



Invitation to Bid

For

Appointment for Partner Agency (Vendor 5)

For

UMANG – Conversational Chat Bot and AI Based Voice Assistant

(Unified Mobile Application For New-Age Governance)



November 2019

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6 CGO Complex, New Delhi 110003**

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Part - I

1 Purpose of the document

This 'Request for Proposal' floated by the National e-Governance Division - Ministry of Electronics & Information Technology, Government of India is to select a Partner Agency working in the domain of artificial intelligence, cognitive learning, machine learning, robotics and other allied fields to provision UMANG services to users through Chatbot & Voice Assistant(VA). The agency shall be responsible for solution design, development, implementation, enhancement, operations & maintenance of AI based Chatbot/VA solution and to manage the provisioned services. The contract duration will be 2 years from the date of work order. The purpose is to operate limited services, demonstrate successful operation of Voice/Chat BoTs and learn the whole ecosystem, so that with the learnings a bigger roll out of services may be planned later.

2 Introduction

2.1 Digital India

National e-Governance Division (NeGD) is an autonomous business division of Digital India Corporation, 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 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 and Corporates from mobile. It was envisaged 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 ~490services (including 88 services from Service Plus) 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.

Reference URL to download the UMANG mobile applications from respective store is: <https://web.umang.gov.in/uaw/i/v/ref>. Users can also give missed call on 97183-97183 to get a download link through SMS.

The web URL to access UMANG services through web is <https://www.umang.gov.in/>

3 Request for Proposal

NeGD invites Proposal from reputed and reliable companies/vendors(hereafterreferredas‘Bidders’)to select a preferred Partner who is capable to provide delivery of selected services of UMANG platform to people through Voice Assistant(VA)/Chatbot. The VA/Chatbot should also be able to provide assistance with general tasks including but not limited to availing services available on UMANG platform, FAQs etc. Request for proposal (RFP) is available at NeGD website (<http://www.negd.gov.in>) as well as on MeitY’s website (<http://www.meity.gov.in>) for ready reference.

4 Overview

UMANG is one of a kind government service aggregation platform delivering hundreds of services through single app on Android, iOS and Web each. Currently, various Government departments of Centre, State, Local bodies and Corporates are the service providers to the end-users on UMANG. Backend applications of these service provider departments connect with UMANG through APIs provided by them or developed by UMANG for them. The applications of these departments are diverse in terms of implementation and technology stack used.

UMANG solution involves three layers UMANG Client Apps – Android, iOS, Web and KaiOS, UMANG Backend connected to Service Providers’(currently Government Departments) backend applications and Helpdesk Centre. Each layer is detailed below in Figure 1.



Figure -1 – UMANG Concept Diagram

Please visit NeGD/MeitY (<https://www.negd.gov.in>) /(<http://www.meity.gov.in>) Website for detailed against each component - UMANG Backend (Vendor 1), UMANG Frontend – Revised (Vendor 2) and UMANG Helpdesk (Vendor 3) RFPs.

4.1 UMANG Service Providers

Currently, around 490 services from ~100 Government Applications (including 88 services from Service Plus) of various department of Centre, State, Local bodies and ~170 billers from Bharat BillPay are live on UMANG. Few more services may be made live by the time the bids for this RFP is evaluated and Work Order is placed to the Partner Agency (Bidder). Details of the applications and services is attached as annexures to this document.

- A summary of department application details – Annexure I

Table 1- Service Types on UMANG Frontend

Transactional services (with or without authentication)		
Service Category	Brief Summary	Reference from LIVE services on UMANG app/web
S1	Track and simple Submit	Any Status related services like PAN status, Passport status, GAS booking, Check Scholarship Application status, CLSS Subsidy Calculator, Track Certificate status (e-District Applications) etc.
	Informational services with multi-tab view	Flagship Schemes
	Services through Webview with integration for notifications and transactions history	eDistrict Tripura (through Service Plus)
S2	Simple forms	Registration form PMKVY, Lodge Grievance, Locate Training Centres, View Soil Health Card etc.
S3	Multipage forms	e-District, Apply/ Change PAN, EPFO Raise claim etc.
S4	Combined Search-based services	Pharma SahiDaam, eRaktkosh, Agro advisory, AICTE, eRahee, ePashuhaat etc
S5	Combined Multimedia based services	National Digital Library, ePathshala etc.
S6	SDK based integrations	BHIM/TRAI/ BBPS (currently API based) etc.

5 Scope of Work (SOW) for Chatbot/AI based VA Partner (Vendor)

The Partner agency(Bidder) shall design, develop and deploy complete conversational Chatbot/Voice Assistant(VA) solution as per SoW in this RFP and suggested by NeGD/MeitY. The broad areas of Scope of work are as below:

5.1 UI/UX

- i. Design, develop and deploy Artificial Intelligence, Machine Learning and Natural Language Processing based conversational Chatbot and Voice Assistant solution with intuitive Voice User Interface (VUI), text, voice availability with requirements as per NeGD for different services of UMANG which shall include following:
 - o Voice-only interaction with the Bot through voice as well as data channels.
 - o Voice, combined with visual interaction (i.e. voice and chat interaction can be done together) with the Bot. The visual interface or presence on any existing visual interface has to be provided by the Partner Agency.
 - o Chat-only interaction with the Bot on a visual interface.
- ii. Provide a platform agnostic solution which supports presence on multiple channels for example Web, Android, iOS, Alexa, Google Assistant etc.
- iii. The Bot deployed should be capable of having an end to end conversation with the users. The bots should restrict the conversation using a certain template or pattern. The solution should support multiple intents in the same sentence.
- iv. A soft skilled Indian style persona has to be developed for the chatbot/Voice Assistant to make the interactions more engaging, humane and government like. Response pattern should to be designed around that persona.
- v. The solution should support continuing conversation without losing context. Support for continuity in conversation, to anticipate and understand user intent.
- vi. Preferably, the chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.
- vii. During Voice interactions (Voice-only and Voice combined chat) the Bot should give cues when a user needs to respond
 - It should prompt the user at the right time and not assume that the user knows what to do
 - The options prompted to a user should be clear and concise
 - The options presented to a user are limited and planned
- viii. The Bot shall have a well-defined 'Help' intent.
- ix. The interactions should avoid unnecessary questions and make smart assumptions. It should avoid dialogs that create too many confirmations and obtain optimum information at a time instead of trying to collect everything in one go or breaking into too many parts.
- x. Information presented to the user should be in small pieces and a well planned interaction. The dialog errors should be handled smartly and planned effectively.
- xi. The solution should act smartly with predefined workflows like greeting on entry or exit, response to cuss words, error messages on no internet etc.
- xii. The solution should work optimally with noise conditions, different Indian accents, age groups etc.
- xiii. The solution should support English, Hindi, Hinglish(English and Hindi mix) language with for each service flow.

5.2 Monitoring and Continuous Improvement

- i. The Partner Agency should provide tools to monitor customer behaviour and to ensure the Bot/Voice Assistant learns, adapts, and evolves with customer needs. Continuous improvement of intents and models supporting customer interactions.
- ii. Provide operational tools to define and create customer conversations, understanding failure points, optimizing contents, journey's, new channels and adding new intents. Tools to provide necessary insights, recommendations.
- iii. Continuous resolution of issues and changes proposed by internal and external stakeholder and including addition of new sub-features.
- iv. Continuous improvement on various services (New and Existing) in order to make them more usable and improve user experience.
- v. Hand holding training wherever applicable and as suggested by NeGD/MeitY.
- vi. The solution should work on All Android, iOS interfaces, Chrome, IE and Firefox, KaiOS etc.
- vii. For all components of UMANG across all platforms, The Partner Agency (Bidder) shall ensure that the custom modules/solution being developed goes through a mandatory Quality Control and QA testing.
- viii. Partner Agency shall be available at NeGD from time to time for discussions and/or regular review meetings. Any cost of travel/accommodation etc. for regular review meetings etc as per NeGD requirement, shall be borne entirely by Partner agency (Vendor 5).
- ix. The platform should seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc.
- x. No additional cost shall be paid for any change requests for improvement of the quality of services covering comprehensive use cases. The Partner Agency (Vendor 5) is required to improve the system continually based on user feedback and failed scenarios captured while user is trying to avail any service.

5.3 Fallback and Support

- i. For handling failure of the Bot, Partner Agency (Vendor 5), as part of the solution shall provide an error or failure handling mechanism. The Bot will do the following to handle the cases where the voice BoT fails to answer the user query correctly.
 - a. The user will be informed of UMANG call centre number where they can call and find the information they are looking for.
 - b. Simultaneously, the vendor will have a ticketing system monitored by its staff where a ticket will be generated with the error type. The vendor team will fix the error/train the BoT, close the ticket and send the information to UMANG Analytics or any other CRM in place for UMANG's record of the error being received and the action taken.
- ii. The vendor shall propose its solution/SLA to handle such errors and the immediate steps it will take to improve the solution and rectify the issue. There shall be no license consequence on UMANG for the ticketing system.
- iii. If an incoming call comes when someone is interacting with the VA through VA agent embedded in Mobile then the VA call can be put on hold till 20 seconds and if the user

releases the normal call the VA call can resume. However after 20 seconds the VA call can be released.

- iv. The voice BOT/VA should have a natural sounding speech and accent.
- v. The average call duration for various services shall be 2-3 minutes.
- vi. The platform shall be designed to cater to 30-50 concurrent calls and to handle a total of 200 calls per day at the time of GoLive. Later on the number of calls per day may increase to 500-600.
- vii. The platform shall be designed to cater to 300-500 concurrent chats and a total of 2,000 chats per day at the time at the time of Go Live. Later the number of chats per day may increase to 8000-10,000.

5.4 Deployment and Infrastructure

- i. Provide development, staging and deployment infrastructure to enable a highly available, performant and scalable solution.
- ii. The Data, wherever applicable must be stored within geographical boundaries of India ONLY.
- iii. Set up and integrate the Toll free/landline/mobile number for VA for delivery of Umang services and Automate that IVR pieces with help of AI/ML automation platform.

5.5 Service Enablement

Partner Agency (Vendor) shall consume the APIs published by UMANG Backend, wherever service enablement is through APIs, with documentations (API, FRS, etc.) and develop comprehensive conversational Chatbot/VA solution for all the UMANG client apps - Android, iOS, Web, KaiOS including availability on Toll free number/landline/mobile number. All UI, text, voice related components shall be developed by the Partner Agency (Bidder) including PRDs, wireframes, icons etc. required in the process of enabling those on UMANG.

Service enablement means going live with services of a department application involving above and:

- i. Consume the APIs and FRS documents exposed by UMANG Backend and understand the service flows.
- ii. Design the UI/UX as per the standard design Product Guidelines developed by Partner Agency (Bidder).
- iii. Documentation of all aspects of user flows; create comprehensive test cases and QA report for every service delivery made.
- iv. Testing (Functional, Performance, Security etc.), deployment and go-live after Approval from NeGD and/or respective application owner department and update all platforms with solution availability accordingly. Quality Assurance and bug fixing is the vendor responsibility.
- v. Training of users including NeGD/Departments/Helpdesk etc. for effectively using the UMANG Chatbot/VA solution. For every service(s) enablement/system architecture, the Partner Agency shall conduct one day training to NeGD/nominees of integrating departments. The training shall be on the technical, functional, integration and usage

aspects of UMANG chatbot/VA solution. Training can be clubbed for few departments and can be provided physically or through VC.

5.6 Operations and Maintenance

The partner Agency shall perform operations and maintenance and carry out regular ongoing work related to bug fixing, enhancements etc. The O&M shall be carried out by the Partner Agency (Vendor) after Go-LIVE

- i. Continuous training of the conversational chatbot& VA solution for improving the accuracy and responses.
- ii. Option for Agent accounts for BoTto human transfer with ticketing system for cases where there is a continued failure in understanding user query.
- iii. The Partner agency will remove the bugs that are already identified/ will be identified during the contract period. All the software bugs should be taken care by vendor as part of AMC support.
- iv. Tickets raised against these bugs have to be resolved by the Partner Agency in a timely manner as per the SLAs.
- v. Ticket resolution and technical assistance/discussion wherever required for issues reported by end users/clients/NeGD/Departments/Call centre team for end issues of mobile app/web.
- vi. Providing technical assistance to Helpdesk and NeGD wherever required.
- vii. It is expected that the bidder ensures such good quality so that there are rare chances of critical failure or critical bugs impacting major services. However in such rare instances of critical nature the resources deployed for O&M shall work extra hours from office/home to fix critical Bugs such as outage of services etc. for ticket resolution. There is no provision of extra hourly rates under this RFP. Due diligence may be done by the bidder before bidding the commercial rates.
- viii. As and when required, the Partner agency would perform data validation/ correction to enable easy and convenient user experience of conversational Chatbot/VA solution. The successful Partner Agency (Vendor) will be responsible for data integrity. The successful Partner Agency (Vendor) will also identify the type & nature of data error and reports will be handed over to concerned team including Backend /NeGD/any other nominated agency from NEGD for correction and resubmission
- ix. Promptly diagnose and fix the issues reported on priority by NeGD/or NeGD nominated agency from various social media channels or any other channel.
- x. Adherence to SLA, provide SLA monitoring tool, Dashboard to NeGD for evaluation of different service level parameters.
- xi. The Partner Agency (Vendor) shall create and regularly update all document related to UMANG chatbot/VA such as Functional, Security, Performance, User manuals etc.
- xii. Update training, user manuals etc. on a regular basis and provide training to designated members of UMANG team for Proper handling of issues raised at UMANG helpdesk through Face to Face discussions/Video conferencing etc. as decided by NeGD.
- xiii. Add more services on regular basis as per given timelines.
- xiv. Continually improve and train the engine for best user experience.

- xv. The solution **MUST** be able to store the historical data captures for a minimum period of 60 days. All data above this period of 60 days can be archived for retrieval when required.
- xvi. The solution **MUST** have the capability to mask the relevant personal information available in the captured data when it is stored. The stored data **MUST NOT** be readable by any other means other than the management console.

5.7 Change Request

Partner Agency shall be responsible for ongoing support for integrated different services:

- a. Modifications and enhancements (i.e. due to changes in integrating department APIs for UMANG integration, Workflow changes, and other changes from time to time) raised by the integrating departments/users/NeGD shall be part of the scope of the project.
- b. Change Requests, wherever applicable are to be handled by the Partner Agency (Bidder) through resources stationed at NeGD and no Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.

5.8 Documentation

- i. Creation of detailed Product Requirement Documents (PRDs) against each service and implementing the same
- ii. The Partner Agency shall create and maintain standard documentation for Design and Development (Design Guidelines, Detailed PRDs, Intents, Functional Testing, Test plan, Test Cases etc., Release and Deployment, Performance Report, Security Testing Report, Training manuals, User Manuals, Privacy policy, Stakeholder list etc. that will be placed in App and will be reference otherwise also.
- iii. Training and all other documentation will be in English, Training location will be in NeGD office.

5.9 Reports

The Partner Agency (Vendor) need to share at minimum the reports highlighted below but not limited to for the purpose of enhancing the solution capability and better delivery of services: -

- i. Analytics reporting/dashboard giving complete detailed overview of solution deployed with different matrices including but not limited to Active users, sessions per day initiated, user feedback, ratings, average daily no of sessions/user, Average daily number of chats handled by BOT, use case with most exits in between, improvement in AI, ML part etc.
- ii. Seamlessly integrate with UMANG analytics platform passing on complete information including but not limited to service usage, sessions maintained, per session services, average interaction time, idle time etc. Provide APIs for seamless integration with UMANG Platform.

- iii. There should be a report that shows word to error ratio of the solution. (Error ratio means the ratio of no. of correctly identified words by Bot to the words that were not correctly identified). This report should also contain volunteer user ratio (The volunteer users ratio would be the ratio of total no. of Bot users to the users that are using bot without any notifications) and user retention rate (The retention rate would be the percentage of users that comes back to use Bot within a brief period of time. For now it can be assumed to 7 days).

5.10 Product Management

The Partner Agency (Vendor) shall be responsible for overall design/UI/UX related aspects of UMANG conversational Chatbot & VA solution.

The Partner Agency (Vendor) is required to manage and update the UMANG product design guidelines for conversational Chatbot & VA solution after taking concurrence from NeGD team and keep it abreast with latest market trends from time to time. Provide best industry guidance for better user experience and do the same in UMANG so that UMANG has the latest features at Par with top e Commerce solution deployed.

5.11 Security

The solution should support industry-grade security features and should pass security testing by a third party empanelled at CERT-IN. Partner Agency needs to get the security Audit done with such third party initially before Go Live and thereafter 2-3 times as per need; however for financial evaluation 8 times the quoted security audit fees per event shall be used.

Based on the security audit report the Partner Agency is required to perform the following activities:

- i. Fix the issues raised by independent third-party security Auditor empanelled at CertIN so that security audit clearance certificate can be issued as per NIC/Cert in Requirements.
- ii. Provide recommendations for remediation of identified vulnerabilities, the solution MUST provide security for data collected.
- iii. Submit the detailed action taken report on the vulnerabilities and the remediations to NeGD.
- iv. Any other activity concerning security audit related aspects, not essentially covered by work areas outlined as above.

6 Resources Management

6.1.1 Partner Availability

Partner Agency (Vendor) shall deploy either of one resource out of Resources (R1 & R2) at NeGD continuously. The quoted cost for Resources R1 and R2 for a period of 12 months shall be used for financial evaluation purpose.

Any cost of travel/accommodation etc. of these resources when stationed at NeGD as per NeGD requirement, shall be borne entirely by Partner agency (Vendor). However if these resources are asked to travel outside of NeGD, that cost shall be borne by NeGD as per travel policy of NeGD and shall be reimbursed to the resources directly.

6.1.2 Sitting Arrangements

NeGD will only provide sitting space for resources (R1 & R2) as per the quantity deployed at NeGD including internet connection; apart from this the Partner Agency (Vendor) has to ensure that the resources deployed at NeGD are fully equipped in terms of providing laptops etc. to be operational from day one.

6.1.3 Attendance and Leaves

Partner Agency (Vendor) must ensure the availability of resources as per NeGD office guidelines or depending on the work assigned. Partner Agency must provide reports to NeGD on monthly basis. Before taking leave(s) of resources R1&R2 when stationed at NeGD, NeGD approval is required.

Deployed resources shall be eligible for the Casual and Sick Leaves (CL & SL only) as per the NeGD HR policy for its consultants. No other leaves of any longer duration, such as Earned Leave, Medical/Maternity/Paternity leave etc. shall be admissible. Absenteeism must be managed by the bidder by deployment of alternate resource/s of similar skills, failing which NeGD may deduct prorated amount from the applicable resource fee for the absent days. Before taking leave(s) by any of the team member, NeGD approval is required.

6.1.4 Separation or Replacement Process

The Partner Agency (Vendor) shall maintain the manpower deployed on the project, with the approval of NeGD/MeitY, for the duration of the contract.

NeGD may ask for the replacement of any resource due to reasons such as behavioural, delivery, punctuality etc. Partner can also request NeGD team for the replacement of Partner Agency (Vendor) resources with clear justification. In both the cases a notice of 30 calendar days shall be given to the other party. In case of delay by partner agency in replacement of a resource beyond 30 days penalties shall be applied as per Section 11.3. NeGD reserves the right to not pay any salary in such cases where Project Progress is hampered till the time resources are replaced and operational. Partner Agency (Vendor) has to ensure that proper handover process to be completed and has to share the confirmation mail to NeGD with checklist.

6.1.5 Additional Resources

NeGD may request for additional resources out of the specified categories depending on the work or delivery requirement at the same quoted rates. Therefore, Partner Agency (Vendor) must have/maintain the resource pool corresponding to technologies used for UMANG project.

6.1.6 Manpower for regular ongoing work

Following experts (are inclusive and not limiting to) may be necessary to execute the project and team would be evaluated as such at the technical proposal stage. Successful bidder (Vendor) has to continuously support these resources(R1 & R2) with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.

Two (2) Resources would be stationed either at NeGD/MeitY or at vendor location as per requirement of the Project. These two resources will be used for change request activities to be carried out by the Partner Agency (Vendor) as per the approval from NeGD.

Apart from the resources mentioned in above para, Partner Agency shall plan resources and communicate the plan during technical screening and in their solution proposed.

Table 2 – Profile of Resources R1 & R2

<p>Data Scientist</p>	<ul style="list-style-type: none"> • Development and enhancement of machine learning and statistical models. • Proficiency in working with Python, R, SQL • Experience with both Machine Learning and Deep Learning algorithms. • must have some experience working with Scikit Learn, TensorFlow, Keras, OpenCV and NLTK libraries in Python. • Liaise with members of the team. • Must be flexible to work on different projects across a range of industries such as retail, banking, insurance and travel. • Strong mathematical and statistical skills and understanding, not only how but why • Proven ability to lead a project from inception to end deployment stage • B.E./B.Tech with Minimum 2 years of Data Science experience is mandatory.
<p>Data Engineer</p>	<ul style="list-style-type: none"> • 1-3 years of total experience with excellent coding skills in (Java or Node.JS or Ruby on Rails, Python) • Knowledge with Big Data technologies (such as Hadoop, Spark, Kafka, Cassandra, Hive/Pig, and Java/MapReduce), tuning, troubleshooting and scaling these big data technologies, where having a curiosity with the internal workings of these systems is key to being successful. • Experience in gathering and processing raw data at scale including writing scripts, web scraping, calling APIs, writing SQL queries, etc • Must have experience in Data Visualization tools. • Experience with SQL Database and NoSQL databases, such as CouchDB, MongoDB, Cassandra, HBase, DynamoDB • Working experience various ETL tools • Working experience in Linux Environments • Exposure to data and machine learning services from Azure, Amazon Web Services (AWS), and/or Google Cloud a plus • Bachelors or master's degree in computer science, Mathematics with Minimum 4 years' experience

7 Timelines

Table 3– Timelines

Item#	Milestone	Days
Transition Phase		
1	Issue of Work Order to successful Partner Agency (Vendor)	T ₀
2	Go Live (As per Section 8.1.1.1) including UAT	T ₀ +90=T ₁
Implementation Phase		
3	Service Enablement For services assigned by NeGD <ul style="list-style-type: none"> • 5 services per month after (first 5 in) GoLive 	
4	Flat Operations, Maintenance and Management Cost that will become due only after the initial Go LIVE	T1 onwards

The Partner Agency must ensure to put apt and experienced resources so as to meet these timelines. Proper due diligence should be done by the Partner Agency for quantum of work as per timelines given.

8 Commercial Structure

8.1.1 Deliverables:

8.1.1.1 For Go-Live: All following items to be delivered with 90 days of award of date of Work Order:

- Develop and Deploy the whole Platform
- Develop, Test and make live on production **05 services** assigned by NeGD
Before the services are made LIVE on production within the 90 days from award of contract a pre-release to 200-500 internal employees/citizens suggested by NeGD should be done to evaluate the solution for mass usability.

8.1.1.2 After Go Live the Partner Agency shall target completion of total 5 services per month. A total of 50 services are targeted in 1st year from the date of Work order. Thereafter if NeGD assigns more services the same shall be delivered at a rate of 5 per month.

8.1.1.3 After GoLive the O&M period shall begin. The vendor shall be responsible to carry out all the activities of O&M and operate the platform and services as per the SLA.

8.1.2 Payment milestones:

8.1.2.1 1st milestone - Go-Live:

Payment of Go-live milestone shall be done only after completion of the activities under Section 8.1.1.1. On completion of Go Live milestone, within 90 days subject to LD clauses under section 11.3, 40% of Platform Fee shall be payable and service enablement fee of 5 services.

In order to facilitate mobilization, 80% of the amount due on successful completion of 'Go-Live' milestone can be paid as advance against the separate BG of 110% of 80% of the amount (mobilization money). Once the 'Go-Live' milestone is achieved, subject to meeting the timelines

and the penalty provisions, balance amount can be released along with the BG. Also, successful completion of 'Go-Live' milestone shall start the Operations and Maintenance Phase.

8.1.2.2 2ndMilestone:

Payment of 2nd milestone shall become due when additional 15 services i.e. a total 20 services (5+15=20) are made live within T0+180 days, subject to LD clauses under section 11.3, 30% of Platform Fee shall be payable and service enablement fee of 15 services.

8.1.2.3 3rdMilestone:

Payment of 3rd milestone shall become due if additional 15 services i.e. a total of 35 services (5+15+15= 35 total) are made live within T0+270 days, subject to LD clauses under section 11.3, 20% of Platform Fee shall be payable and service enablement fee of 15 services.

8.1.2.4 4thMilestone:

Payment of 4th milestone shall become due if additional 15 services i.e. a total of 50 services (5+15+15+15=50) are made live within T0+360 days, subject to LD clauses under section 11.3, 10% of Platform Fee shall be payable and service enablement fee of 15 services.

8.1.2.5 The payment for making the additional services live, beyond 50, shall be made on quarterly basis.

8.1.2.6 The O&M fee payments shall be made on quarterly basis beginning from the date of GO-LIVE, subject to penalty, if any, based on SLA compliance audit.

8.1.2.7 The platform usage shall be paid on pro rata basis every quarter along with the O&M fees, after GoLive.

8.1.2.8 The security audit fee shall be paid in the quarter when the audit is conducted and the bill is submitted.

8.2 Duration and extension

The Overall "Term" for the Project is 2 (two) years involving deployment of 50 services in 1st year and O&M for two years and the bid evaluation shall be done as per this cost. NeGD may ask the bidder for deployment of additional 60 services in 2nd year and extend for O&M for another period of 1 year 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 deployment of additional services and extension, if NeGD so decides, beyond initial 2 year at the quoted cost and as per the term and conditions of this RFP.

9 Bidding and Evaluation Process

9.1 Eligibility Criteria

The following criterion shall be met by the company:

Table 4– Eligibility Criteria

S.No.	Parameter	Criteria	Evidence to be Submitted
1.	Legal Entity	1. A company/LLP incorporated in India under the relevant Companies Act, 1956 or 2013 and subsequent amendments thereto 2. Registered with the GST Authorities in India with active status	Certified by Authorized Signatory: 1. Copy of Certificate of Incorporation 2. Copy of Registration Certificates with GST
2.	Turnover	The bidder company or 'consortium as a whole' shall either <ul style="list-style-type: none"> • have a Turnover of INR 1 Crore during last financial years(FY) i.e. year 2018-19 or • current FY (2019-20) till 31st Dec 2019 • Startups registered with Government of India are exempted from Turnover requirement 	Audited Balance Sheet for the year 2018-19 Or Certificate by Chartered Accountant Or Startup registration certificate issued by Government of India
3.	Resources	The Partner Agency (Vendor) shall have at least 15 (Fifteen) technical resources on its payroll as on 31 st December 2019.	Certificate by Chartered Accountant
4.	Experience	Partner Agency (Vendor) shall have experience of: a) The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot /VA as a service solution and is actively being used and LIVE. b) Bidder must be original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	For requirements a)& b), please submit: Copy of work order + Completion Certificates from the client; OR Self Certificate of Completion (Certified by CA);
5.	Data Centre/	The chatbot/ VA as a service	Self-certificate and/or Letter

S.No.	Parameter	Criteria	Evidence to be Submitted
	Cloud placement	MUST be provided from a data centre in India.	of Undertaking to this effect on company's letter head signed by company's authorized signatory.
6.	Blacklisting	Partner Agency (Vendor) shall not have been blacklisted or debarred from tendering for corrupt or fraudulent practices or non-delivery, non-performance by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date.	Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.
7.	No Objection Certificate (NOC)	Entities or Companies, currently acting as UMANG Partners, shall need to obtain and furnish a 'No Objection Certificate (NOC)' from NeGD to be eligible to participate in the bid	NOC from NeGD on its letterhead by authorised signatory

Note: Consortium will be allowed to participate in the bid but the eligibility criterion is to be met by the bidder, except the turnover criterion, which can be met by partners jointly.

9.2 Evaluation Criteria

9.2.1 Technical Evaluation

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

Table 5 – Evaluation Criteria

#	Category	Marks	Marking procedure
1.	Number of Chatbots, VA developed (currently functional) and the scale achieved	15	05 Marks for each Deployment
2.	Proof of Concept/Use Case - All eligible bidders to demonstrate compliance to the Technical and Functional requirements based on the services provided by NeGD on mobile app, web app and through a voice call in English, Hindi and	60	Successful conduct of PoC/Demo with the services /requirements in the allotted time with Multilingual Capability with solution availability: - <ul style="list-style-type: none"> UMANG login OTP based authentication and user entry journey with BOT address and

#	Category	Marks	Marking procedure
	Hinglish.		<p>highlighting UMANG and availability of services for access (20 Marks)</p> <ul style="list-style-type: none"> • e-Raktkosh Blood Availability service (20 Marks) • Passport status tracking (5 Marks) • PAN status tracking (5 Marks) • 7 Flagship Schemes (10 Marks) <p>All above use cases should comply with availability and solution to:-</p> <ul style="list-style-type: none"> • Website chatbot and voicebot • Mobile app chatbot and voicebot • Accessing the VUI through a feature phone <p>The Success rate of all scenarios in ~10 attempts each should be at least 90% to qualify for getting complete marks for each use case. Failing which the marks will be qualified based on percentile for each success and failed scenario.</p>
3.	Presentation involving: a) understanding of the SOW b) demonstration of the company's capability, skills, technology set-up and proposed methodology	25	a). Understanding of Scope of work including Deployment Plan and target audience behaviour, Future Roadmap Vision, Experience in handling queries/day with Planned Technologies/Solution, Strategy & Planning for the execution of project (15 Marks) b). Team structure, Manpower details, Demo of Live Chatbots, Compliance to Requirements bringing AI/NLP/ Machine Learning Capabilities, Operations, Performance and Monitoring, QA Tools, Robustness of Analytics dashboard and reporting, Scalability, Value Addition, Data Privacy, Approach to Data protection, Industry Security Compliance(10 Marks)
	Total Marks	100	

The bidder has to get **minimum 75 marks** to qualify the technical evaluation criteria. The financial bids of all such bidders shall be evaluated.

9.2.2 Financial Evaluation

The financial bids of only the bidders who have secured required minimum score in the technical evaluation will be considered and opened. The Partner Agency (Vendor) has to quote against the following components /Commercial Structure as per the Table 6:

Table 6 - Financial Bid Evaluation Quotes

	Components	Quote (INR)(x) (Excluding Taxes) (To be quoted by Bidder)	Qty. (y)	Total (INR) (x*y) (Excluding Taxes)	
1.	Platform Fee (One time) including complete solution deployment with all component including AI, NLP, ML etc. on Voice/Chat BoT(A)	Q(PF)	1	Q(PF)	
2.	Service Enablement Fee				
	Service type	On (Voice+ Chat) Bot	On Chat- only Bot	No. of services	Total
	S1	q1(S1)	q2(S1)	32	Q(S1)=32*(q1(S1)+q2(S2))
	S2	q1(S2)	q2(S2)	6	Q(S2)=6*(q1(S2)+q2(S2))
	S3	q1(S3)	q2(S3)	6	Q(S3)=6*(q1(S3)+q2(S3))
	S4	q1(S4)	q2(S4)	6	Q(S4)=6*(q1(S4)+q2(S4))
	Total Service Enablement Fee (B) = Q(S1) + Q(S2) + Q(S3) + Q(S4)				
3.	Resources Fee (C) for CR				
	R1 (Data Scientist) fee per month	Q(R1)		1	Q(R1)
	R2 (Data Engineer) fee per month	Q(R2)		1	Q(R2)
	Total Resource Fees (C) - 12 months for each = 12*Q(R1) + 12*Q(R2)				
4.	Platform usage Fee including all components (D) for 3 million interactive voice sessions (includes Voice only and Voice + Chat interactions)	Q(D)		1	Q(D)

5.	Platform usage Fee including all components (E) for 7 million interactive Chat-only sessions	Q(E)	1	Q(E)
6.	Flat annual Operation, Maintenance & Management Fee – Voice BoT (To be paid quarterly from the date of GoLive)(F)	QVB(O&M)	2	2*QVB(O&M)
7.	Flat annual Operation, Maintenance & Management Fee – Chat BoT (To be paid quarterly from the date of GoLive)(G)	QCB (O&M)	2	2*QCB(O&M)
8.	Security Audit and Certification per event –‘Cert-IN’ empanelled (H)	Q(h)	8	8*Q(h)
	Total Security Audit Fee (H) = 8*Q(h)			
9.	Quote (Q) = A + B + C + D + E + F + G + H			

Note:

- (i) **Session:** This is defined as ‘Five minutes (05)’ of user conversation with the bot. If the user-bot interaction results in human agent transfer, the time spent with the human agent will be excluded from the bot session. If the bot has sent a message as part of a welcome event or an on-connect event, it will not be considered as the start of the session. Session starts only when the bot platform receives a message from the user.
- (ii) Service Enablement Fees quoted here is for enablement of services on all channels in English, Hindi and Hinglish language.
- (iii) In case of consortium bid, the responsibility areas of all the partners involved, and the overall responsibility of the bidder should be clearly demarcated.
- (iv) List of tentative services for immediate on-boarding is placed at Annexure II for quick reference. Actual number of services may vary when making the services LIVE. The list is tentative for Bidder information.

9.2.2.1 To facilitate evaluation of bids, NeGD, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.

9.2.2.2 Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.

9.2.2.3 The final proposal evaluation will be based on QCBS(70:30, 70 for Technical and 30 for Financial).

10 Service Level Agreements

10.1 Severity Levels and Penalty

Deviations from the agreed upon performance would need to be consistently measured and severity level for non-compliance need to be assigned. The following tables describe the various severity levels.

10.1.1 Severity Level

Table 7 – Severity Level

Severity Level	Description
1	Minimum loss of service and minimum loss in quality of service delivered
2	Delay or denial of service or services observed / reported. Lack of availability of a feature results into non enablement of service
3	Delay or denial of services observed, lack of effective and timely communication resulting into citizen perception issues
4	Complete loss of service for a period of time resulting into significant inconvenience to the users or multiple instances of complete loss of service resulting into users losing confidence in the system and hence directly affects the ability of the platform to on-board additional services, get buy-in, popularize the service.

10.1.2 Penalty

The penalty for not meeting the SLAs is linked to the severity level of the breach of the SLA as detailed in table 8 below;

Table 8

Level of availability calculated on monthly basis	Penalty amount
>99%	No Penalty
98% to 99%	0.10% of total order value for every hour.
95% to 98%	0.50% of total order value for every hour.
<95%	1% of total order value for every hour.

10.1.3 Application Performance SLA

Table 9

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
*Average Response time for any user request. Excluding the time taken by the external system. SLA will breach if more than 5% of the request will take >2 seconds	<=2Seconds for 99.5%of the requests	<= 2 Seconds for98%of the requests	<=2Seconds for95%of the requests	<= 2Seconds for92%of the requests	<= 2Seconds for90%of the requests

10.1.4 Service Quality SLA

Table 10

Parameters	Parameter
Human Interaction Vs Chatbot/VA Interaction - To which extent a chatbot/VA can solve conversations by not creating a case that has to be solved by a second-tier call centre determines this rate.	To begin with and at any point of time self service rate of Chatbot/VA should not be less than 80%.This % of involvement of Human agent should be declining over a period. Ultimately the Chatbot/VA should resolve 90% of the user queries and only 10% queries may be routed to human agent.
Timeout	The user requests should not timeout for the solution deployed excluding the external interfaces.
Dropoff measurement.	The solution should clearly identify the drop-off sessions. The Drop off sessions should not be greater than 10% at any point of time.
Mandatory Satisfaction rate – Customer Rating 1 to 5. Satisfaction rate drop shouldn't be there per session rating.	There should be mandatory rating section after each user sessions on voice/chat. The rating should be upwards trending with minimum of 4/5* for each user session.

End of Part 1

Part 2

11 Payment Terms and Schedules

11.1 Ownership

NeGD will hold the licenses of all proprietary component/s, if any, under UMANG, for the full Contract period. Further the IPR, copyrights and trademarks, as applicable, of all Systems and Applications Software (other than the proprietary component) that are part of the UMANG, any derivative works, modifications, enhancements or improvements to the software, its related source code and all associated documentation shall rest with NeGD. Further details of IPR will be provided in MSA.

Department and NeGD will own all relevant artefacts such as documentation etc. along with source code developed for them by the Partner Agency (Vendor).

11.2 Payment Schedule

- i. Partner Agency (Vendor) will be required to submit the invoice in formats prescribed by NeGD from time to time.
- ii. Payment against Go-Live milestone shall be made as mentioned in Section 8.1.2.1 and for 2nd, 3rd and 4th milestone shall be made as per 8.1.2.2, 8.1.2.3 and 8.1.2.4 respectively.
- iii. Service enablement fees beyond 50 services will be paid on a quarterly basis.
- iv. Resources Fee for R1 & R2 and security audit fee shall be paid in the quarter when the services are provided by the vendor.
- v. Fees for Operations and Maintenance shall be paid quarterly after deducting the SLA linked penalties, if applicable.
- vi. Pro rata payment for platform usage shall be paid quarterly along with the O&M fees, after GoLive.
- vii. Payment to be made with taxes after deducting penalties and subject to verification of the supporting documents by NeGD.

11.3 Liquidated Damages

In the event of the Partner Agency's (Vendor) failure to submit the Bonds, Guarantees and Documents and takeover the UMANG chatbot/VA as per schedule specified in this RFP, NeGD may, at its discretion, withhold any payment until the completion of the milestone and/or the contract, as applicable. NeGD may also deduct from the Partner Agency (Vendor), as agreed, the liquidated damages according the details furnished below in the table 11. The right to claim any liquidated damages shall be without prejudice to other rights and remedies available to NeGD, under the contract and law.

Table 11- Liquidated Damages

S. No.	Milestone	Penalty for delay
1.	Delay in 'Go-Live of the UMANG Chatbot/VA and core activities beyond 90 calendar days (3 months) from the date of issue of Work Order	0.5% of 1 st milestone payment at the time 'Go-Live' for every week (or part thereof) of delay with a capping of 10% of the milestone amount
2.	Delay in 2 nd milestone – delivery of additional 15 services in T0+180 days	0.5% of 2 nd milestone payment for every week (or part thereof) of delay with a capping of 10% of the milestone amount
3.	Delay in 3 rd milestone - delivery of additional 15 services in T0+270 days	0.5% of 3 rd milestone payment for every week (or part thereof) of delay with a capping of 10% of the milestone amount
4.	Delay in 4 th milestone - delivery of additional 15 services in T0+360 days	0.5% of 4 th milestone payment for every week (or part thereof) of delay with a capping of 10% of the milestone amount
5.	Delay in providing a new resource and/or replacing an existing resource with a similar or higher qualifications and experience beyond 30 days, in consultation and with approval of NeGD	1% of the monthly charges of the delayed resource for every day of delay with a capping of 10%

11.4 Performance Bank Guarantee (PBG)

A PBG of 10% of the value of the contract for first 2 years would be furnished by the successful bidder (Vendor) in the form of a Bank Guarantee as per the format provided in this RFP from any Commercial Bank. Details of the bank are to be furnished in the commercial offer. It can also be submitted in the form of FDR or A/C Payee Demand Draft.

- a) The PBG should be furnished before signing of the contract, within 10 days from the issue of Work Order and should be valid for 36 months after that.
- b) PBG to remain valid up to 180 days beyond guarantee/warranty obligations after which this shall be returned.
- c) NeGD may forfeit the PBG/ Security for any failure on part of the Partner Agency (Vendor) to complete its obligations under the Agreement.
- d) No amendment to the agreement can be made, except as laid out in section 16.12

12 Instructions to Partner Agency (Vendor)

12.1 Tentative Calendar of Events

Please refer the Calendar of events at **Annexure III** for complete details on timelines w.r.t RFPs events.

12.2 General Instructions on Bidding Process

1. Technical and Financial bids shall be submitted as per Table 13.
2. Financial bids shall be opened only for those who qualify in Technical evaluation as per the criteria laid out in the RFP.
3. L1 bidder, according to the QCBS evaluation criteria laid out in the RFP, shall be the winner.
4. For the resources requested in the RFP, CVs of the company's on-roll resources must be furnished, who have been shortlisted for deployment according to the RFP requirements.

12.3 Interpretation

In this RFP, unless otherwise specified:

- a) References to Clauses, Sub-Clauses, Paragraphs, Schedules and Appendix are to clauses, sub-clauses, paragraphs, schedules and Appendix to this RFP;
- b) Use of any gender includes the other genders;
- c) References to a 'company' shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established;
- d) 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);
- e) 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;
- f) Any reference to a 'day' shall mean a period of 24 hours running from midnight to midnight;
- g) 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;
- h) References to times are to Indian Standard Time;
- i) 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
- j) 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.

12.4 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.

12.5 Ambiguities within RFP

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

- a) 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;
- b) 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;
- c) As between any value written in numerals and that in words, the value in words shall prevail.

12.6 RFP Document Fees

RFP document/s can be downloaded from NeGD website www.negd.gov.in. There is no Tender fee.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

12.7 Pre-Bid Conference

NeGD will host a pre-bid Conference, as per schedule given in Annexure III (Bidder to continuously visit NeGD Website for latest Dates/timelines about the RFP). The representatives of the shortlisted organizations may attend the bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the UMANG Project current RFPs and the proposed solution requirements in reference to the RFPs. Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.

12.8 Response to Partner Agency (Bidder)'s Queries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person by the last date as mentioned in 'Annexure III' or at NeGD website, in case of any

change/extension. Please make sure that RFP is clearly referred to in the subject line to avoid any confusion. Contact details for the RFP are as follows:

Name: Sh. Amit Kumar

Address: 4th Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 110003

E-mail: umang@digitalindia.gov.in

Telephone: 011- 24303704, 011-24301936

The queries should necessarily be submitted in the following format:

Table 12

<<Name and Address>>			
Bidder Request for Clarification			
Name of Organization submitting request		Name and Position of Person Submitting Request	Full formal address of the Organization including phone, fax and email points of contact
			Tel:
			Fax:
			E-Mail:
S. No.	Bidding Document Reference(s) (section number/ page number)	Content of RFP requiring clarification	Points of clarification Required

All enquiries should be sent in writing through authorized signatory of the company followed by word document in an email. NeGD shall not be responsible for ensuring that bidders' enquiries have been received by NeGD. However, NeGD neither makes any representation nor warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been posed by the bidders. All responses given by NeGD will be available to all the bidders, without displaying the name of bidders who raised the queries.

12.9 Supplementary Information/ Corrigendum/ Amendment to the RFP

If NeGD deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders by making it available on NeGD's website. Any such supplement shall be deemed to be incorporated by this reference into this RFP. Bidders are advised to visit and check the NeGD website regularly for updates and information.

At any time prior to the deadline (or as extended by NeGD) for submission of bids, NeGD, for any reason, whether at its own initiative or in response to clarifications requested by prospective

bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NeGD, at its discretion, may extend the deadline for the submission of bids.

12.10 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP 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, and in negotiating a definitive Service Agreement (Master Service Agreement) and all such activities related to the bid process. This RFP does not commit NeGD to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

12.11 NeGD's 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.

12.12 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, an EMD amount of Rs. 4,00,000 only (Rupees Four lakhs Only) in the form of a Demand Draft/ Bank Guarantee/ Banker's cheque/ FDR issued by any Commercial bank in favour of DIGITAL INDIA CORPORATION-NEGD payable at Delhi. The bid submitted without bid security, as mentioned below, will be summarily rejected.

EMD should be valid for 225 days (180 days bid validity period+ 45 days beyond the final bid validity) from the opening date of the tender. Bid security (EMD) in any other form will not be accepted. Format for bid security is provided in **Schedule III - S3.6** Bank Guarantee to be provided against this tender should be issued by a commercial bank.

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 shall be returned to the unsuccessful bidder(s) at the earliest after the final bid validity and latest by the 30th day after the award of contract to successful bidder. The bid security, for the

amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee.

The bid security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The EMD may be forfeited:

- a) If a bidder withdraws its bid during the period of bid validity
- b) If the bidder fails to sign the contract in accordance with terms and conditions (only in case of a successful bidder)
- c) Fails to furnish performance Bank Guarantee
- d) Any information given is found wrong, leading to cancellation of his/her bid.

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

12.13 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.

12.14 Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Partner Agency (Bidder), in which case such corrections shall be initialled by the person or persons signing the bid along with the stamp.

12.15 Venue & Deadline for submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in the tender box kept at the address specified below:

Name: Sh. Neeraj Kumar

Address: 4th Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi road, New Delhi - 110003

Telephone: 011-24301936

Email: umang@digitalindia.gov.in

Last Date and Time of submission: As given in **Annexure III** or as mentioned on UMANG Website

12.16 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.

12.17 Bid Submission Instructions

Proposals must be direct, concise, and complete. NeGD will evaluate bidder’s proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

12.18 Mode of Submission

Submission of bids shall be in accordance to the instructions given in the Table 13 below:

Table 13 – Mode of Submission

Envelope	Instructions
Envelope 1: EMD(Earnest money deposit)	The envelope containing the EMD(Earnest money deposit) shall be sealed and super scribed “EMD(Earnest money deposit)- UMANG (Unified Mobile Application for New-age Governance) – Chatbot/VA. 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 Partner Agency(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.
Envelope 2: Technical Proposal	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) - Chatbot/VA</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 on Pen drive with all the contents of the technical proposal. The words “Technical Proposal – UMANG (Unified Mobile Application for New-age Governance)” shall be written in indelible ink on the CD. The hard copy shall be signed and numbered by the authorized signatory on all the pages before being put along with the Pen Drive in the envelope and sealed. In case of discrepancies between the information in the printed version and the contents of the Pen drive, the printed version of the technical proposal

	will prevail and will be considered as the proposal for evaluation. Bidder shall also submit the technical presentations (required as per section 9.2.1 point 3) of the proposal, in PDF/PPT form in Pen drive on the day of the technical presentation
Envelope 3: Commercial Proposal	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 Partner Agency (Bidder) with a seal and signature of the authorized signatory of the Partner Agency (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), (Not to be opened with the Technical Proposal) – Chatbot/VA”</u> at the top right hand corner and addressed to NeGD at the address specified in this RFP.
Envelope 4	All the above 3 envelopes 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): Response to the RFP for Selection of Partner Agency– Chatbot/VA”</u> .

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.

NeGD will not accept delivery of proposal in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected. 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.

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.

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. 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.

12.19 Commercial Proposal

In the commercial bid, the Partner Agency (Bidder) is expected to price for all the items and services it has proposed in the Technical Proposal. NeGD may seek clarifications from the Partner Agency (Bidder) on the Technical Proposal. Any of the clarifications by the Partner Agency (Bidder) on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Partner Agency (Bidder) should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Partner Agency (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. Additional information directly relevant to the scope of services provided in the RFP may be submitted to accompany the 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 financial proposals submitted against the RFP should be unconditional.

12.20 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.

12.21 Prices and Price Information

The Partner Agency (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 Partner Agency (Bidder) under the Contract, subject to the terms of payment specified in the RFP and as agreed in the Contract between NeGD and the Partner Agency (Bidder). The prices/quotes would be exclusive of GST but inclusive of all other 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 contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

Partner Agency (Bidder) should provide all prices, quantities as per the prescribed format given in the RFP for Bid Response – Commercial Bid. Partner Agency (Bidder) should not leave any field blank. In case the field is not applicable, Partner Agency (Bidder) must indicate “0” (zero) in all such fields.

It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the commercial bid remains valid. In no circumstances shall the commercial bid be allowed to be changed/ modified.

The price should be quoted exclusive of GST but inclusive of all other duties, charges and levies as applicable (local octroi & any other taxes). Except GST, all other taxes of any nature, whatsoever, shall be borne by the Partner Agency (Bidder) including any additional taxes/ levies due to change in tax rates through the validity of the bid and contract.

All costs incurred due to delay of any sort, shall be borne by the Partner Agency (Bidder). NeGD, reserves the right to ask the Partner Agency (Bidder) to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

12.22 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.

12.23 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.

12.24 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.

12.25 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 specified by the bidder on the proposal form. Entire bid security may be forfeited if any of the bidders withdraw their bid during the validity period.

12.26 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

12.27 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:

- a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal

- b) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c) The bidder qualifies the proposal with his own conditions
- d) Proposal is received in incomplete form
- e) Proposal is received after due date and time at the designated venue
- f) Proposal is not accompanied by all the requisite documents
- g) If bidder provides quotation only for a part of the project
- h) 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
- i) Commercial proposal is enclosed within the same envelope as technical proposal
- j) Partner Agency (Bidder) tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process
- k) 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
- l) Partner Agency (Bidder) fails to deposit the Performance Security or fails to enter into a contract within 60 working days of the date of notice of award of contract or within such extended period, as may be specified by NeGD. 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
- m) 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.

12.28 Conflict of Interest

Partner Agency (Bidder) shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Partner Agency (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 Partner Agency (Bidder) to complete the requirements as given in the RFP. Please use form given in Format – “Other Formats” for making declaration to this effect.

12.29 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.

13 Ownership and Intellectual Property Rights

13.1 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.

Department to own APIs along with source code and other relevant artefacts such as documentation etc. developed for them by the Partner Agency.

13.2 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. Partner Agency 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.

13.3 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.

13.4 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 Partner Agency 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 Partner Agency leaves with NeGD at the conclusion of performance of the services.

14 Award of Contract

- i. **Award Criteria-** NeGD will issue Work Order 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 Work Order. The Performance Guarantee should be valid for 36 months from the date of issue. 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 Schedule III–S3.7.

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.

15 Termination

15.1 Material Breach

If the Partner Agency 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 Partner Agency 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.

If NeGD or its nominated agencies fail to provide reasonable support for on-boarding services, for upgrading the physical infrastructure and/or unreasonably withhold the certification of User Acceptance without any valid grounds, which translates into Material Breach, then the Partner Agency may serve 30 days written notice for curing the Material Breach. In case the Material Breach continues, after the expiry of such notice period, the Partner Agency will have the option to terminate the Contract.

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

- a. Consistent delay in deliverables,

- b. Failure to provide deliverables,
- c. Signification and consistent performance quality issues,
- d. Failure to successful knowledge transfer (KT), handover all the code/software and provide handholding for the defined period at the time of exit as laid out in the Schedule I – Exit Management

15.2 Termination of the Contract due to bankruptcy of Partner Agency

The NeGD may serve written notice on Partner Agency at any time to terminate the Contract with immediate effect if:

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

15.3 Change of Control

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

For the avoidance of doubt, it is expressly clarified that the internal reorganization of the Partner Agency 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.

15.4 Effects of Termination

- a) If NeGD terminates the Contract pursuant to Material Breach and/or default and/or failure on the part of the Partner Agency to comply with the conditions as contained in the Contract, Performance Bank Guarantee furnished by Partner Agency 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) If NeGD or the Partner Agency terminates the Contract, the due payments will be settled in accordance with the Terms of this RFP;
- d) On termination of the Contract for any reason, the NeGD will decide the appropriate course of action.

16 General Terms and Conditions

16.1 Personnel

- a) The personnel assigned by the Partner Agency to perform the Services shall be employees of the Partner Agency, and under no circumstances shall such personnel be considered employees of NeGD or its nominated agencies. The Partner Agency 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 Partner Agency 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 Partner Agency, NeGD or its nominated agencies shall have the right to require the removal or replacement of any Partner Agency personnel deployed on the Project. If NeGD or its nominated agencies requests that any Partner Agency 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 Partner Agency as "Key Personnel", then the Partner Agency 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 Partner Agency to freely assign or reassign its employees; provided that the Partner Agency 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 Partner Agency's plan for any such knowledge transfer. The Partner Agency 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 Partner Agency shall not subcontract any work related to the core activities to be performed under this RFP without NeGD's prior written consent. It is clarified that the Partner Agency shall be the principal employer for all claims arising from the liabilities, statutory or otherwise, concerning the sub-contractors. The Partner Agency 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 Partner Agency 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 Partner Agency 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 Partner Agency 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 Variations and Further Assurance

No amendment, variation or other change to the Contract shall be valid except as laid out in section 16.12 of this RFP.

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.

16.7 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 un-enforceability 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.

16.8 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, supranational, 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 operations and maintenance of the UMANG Chatbot/VA, particularly, the ones related to the usage and implementation of Aadhaar/VID, user privacy, confidentiality, social & national security and financial integrity.

16.9 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.

16.10 Ethics

The Partner Agency 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.

16.11 Entire Contract

The Contract with all Appendices and Schedules appended thereto, contents and specifications of the RFP and all the corrigendum's/response to queries etc. that may be issued against this RFP and the Bidder's 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.

16.12 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 all the managed activities on UMANG platform such as Operations & Maintenance, development & enhancements and services on-boarding to the new Partner Agency with proper knowledge transfer (KT), all documentations updated to the latest, Platform/solution code (software), 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 additional cost to NeGD except as specified explicitly in this schedule, 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 Platform, transition of O&M and other on-boarding/development activities, handover of updated code, all applicable licenses, access-control credentials, updated documentations, all archives/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 (including applications, middleware, tools, scripts etc.), associated licenses with their validity & relevant keys, up-to-date full solution code in Open Forge or other approved repository, 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 Partner Agency 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 partner agency (Vendor) shall continue:

- a) to carry on with all O&M activities for which partner agency shall be paid as per the terms of the Contract. Number of resources required during the Exit phase for knowledge transfer may vary.
- b) however, the deployed Chatbot/VA with operational services shall be handed over to NeGD or NeGD appointed new partner agency. No cost shall be paid separately to the vendor for this purpose.

S1-1 Purpose

- a) This Schedule sets out the provisions, which will apply on expiry or termination of the contract, the development resources and the Operation and Management;
- b) In the case of termination of the contract, the development resources and/or Operation and Management, 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 Partner Agency 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 Partner Agency 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 Partner Agency or sub-contractors appointed by the Partner Agency). 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 Partner Agency 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 Partner Agency and to assist appropriate knowledge transfer

S1-3 Confidential Information, Security and Data

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

S1-5 Transfer of Certain Agreements

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

S1-6 Rights of Access to Premises

At any time during the exit management period, where Assets are located at the Partner Agency's premises, the Partner Agency 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 Partner Agency to make an inventory of the Assets and/or for knowledge transfer and/or for hand-holding during the handover period.

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

S1-7. General Obligations of the Partner Agency

The Partner Agency 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 Partner Agency and which the Partner Agency 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 Partner Agency, its associated entity and/or its sub-contractor is deemed to be in the possession or control of the

Partner Agency. The Partner Agency shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

S1-8. Exit Management Plan

- a) 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. Resource fee from (R1-R3) as per requirement and deployment of actual resources shall be paid. Number of resources required during the Exit phase for knowledge transfer may vary.
- b) During the exit management period, the Selected Bidder shall be obligated to cooperate and manage the UMANG Chatbot/VA as per the Contract and ensure uninterrupted availability of services to users/ citizens;
- c) In the event of termination or expiry of the Contract, and Project Implementation, each Party shall comply with the Exit Management Plan;
- d) Payments during the Exit Management period shall also be made in accordance with the Commercial structure terms as mentioned in Section 9.2.2, Table 6.
- e) 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;
- f) This Exit Management plan shall be furnished in writing to NeGD or its nominated agencies within 6 months from the Effective Date of the contract.

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.

S2-1 Eligibility Documents:

- i. Copy of Certificate of Incorporation
- ii. Copy of Registration Certificates with the GST & IT(PAN) Authorities
- iii. Audited Balance Sheet for the Financial Years –2018-19 OR Financial Statement showing Turnover from 1st April 2019 to 31st Dec 2019
- iv. Certificate by Chartered Accountant, wherever applicable
- v. Copy of Work Orders
- vi. Completion/ Phase-Completion Certificates from the Client for the ‘Large IT Applications Projects’ **OR** Self Certificate of Completion (certified by an independent practising Chartered Accountant)
- vii. Self-certificate and/or Letter of Undertaking regarding ‘No Black Listing’ on company's letter head signed by company’s authorized signatory
- viii. NOC from NeGD on its letter-head by authorised signatory, as applicable (for existing Partners)
- ix. Undertaking from Authorised Signatory for accepting ‘Extension’ beyond 02 years at the quoted commercials and existing T&C, if NeGD so decides
- x. EMD (Earnest Money Deposit)

S2-1 Other Bid Documents:

- i. Undertaking regarding non-existence of ‘Conflict of Interests’
- ii. Undertaking from Authorised Signatory for unconditional acceptance all terms and conditions of ‘RFP (Request for Proposal) i.e. Nil Deviation Certificate.

S2-3 Documents related to Technical Evaluation

- i. IT Projects – a) Design & Development, b) O&M, c) of Government
- ii. Transition Management of ‘Large IT Applications’ Project
- iii. UMANG Project Understanding – Presentation
- iv. Exit Management Plan
- v. Company’s capability, skills, technology set-up and proposed methodology, timeframes to take over and manage UMANG
- vi. Resumes of the Resources quoted

SCHEDULE III – Bid Formats

S3.1 Financial Bid

The financial bid format is as given in Table 6.

Table 6 - Financial Bid Format

	Components	Quote (INR)(x) (Excluding Taxes) (To be quoted by Bidder)	Qty. (y)	Total (INR) (x*y) (Excluding Taxes)	
1	Platform Fee (One time) including complete solution deployment with all component including AI, NLP, ML etc. on Voice/Chat BoT(A)	Q(PF)	1	Q(PF)	
2	Service Enablement Fee				
	Service type	On (Voice + Chat) Bot	On Chat-only Bot	No. of services	Total
	S1	q1(S1)	q2(S1)	32	Q(S1)=32*(q1(S1)+q2(S2))
	S2	q1(S2)	q2(S2)	6	Q(S2)=6* (q1(S2)+q2(S2))
	S3	q1(S3)	q2(S3)	6	Q(S3)=6*(q1(S3)+q2(S3))
	S4	q1(S4)	q2(S4)	6	Q(S4) = 6*(q1(S4)+q2(S4))
	Total Service Enablement Fee (B) = Q(S1) + Q(S2) + Q(S3) + Q(S4)				
3	Resources Fee (C) for CR				
	R1 (Data Scientist) fee per month	Q(R1)		1	Q(R1)
	R2 (Data Engineer) fee per month	Q(R2)		1	Q(R2)
	Total Resource Fees (C) - 12 months for each =12*Q(R1) + 12*Q(R2)				
4	Platform usage Fee including all components (D) for 3 million interactive voice sessions (includes Voice only and Voice + Chat interactions)	Q(D)		1	Q(D)
5	Platform usage Fee including all components	Q(E)		1	Q(E)

	(E)for 7 million interactive Chat-only sessions			
6	Flat annual Operation, Maintenance & Management Fee – Voice BoT(To be paid quarterly from the date of GoLive) (F)	QVB(O&M)	2	2*QVB(O&M)
7	Flat annual Operation, Maintenance & Management Fee – Chat BoT(To be paid quarterly from the date of GoLive) (G)	QCB (O&M)	2	2*QCB(O&M)
8	Security Audit and Certification per event – ‘Cert-IN’ empanelled (H)	Q(h)	8	8*Q(h)
Total Security Audit Fee (H) = 8*Q(h)				
9	Quote (Q) = A + B + C + D + E + F + G + H			

Note:

- (i) **Session:** This is defined as ‘Five minutes (05)’ of user conversation with the bot. If the user-bot interaction results in human agent transfer, the time spent with the human agent will be excluded from the bot session. If the bot has sent a message as part of a welcome event or an on-connect event, it will not be considered as the start of the session. Session starts only when the bot platform receives a message from the user.
- (ii) Service Enablement Fees quoted here is for enablement of services on all channels in English, Hindi and Hinglish language.
- (iii) In case of consortium bid, the responsibility areas of all the partners involved, and the overall responsibility of the bidder should be clearly demarcated.
- (iv) List of tentative services for immediate on-boarding is placed at Annexure II for quick reference. Actual number of services may vary when making the services LIVE. The list is tentative for Bidder information.

S3.2 Technical Bid Cover Letter

[Cover Letter]

[Date]

To,

<<Address to be added>>

Dear Sir,

Ref: RFP for Selection of an Agency for UMANG -Chatbot/VAfor 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 shortlisting 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 **2020**
(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 thatwho 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)

S3.3 Commercial Proposal Cover Letter

(Company Letter Head)

[Date]

To,

Dear Sir,

Ref: RFP for Selection of an Agency for UMANG- Chatbot/VA 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 2020

(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)

S3.4 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 and Address>>			
Bidder Request for Clarification			
Name of Organization submitting request		Name and Position of Person Submitting Request	Full formal address of the Organization including phone, fax and email points of contact
			Tel:
			Fax:
			eMail:
S. No.	Bidding Document Reference(s) (section number/ page number)	Content of RFP requiring clarification	Points of clarification Required

S3.5 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 “Appointment for Partner Agency (Vendor) For UMANG – Chatbot/VA solutionfor 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

S3.6 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 Appointment for Partner Agency (Vendor) For UMANG – Chatbot/VA solution 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.
4. Notwithstanding any other term contained herein a) This guarantee shall be valid only up to _____ (“Expiry date”) b) The total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rupees _____ Only). c) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written demand made in the manner prescribed above on or before _____ (Expiry Date), failing which all your rights under the said guarantee shall be forfeited and the Bank shall be released and discharged from liability there under, irrespective of whether or not the original guarantee is returned to us.

Dated this _____ day of _____ 2020

For the Bank of _____

(Agent/Manager)

S3.7 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 Appointment for Partner Agency (Vendor) For UMANG – Chatbot/VA solution 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 2020.

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

S3.8 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 :
Bank details of the Agency				
Bank Name				
Bank Address				
Bank Account No				
IFSC Code				
PAN No.				
TIN No.				

Signature & Stamp of the Bidder

Date:

S3.9 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:

S3.10 Proforma for Unconditional acceptance of Terms and Conditions of RFP

(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,

Our company, hereby confirms the that the proposal submitted by us has no deviations from the scope of services, and terms and conditions to the RFP: Appointment of Partner Agency (VA/Bot) For Development, Operations and Management of UMANG – Conversational Chat Bot and AI Based Voice Assistant and all its corrigendum's and response to queries.

[on behalf of Bidder Name]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:

Seal/Stamp of Bidder:

S3.11 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.	Earnest Money Deposit	
2.	Bid form (Bid cover letters) with complete technical bid and Financial bidformat and details as specified in this RFP, with all pages serially numbered, signed and stamped on each page.	
3.	Supporting Documents in response to Eligibility Criterion	
4.	Supporting Documents in response to Technical Criterion	
5.	Proforma for not being blacklisted	
6.	Agency(Bidder) Information Form.	
7.	Undertaking regarding extension beyond 2 years at the quoted cost.	
8.	Non-Disclosure Agreement	
9.	Agency Bidder information and consortium partners details and agreement amongst partners for participation in the bid, along with responsibility matrix	
10.	Undertaking regarding unconditional acceptance of RFP document	
11.	Undertaking regarding non-existence of 'Conflict of Interests'	
12.	Resume of Resources (R1 & R2)	

Date:
Place:

Signature of Authorised Person
FullName:
Company's Seal:

ANNEXURES

Annexure I - UMANG Department Applications Details

This contains the list of major Applications/Services available on UMANG.

Education

- a) CBSE - The service allows CBSE students to locate their respective exam centers of board as well as competitive exams. Students can also view their 10th, 12th and JEE exam results using the service on UMANG.
- b) e-Pathshala (NCERT) - e-Pathshala allows students and teachers to download and access e-Books as well as educational audios and videos for students from primary to 12th standard.
- c) All India Council for Technical Education (AICTE) - Using AICTE service on UMANG, students can view the list of AICTE affiliated Educational Institutes/Colleges. The service also allows students to view various courses available on AICTE as well as the faculty details.
- d) National Scholarship Portal (NSP) - The NSP service on UMANG lets a student view the list of available scholarships. Students can check their eligibility for such scholarships and can track their application status on UMANG app.
- e) Madhya Pradesh Board Results - Students from Madhya Pradesh Board can view their 10th and 12th results on UMANG app.

Agriculture

- a) Soil Health Card(SHC) – Soil Health Card carries crop-wise recommendations of nutrients and fertilizers required for a soil. Farmers can access their SHC from the UMANG app itself.
- b) Buyer/Seller (mKisan) – Farmers can buy/sell their produces online via UMANG app using the mKisan service.
- c) AgMarknet (DMI) – UMANG app can also be used to check the market price of various commodities in nearby Mandi.
- d) Kisan Suvidha (agro-advisories, weather forecast, dealers' information) – Kisan Suvidha service enables farmers to check weather condition and agriculture advice for their area. Farmers can also check updated list of pesticides, seeds, fertilizers and farm machinery dealers using the service on UMANG app.
- e) Crop Insurance - Using the Crop Insurance service on UMANG, farmers can calculate the premium of their insurances.
- f) Extension Reforms – UMANG also lets user to locate a farmer friend (Krishi Mitra) in & around their respective geographic area.

Health

- a) On Line Registration (ORS) – ORS on UMANG app allows users to book/view/cancel appointment in Government hospitals as well as view medical reports.
- b) Pharma SahiDaam from NPPA - Pharma SahiDaam on UMANG app allows users to check medicine prices instantly on the go and helps in searching medicine substitutes which are equivalent but cheaper.
- c) e-Raktkosh - e-Raktkosh on UMANG lets user to find blood banks near an area as well as check blood availability of a blood group in such blood banks. This can be of great use in an emergency. In addition, the service on UMANG also enables user to volunteer for participating and donating blood in various blood donation camps.

Employment/Youth

- a) Application of National Skill Development Corporation/Agency (NSDC/NSDA) - Pradhan Mantri Kaushal Vikas Yojna (PMKVY) - UMANG app allows users to register for several skilling courses, locate training centers for such courses in any geographical area as well as search for certified professionals of an area.
- b) EPFO – Employees can check provident fund passbook balance at any time, raise claim, check claim status, search establishment, get EPFO office address and apply for Jeevan Pramaan certificate using the EPFO service on UMANG app. No need to visit EPFO office.
- c) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.

Pensioners

- a) Pensioners Services – UMANG allows pensioners to create personalized pension roadmap, lodge a pension grievance, track status of the grievance, send reminders in case of no revert from the respective authorities & share feedback accordingly etc. UMANG also allows users to calculate their Pension and Gratuity.
- b) Jeevan Pramaan - Generating and viewing Life Certificate is also made easy via Jeevan Pramaan by just connecting an UIDAI approved biometric device to the mobile having UMANG app. No need to visit a bank or any other office, just give life certificate through UMANG by sitting at home through supported biometric devices.

Other important services

- a) My PAN – Users can apply for new PAN card and apply for correction on existing PAN cards via UMANG app. The app also allows users to track application status as well as find a nearby PAN card office.
- b) Passport Seva – Using the Passport Seva service via UMANG app one can locate a passport center, track passport application status, find out the applicable fee as well as the required list of documents for passport application.
- c) Bharat BillPay - UMANG comes integrated with Bharat BillPay service which can be used for paying bills for about 100 service providers for gas, electricity, water, DTH, telecom etc.
- d) MADAD - MADAD service on UMANG app enables users to find an Indian Mission/Post abroad. The service also enables online logging and tracking of grievances. This may be useful if a citizen is stuck up in a far-flung country and needs to get contact details of Indian mission.
- e) eMigrate – Using this, users who want to travel abroad can do registration for travelling to ECNR countries and can also track their application status. UMANG also enables travelers to check for their emigration clearance status via eMigrate service.
- f) Gas Booking (BPCL, HP, IOCL) – Refilling and booking a cylinder for all 3 gas agencies is possible with just a click. In addition, viewing history, locating distributor, requesting for mechanic service and bank account seeding etc. for BPCL, HP and IOCL can be done through UMANG app.
- g) Vahan - Paying Road Tax (for commercial vehicles) for States is easy on UMANG app. This service is available for many States and will soon be made available for remaining States.

For latest status please check list on UMANG whether this service is available for your State.

- h) New Delhi Municipal Corporation (NDMC) – Users can book Barat Ghar, book appointment for Yellow Fever vaccination and download birth and death certificates using the NDMC service on UMANG app.
- i) Income tax - Taxpayers can pay taxes like Advance Tax, Self-Assessment Tax and other taxes, using challan 280 service as well as track their challan status Via UMANG app.
- j) National Pension System (NPS) – NPS subscribers can access latest account details using PRAN and password using the UMANG app. Subscribers can also browse through the account information, change scheme preference, change address etc. on UMANG app itself.
- k) CISF – The CISF service on UMANG enables users to lodge complaints against the misplaced baggage at the airport/metro stations and other places covered by CISF. The service can also be used to track the unattended items found at any airport.
- l) CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)– This service enables submission of grievances of the aggrieved citizens to Ministries/Departments/Organizations who scrutinize and act for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this through the registration number.
- m) Telecom Regulatory Authority of India (TRAI) –Using this, user registered in DND 2.0- ‘Do not Disturb’ can complain about unsolicited SMS/call to TRAI by linking such SMS/call from within the UMANG app. The user will also get updates on action taken on complaints within the app. In addition, it will also provide facility to measure the data speed and call quality. MyCall service of TRAI will allow all telecom subscribers in India to submit their opinion on low voice call quality through feedback rating process.
- n) Employee State Industrial Corporation (ESIC) –Using this service a user can view the list of social security services like his participations (contributions made towards ESIC), welfare privileges (his entitlement for various benefits provided by ESIC), Claims (Status of claims raised with ESIC), Opinion (Feedback Service) Service. In addition, a user can find the ESIC hospitals details based upon his entered State and District parameters. A list will be displayed to user which will provide information regarding Hospitals names and addresses. Users can also lodge and track the Grievances. It is also possible for a user to search his Employer name to self-verify his enrolment status with both employer and ESIC.
- o) Consumer Complaint –This service from Ministry of consumer affairs allows consumers to make complaint through UMANG about any consumer related issue.

Annexure II - List of potential Services for immediate on-boarding on UMANG (Tentative)

Table 14 – Indicative List of Services of Immediate onboarding

	Departments/ Applications	SERVICE	Service description	Type	Voice	Chat
1.	Digilocker	Fetch issues document	Fetch all issues documents like Driving License, RC, Aadhaar etc.	S1	N	Y
2.	Ministry of HRD, Department of School Education & Literacy - CBSE	Locate School	School Locator	S1	Y	Y
3.	National Scholarship Portal	Track	Track Application status	S1	Y	Y
4.	Ministry of Agriculture and Farmers Welfare - Crop Insurance	Premium Calculator	Premium Calculator - Farmer can check the premium amount for crop as per area (in hectare)	S4	Y	Y
5.	Ministry of Agriculture and Farmers Welfare - Soil health card (SHC)	View SHC	Track / view of soil health card – using mobile number	S2	N	Y
6.	Ministry of Agriculture and Farmers Welfare– Agmarknet	View Market prices	View market prices by location.	S4	N	Y
7.	Ministry of Agriculture and	View Expert Advice	Agro advisory	S4	N	Y
8.	Farmers Welfare - Kisan Suvidha	View Weather forecast	Weather forecast	S4	Y	N
9.	Health - Online registration system for patients, Ministry of Health & Family Welfare	Book Appointment	Book OPD appointment in Government hospitals– using Aadhaar / or phone number	S3	Y	Y
10.	e-Raktkosh	View Blood banks	Blood availability - Unit wise, blood type wise, state/district wise, via	S4	Y	Y

	Departments/ Applications	SERVICE	Service description	Type	Voice	Chat
			locn			
11.	PMAY	Subsidy calculator	CLSS- Subsidy Calculator	S1	Y	Y
12.	BPCL, Bharat Petroleum corporation limited	Book Cylinder	Refill order	S1	Y	Y
13.	HPCL, Hindustan Petroleum Corporation limited	Book Cylinder	Refill order – cash on delivery	S1	Y	Y
14.	IOCL, Indian oil corporation Limited	Book Cylinder	Refill order -- view refill order	S1	Y	Y
15.	eMigrate, Ministry of External affairs	Track	Track application status	S1	Y	Y
16.	MADAD, Ministry of External affairs	Track	Track Status for submitted grievance by the users	S1	Y	Y
17.	EPFO	View Passbook	Balance enquiry Personalized PfStatement,Claim Settlement	S2	Y	Y
18.		Track	Track claim EPFO	S1	Y	Y
19.	PAN	Track	Track PAN card	S1	Y	Y
20.	ESIC eCourts		Claim status ESIC	S1	Y	Y
21.	Haryana(eDisha)	Cause List	Users can view cause list of a particular case	S2	Y	Y
22.		Track	Check status of applied certificate	S1	Y	Y
23.	SARAL	Track	The service helps citizen of Haryana to track status and view departments and services requested through SARAL portal (Haryana)	S1	Y	Y
24.	eMitra Rajasthan	Track	Track certificate	S1	Y	Y
25.	Revenue Department, HP	Track	Track application	S1	Y	Y

	Departments/ Applications	SERVICE	Service description	Type	Voice	Chat
26.	Assam	Track	Track Certificate	S1	Y	Y
27.	Mizoram	Track	Track certificate	S1	Y	Y
28.	Uttarakhand (e-District)	Track	Track certificates	S1	Y	Y
29.	MP RCMS	Search Final order	Petitioners can download the PDF copy of final order of case for a given Case Number.	S1	Y	Y
30.	MP ULB	Track status	Track status of applied services	S1	Y	Y
31.	Tamil Nadu – Revenue Department	Track	Track status	S1	Y	Y
32.	GOA Municipal Administration	Track status	Track status	S1	Y	Y
33.	Chhattisgarh e District	Track status	Track certificate status	S1	Y	Y
34.	eDistrict Manipur	Track status	Track application of the applied certificates by using application number.	S1	Y	Y
35.	Nagaland	Track status	Users can avail the service of track application of the applied certificates by using reference number.	S1	Y	Y
36.	eDistrict Delhi	Track Certificate	Track Certificate	S1	Y	Y
37.	LG Listening post, Delhi	View Status	Users can view status of grievances and add their comments.	S1	Y	Y
38.	MP Labour	Track Complaint status	Citizens can track complaint status by providing the Service and Complaint Number.	S1	Y	Y
39.		Track Application status	Citizens can track application status by providing the Service and Registration Number.	S1	Y	Y

The Type of services are indicative and will be decided by NeGD as and when the services are onboarded

Annexure III - Indicative Timelines of different RFPs

Table 15 – Indicative Timelines

Item	AI Bot (Vendor 5)
RFP Floated	14.11.2019
Vendor conference Date/Time	03.12.2019 (3 pm)
Last date of submission of written queries by vendors	13.12.2019
Reply to queries by NeGD	23.12.2019
Bid submission	14.01.2020
Bid evaluation/Demo	5 weeks
Approval	1 week
LOI/ WO	01.03.2020

Note: Bidder to continuously visit NeGD Website for latest Dates/timelines about the RFP.

Annexure IV – Responsibility Matrix

Table 16

#	Items	Chatbot/VA(Vendor)	NeGD
2	Service Enablement	<ul style="list-style-type: none"> - Consume the API's and create detailed PRDs, UI/UX for voice and chat etc. for different platforms based on inputs received from NeGD. - Testing, deployment and release to production 	<ul style="list-style-type: none"> - Share the Required APIs service wise along with Documentation for service enablement - Resolve any issues faced by Vendor while consuming APIs - Review the development and UI/UX - Review the development and UI/UX - Day to day manageability and taking regular Demos of Service and overall Product developed. Giving Go ahead for making the services LIVE after satisfactory joint review.
3	Testing	<ul style="list-style-type: none"> - Prepare comprehensive test cases/use cases/dialect flow for each service delivery and share with NeGD/ NeGD nominated agency - Prepare automated scripts apart from manual testing to fasttrack development and re-testing wherever applicable. - Proper Support for UAT along with regular Demo of developed product. 	<ul style="list-style-type: none"> - Review of services as per the service flow and details.
4	Performance Testing	<ul style="list-style-type: none"> - Evaluate the Product from time to time with different data load time on different network types - Deploy proper tools to monitor the same. 	<ul style="list-style-type: none"> - Review the reports published. - Discussion with Development/Product team (whenever required)
5	Queries/Grievance/Bugs as reported by Users/NeGD/Depts.	<ul style="list-style-type: none"> - Will resolve the issue and update the ticket status - 24 * 7 tech ops team 	<ul style="list-style-type: none"> - Review the Issues and reports on regular basis. - Review the SLA report, Tickets etc.
8	Operations	<ul style="list-style-type: none"> - Monitor services downtime, performance etc. - Monitor the services with the use 	<ul style="list-style-type: none"> Make payments as per SLAs met

#	Items	Chatbot/VA(Vendor)	NeGD
		of automated scripts and raise alerts in case of any issues - Adhere to SLA's	
9	Enhancements to keep the app robust	Enhance/ modify the existing workflow/process changes as and when required for all platforms including mobile app/web/Toll free/other channels wherever applicable.	- Provide requirements - Review the enhancements
10	Software/ Procurement	Procure any Software/tool for UMANG chatbot/VA 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.	Review recommendations and suggest alternatives if available.
11	Training	Provide Training and walkthrough of developed service to NeGD/ NeGD nominated agency/Departments.	Review the services and suggests modifications (wherever required)
12	Documentation	- Creation and updation of documentation for all the components of ChatBot/VA solution, User manuals, Training modules etc. - Design guidelines manageability	Review the documents

Important Links

Please visit NeGD/MeitY (<https://www.negd.gov.in>) / (<http://www.meity.gov.in>) Website for important links to UMANG RFPs.

Glossary

#	Abbreviation	Definition
1.	AHT	Average Handling Time
2.	AI	Artificial Intelligence
3.	AMC	Annual Maintenance Contract
4.	API	Application Program Interface
5.	APM	Application Performance Management
6.	APR	Annual Performance Report
7.	B2C	Business to Citizen
8.	BG	Bank Guarantee
9.	BI	Business Intelligence
10.	BoM	Bill Of Materials
11.	BoT	Short for robot - it is a program that operates as an agent for a user or another program or simulates a human activity
12.	B. Tech.	Bachelor of Technology
13.	CC	Call Centre
14.	CCN	Change Control Note
15.	CERT-IN	Computer Emergency Response Team - India
16.	CMMi	Capability Maturity Model Integration
17.	CR	Change Request
18.	CRM	Customer Relationship Management
19.	CSS	Cascading Style Sheets
20.	CSV	Comma-separated Values
21.	CV	Curriculum Vitae
22.	DARPG	Department of Administrative reforms and Public Grievances

23.	DBA	Database Administrator
24.	DC	Data Centre
25.	DDoS	Distributed Denial of Service
26.	DoT	Department of Telecommunications
27.	DR	Disaster Recovery
28.	EMD	Earnest Money Deposit
29.	ETL	Extract, Transform, Load
30.	FAQ	Frequently Asked Questions
31.	FAT	Functional Acceptance Testing
32.	FRS	Functional Requirement Specifications
33.	G2B	Government to Business
34.	G2C	Government to Citizen
35.	G2E	Government-to-employees
36.	G2G	Government to Government
37.	GST	Goods and Services Tax
38.	GSTN	Goods and Service Tax Network
39.	H/W	Hardware
40.	HLD	Higher Level Design
41.	HTML	Hypertext Mark-up Language
42.	HTTP	Hypertext Transfer Protocol
43.	HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
44.	ICT	Information and Communications Technology
45.	IMPS	Immediate Payment Service
46.	iOS	iPhone Operating System
47.	IPR	Intellectual Property Rights
48.	ISO	International Standards Organization
49.	IT	Information Technology

50.	IVR	Interactive Voice Response
51.	J2EE	Java 2 Enterprise Edition
52.	JDBC	Java Database Connectivity
53.	JS	Java Script
54.	JSON	JavaScript Object Notation
55.	JSP	Java Server Pages
56.	KT	Knowledge Transfer
57.	LLD	Lower Level Design
58.	LOI	Letter Of Intent
59.	MBA	Masters of Business Administration
60.	mBaas	Mobile Backend as a Service
61.	MCA	Master of Computer Application
62.	MeitY	Ministry of Electronics & Information Technology
63.	MIS	Management Information System
64.	MoMs	Minutes of Meetings
65.	MPIN	Mobile Personal Identification Number
66.	M.Tech.	Master of Technology
67.	NCR	National Capital Region (comprising of Ghaziabad, Noida, Greater Noida, Gurgaon & Faridabad)
68.	NeGD	National e-Governance Division
69.	NIC	National Informatics Centre
70.	NOC	No Objection Certificate
71.	NPCI	National Payments Corporation of India
72.	O&M	Operations and Management
73.	OAuth	Open Authorization
74.	OBD	Out Bound Data calls
75.	ODBC	Open Database Connectivity
76.	OTP	One Time Password

77.	OWASP	Open Web Application Security Project
78.	PAN	Permanent Account Number
79.	PCI DSS	Payment Card Industry Data Security Standard
80.	PM	Project Manager
81.	PMU	Program Management Unit
82.	QA	Quality Analyst
83.	R&D	Research and Development
84.	RAS	Rapid Assessment System
85.	RBI	Reserve Bank of India
86.	Redis	Remote Dictionary Server
87.	REST Protocol	Representational State Transfer Protocol
88.	RFP	Request for Proposal
89.	SDLC	Software Development Life Cycle
90.	SLA	Service Level Agreement
91.	SMS	Short Message Service
92.	SOAP	Simple Object Access Protocol
93.	SOP	Standard Operating Procedures
94.	SPOC	Single Point Of Contact
95.	SQL	Structured Query Language
96.	SSDG	State Service Delivery Gateway
97.	SSL	Secure Socket Layer
98.	STQC	Standardisation Testing and Quality Certification
99.	SYN Cookies	Synchronize Cookies
100.	T&C	Terms and Conditions
101.	TCP	Transmission Control Protocol
102.	TDD	Test Driven Development
103.	TRAI	Telecom Regulatory Authority of India

104.	TSA	Technical Solution Architect
105.	UAT	User Acceptance Testing
106.	UI	User Interface
107.	UIDAI	Unique Identification Authority of India
108.	UMANG	Unified Mobile Application for New-age Governance
109.	URL	Uniform Resource Locator
110.	UT	Union Territory
111.	UX	User Experience
112.	VA	Voice Assistant
113.	VID	Virtual ID
114.	WSO2	Web Service Oxygen
115.	XML	Extensible Mark-up Language
116.	SEO	Search Engine Optimization