Replacement Vendor 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 Vendor.

#### **S1-7. General Obligations of the Selected Bidder**

The Selected Bidder 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 Vendor and which the Selected Bidder 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 Selected Bidder, its associated entity and/or its sub-contractor is deemed to be in the possession or control of the Selected Bidder. The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

#### **S1-8. Exit Management Plan**

- a) Exit Management Plan shall become effective after the completion of the contract period; from the next day of contract expiry or termination. The Selected Bidder shall provide full knowledge transfer regarding the complete scope as per the contract within 3-months.
- b) Plans for provision of contingent support to NeGD and Replacement Vendor for a reasonable period, not less than 3 months, after transfer i.e. 6-months after the contract expiry ,at no cost to NeGD.
- c) During the exit management period, the Selected Bidder shall be obligated to operate and manage the UMANG Help Desk Center as per the Contract and ensure uninterrupted availability of services to users/ citizens;
- d) In the event of termination or expiry of the Contract, and Project Implementation, each Party shall comply with the Exit Management Plan;
- e) Payments during the Exit Management period shall also be made in accordance with the Payment terms as mentioned in Section 12, point 2 of Table 24.
- f) The Selected Bidder 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 Operations specifically;
  - i. A detailed program of the transfer process that could be used in conjunction with Replacement vendor 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. Plans for communication with Selected Bidder'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 Selected Bidder's networks

from the networks employed by NeGD and identification of specific security tasks necessary at termination;

- g) This Exit Management plan shall be furnished in writing to NeGD or its nominated agencies within 60 days from the Effective Date of go-live.



## **SCHEDULE II – List of Documents**

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:**

- i. Certificate of Incorporation/Registration
- ii. Copy of Registration Certificates with the GST & IT(PAN) Authorities
- iii. Audited/ Certified financial statements & annual report for 2016-2017, 2017-2018 & 2018- 2019. In case revenue from core Call Center operations (inbound /outbound) is not mentioned explicitly, a certificate from the CA of the company quantifying the revenue (Point II Table 9).
- iv. Completion certificate/ Operational Certificate with date from CA/CS pertaining to the value of work done. OR Work Order with order value detailing the scope OR Agreement copy defining the scope and value. Else provide satisfactory certificate from the Client including value of work done. Also provide client reference detailing Name, Designation, Phone and Email ids
- v. Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements.( bidder shall have an established Call Center of at least 50 Call center seats at Delhi NCR operational for at least 1 year as on 31.03.2019)
- vi. Supporting documents-Certificate & relevant documents like work orders proving experience in call center operations from the concerned clients (Point V Table 9).
- vii. Self-certificate and/or Letter of Undertaking regarding 'No Black Listing' from the bidder in company letter head, signed by authorized signatory as per Annexure-IX.
- viii. Copy of DOT/TRAI certificate/License for the proposed sites.
- ix. Certificate from the Bidder's IT head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements i.e. Bidder have at least 200 in-bound Call center seats operational at a single location in India as on 31-03-2019.
- x. Certificate from the Bidder's HR head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements i.e. Bidder have at least 500 agents employed in delivering in-bound call center services as on 31-03-2019.
- xi. Certificate from CA firm / P&L statement and Balance sheet approved by the auditor for last two previous financial years (2017-18 & 2018-19).
- xii. Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS that the bidder meets the qualification requirements as per Point XI of Table 9.
- xiii. Copy of the certificate for valid ISO 9001:2008 and ISO27001:2013 on the date of bid.
- xiv. NOC from NeGD on its letter-head by authorised signatory, as applicable (for existing Partners)
- xv. 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:**

- i. Undertaking regarding non-existence of 'Conflict of Interests'.

### **III. Documents related to Technical Evaluation**

- i. UMANG Project Understanding – Presentation
- i. Experience in managing call center operation in India : Copy of work order + Completion Certificates/Operational Certificates from the client; OR Work Order + Self Certificate of Completion/Operational (Certified by CS/independent auditor of the bidding entity); OR Work Order + Phase Completion Certificate from one of the Directors of the bidding entity/client certificate

- ii. Certificate from the Bidder's Recruitment head and signed by authorized signatory of the company/CA/CS showing experience in handling inbound calls in regional languages.
- iii. Exit Management Plan.
- iv. Company's capability, skills, call centre set-up and proposed methodology, timeframes to take over and manage UMANG call centre.
- v. Resumes of the Resources quoted.

Any other document as per the RFP

# ANNEXURES

## Annexure I : Financial Bid Format

Sr. No.	Item description	YEAR 1 (in INR- Excl of taxes)			YEAR 2 (in INR- Excl of taxes)			YEAR 3 (in INR- Excl of taxes)			YEAR 4 (in INR- Excl of taxes)			YEAR 5 (in INR- Excl of taxes)			Total Cost of Entire Project (5 Years) (in INR - Exclusive of Applicable Taxes)
		No. of FTEs	Rate per FTE per Year	Total Amount for 1st Year	No. of FTEs	Rate per FTE per Year	Total Amount for 2nd Year	No. of FTEs	Rate per FTE per Year	Total Amount for 3rd Year	No. of FTEs	Rate per FTE per Year	Total Amount for 4th Year	No. of FTEs	Rate per FTE per Year	Total Amount for 5th Year	Total Cost for 5 Years
		A <sub>1</sub>	B <sub>1</sub>	C <sub>1</sub> = A <sub>1</sub> X B <sub>1</sub>	A <sub>2</sub>	B <sub>2</sub>	C <sub>2</sub> = A <sub>2</sub> X B <sub>2</sub>	A <sub>3</sub>	B <sub>3</sub>	C <sub>3</sub> = A <sub>3</sub> X B <sub>3</sub>	A <sub>4</sub>	B <sub>4</sub>	C <sub>4</sub> = A <sub>4</sub> X B <sub>4</sub>	A <sub>5</sub>	B <sub>5</sub>	C <sub>5</sub> = A <sub>5</sub> X B <sub>5</sub>	C <sub>1</sub> +C <sub>2</sub> +C <sub>3</sub> +C <sub>4</sub> +C <sub>5</sub>
1	Providing Help Desk Center Services for UMANG	20			25			25			25			25			

Total Cost of 5 Years in Words .....

Note:

- i. It is expected that “Rate per FTE per Year” as quoted by Bidder for any Year 1,2,3 and 4 shall be less than or equal to the subsequent Year (2,3,4 and 5<sup>th</sup> year ) FTE Rate  
i.e. year 1 rate <= year 2 rate <= year 3 rate <= year 4 rate <= year 5 rate

**In case this quoted otherwise, the bidder has to provide the justification for the same failing which it's bid may be rejected.**

- 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. Actual pay out for the Help Desk Center services would be based on the actual number of FTEs deployed. The final billing will done on the actual FTE count and that will be arrived at by compounding total Login Hours divided by the Unit FTE definition above. The Bidder will have to provide costs for each year i.e. for Year 1, Year 2, Year 3, Year 4 and Year 5.
- vi. All the rates quoted by the bidder shall remain unchanged during the period of contract.

- vii. No counter condition/assumption in response to commercial bid will be accepted. NeGD has a right to reject such bid.
- viii. NeGD reserves the right to decrease or increase the FTEs requirement as per call volume or actual requirement of NeGD.
- ix. 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.

## **Annexure II : Technical Bid Cover Letter**

**[Cover Letter]**

[Date]

To,

<<Address to be added>>

Dear Sir,

**Ref: RFP for Selection of an Agency for Operating the Help Desk Center for Unified Mobile Application for New-age Governance (UMANG)**

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)

## Annexure III : Commercial Proposal Cover Letter

(Company Letter Head)

[Date]

To,

Dear Sir,

**Ref: RFP for Selection of an Agency for Operating the Help Desk Center for Unified Mobile Application for New-age Governance (UMANG)**

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)



## **Annexure IV: 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 “Help Desk Center 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 advise 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 V: Format for submission of Queries for clarification

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

<<Name & Address>>			
<b>BIDDER'S REQUEST FOR CLARIFICATION</b>			
<b>Name of Organization submitting request</b>		<b>Name &amp; position of person submitting request</b>	<b>Full formal address of the Organization including phone, fax and email points of contact</b>
			Tel:
			Fax:
			Email:
<b>S. No</b>	<b>Bidding Document Reference(s) (section Number / page)</b>	<b>Content of RFP requiring Clarification</b>	<b>Points of clarification required</b>

## **Annexure VI: Earnest Money Deposit**

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 Operating Help Desk Center of UMANG, 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)

## **Annexure VII : Performance Bank Guarantee**

[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 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 Operating the Help Desk Center 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 court.

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.

## Annexure VIII : Agency(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 :
	:	:	:	:
<b>Bank details of the Agency</b>				
Bank Name				
Bank Address				
Bank Account No				
IFSC Code				
PAN No.				
TIN No.				

Signature & Stamp of the Bidder

Date:



## **Annexure IX : 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:

**Annexure X: Format for Team Profile for UMANG**

<b>S.No</b>	<b>Employee Name</b>	<b>Task assigned in UMANG</b>	<b>Years of relevant Exp</b>	<b>Professional &amp; Educational Qualification</b>	<b>Details of similar prior assignments - Key clients, nature of project and role in the project (maximum of five assignments most pertinent to this project)</b>	<b>Before Go Live / After Go-Live /Both</b>

## Annexure XI: 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	<ul style="list-style-type: none"> <li>- Build relationship with depts.</li> <li>- Create Funnel for new services</li> <li>- Get/create and test API's,</li> <li>- Create FRS of services</li> <li>- Expose the APIs with documentation</li> <li>- Handover service document to Backend tech ops team</li> <li>- Enable these services on core platforms such as Selfcare, UMANG Analytics etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Consume the API's and create UI for different platforms based on FRS created by backend team</li> <li>- Testing, deployment and release to production</li> <li>- Handover and walkthrough of service operation document to Frontend tech ops team</li> </ul>	Train all call centre agents/managers on all services before these go live	To do audit as offered by other vendors	<ul style="list-style-type: none"> <li>- Create Funnel for services.</li> <li>- To approach depts. for on-boarding services</li> <li>- Review the documentations and UI/UX</li> <li>- Day to day manageability and escalations from / to departments.</li> </ul>
3	Testing	<ul style="list-style-type: none"> <li>- Provide service test data to front end team</li> <li>- Manual and automative testing</li> <li>- Creation of test cases for any enhancements in core components as per FRS</li> <li>- Ensure to pass 90 % of the test case for Core Components in case the work is audited by NeGD nominated agency.</li> </ul>	<ul style="list-style-type: none"> <li>- Prepare comprehensive test cases for each service delivery and share with Backend Team/ NeGD/ NeGD nominated agency</li> <li>- Prepeare automative scripts apart from manual testing to fasttrack development and re-testing.</li> <li>- Ensure to pass 90 % of the test case in case the work is audited by NeGD nominated agency.</li> </ul>	...	To audit as per requirement	- Testing of services as per test cases and FRS
4	Performance Testing	<ul style="list-style-type: none"> <li>- Perform the performance testing of APIs and publish the reports to all stakeholders.</li> <li>- Provide Guidance to department to improve performance</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluate the App from time to time with different data load time of the app on different network types</li> <li>- Deploy proper tools to monitor the same.</li> </ul>	Be aware of the issues of App/platform so as to answer satisfactorily to users	To audit as per requirement	<ul style="list-style-type: none"> <li>- Review the reports published by frontend and backend development.</li> <li>- Discussion with department (whenever required)</li> </ul>

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5	Queries/Grievance/Bugs as reported by Users/NeGD /Depts.	<ul style="list-style-type: none"> <li>- Back-end Ops team to resolve the issue within defined SLA's.</li> <li>- Assign to Front-end ops, if the issue is not related to Back-end</li> <li>- 24 * 7 tech ops team</li> </ul>	<ul style="list-style-type: none"> <li>- Will resolve the issue and update the ticket status</li> <li>- 24 * 7 tech ops team</li> </ul>	<ul style="list-style-type: none"> <li>- 10:00 AM to 6:00 PM (All days) Service Window</li> <li>- Resolve the query/grievance in case User approach the Helpdesk.</li> <li>- 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.</li> </ul>		<ul style="list-style-type: none"> <li>- Review the Issues on regular basis.</li> <li>- Resolve conflicts.</li> <li>- Review the SLA report, Tickets etc.</li> </ul>
6	App Hosting and Playstore Management on all channels	.....	<ul style="list-style-type: none"> <li>- All the work related to hosting the apps on different app stores</li> <li>- Monitor vital statistics and information including ARNs and crashes and continually improve the system to fix all these items.</li> <li>- Ensure that the build/changes updated on respective stores comply with all store policies and the builds are not rejected.</li> <li>- Release management</li> </ul>	<ul style="list-style-type: none"> <li>- Review and address User Comments on App Stores</li> <li>- Submit reports to NeGD</li> </ul>	.....	<ul style="list-style-type: none"> <li>- Review the deployment process.</li> </ul>
7	Coordination with NIC/ Cloud service Provider	<ul style="list-style-type: none"> <li>- Deploy a dedicated resource for interactions with Cloud service provider(NIC) to provide infra services such as VM allocation, port openings, Whitelisting etc.</li> <li>- Conduct Half Yearly DR drills</li> <li>- Build relationship with NIC team</li> </ul>	....	.....	.....	<ul style="list-style-type: none"> <li>Manage escalations wherever required</li> </ul>
8	Operations	<ul style="list-style-type: none"> <li>- Monitor the server's and network performance which includes CPU, memory, storage and set alarms</li> <li>- Assess system data</li> </ul>	<ul style="list-style-type: none"> <li>- Monitor applications downtime, performance etc.</li> <li>- Monitor the services with the use of automated scripts and raise alerts in case of</li> </ul>	<ul style="list-style-type: none"> <li>- Update Training manuals</li> <li>- Monitor the performance and utilizations</li> </ul>	<ul style="list-style-type: none"> <li>Audit of SLAs and submit report to NeGD</li> </ul>	<ul style="list-style-type: none"> <li>Coordination between vendors. Make payments as per SLAs met</li> </ul>

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		and error logs, along with user 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	any issues - Adhere to SLA's	of CSE's. - Create Knowledge 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, so as 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 O&M the cost to be borne by Vendor, for development the cost to be borne by NeGD	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/Hardware to manage Helpdesk to be procured and its cost to be borne by the vendor	.....	Review recommendations and suggest alternatives if available.  Make payments to procure 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)

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1 2	Documentat ion	<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>- Handover document for operations team</li> <li>- Managing the testing data</li> <li>- Core platform and UMANG platform documentations</li> </ul>	<ul style="list-style-type: none"> <li>- Creation and updation of documentation for all the front end components of UMANG, User manuals, Training modules etc.</li> <li>- Handover document for the techops team</li> <li>- Updation of UMANG APP FAQs.</li> <li>- Design guidelines manageability</li> </ul>	<ul style="list-style-type: none"> <li>- Training modules</li> <li>- Knowledge base of Frequently asked questions.</li> </ul>	Audit as per requirement	Review the documents
1 3	Relationship Managemen t	<p>Team has to build the relationship with respective stakeholders such as</p> <ul style="list-style-type: none"> <li>a. With Departments</li> <li>b. With NIC teams</li> <li>c. Vendors 1 to 4</li> <li>d. With other External Partners</li> <li>e. With NeGD</li> </ul>	<p>Team has to build the relationship with respective stakeholders such as</p> <ul style="list-style-type: none"> <li>a. With Departments</li> <li>b. With NIC teams</li> <li>c. Vendors 1 to 4</li> <li>d. With other External Partners</li> <li>e. With NeGD</li> </ul>	<p>Team has to build the relationship with respective stakeholders such as</p> <ul style="list-style-type: none"> <li>a. With Departments</li> <li>b. With NIC teams</li> <li>c. Vendors 1 to 4</li> <li>d. With other External Partners</li> <li>e. With NeGD</li> </ul>	Audit as per requirement	Facilitate the meetings among various stakeholders and resolve the issues in working

## Annexure-XII: 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 - Annexure II and III) with complete technical bid and Financial bid(format as per Annexure I), 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.	Annexure VIII – Agency(Bidder) Information Form	
9.	Undertaking regarding extension beyond 2 years at the quoted cost.	
10.	Non Disclosure Agreement (Annexure IV)	

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal: