Date: 30.09.2019

Responses to Queries against Revised - Request For Proposal (RFP) for Frontend (Vendor 2) on Unified Mobile App for New Age Governance (UMANG) published by National e-Governance Division (NeGD) on 17.09.2019

Sr. No	Bidding Document Reference(s) (section number/ page number)	Content of RFP requiring clarification	Points of Clarification required	Response
1	Eligibility criteria page 31	point 4 Experience: Experience in developing minimum 5 mobile applications; each shall have been developed, deployed and must be operational on Android and/or iOS on the date of the Bid. Supporting work order/LOI/certificates to be attached.	request you to relax this clause to "b) Developing mobile applications and shall have been developed, deployed and must be operational on Android and/or iOS on the date of the Bid for internal and external projects". Also request you to please consider internal projects also.	No Change
2	Techncial Evaluation Criteria	For Apps (India/Global) of type Government, eCommerce, Banking, Financial services and Insurance (BFSI), Enterprise and FMCG 2.5 marks for each app with at least 10,000 downloads (max marks 20)	request you to please relax this criteria to (single app) one app with more than 100000 downloads-20 marks	No Change

3	Techncial Evaluation Criteria	2. Multilingual app: One marks for each language enabled other than English, total 5 marks	request you to please relax this criteria and omit this point.	No Change
4	Techncial Evaluation Criteria	The bidder has to get minimum 75 marks to qualify the technical evaluation criterion a	request you to please relax this criteria to "The bidder has to get minimum 60 marks to qualify the technical evaluation criterion a"	No Change
5	Page 32, Section 10.2.1, Table 8, Point 2 - Marking Procedure	For Apps (India/Global) of type Government, eCommerce, Banking, Financial services and Insurance (BFSI), Enterprise and FMCG	We request you to remove this clause or include general apps as well since any general apps could also have the required functionality and capabilities that UMANG has.	No Change
6	Page 32, Section 10.2.1, Table 8, Point 2 - Marking Procedure	2.5 marks for each app with at least 10,000 downloads (max marks 20)	We would request you to have marking based on different brackets of downloads. For eg less than 10K - 0 Marks 10,000 - 25,000 - 4 marks 25,000 - 50,000 - 6 marks Greater than 50,000 - 8 marks	No Change
7	4.3.1 (ii) / 4	The department applications and their services are HTML, JS, CSS based web applications rendered on the mobile apps with	Is it common implementation behavior for all the services? i,e EPFO service then mobile	In some cases, the department mobile / web application can be open on web view which may be temporary in nature. At the end, UMANG will create the

			platform specific customizations of view, Navigation etc. correct?	application is loading the EPFO services options on a web view? Only navigation bar is native rest of whole component is webview driven	UI/UX for the department services based on FRS, Product design, business process etc.
8	4.3.1 (ii) / 5		*Windows app will not be supported and therefore, is not be part of the Bid; KaiOS is currently developed in-house	RFP scope only includes iOS, Android native apps and web application correct? KaiOS NeGD in house team will take care and windows application will be discontinued.	Bidder need not to develop the application / service for windows platform. KaiOS is part of the development and bidder shall make provision for the same.
9	4.4.4 / 7		Note: There are no APIs for language translation. Bidder has to get the work translated in different Languages as per requirement of different States/services.	Costing involved in translation will be afforded by the vendor?	Service Enablement Fees (B) quoted here is for enablement on Android, iOS and Web in English, Hindi and One Regional language. For each additional language, 0.5% of the quoted service enablement fee amount shall be paid in addition to the Service Enablement Fees (B).
10		5/13	After takeover, the Partner Agency (Bidder) shall develop and enhance the UMANG front-end apps (Android, iOS, Web, KaiOS) as described in Section 4 above including all core features/functionalities and capabilities and adding further capabilities as decided	It's mentioned in 4.3.1(ii that KaiOS app is getting developed in house. Will it be a part of scope for vendor?	Currently some services are being developed inhouse, however in future Vendor will have to develop these services. Thus KaiOS is part of scope and can be billed as per clause 10.2.2 (point -2) Financial Evaluation

		by NeGD/MeitY.		
11	5 (vii) / 13	Proper Documentation of the Project including all frontend developed services/core features which will be used for designing test cases to further validate the running Functionality.	Documentation for existing apps will be provided by previous vendor correct? We will be only responsible for the documentation for the part which we have developed.	Documentation is available and can be provided to Vendor 2 as part of takeover process. Vendor 2 shall be responsible for creation/modification of new/old documents on need basis.
12	5(viii) / 13	All the new development(s) should be free from all known vulnerabilities and Bugs Development/Customization and implementation of web-based Project Management Tool(s) as per need of NeGD/MeitY. Technical Helpdesk and Handholding Support to Vendor 1 and Vendor 3 and for issue resolution.	" implementation of web-based Project Management Tool(s) as per need of NeGD/MeitY" does it mean we will have to maintain project using some project management tool like GIT, Basecamp, Freedcamp etc?	Tools to manage the frontend development and reporting to NeGD/MeitY shall be managed by the bidder and NeGD/MeitY will not provide any tool.
13	5(xi) / 13	Continuous development and integration of new services as assigned by NeGD/MeitY.	Based on the requirement shared by department, timeline and execution will be concluded mutually. Execution will be done based on one service at a time.	Execution of service is a parallal process as "The Partner Agency (Vendor 2) should be able to ramp up the capacity to deliver 240 services in an year i.e. ~60 services per quarter (after the go-live period)."
14	5.1(iii) / 15	Among other activities, the primary ones are as below and the Partner Agency (Bidder) shall complete them for Component A (Go-Live	Does it mean vendor will be responsible to develop maximum 10 new services and	10 new services are minimum, 5 bugs are minimum in addition to other requirements of the said clause.

		with Specified Works) to become payable (refer Section 9.1.1) a. Development (Android, iOS, and Web) i. Develop, Test and make live on production10 services assigned by NeGD on Android, iOS, and Web ii. One build release of Android, iOS, and Web version of the application on Respective stores including bug fixes/enhancements etc. b. O&M i. Fix 5 bugs handed over by NeGD (including all platforms Android, iOS, Web,) ii. Undertake 5 enhancements/changes	resolve maximum 5 bugs reported by NeGD?	
15	5.2.3 / 19	5.2.3 Service Enablement Timelines (Indicative)	Timeline must be mutually discussed and agreed by both parties as it may also has dependencies on vendor 1 for APIs and vendor 3 for QA.	Frontend timelines will only start from the date the APIs are received from the backend partner and this can be based on the complete service based approach instead of complete department based approach. QA of the work done by Vendor 2 shall also be part of Vendor 2.
16	13.17 – Mode of Submission Page number – 52	The technical proposal should be submitted with two printed copies of the entire proposal and a soft copy on Pen drive with all the contents of the technical	Can we submit a soft copy of proposal in CD or on mail? Kindly advice	No Change

		proposal.		
17	13.17 – Mode of Submission Page number – 52	Bidder shall also submit the technical presentations (required as per section 10.2.1) of the proposal, in PDF/PPT form in Pen drive on the day of the technical presentation	We do not need to submit presentation at the time of Proposal submission. We only need to submit presentation on the date of presentation. Kindly confirm.	Copy of presentation may be submitted later.
18	Section 2.1 (Page 7) Section 4.5 (Page 18) https://negd.gov.in/node/88	UMANG currently has around 475 services from 87 Government Applications (including 87 services from Service Plus) of various department of Centre, State, Local bodies and Bharat BillPay are live on UMANG. The website states: Mar-2019 – 500 services Dec-2019 – 800 services	Please confirm our understanding on the scope of services (Integration with Mobile App): • Annexure I, II – contains list of services already integrated with Umang • Annexure III – contains list of services pending integration with Umang, and in scope for this RFP? Also confirm if the above-mentioned Integrated services are available on all platforms: iOS, Android, KaiOS and Web.	Most of the services are in sync on all platforms except KaiOS. Currently KaiOS has less services as compared to other platforms, however Vendor 2 will have to increase delivery of these services as per need of NeGD.
19	Section 3.ii.a (Page 7)	Vendor 1 to do activities defined in (a) above has already been selected through RFP	As we understand, build / O&M of "UMANG Backend" as	Yes

		for UMANG Backend	defined in section 4.1 is out of scope for Vendor 2.	
20	Section 4.3 (Page 10)	Mobile app available on Android, iOS, Windows and KaiOS Mobile web app (on major browsers such as Chrome, Firefox, Safari, IE, Edge etc.)	What is the development landscape infrastructure / software / versions? Development to be done at client location? Who will bear the license fee / software cost?	1. Bidder may refer section 4.3 for software, version and infrastructure part. 2. Bidder shall perform the development at their location whereas the requested four resources will be located at NeGD. 3. Please refer Annexure IV point no 10 . However, software requirement for development environment shall be managed by Vendor 2
21	Section 4.3 (Page 10)	These frontends can expand in coming years to different types of clients such as BOTS (Voice and Chat)	BOTS (chat & voice) is "Out of Scope" for this RFP. Just to confirm that: Any future (additional) development will be treated as an amendment to the RFP and will be discussed accordingly?	BOTs are not in the current scope of work.
22	Section 4.3.1 (Page 11)	Table 1 – Technology Stack: KaiOS is currently developed in-house	a) When do these resources working on "Operations and Maintenance" task need to join NeGD? b) Also, could you help us with the Technology Stack to be used to create the Mobile Website?	a. After Go-Live, as the O&M work of Vendor 2 will start thereafter. b. bidder may refer 4.3.1 section for technology stack being used. If bidder wants to change the technology stack, NeGD discussion and confirmation is required.
23	Section 4.3.3	"Currently", the	In continuation to	Refer Annexure 1 & II of

	(Page 11)	integrations are as below…	#1 above, can we get a complete list of "Services" already integrated?	RFP
24	Section 4.4.4 (Page 7)	UMANG app is currently available in 11 regional languages in addition to English and Hindi	a) 13 Languages support already in place, how many more in scope for this RFP? b) Data received from API will be shown as-is, no translation to be done?	a) Language may vary depending on the need of internal and external stakehoders. Some additional languages may come from list of 22 languages mentioned in 8th schedule of Constituition of India. As of now, UMANG supports 13 languages from this schedule. b) In most of the cases data received through APIs are shown as-is.
25	Section 4.4.10 (Page 8)	Profile Management	a) What would be the mandatory fields?	Mobile number is mandatory as of now; however, this may change based on the requirement.
26	Section 4.4.12 (Page 15)	Offline Support: Features such as access to Home Page Services and subservices for all departments, state specific landing pages, Notifications, Various forms, Settings etc.	As per our understanding, Message Broker queue is part of middleware, please confirm? Is Implementation of Message Broker Queue a part of Vendor 2 responsibilities?	Frontend part of implementing offline capabilities will be responsibility of Vendor 2. For requirements at the backend, Vendor 1 will be responsible.
27	Section 4.4.13 (Page 15)	Caching: Application Level Department landing page is generally a static page and is cached to ensure prompt rendering when the department is invoked. Majority of images, icons, or static banners are retrieved	How many images, banners? How many lists – • Generic - standard list reusable in multiple screens / services? • Unique - list used only in	The Caching strategy and technical implementation will be done by Frontend Vendor 2 and may keep on changing depending on the requirements.

		and cached in the client cache itself. Static data, small lists are retrieved and cached within the application cache.	some/specific services?	
28	Section 4.4.14 (Page 16)	Branding: Customized screen - state wise, user preference	• NeGD will be providing the templates / UI designs for various branding? Can you please provide the total list template in scope?	These things are dynamic and it is expected that Fronend Vendor manages them as a framework and in a configurable manner.
29	Section 4.4.19 (Page 17)	Others: The image sizes for the icons/logos/banners should be predefined to best fit the mobile app/web and for quick page load.	• Is image processing / editing also in scope? If yes, can you share additional details? • How are "Admin" functionalities (image,banner upload etc.) handled?	Any thing related to UI/UX is part of the scope of Frontend Vendor including the image processing/resizing, if required, for optimised rendering on the app. Banner upload (in a limited way is currently handled by Selfcare portal deployed at the backend (Refer Vendor 1 RFP).
30	Section 5 v. (Page 19)	• Upgrades and enhancements on the existing frontend system to match industry best practices. • The Partner Agency 2(Bidder) shall take over the all the existing software, code, documents and all related artefacts and understanding from the existing Partner Agency. • The App should work on All Android, iOS devices with the versions of operating	a) How many tickets are there for current app on a monthly basis? Also, please share the open tickets numbers; if possible? b) The project related documents, which Vendor 2 has to take over during KT phase, is it available? c) Confirming, if the application has to made functional to run	a). Tickets may vary as these are dynamic in nature. b). Documents are available and shall be provided to Vendor 2 as part of takeover process. c). At any point of time, the App should work on all Android, iOS devices with the versions of operating systems released by them in last 3 years.

		systems released by them in last three years and all future releases at any given point of time.	on Android/iOS OS released during the last 3 years and not any version prior to the same? Eg: if Android Lollipop was released in 2016, then the app will be supported for that version and not compatible with KiT KAT?	
31	Section 5 1. (Page 19)	Scope: carry out takeover and transition activities at the start of the project so that a level of readiness is achieved Develop, Test and make live on production (10 services assigned by NeGD on Android, iOS, and Web) O&M i. Fix 5 bugs handed over by NeGD (including all platforms Android, iOS, Web,) ii. Undertake 5 enhancements/changes proposed by NeGD(including all platforms Android, iOS, and Web)	Go Live including UAT of 90 days after LOI is as given here = KT + 10 services development + 5 defect fix + 5 enhancement. Please confirm. What if, the outgoing vendor does not provide KT or completes KT within time?	Penalties will be imposed only for delay attributable to Vendor 2. NeGD will facilitate for Knowledge Transfer from ougoing vendor, however the Vendor 2 should have sufficient technical capabilities to absorb/understand the same in a timely manner.
32	Section 5.2.1(Page 22)	Service Enablement Process Subpoint 5 and 6 Create comprehensive test cases and QA report for every service/core delivery made.	The request for resources is for iOS and Android Developers, however, the subpoint 5 suggest that for	Resources are for O&M purpose. For Service Enablement (for which Vendor 2 shall quote Service Enablement Fees), which is a deliverable, Vendor 2 has to do development as well as

		Testing (Functional, Performance, Security etc.), deployment and go-live after Approval from NeGD and/or respective application owner department and update UMANG website accordingly.	every service Vendor 2 has to submit a QA report, could you please confirm if this is correct? Or these services have to be provided by Vendor 4 as suggested in the RFP document	internal QA (including quarterly Security Audit through third party). Vendor 4 may or may not be asked to do for QA of services by NeGD. However audit by Vendor 4 , if any, shall be in addition to the QA done by Vendor 2.
33	Section 5.4(Page 26)	Sub Point 10 - Adherence to SLA, provide SLA monitoring tool, Dashboard to NeGD for evaluation of different service level parameters.	Is there a parameter/set requirement, as to what type of tool to be provided for monitoring the SLAs?	There is no set requirement.
34	Section 6.1.8 (Page 31)	Resources ... would be stationed either at NeGD/MeitY or at vendor location for complete duration of the project.	Who will responsible for "Project Management" of resources stationed at NeGD/MeitY?	Vendor 2
35	Section 10.2.2 (Page 17) Section 13.18	Financial Bid Commercial Proposal Assets (Logos, Banners etc.)/HTML design	Will there be any guidelines provided to design the web pages? Or the Vendor has to decide and confirm the same with NeGD/MeiTY team?	Vendor 2 shall do all design and development as per latest market trends/technology but in consultation with NeGD.
36	Section 3, Point i(b)	"b. Vendor 2 to do activities defined in (b) above – for which this RFP for UMANG Frontend is being floated."	We assume that Vendor 2 needs to integrate the applications developed by other service providers through	Vendor 2 shall be responsible for frontend development and manageability of frontend aspects. Vendor 1 shall provide the APIs so that Vendor 2 can consume those

			API developed by those service providers or developed by the Vendor 1 who will be responsible for Backend. Is vendor 2 also responsible for devlopment of application or SDK or API? Please inform the same in detail.	APIs.
37	Section 5, Point iii	"Enhance Existing user interface (UI) and user experience (UX) or implementation of a new system at par with major Mobile Apps available in the market."	So Vendor 2 needs to only enhance the existing UI or need to change the Whole UI of the existing Umang app, as all the services present in this will get affected. So redesigning means only the changes in the design of Web and apps keeping the services same? or do you want us to re integrate the services based on the new UI? Please explain in detail.	Vendor 2 has option to continue with the exisiting design or change UI/UX wihtout requirement of any re-integration. However, it is expected that Vendor 2 does continuous improvements in the frontend. The improvement should also be a part of the Technical Proposal submitted by the Bidder and shall be used in evaluation of the Bid.
38	Section 5.2.1, Point vii	"Hosting of builds of UMANG Mobile app on different App Stores for different mobile app stores such as Google	Hosting cost will be bared by you or vendor 2 needs to pay for the Hosting and App	Hosting cost will be borne by NeGD.

			Playstore, Apple Appstore, KaiOs etc. shall be done by the Partner Agency (Bidder) wherever applicable."	store/ Playstore account? Please inform.	
39	General	General	Do we need to redesign and redevelop the web application? Please inform.		Refer above point no 37
40			Tender Value: ₹5,50,00,000(What we can read is Rupees Five Crore Fifty Lakhs)	We would like to seek your understanding on what basis in NIT (Attached NIT with email) NIT placed on eprocure.gov.in portal, It is mentioned that tender value is 5,50,00,000?[Does NeGD has any idea about this Estimated Tender Value mentioned in NIT on eprocure.gov.in portal, OR Is this estimated value estimated for 1 Year OR 5 Year]	The Tender value is tentative for 2 years+Go live period, however in the competitive bidding process it may get lowered.
41	Section 10.2.2(Page 39) Financial Evaluation, Table9 (Services Category S1 to S6) & Section 2.1 (Page 1) Digital India	Section 10.2.2 (Page 39):Services Category S1 to S6 = 480 Services (Under Scope of Work).Section 2.1 (Page 1): 1st paragraph last line states, It (UMANG) was envisaged to integrate with 200 government applications to provide around 1200+ high	Request you to please confirm If in this RFP you have mapped to integrate with 200 government applications to provide around 1200+ high impact services, within S1 to S6 Services, OR only	Payment for any additional services will be made as per the service enabled fee quoted by the vendor. If NeGD will require any additional manpower in excess of 4 resources, it will be paid on the quoted rates as per actual deployed resources.

		impact services.	selected application & services areconsolidated under Services Category S1 to S6 (480 Services),[The understanding is currently 475 services are live on UMANG, this RFP would add another 480 services]How do we cover any additional services arising in coming years?Basically what about new govt application & services that would evolve over period of time(Note: To fulfill such requirements, apart from Support Services for 5 years, there would be requirement for additional 'Fixed Capacity Team' to be in palce as well to support such periodic requirements to be added to UMANG App to stay abreast on new govt services)	
42	4.3.1 Mobile App	*Windows app will not be supported and	Do we need to provide any	Yes, Bidder shall provide the resources as per RFP

		therefore,is not be part of the Bid; KaiOS is currently developed in-house	developer for this part?	requirement. Please refer section 6.1.8
43	5.2.3 Service Enablement Timelines (Indicative)	These will not be counted for targets or payments to vendor 2.	Do we have deadline or not?	Service Enablement timelines for individual services depending on their type are indicative. However, all services offered to Vendor 2 for enablement in first 2 months of a given quarter have to be completed in that quarter. Please refer Clause 9.1.2.1 of the RFP.
44	Section 4.3.2 / Page Number 5	The web part consists of a fully responsive web application for multiple form factors (primarily targeting mobile web) form factors. Server rendered pages use Java, JSP, Spring, Hibernate and Clientside pages use HTML, CSS, AngularJS and other JavaScript libraries	Do we need to develop the web application using the same technology or we are open to propose any different technology stack?	Bidder is open/free to use the different technology stack but NeGD approval is required.
45	Section 4.3.1 / Page Number 4	The department applications and their services are HTML, JS, CSS based web applications rendered on the mobile apps with platform specific customizations of view, navigation etc	Currently Umang Application is using the web view structure that displays the web pages of Umang website inside the application for the listed services. Do we need to follow the same web view structure for all the current and upcoming services showing the web pages of	Refer eply to above point no 44

			the website inside the application?	
46	Section 4.3.3 / Page Number 6	In services where a payment/charge is taken from citizen for availing the services payment through a payment gateway is enabled in UMANG. PayGov payment gateway of MeitY is the default offering under UMANG but departments can enable payments through their own payment gateway. This is based on decision by department offering these services.	For instance if Department 1 uses Payment gateway1 and Department 2 uses Payment gateway 2. Do we need to provide integration support for all department specific payment gateways? Or we need to provide support for only PayGov payment gateways?	Bidder shall provide the support for one or more payment gatways, depending on requirement.
47	Section 4.3.3.4 / Page Number 6	Departments seeking feedbacks of end users can trigger them through web as well as SMS, both in online and offline mode, through APIs exposed by API layer of RAS. UMANG is integrated with RAS for online feedback collection. The user is triggered for a feedback (through RAS) as soon as the service is availed by the user on UMANG.	How RAS mechanism will be integrated in offline mode inside Umang App since API's exposed by RAS will work in online mode only	Caching and Offline mode strategy will be decided and finalized after dicsussion with NeGD and may vary from time to time.
48	Section 4.4.1 / Page Number 6	Currently users can register using only India based mobile number and the mobile app is available and open only on India play-store/app store. It is envisaged that the app will be made open	For current bid, we are assuming that the application will be available for India region only and no multi country support will be provided.	All support is to be provided from India only. The clause speaks about the required functionality.

		for all countries Playstore/Appstore in coming time with the possibility of registration using country based registration. Once the user has registered on UMANG a proper guided tour is available for users on usage of application	Please Confirm?	
49	Section 4.4.4 / Page Number 7	If the language (user's already set language or default language) is not supported on the department app/service page, by default the department app/service pages will appear in English	We are assuming, data contained within app will be converted to selected language. How the language conversion will be handled for data coming from server/backend? Do we need to translate the server side data coming to application as well?	Content translation is not required. But the content can be translated by integration with a language translation tool that does translation/transliteration on the fly for the content also. The tool /software/APIs shall be procured on need basis as per Clause 10 of Annexure IV.
50	Section 4.4.14 / Page Number 10	Central/State Government has the option to Brand their own services by selecting a template for their specific services page.	How central/state government will be able to brand their services? What factors need to be considered? We are assuming the same will be performed via Department portal	UI/UX for such branding has to be provided by Frontend Vendor 2 in a configurable manner.
51	Section 4.4.15 / Page Number 10	UMANG application maintains transaction history for reference purpose which has the	Does Umang App maintain the history for any transaction	Yes

		complete transaction information such as transaction name, department name, amount, date etc. along with browsing option. Transaction history is permanent in nature which is associated with account	performed within the services? For example if the any user pays the gas bill by using the Bharat Gas service, will it reflects as a transaction in the Transaction History under Umang App?	
52	Section 2.1/ Page 7	Currently 475 services are live on UMANG and a Help Desk Center(Toll Free Number is 1800-11-5246) is established to manage User queries/grievances with regards to UMANG.	Please confirm if all these 475 services will be in front end vendor's scope of work for enhancement. We assume that all the work will be done by onsite 4 resources.	Yes, improvement and O&M work is to be done by these resources, but these may be supported for ideas/guidance by the project management of the vendor 2 to ensure quality of work.
53	Point xvii section 5 / page 20	The App should work on All Android, iOS devices with the versions of operating systems released by them in last three years and all future releases at any given point of time.	How the compatibility of future relesased will be managed?	Refer above point no 30
54	Point xxi section 5 / page 20	Partner Agency (Bidder) shall enable a collaborative development environment and a corresponding release process so that multiple teams (different offices, entities) can work together to fast-track service roll out on UMANG.	Please confirm if all the development work will be done from Vendor's premise?	Yes development work shall be performed at Vendor's premises and for O&M the resources shall be stationed at NeGD.
55	Point xxvi section 5 / page 20	Versioning of source code is to be maintained and reporting the same	Who will provide the tool for this requirement? or	Git (Through openforge.gov.in)

		(Monthly). Further Partner Agency (Bidder) shall provide complete backup of source code changes carried out / new code developed at the end of each enhancement as and when required	Any open source tool will work	
56	Point 1 section 5.2.2 / page 24	For a given quarter, services published by UMANG backend (Vendor 1) in the first two months of that quarter shall be enabled by the Partner Agency by the end of that Quarter.	What will be the max no, which can be handed over till first 2 months. How will be ensure that services are provided regularly and not at the end of 2 months.	The onboarding of departments / services is an ongoing continuous process and the cited scneraio is highly unlikey.
57	section 6.1.8 / page 31	Four (4) Resources as mentioned below of experience on mobile application development including detailed knowledge of scripting language and would be stationed either at NeGD/MeitY or at vendor location for complete duration of the project. These resources will be used for O&M activities to be carried out by the Partner Agency (Vendor 2) as per the Scope of work of this RFP.	We assume that the billing of these four resources will be continuous and would not be billed on need basis	O&M will be a continuous requirement for this App having hundreds of services however the estimate of 4 number of resources is an approximation which may slightly vary depending on the real situation and consequent need; for which proper notice shall be given as per clause no 9.1.3
58	Table 4 - Profile of resources / page 31	Graduation/B.E / B. Tech./ MCA	Please confirm if the candidate can be graduate from any stream?	Yes, from any mentioned streams
59	Table 11 - Penalty		Penalty shouldn't be applicable if targets are not met	Yes

			due to either vendor 1 or the reasons, which are not attributed to vendor 2	
60	point no. xv, page no.14	Process improvement in all areas	What process are referring in document. Please elaborate?	Process related to release mangement, store presence, bug management and fixing, project management, delivery etc.
61	point no. xxii., page no. 14	Handling of PDF, Word, export to different formats etc, Downloading, uploading, using native features shall be done aptly by the Partner Agency (Bidder)	What all other format will be there in the system and what are the native features?	Different formats can be images, pdfs, doc, excel etc.. Native features are login, home screen etc..
62	3.i	Once the services are developed by this vendor, another Vendor does the activities of QA/audit of the platform and services etc.	Vendor 2 will have an internal testing team allocated to the project and perform complete manual and automation tests. Vendor 4 will perform only test audits. Please confirm..	Vendor 2 is responsible for QA testing (manual and automation) and quarterly Security Audits as per RFP requirement.
63	4.3.1:iv	UI/UX Design	Is UI/UX design on the new features are in the Vendor 2's scope? If so, what are design deliverable requirements.	Refer above point no 37
64	4.3.1:iv	iOS Tech stack	What percentage of the code is written in Swift and which version of the Swift is used?	Objective-C: 95%, Swift: 5%
65	5.1: iii	Transition and Knowledge transfer	Does development and	Transition is for everything. However, payment for 1st

		from existing Partner Agency	O&M (Component A) is only for iOS, Android and Web? KaiOS is not involved in this?	milestone is not linked to transition of KaiOS app.
66	5.2.3	Service Enablement Timelines (Indicative)	Does the timeline specified in the table includes end-to-end delivery of a given service type? For example 7 working days of time for S1 includes all the activities including requirement analysis, design, development, testing/QA etc? We understand that this is indicative, but wanted to understand what activities, this timeline will cover, typically.	The complete service enablement cycle must be followed starting from creation of documents, designing, discussion with stakeholders, development, QA , training etc.
67	5.2.3	Service Enablement Timelines (Indicative)	Resources allocated for implementing S1-S6 are in addition R1-R3. Is this understanding correct?	Yes
68	5.4: v	Operations and Maintenance - Providing Technical Assistance	We recommend the technical assistance 9AM - 6PM during the working days.	No Change
69	6.1.2	Travel Cost - Para 1 and	Does this mean	Only travel costs for O&M

			para 2.	that travel from vendor 2 location to NeGD office and accommodation should be taken care by Vendor 2? Also any travel costs from NeGD location will be taken care by NeGD?	resources deployed at NeGD for travels to departments shall be borne by NeGD. All other costs are to be borne by the Vendor 2.
70		7	Timelines	O&M is mentioned as T1 onwards. However, in section 5.1.3.b O&M is included as part of Component A. Please clarify.	The Clause referes to transition of O&M work for the 1st Milestone of Go-Live.
71	10.2.2		Financial Evaluation	Are you expecting the fixed bid cost for Component A and Component B here?	The Clause is self explanatory
72	10.2.2		Financial Evaluation	Is Vendor 2 is responsible for onboarding the agency for security audit? Will the payment for agency shall be managed by Vendor 2 or NeGD?	Regarding cost of security audit fee please refer reply to query no. 62
73	Annexure IV, Table 20, #5		- 24 * 7 tech ops team	Does this techops required for front-end 24x7? We recommend front-end dev team work on a single shift. Please clarify.	Techops team shall be from R1-R3 as they are responsible for O&M. Refer section 5.4 (vi) in the RFP.
74	Annexure IV,		- 24 * 7 tech ops team	What is the	Refer above point no 73

	Table 20, #5		responsibility of tech ops team? Is this a separate team from R1-R3 and service enablement team?	
75	Annexure IV, Table 20, #10	Software procurement	Any software licenses pertaining to enabling development environments (like IDE, Operating System etc.) will be taken care by bidder. If there are any specific external/third party licenses requires, cost of such licenses shall be borne by NeGD.	Please refer Annexure IV point no 10 . However, software requirement for development environment shall be managed by Vendor 2
76	Others	CI/CD	What is the CI/CD tools used on the current development/deployment setup?	Git (Through openforge.gov.in), Jenkins
77	Others	Operating Systems supported	What shall be the minimum iOS and Android OS support required	Refer reply to above query no . 30
78	Page 5	UMANG app allows seamless integration with Digi locker application	Assume that all the external systems like Digi locker which are to be integrated exposes REST services. Please confirm	Yes
79	Page 5	UMANG app allows seamless integration with Digi locker application	Can you please share information on size and type of documents to	This may vary depending on the need of the department

			be uploaded in Digi locker?	
80	Page 7	User has the option to select any language based on their preference	From Multilingual perspective, we assume that only form elements and content will be localized. The data entered will still be in English. Please confirm	Yes. Until it is integrted with a tool that does translation/transliteration on the fly for the content also.
81	Page 10	The caching of data should be consistent across platform	Is there any Caching strategy already in place? Please share details.	Refer rely to above query no . 27
82	Page 11	UMANG platform is integrated with an exclusive chat portal	Is there any Live Chat product currently available in the landscape? Please share details.	Openfire is used for Chat on Server side and On Client side Android- yaxim (https://yaxim.org) , iOS - XMPPFramework (https://github.com/robbiehanson/XMPPFramework)
83	Page 15	The Partner Agency 2 (Successful Bidder) has to carry out takeover and transition activities at the start of the project	We assume that proper detailed documentation exists for the existing frontend for Knowledge Transfer. Please confirm.	Refer reply to above point no 11
84	Page 16	For non-API based services like SDK based (BHIM etc) APIs may not be published by the Backend (Vendor 1) and complete integration shall be managed by the Partner Agency (bidder) including documentation	How many non -api based platform like BHIM are to be integrated. Please provide more details on the number and nature of integration?	The number cannot be ascertained now. It depends on the need to integrate such apps with UMANG.
85	Page 20	The Partner agency will remove the bugs that are already identified/	Can we have an insight on count and nature of	Bugs are dynamic in nature and resolved as part of daily activity by the existing

		will be identified during the contract period.	existing bugs in the system?	Vendor
86	Page 22	Partner Agency (Vendor 2) must monitor and improve the issues reported in respective stores related to device versions and OS versions.	Please share information on OS versions and device versions to be supported	Refer reply to above query no . 30
87	Page 36	Service Quality and Performance SLAs	We assume that existing Front-End Application is adhering to SLA guidelines. Please confirm.	Yes
88	Page 31	b) Developing minimum 5 mobile applications; each shall have been developed, deployed and must be operational on Android and/or iOS on the date of the Bid.	Kindly reduce the minimum requirement to 4 mobile applications	No Change
89	Page 31	c) At least one of the applications shall have download/installs of minimum 25,000	Kindly reduce the minimum requirement to 10,000 downloads	No Change
90	Page 32	For Apps (India/Global) of type Government, eCommerce, Banking, Financial services and Insurance (BFSI), Enterprise and FMCG 2.5 marks for each app with at least 10,000 downloads (max marks 20)	Kindly increase per application marks to 5 marks from 2.5 marks making the required number of applications to 4	No Change
91	Page 32	For Apps (India/Global) of type Government, eCommerce, Banking, Financial services and Insurance (BFSI), Enterprise and FMCG 2.5 marks for each app with at least 10,000	Kindly revise the minimum downloads requirement to 4,000-10,000 downloads	No Change

		downloads (max marks 20)		
92	Page 31	Note: Consortium shall not be allowed to participate in the bid.	Kindly allow consortium to participate in the bid	No Change
93	Page 135	Bid submission 16.10.2019	Kindly allow at least 2 weeks extension in bid submission.	No Change