



## **Invitation to Bid**

**For**

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**Appointment of Partner Agency  
For  
Conversational AI Platform  
for Delivery of UMANG/Government services  
(Unified Mobile Application For New-Age Governance)**



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## Table of Contents

<b>Part – I</b> .....	<b>1</b>
<b>1 Purpose of the document</b> .....	<b>1</b>
<b>2 Introduction</b> .....	<b>1</b>
<b>3 Request for Proposal</b> .....	<b>1</b>
<b>4 UMANG Overview</b> .....	<b>2</b>
<b>5 Scope of Work</b> .....	<b>3</b>
<b>5.1 Conversational AI Platform (with Deep Learning)</b> .....	<b>3</b>
5.1.1 Platform Components .....	4
5.1.2 Platform Security .....	6
<b>5.2 UMANG Bot (Chat and Voice)</b> .....	<b>6</b>
5.2.1 Channels and Interfaces .....	7
5.2.2 Features and Functionalities .....	7
5.2.3 Service Enablement .....	8
5.2.4 Language Enablement .....	9
5.2.5 UI and UX .....	10
5.2.6 Product Management .....	10
5.2.7 Fallback .....	10
<b>5.3 Data Security and Privacy</b> .....	<b>10</b>
<b>5.4 Documentation</b> .....	<b>11</b>
<b>5.5 Training</b> .....	<b>11</b>
<b>5.6 Deployment and Infrastructure</b> .....	<b>12</b>
<b>5.7 Operations and Maintenance</b> .....	<b>12</b>
5.7.1 Platform and Infrastructure Monitoring .....	13
5.7.2 Continuous Improvement and Bug Fixing .....	13
5.7.3 SLA Monitoring and Audit Support .....	13
5.7.4 Reporting and MIS .....	13
5.7.5 Technical Support .....	14
5.7.6 Ticketing .....	14
<b>5.8 Change Request</b> .....	<b>14</b>
<b>6 Miscellaneous</b> .....	<b>14</b>
<b>7 Timelines</b> .....	<b>14</b>
<b>8 Commercial Structure</b> .....	<b>15</b>
<b>8.1 Delivery Milestones</b> .....	<b>15</b>
8.1.1 Beta Launch.....	15

8.1.2	Go-Live .....	16
8.1.3	Post Go-Live .....	16
<b>8.2</b>	<b>Payment milestones .....</b>	<b>17</b>
<b>9</b>	<b><i>Duration and extension .....</i></b>	<b>17</b>
<b>10</b>	<b><i>Bidding and Evaluation Process.....</i></b>	<b>18</b>
10.1	Eligibility Criteria .....	18
10.2	Evaluation Criteria.....	20
10.2.1	Technical Evaluation .....	20
10.2.2	Financial Evaluation .....	22
<b>11</b>	<b><i>Severity Levels Agreements and Penalty.....</i></b>	<b>24</b>
11.1	Severity Level .....	24
11.2	Platform Availability SLA .....	25
11.3	Software Delivery (Change Request) SLA.....	25
11.4	Application Performance SLA.....	26
11.5	Service Quality SLA.....	26
11.6	Penalty .....	27
<b><i>End of Part 1 .....</i></b>		<b>28</b>
<b><i>Part 2.....</i></b>		<b>29</b>
<b>12</b>	<b><i>Payment Terms and Schedules .....</i></b>	<b>29</b>
12.1	Ownership .....	29
12.2	Payment Schedule.....	29
12.3	Liquidated Damages .....	29
12.4	Performance Bank Guarantee (PBG) .....	30
<b>13</b>	<b><i>Instructions to Partner Agency (Vendor).....</i></b>	<b>31</b>
13.1	Tentative Calendar of Events .....	31
13.2	General Instructions on Bidding Process .....	31
13.3	Interpretation .....	31
13.4	Measurements and Arithmetic Conventions .....	32
13.5	Ambiguities within RFP.....	32
13.6	RFP Document Fees.....	32
13.7	Pre-Bid Conference .....	32

13.8	Response to Bidder’s Queries .....	32
13.9	Supplementary Information/ Corrigendum/ Amendment to the RFP .....	33
13.10	Proposal Preparation Costs .....	34
13.11	NeGD’s Right to terminate the Process.....	34
13.12	Earnest Money Deposit (EMD) .....	34
13.13	Authentication of Bids .....	35
13.14	Interlineations in Bids.....	35
13.15	Venue & Deadline for submission of proposals.....	35
13.16	Late Bids.....	35
13.17	Bid Submission Instructions .....	35
13.18	Mode of Submission .....	36
13.19	Financial Proposal.....	38
13.20	Correction of Error.....	38
13.21	Prices and Price Information .....	39
13.22	Language of Proposals .....	39
13.23	Conditions under which this RFP is issued .....	39
13.24	Rights to the Content of the Proposal.....	40
13.25	Modification and Withdrawal of Proposals.....	40
13.26	Non-Conforming Proposals .....	40
13.27	Disqualification .....	41
13.28	Conflict of Interest.....	41
13.29	Evaluation Committee .....	42
<b>14</b>	<b><i>Ownership and Intellectual Property Rights.....</i></b>	<b>42</b>
14.1	Ownership & IPR.....	42
14.2	Products and Fixes .....	42
14.3	Bespoke development.....	42
14.4	Pre-existing work .....	43
<b>15</b>	<b><i>Award of Contract .....</i></b>	<b>43</b>
<b>16</b>	<b><i>Termination.....</i></b>	<b>44</b>
16.1	Material Breach .....	44

16.2	Termination of the Contract due to bankruptcy of Partner Agency .....	45
16.3	Change of Control .....	45
16.4	Effects of Termination .....	46
<b>17</b>	<b>General Terms and Conditions.....</b>	<b>46</b>
17.1	Personnel.....	46
17.2	Independent Contractor .....	47
17.3	Sub-contractors.....	47
17.4	Assignment .....	47
17.5	Trademarks and Publicity .....	47
17.6	Variations and Further Assurance .....	48
17.7	Severability and Waiver.....	48
17.8	Compliance with Applicable Law.....	48
17.9	Professional Fees .....	48
17.10	Ethics .....	49
17.11	Entire Contract .....	49
17.12	Amendment .....	49
	<b>SCHEDULE I - Change Control Schedule .....</b>	<b>49</b>
	S1-1 Change Management Process.....	50
	<b>SCHEDULE II - Exit Management.....</b>	<b>51</b>
	S2-1 Purpose .....	52
	S2-2 Cooperation and Provision of Information .....	52
	S2-3 Confidential Information, Security and Data .....	53
	S2-4 Employees.....	53
	S2-5 Transfer of Certain Agreements.....	54
	S2-6 Rights of Access to Premises.....	54
	S2-7. General Obligations of the Partner Agency .....	54
	S2-8. Exit Management.....	55
	<b>SCHEDULE III – LIST OF DOCUMENTS .....</b>	<b>56</b>
	S3-1 Eligibility Documents: .....	56
	S3-2 Other Bid Documents:.....	56

<b>S3-3 Documents related to Technical Evaluation .....</b>	<b>56</b>
<b><i>SCHEDULE IV – Bid Formats .....</i></b>	<b>58</b>
<b>S4.1 Financial Bid Format.....</b>	<b>58</b>
<b>S4.2 Technical Bid Cover Letter .....</b>	<b>60</b>
<b>S4.3 Commercial Proposal Cover Letter .....</b>	<b>62</b>
<b>S4.4 Format for submission of Queries for clarification .....</b>	<b>64</b>
<b>S4.5 Non – Disclosure Agreement (NDA) .....</b>	<b>64</b>
<b>S4.6 Earnest Money Deposit .....</b>	<b>67</b>
<b>S4.7 Performance Bank Guarantee.....</b>	<b>68</b>
<b>S4.8 Bidder Information Form .....</b>	<b>71</b>
<b>S4.9 Proforma for not being Blacklisted.....</b>	<b>72</b>
<b>S4.10 Proforma for Unconditional acceptance of Terms and Conditions of RFP .....</b>	<b>73</b>
<b>S4.11 Check List of the Documents to be submitted with the Bid.....</b>	<b>74</b>
<b><i>ANNEXURES.....</i></b>	<b>75</b>
<b>Annexure I – Existing Services on UMANG.....</b>	<b>75</b>
<b>Annexure II - List of potential Services UMANG Conversational AI (Tentative).....</b>	<b>78</b>
<b>Annexure III - Indicative Timelines of different RFPs .....</b>	<b>84</b>
<b>Annexure IV – Responsibility Matrix .....</b>	<b>85</b>
<b>Annexure V – List of MeitY Empanelled Cloud Service Providers .....</b>	<b>88</b>
<b>IMPORTANT LINKS .....</b>	<b>89</b>
<b><i>GLOSSARY.....</i></b>	<b>89</b>

## 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, deep learning, cognitive learning, machine learning, robotics and other allied fields to provision UMANG/Government services to users through Bot (Chat + Voice). 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 initial contract will start from the date of WO and its duration will be 4 years ( 1 year for Go-Live, Service & Language Enablement and O&M + 3 years of O&M) from the date of 'Go-Live'.

### **2 Introduction**

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](http://www.umang.gov.in)) at the front-end. It aims to provide 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.

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:

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

Reference URL to download the UMANG mobile applications from respective stores is: <https://web.umang.gov.in/uaw/i/v/ref>. Users can also give missed calls 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 (hereafter referred as ' Bidders) to select a Partner who is capable of providing -

- a) An AI platform with deep learning with conversational Chat/Voice BoT for delivery of select services of UMANG platform and Government to people through Voice Assistant(VA)/Chatbot.

- b) The Platform should be able to provide assistance with general tasks including but not limited to availing services of Government and available on UMANG platform such as registration, login, reset password, department and service related information, events, new launch, user help, FAQs, coming soon information etc..

Request for proposal (RFP) is available at Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>), NeGD website (<http://www.negd.gov.in>) as well as on MeitY's website (<http://www.meity.gov.in>) for ready reference. Bid against this RFP shall be submitted online only at Central Public Procurement Portal (CPP portal) (<https://eprocure.gov.in/eprocure/app>). Please refer clause 13.18 for details No other mode of bid submission shall be accepted.

## 4 UMANG Overview

UMANG is one of a kind government service aggregation platform delivering thousands of services through a 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 generally 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 is a multi-layered platform comprising of

- UMANG Client Apps – Android, iOS, Web and KaiOS
- UMANG Backend
- Service Providers' (currently Government Departments) backend applications





### Figure -1 – UMANG Ecosystem

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

#### UMANG Service Providers

As of December 2020, following are the key statistics with respect to UMANG

<b>Total Services</b>		<b>2000+</b>
Central	State	Utility
400+	500+	1200+
More than 35 Million Downloads		

Few more services may be made live by the time the bids for this RFP are evaluated and Work Order is placed to the selected Partner Agency (Bidder). Details of potential applications and services are attached at Annexure-II of this document.

## 5 Scope of Work

The Partner Agency (Bidder) shall design, develop and deploy the complete **Conversational AI Platform** as per SoW in this RFP and as suggested by NeGD/MeitY. The Partner Agency through this Conversational AI Platform shall provide all software/solution/tools/components etc. required to build, test, train, measure, and manage conversational bots (Chat and Voice).

### 5.1 Conversational AI Platform (with Deep Learning)

The Partner Agency (Bidder) shall provide/develop the Conversational AI Platform with modular structure, flexible architecture and unique global/local language features capabilities to:

- i. **Build** sophisticated conversational AI bots/applications providing seamless experience throughout the entire user journey.
- ii. **Deliver** over multiple channels, in multiple languages, intelligent, interactive bots/applications capable of carrying out complex tasks.
- iii. **Collect** conversational data and use it to personalize the conversation even further, while complying with data security and privacy rules and regulations.
- iv. **Learn** from the data analysis that provides insights for continuous improvements.
- v. **Utilize** the data and the AI assets while running the bots/applications to maintain and expand use of conversational AI in Government domain.

## 5.1.1 Platform Components

### 5.1.1.1 Natural Language Processing (NLP) Engine

- The platform shall have advanced capabilities of Intent Recognition, Context awareness, Entity Extraction (System as well as Custom), Sentiment Analysis, Training etc. as per the existing industry standards
- The platform should be able to generate high volume training data, which should be accurately labelled and annotated) for improving the NLP engine. Generation of training data should be automated as well as manual. The usage data should result in a structured and reusable knowledge base.
- Apart from Natural Language Processing (NLP) taking care of intent classification, platform should also provide capability to train the system for Intent Recognition with examples.
- The platform should have capability to understand what the user said using both general and domain specific language objects such as lexicons, synonyms and themes etc. which should be used with Machine Learning algorithms or rules to construct conversation flows by the bots/applications (Chat and Voice)
- The platform should have capability to deliver a meaningful, personalized experience beyond pre-scripted responses by querying multiple data repositories, including integrated back-end systems and third-party databases, and to use that information in creating responses.

### 5.1.1.2 Bot Builder

- i. The solution should include an advanced Bot Builder with visual dialogue manager.
- ii. Provide operational tools to define and create customer conversations, understanding failure points, optimizing contents, journey's, new channels and adding new intents.
- iii. NeGD's subject matter expert (SME) shall provide information, FAQs on services delivered and the solution should convert the information ready for chatbot/VA conversation. Preferably Bot builder platform should provide integration with one or more knowledge sources that can be in the form of one or more PDF documents, HTML pages, word documents etc.

### 5.1.1.3 Integrations

The Platform should have capability to connect to other platforms through APIs, Webhooks etc. For service delivery and user query fulfilment the platform shall connect with UMANG Backend and/or other API platforms as made available by NeGD.

- i. For fallback and support related functionalities the platform should connect with UMANG's CRM and route the calls to UMANG Helpdesk.
- ii. The platform shall also be capable of connecting to platforms such as Digilocker, Aadhaar, RAS etc. to enhance the service offerings to the end user through the Bot.
- iii. The platform shall also be capable of connecting to any third-party platform to enhance the service offerings to the end user through Bot.

### 5.1.1.4 Speech Services

- i. **Advanced Speech Recognition (ASR)**
  - The platform should have ASR capabilities to turn the speech into a textual input.

- Should have high accuracy even for different pronunciations and diverse environments (indoor, outdoor, noisy etc.)
- ii. **Text to Speech (TTS)**
  - The platform should have TTS capabilities to turn the text into speech.
  - Speech should be clear and humane
  - Should have high accuracy

#### **5.1.1.5 Recommendation System**

Platform should also have other Deep Learning capabilities which can be used by platform for discovery and recommendation of eligible schemes and services to the users of bots/applications. The platform should provide capability to drill down into massive document repositories for obtaining insights or learn through its connectivity with UMANG, where thousands of services are connected.

Users should be recommended best-fit schemes and services available in Government domain based on his/her profile (basic details such as Gender, Address, Qualification, Caste, Religion and income etc.). For example, if a user is asking for DBT schemes for Students, the system, which is expected to have learnt about all DBT schemes, their FAQs, the target segments and eligibility etc. should be able to answer based on the target segment of 'student' within DBT schemes and take the user to the relevant service, with minimum questions to the user.

#### **5.1.1.6 Analytics and Reporting**

The Analytics module of the platform should have capabilities to capture and process very large amount of data and generate insights based on them. The module should generate relevant information that can be used to feed-back into the conversation to increase engagement, train and maintain the platform and the Bot.

Following reports should be generated

- i. **User Level Reports**

Total users, active users, engaged users, new users, average number of conversations per user, users' demographics wise distribution, sessions per day, user feedback rating etc.
- ii. **Conversation Level Reports**
  - **Conversation Starter Messages:** Count of sessions where the Bot started the conversation with user
  - **Total Bot Interactions:** Count of total messages sent by the bot in each interactive session
  - **In Bound Messages:** Count of total messages sent by the user in each interactive session
  - **Fallback counts:** Number of unprocessed messages by the Bot
  - **Success Count:** Number of successfully completed conversations
  - **New Conversations:** Total number of new conversations started by the user, either returning user of the bot or a new user.
- iii. **Bot KPIs**
  - **User Retention:** The number of users returning to the bot in a given period of time
  - **Dashboard** with real-time usage statistics
  - **Response Time:** Bot's response time (average, min, max etc)
  - **Fallback rate:** This would capture Bot's failure in delivering service to user.

- **User Satisfaction:** A matrix defined through exit surveys of the users interacting with the bot. The users should be given the option to rate the Bot's service and an optional description of the issue if any.
- **Bot Availability:** Uptime / Downtime
- **Word to Error Ratio:** There should be a report that shows the '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).

iv. **Feedback Analytics**

The user feedback will be classified in the following two categories

- Provision for capturing Feedback for each query has to be given. It can be a binary parameter like thumbs up or thumbs down which will reflect positive and negative feedback respectively. The cases where negative feedback is received, adequate provision for capturing the detailed feedback is to be provided and should be included in the analytics.
- Provision for capturing user feedback as a complete user experience at the end of the conversation or at the footer of the chatbot or if the user chooses to close the session of the chatbot. It will also be based on binary parameters such as "yes" and "no" against the question "do you feel I was helpful?". The cases where "no" is captured as a feedback are to be recorded in detail and report is to be provided on the same

v. **Analytics Integration**

The Analytics module shall be seamlessly integrated with UMANG analytics platform passing on complete information including, but not limited to service usage, sessions maintained, services availed per session, average interaction time, idle time etc. For this, the module should provide APIs for consumption by the UMANG Backend.

- vi. Any other analytics such as provision to generate customized reports and MIS should also be given.

### 5.1.2 Platform Security

The platform should support industry-grade security features and should pass security testing by a third party empanelled at CERT-IN (to be hired by the vendor). Expected timelines for completion of such security audit is 15 days from the date of notification by NeGD. Partner Agency needs to get the security audit done with such a third party, initially, before Beta Launch and thereafter quarterly or as per NeGD's explicit request. Based on the security audit report, the Partner Agency is required to perform the following activities:

- i. Fix the issues/gaps and identified vulnerabilities reported in the Audit Report and furnish the Security Audit Clearance Certificate aligned to NIC/CERT-IN guidelines/requirements.
- ii. Submit the action taken report on the vulnerabilities and the remediations to NeGD.
- iii. Any other activity concerning security audit related aspects, not essentially covered by work areas outlined as above.
- iv. Compliance on data privacy controls as per laws of Government of India.

## 5.2 UMANG Bot (Chat and Voice)

The Conversational AI Platform as mentioned in Section 5.1 of this document can be used to develop, deploy and manage multiple bots (Chat and Voice), however, the Partner Agency (Bidder) shall develop, deploy and

manage ONE bot (Chat and Voice) – **UMANG Bot** with features and functionalities laid out as below and other sections of this RFP.

### 5.2.1 Channels and Interfaces

Service enablement shall mean that the UMANG Bot shall be enabled on one or more of the following channels and interfaces. The services that will be enabled on these interfaces may vary as per the suitability of the channel, however the final decision about the suitability of particular channel for service enablement shall be of NeGD.

**Table 1 - Channels and Interfaces**

		Chat	Voice
UMANG Web	Web SDK All major browsers such as Chrome, Edge, Firefox, Safari etc.	Yes	Yes
UMANG's on-boarded departments' website	Web SDK All major browsers such as Chrome, Edge, Firefox, Safari etc.	Yes	Yes
UMANG Mobile App	Android, iOS	Yes	Yes
Feature Phone; Landline;*		NA	Yes
Google Assistant	Android devices	As applicable	
Amazon Alexa	Alexa enabled devices		
Apple Siri	iOS/MacOS/iPadOS devices		
Whatsapp	On devices for which Whatsapp is available		

*\*through Toll Free No. or terminating landline; Terminating lines will enter the AI Platform on cloud*

### 5.2.2 Features and Functionalities

- i. The UMANG Bot should be able to carry out general conversations such as greetings, small talks, queries about UMANG, integrated departments, services etc.
- ii. The UMANG Bot should use the platform's recommendation system as mentioned in section 5.1.1.5, knowledge bank, FAQs etc. and enable a conversation flow around it as below:
  - Guided services assistance to users
  - Scheme and eligibility-based searches
  - The recommendations apart from using usage data & answered queries should be capable of using a user's profile on UMANG, geo location etc.
- iii. The UMANG Bot should be capable of having an end-to-end conversation with the users and should not restrict the conversation using a certain template or pattern. It should support detection of multiple intents in the same sentence and maintain the context throughout the conversation.

- iv. A soft skilled Indian style persona has to be developed for the UMANG Bot to make the interactions more engaging, humane and suitable for users of government services. Response patterns should be designed around that persona.
- v. During Voice interactions (Voice-only and Voice combined chat) the UMANG Bot should give cues when a user is required 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 should be limited and planned
- vi. The UMANG Bot shall have a well-defined 'Help' intent.
- vii. The UMANG Bot shall have an advertisement placeholder. NeGD shall decide to activate or deactivate the placeholder and shall notify the Partner Agency accordingly. The placeholder should integrate with other solutions/tools meant to publish and measure the various parameters related to ads.
- viii. 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.
- ix. The UMANG Bot should support UMANG's authentication mechanism to the extent allowed by the platform on which it is deployed.
- 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 reasonable noise conditions, different Indian dialects & accents, age groups etc.
- xiii. The UMANG Bot shall support English, Hindi, Hinglish (English & Hindi mix) and other Indian languages as mentioned in Table 2 under section 5.2.4 of the RFP.
- xiv. The UMANG Bot should engage with UMANG's users as per, but not limited to, points mentioned below
  - broadcasting personalized reminders such as Bill Payment, status of applied services,
  - conducting polls, surveys, quiz, if required
  - making important announcements, if required
- xv. During Voice interactions on phones, the Bot shall ensure proper handling such as switching between the phone call and interaction with the Bot, holding the voice interaction to attend the call and return back to the same point in conversation etc.

### **5.2.3 Service Enablement**

Service enablement on the UMANG Bot shall be done for services on-boarded on UMANG from various service providers such as Departments of Central Government, State Government, Local bodies, Regulatory bodies etc. of the Government and Corporates. For service delivery or fulfilment of a user's query, the Bot (through the Conversation AI Platform) shall consume the APIs published by UMANG Backend (API and FRS documents will be provided) from time to time, wherever service enablement is through APIs. The conversation flow shall be designed and developed for the required channels and interfaces. All UI/UX related features/components shall be developed by the Partner Agency (Bidder) including wireframes, logos, icons, banners, creatives, prototypes etc. required in the process of enabling those services on the UMANG

Bot. For non-API based services, APIs may not be published by UMANG Backend and complete integration shall be managed by the Partner Agency (bidder) including documentation and testing.

### 5.2.3.1 Service Enablement Process

Service enablement shall mean making a service live on the Conversationl AI platform and UMANG Bot and on the channels and interfaces (as in Table 1) as required for that service. Service Enablement shall cover the following:

- i. Consume the APIs and FRS documents published by UMANG Backend/Other Platforms and understand the service flows.
- ii. Design and develop the conversation flow for the service.
- iii. Design the UI/UX as per the Product Design Guidelines (as mentioned in section 5.2.5).
- iv. Document all aspects of user flows.
- v. Create comprehensive test cases and QA reports for every service that is enabled.
- vi. Testing (Functional, Performance, Security etc.).
- vii. Deployment and Beta Launch/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 Partner Agency’s (Bidder’s) responsibility.
- viii. Training of users including NeGD/ Departments/ Help Desk etc. on effective use of the UMANG Bot. For every service(s) enablement/system architecture, the Partner Agency shall conduct brief (2-3 hr) training to NeGD or nominees of integrating departments. The training shall be on the technical, functional, integration and usage aspects of UMANG Bot. Training can be clubbed for few departments and can be provided physically or through VC. NeGD will arrange for VC.
- ix. Service enablement in other languages as per requirement of NeGD.

### 5.2.4 Language Enablement

Language Enablement means enabling language support for the services enabled as per section 5.2.3 above in one or more Indian regional languages from the table below other than the default English, Hindi and Hinglish (English & Hindi mix). It has to be done as per requirement of NeGD. NeGD may ask for such language enablement after first year from the date of Go-Live. In the initial phase, service enablement will be required to be done in English and Hindi.

**Table 2 - UMANG Bot Languages**

S. No.	Languages
1	Telugu
2	Tamil
3	Kannada
4	Malayalam
5	Marathi
6	Bengali
7	Gujarati
8	Punjabi
9	Assamese

### 5.2.5 UI and UX

- i. The Partner Agency (Bidder) has to build/provide a reusable component library for different UI elements such as Buttons, List, Cards, Carousel, Tags, Media (Image, Audio, Video), Files, Location Picker, Date/Time Picker, Select, Multiselect etc.
- ii. The component library mentioned above has to be for different channels and interfaces and as per the Product Design Guidelines.

### 5.2.6 Product Management

The Partner Agency (Vendor) shall be responsible for overall design/UI/UX related aspects of UMANG conversational AI Bot (Chat and Voice). The Partner Agency (Vendor) is required to develop, manage and update the UMANG Product Design Guidelines for the Bot solution after taking concurrence from NeGD. These design guidelines should be updated as per evolving requirements of the application and latest market trends from time to time. For this purpose, the Partner Agency (Bidder) shall designate a dedicated Product Manager for the project.

### 5.2.7 Fallback

It is expected that the failure of the UMANG BoT will be limited and this error rate will be having a declining trend, as the AI platform's performance is likely to become better over time. However even for handling such small failures of the UMANG Bot, Partner Agency (Bidder), as part of the Conversational AI Platform shall provide an error or failure handling mechanism.

The Bot will do the following to handle the cases where the BoT fails to answer the user query correctly.

- i. Depending on the need and use case the Bot shall transfer the call to UMANG's helpdesk or the user will be informed of UMANG call centre number where they can call and find the information they are looking for.
- ii. Simultaneously, the Partner Agency (Bidder) shall have a ticketing system which will be monitored by its staff where a ticket will be generated with the error details.
- iii. The Partner Agency's (Bidder) team shall fix the error, train and the Bot and then close the ticket. Relevant information about error/ticket has to be shared with UMANG's CRM or any other CRM in place.

There shall be no license/cost consequence on UMANG for the ticketing system used by the Conversational AI Platform.

## 5.3 Data Security and Privacy

- i. Privacy of the user data must be protected all the time, at rest and during transit.
- ii. Personal Identifiable Information (PII)
  - a. PII should be masked at all times and should be stored securely and separately. The stored data MUST NOT be read by any other means unless warranted by requirements laid out by NeGD/MeitY/Government of India.
  - b. Partner Agency (Bidder) shall identify such sensitive data in voice and text in consultation with NeGD and as per relevant regulations laid out from time to time.



- c. Partner Agency (Bidder) shall make provisions to purge PII data when necessary, manually, and automatically.
  - d. Partner Agency (Bidder) shall also make provisions for anonymization of personal data as and when required.
  - e. Whenever required by NeGD Partner Agency (Bidder) shall make appropriate transfer of ownership of datastores with personal and sensitive data.
- iii. Adherence to laws and regulations on sensitive data handling and storage
  - a. Partner Agency shall meet industry and global best practices for data security and privacy.
  - b. All data must be stored within geographical boundaries of India ONLY.
  - c. Partner Agency (Bidder) shall comply to rules and regulations laid out by Government of India from time to time for example India's PDPA (personal data protection act).
- iv. Audit and compliance
  - a. While NeGD reserves the right to conduct audits through its third party appointed agency, the Partner Agency (Bidder) shall also conduct regular audits for compliance on data privacy controls. Submit a self-certificate that Bidder's proposed solution in the bid complies with Bid.
  - b. Audit of cloud environment for controls on data privacy.

## 5.4 Documentation

- i. The Partner Agency shall create and maintain standard documentation (but not limited to) as below:
  - a. Design, Development and Testing (System Architecture, Design Guidelines, Detailed PRDs (Product Requirements Document), Intents, Entities, Functional Requirements, Functional Testing, Test plan, Test Cases etc.,)
  - b. AI/ML Documents – Models, Algorithms etc.
  - c. Release and Deployment
  - d. Performance and Security Testing Report
  - e. Training and User Manuals
  - f. Privacy policy, Stakeholder list etc. that will be placed in the Bot and may be referenced otherwise also.
  - g. Intra and inter platform integrations
  - h. Scripts and Configurations
  - i. Project plans and schedules
- ii. All documentation shall be in English.
- iii. Documentation for backup and recovery procedures, business continuity management plan (refers to maintaining business functions and quickly resuming them in the event of a major disruption).

## 5.5 Training

- i. The Partner Agency shall conduct recurrent trainings as mentioned in section 5.2.3.1 of the RFP.
- ii. Training shall be conducted in English.
- iii. Training location will be in NeGD office or Video Conference (as suggested by NeGD).

## 5.6 Deployment and Infrastructure

- i. The Conversational AI Platform shall be deployed on one of MeitY empanelled Cloud Service Providers (CSPs). The list of such providers is at Annexure V, however the latest list can be seen on <https://www.meity.gov.in/content/gi-cloud-meghraj>. However, in exceptional circumstances some or all of the components may need to be hosted on NIC Cloud.
- ii. NeGD will arrange and provide the Cloud infrastructure (through any of the MeitY empanelled CSPs as above) and shall bear the relevant costs related to it. NeGD will pay only for staging, production and backup and recovery infrastructure on cloud.
- iii. Development Infrastructure has to be arranged by the Partner Agency (Bidder) on its own.
- iv. The initial sizing, setup and management of the infra for the required load, high availability, performance, scalability and SLA requirements shall be done by the Partner Agency (Bidder) and requirement of this infra for the beta launch/Go Live shall be indicated in its bid. Thereafter, requirement of further infra shall be indicated well in advance at ~ 70% loading and discussed with NeGD. The advance notice will depend on the size and nature of infra requirements but in no case, it shall be less 30 days in advance. However, on approval from NeGD the same will have to be setup and deployed by the Partner Agency (Bidder). Requirements will have to be supported with necessary documents and justifications.
- v. All infrastructure related to deployment of the platform and the Bot shall be within the geographical boundaries of India.
- vi. The successful bidder would be responsible for setting up the production and staging environments. The Partner Agency (Bidder) would be responsible for scalability of the platform.
- vii. For Voice calls, through telephone, Tollfree number charges and PRI charges and call termination number charges, if any, shall be borne by NeGD. However, connectivity, hardware/tools/software etc for terminating lines (telephone) to the AI platform on cloud shall be brought by the Partner Agency (Bidder) at its own cost.
- viii. Cost of business/developer accounts, if any, (e.g. WhatsApp, Android, iOS, Alexa etc) needed for deployment of Conversational UMANG BoT, refer Table -1 for list of channels and interfaces will be borne by NeGD. However, management of such accounts shall be done by the Partner Agency (Bidder).
- ix. Connectivity charges (MPLS) between the Conversational AI Platform and UMANG Backend/Helpdesk will be borne by NeGD. However, it shall be Partner Agency's responsibility to get them enabled at the Cloud Service Provider's end and co-ordinate with other entities for timely implementation. In case any extension of connectivity is required from the MPLS termination point at the cloud site to the actual infra, the Partner Agency (Bidder) shall arrange the same (hardware, tools.software etc.) at its own cost. NeGD will facilitate necessary technical meetings.

## 5.7 Operations and Maintenance

The Partner Agency shall perform operations and maintenance and carry out regular ongoing work related to monitoring and maintenance of the platform, bug fixing, enhancements etc. The O&M shall be carried out by the Partner Agency (Vendor) and shall be provided free of cost till the completion or 1 year from their date of Go-Live. However, the O&M Fee shall become due & shall be paid after one year from date of Go-Live

### **5.7.1 Platform and Infrastructure Monitoring**

- i. The Partner Agency (Bidder) shall deploy all requisite manpower, tools and software for proactive monitoring of resources utilization, load and performance, system health etc of the platform and Bot.
- ii. The Partner Agency (Bidder) shall implement necessary automation wherever possible for monitoring and raising alerts for issues and system outages.

### **5.7.2 Continuous Improvement and Bug Fixing**

- i. The Partner Agency (Bidder) should analyse and train BoT/VA proactively on an on-going basis. It shall continually improve and train the engine for best user experience by constant and regular improvements of intents and models supporting customer interactions.
- ii. Responses for unanswered queries should be added/updated on the basis of conversation analysis between bot and the user.
- iii. The Partner agency will remove the bugs that are already identified/ will be identified during the contract period.
- iv. Tickets raised against these bugs have to be resolved by the Partner Agency in a timely manner as per the SLAs.
- v. Promptly diagnose and fix the issues reported on priority by NeGD/or NeGD nominated agency from various social media channels or any other channel.
- vi. The Partner Agency (Bidder) shall provide a bug management tool or use one provided by NeGD.
- vii. Continuous resolution of issues and changes proposed by internal and external stakeholder and including addition of new sub-features.
- viii. Update training, user manuals etc. on a regular basis and provide training to designated members of UMANG team for proper handling of user issues that are raised at UMANG helpdesk through Face to Face discussions/Video conferencing etc. as decided by NeGD.
- ix. For issues of critical nature such as ones causing outage of service, the team shall work extra hours from office/home to fix them. Due diligence may be done by the bidder before bidding the commercial rates.

### **5.7.3 SLA Monitoring and Audit Support**

- i. The Partner Agency (Bidder) shall adhere to the SLAs laid out in the RFP.
- ii. The Partner Agency (Bidder) shall provide SLA monitoring tool and dashboard to NeGD and its nominated audit partner/s for evaluation of different service level parameters.
- iii. The Partner Agency (Bidder) shall be responsible to provide necessary data, logs, access etc. and to get the SLAs and other system parameters audited from NeGD or NeGD's appointed audit partner as per schedule.

### **5.7.4 Reporting and MIS**

Though most of the reporting needs should be fulfilled by the Analytics module of the platform ( as per section 5.1.1.6 of the RFP), the Partner Agency (Bidder) shall provide custom reports, in case required, to NeGD as asked by it from time to time.

### 5.7.5 Technical Support

- i. The Partner Agency (Bidder) shall provision for L1, L2 and L3 support and roster them as per the requirements.
- ii. Providing technical assistance to Helpdesk and NeGD wherever required.

### 5.7.6 Ticketing

- i. Tickets should be raised with the ticketing system for Bot to human transfer for cases where there is a continued failure in understanding user query.
- ii. The Partner Agency (Bidder) should provide a dedicated delivery manager for tickets and on call/email support.
- iii. The Partner Agency (Bidder) shall provide ticket resolution and technical assistance/discussion wherever required for issues reported by end users/clients/NeGD/Departments/Call centre team for issues related to the platform and Bot.

## 5.8 Change Request

Partner Agency shall be responsible for ongoing support for all features and functionalities and for the services enabled on the Bot:

- i. 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.
- ii. The Partner Agency shall provide an effort estimate for such requested changes. NeGD shall evaluate the estimates and classify the Change Request as Minor or Major. Payment against such change s shall be made as per the figures quoted in the bid by the Partner Agency (refer Table 14).

## 6 Miscellaneous

- i. Partner Agency shall be available at NeGD from time to time for discussions and/or regular review meetings. Meetings shall be held generally through VC but sometime physical meetings may also be needed.
- ii. In case of physical meeting at NeGD, if any, the cost of travel/accommodation etc. shall be borne entirely by the Partner agency.

## 7 Timelines

**Table 3 – Timelines**

Item #	Milestone	Days
<b>Go-Live Phase</b>		

1	Issue of Work Order to successful Partner Agency (Bidder)	T <sub>0</sub>
2	Beta Launch of the Bot (Chat + Voice) Conversational AI Platform (As per Section 8.1.1)	T <sub>0</sub> + 90 days= <b>T<sub>1</sub></b>
3	Go-Live (As per Section 8.1.2) *	T <sub>0</sub> +135 days= <b>T<sub>2</sub></b>
<b>Service Enablement Phase</b>		
4	Service Enablement For services assigned by NeGD <ul style="list-style-type: none"> <li>• 25 services per Quarter from Q1 to Q3 from Go-Live</li> <li>• 15 service in Q4 from Go-Live</li> </ul>	

**Note:** Days are “Calendar Days”

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

Components	Platform Fee	Service Enablement Fees	Language Enablement Fee	Change Request Fee	Annual O&M Fee	Security Audit Fee
<b>Frequency</b>	One Time	Recurrent	Recurrent	Recurrent	Recurrent	Recurrent
<b>Payment Mode</b>	Staggered Payment on Service Enablement; Includes One year O&M	Delivery based	Delivery Based	Event Based	On expiry of 1 year from Go-Live; SLA Based; Quarterly Payments	Event Based;

### 8.1 Delivery Milestones

#### 8.1.1 Beta Launch

All following items to be delivered within 90 calendar days of award of date of Work Order (WO):

- Develop and deploy the whole Conversational AI Platform with deep learning feature.
- Develop, test and make live on production 10 services assigned by NeGD
- Beta launch to 200-500 internal employees or actual end users, as suggested by NeGD for training and evaluation of the Bot for mass usability (i.e. Go-Live).

- Platform's Analytics and Monitoring/KPI dashboard should produce relevant results on various Bot parameters for evaluation for Go-Live.

### **8.1.2 Go-Live**

All following items to be delivered within 135 calendar days of award of date of Work Order (WO) (T0 + 135 days):

- All items as mentioned above in clause 8.1.1 of the RFP and
- Trained and tested UMANG Bot/platform with capability to meet the Service Quality SLAs defined in the RFP for 1<sup>st</sup> Quarter. It has to be demonstrated by the analytics dashboard of the platform. Until this SLA is met the system would not be considered fit for Go-Live and shall remain in beta launch state.
- Go-Live milestone is to be achieved within 45 days of Beta Launch. During this time the AI platform/BoT is to be trained for core functionalities, general conversations and FAQs and for 10 services to meet the requisite Service Quality SLA as per section 11.5 of the RFP for making it suitable for GoLive.
- The bot would be assessed first time after 15 days of Beta Launch provided usage data comprising of 10000 chat and 5000 voice utterances is available. This assessment shall be done using the Analytics provided under the Platform. If the Bot meets the Service Quality SLA and other requirements it may be allowed to GoLive. If it does not meet the SLA then the SLA will be checked again iteratively on availability of fresh usage data (10000 chat and 5000 voice utterances) till it meets the Service Quality SLAs.
- In case the iterations go beyond 45 days Liquidated Damages shall be calculated as per clause 12.3 of the RFP

### **8.1.3 Post Go-Live**

#### **8.1.3.1 Service Enablement**

After Go-Live, the Partner Agency(Bidder) shall target Service Enablement of minimum 25 services per Quarter after Go-Live and 15 services in 4th Quarter

#### **8.1.3.2 Language Enablement**

Language Enablement of the services may be done as per requirement of NeGD for one or more of the languages as per clause 5.2.4.

#### **8.1.3.3 Operations and Maintenance**

The O&M period shall be provided free of cost till one year from the date of Go-Live date as per date mentioned in clause 8.1.2 of the RFP. The Partner Agency(Bidder) shall be responsible to carry out all the activities of O&M and operate the platform and services as per clause 5.7 of the RFP and shall adhere to all the SLAs as per clause 11 of the RFP. The O&M payment shall be released every quarter subject to penalty, based on SLA compliance audit as defined.

## 8.2 Payment milestones

The payment of platform fee and service enablement fee shall be paid as per following schedule.

**Table 3.1 - Payment milestones**

Milestone/ Deadline	Deliverables		Payment due
	Platform	Service Enablement (Cumulative)	
Milestone 1 (Beta Launch) (T1=T0 + 90 days)	Completion of the activities under clause 8.1.1.		<ul style="list-style-type: none"> <li>20% of Platform Fee</li> </ul>
Milestone 2 (Go-Live) (T2=T0 + 135 days)	Completion of the activities under clause 8.1.2		<ul style="list-style-type: none"> <li>20% of Platform Fee</li> <li>Service enablement fee of first 10 services</li> </ul>
Milestone 3 Go-Live + Quarter 1	NA	35 (10 + 25)	<ul style="list-style-type: none"> <li>15% of Platform Fee &amp;</li> <li>Service Enablement fee of targeted services</li> </ul>
Milestone 4 Go-Live + Quarter 2	NA	60 (35 + 25)	<ul style="list-style-type: none"> <li>15% of Platform Fee &amp;</li> <li>Service enablement fee of targeted services</li> </ul>
Milestone 5 Go-Live + Quarter 3	NA	85 (60 + 25)	<ul style="list-style-type: none"> <li>15% of Platform Fee &amp;</li> <li>Service enablement fee of targeted services</li> </ul>
Milestone 6 Go-Live + Quarter 4	NA	100 (85 + 15)	

**Note** - The services are to be made live after successful FAT

- i. For all milestones the payment due shall be done only after completion of that milestone after adjusting applicable Liquidated Damages as per Clause 12.3 of the RFP.
- ii. Payment for the security audits carried out after Go Live, shall be paid on actuals, in the quarter when the audit is conducted, subject to fixing identified/reported vulnerabilities and the submissions of invoice with Audit Report.
- iii. Beta Launch of the Bot may be made available for a closed group or for a large group of people or general public, in order to analyse initial learnings and tweak the Bot accordingly.
- iv. Go-Live to be implemented with English and Hindi/Hinglish.

## 9 Duration and extension

The Initial “Term” for the Project will be 4 years from the date of ‘Go-Live’.

NeGD may extend the Operations and Maintenance of the project for another period of 2 years with a 10% increase on the quoted Annual O&M Fee i.e. the Annual O&M Fee for the 5<sup>th</sup> & 6<sup>th</sup> 4 year from Go-Live will be 110% of the quoted Annual O&M fee.

Further 2 year extension (7<sup>th</sup> & 8<sup>th</sup> Year) may be done after negotiations on last Annual O&M Fee and other costs.

The information regarding extension will, however, be given to the Partner Agency (Vendor) 3 months before the expiry of the MSA (Master Services Agreement)/Contract.

## 10 Bidding and Evaluation Process

### 10.1 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 or registration receipt/copy or Government issued waiver (if applicable)
2.	Turnover	The bidder company shall either <ul style="list-style-type: none"> <li>• The bidder company should have a Turnover of INR 5 Crores during Financial Year 2019-20</li> <li><b>or</b></li> <li>• in current FY till 31st Dec 2020</li> </ul> (Start-ups registered with Government of India are exempted from Turnover requirement)	Audited Balance Sheet for the year 2019-2020 <b>Or</b> Certificate by Chartered Accountant <b>Or</b> Start-up registration certificate issued by Government of India
3.	Resources	The bidder shall have <b>at least 15 (Fifteen) technical resources</b> as on 31.12.2020	Self-Certificate
4.	Experience	1. Bidder shall have experience of implementing at least ONE Conversational AI Platform solution and providing 2 Chatbots and 2 Voicebots using the platform:	For requirement (1) : Copy of work order + Completion Certificates from the client; <b>OR</b>



		<p>a. Both Chatbots should have been LIVE for at least 3 months in calendar year 2020.</p> <p>b. Both Voicebots should have been LIVE for at least 3 months in calendar year 2020.</p> <p>c. For any 3 months period in calendar year 2020, the unique users for these 2 Chatbots and 2 Voicebots should be at least as below:</p> <ul style="list-style-type: none"> <li>• Chatbot - 100,000 (One Lakh)</li> <li>• Voicebot -10,000 (Ten Thousand)</li> </ul> <p>2. The vendor should be</p> <p>i. an original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP),</p> <p style="text-align: center;"><b>OR</b></p> <p>ii. an authorized partner of such original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP). Valid proof of the authorization to be provided along with the bid</p> <p style="text-align: center;"><b>OR</b></p> <p>iii. partner of similar open-source platforms.</p>	<p>Self-Certificate of Completion (Certified by CA);</p> <p>For requirement (2):</p> <p>Self Certificate (certified by CA) if bidder is 'original software developer/OEM</p> <p style="text-align: center;"><b>OR</b></p> <p>Self Certificate (certified by CA) or letter/certificate from OEM for authorisation/ solution-partner</p> <p style="text-align: center;"><b>OR</b></p> <p>Self Certificate (certified by CA) for partner of such open-source platforms</p>
5.	Data Centre/Cloud placement	The Conversational AI Platforms MUST have been provided from a data centre in India.	Self-certificate <b>or</b>

			Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory
6.	Blacklisting	Bidder 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 or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory
7.	Existing UMANG Partners	Entities or Companies, currently acting as UMANG Partners, shall NOT be eligible to participate in the bid	

**Note:** Consortiums are not allowed.

## 10.2 Evaluation Criteria

### 10.2.1 Technical Evaluation

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

**Table 5 – Evaluation Criteria**

#	Category	Marks	Documents
1.	<p><b>Number of Clients using the Conversational AI Platform/s before 31.12.2020</b></p> <ul style="list-style-type: none"> <li>5 marks for each client <b>(Max 15 Marks)</b></li> </ul>	<b>15</b>	<p>Proof of implementation such as client certificate reg. deployment of solution etc</p> <p>OR</p> <p>Certificate by Chartered Accountant</p> <p>OR</p> <p>Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.</p>
2.	<p><b>Number of Chatbots/Voicebots delivered that were live for at least 3 months in calendar year 2020</b></p>	<b>20</b>	<p>Proof of implementation such as client certificate reg. deployment of solution etc.</p> <p>OR</p>

	<ul style="list-style-type: none"> <li>• 2 Marks per Chatbot with more than 100,000 unique users (Max 10 Marks)</li> <li>• 2 marks per Voicebot with more than 10,000 unique users (Max 10 Marks)</li> </ul>		<p>Certificate by Chartered Accountant</p> <p>OR</p> <p>Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.</p>
3.	<p><b>Scale of Implemented Conversational AI Platform</b></p> <p><b>Overall Unique Users in calendar year 2020 (in any 3 months) on the Platform (including all Chatbots and Voicebots provided through the platform)</b></p> <ul style="list-style-type: none"> <li>• &gt;500,000 &amp; &lt;= 1Million (5 marks)</li> <li>• &gt;1 Million &amp; &lt;= 2 Million (10 marks)</li> <li>• &gt; 2 Million (15 marks)</li> </ul>	<b>15</b>	<p>Proof of each such parameter- such as screenshots from system capturing such details</p> <p>OR</p> <p>Certificate by Chartered Accountant</p> <p>OR</p> <p>Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.</p>
4	<p><b>Bot Channels and Interfaces of implemented Chatbots and Voicebots</b> (eg. Web, Mobile App, Google Assistant, Alexa, Siri, Whatsapp etc.)</p> <ul style="list-style-type: none"> <li>• 2 marks for each interface for Chatbot (Max 10 Marks)</li> <li>• 2 marks for each interface for Voicebot (Max 10 Marks)</li> </ul>	<b>20</b>	<p>Proof of each such parameter- such as screenshots from system capturing such details</p> <p>OR</p> <p>Certificate by Chartered Accountant</p> <p>OR</p> <p>Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.</p>
5	<p><b>Presentation</b> involving:</p> <ol style="list-style-type: none"> <li>Understanding of the SOW</li> <li>Demonstration of the company's capability, skills, technology set-up and proposed methodology</li> </ol>	<b>30</b>	<ol style="list-style-type: none"> <li>Understanding of Scope of work including Deployment Plan and target audience behavior, Future Roadmap Vision, Experience in handling queries/day with Planned Technologies/Solution, Strategy &amp;</li> </ol>

	<p>iii. Exit Management Strategy</p>		<p>Planning for the execution of project (13 Marks)</p> <p>ii. 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 (12 Marks)</p> <p>iii. Exit Management Strategy; Transfer of Platform; Data Other Assets (5 marks)</p>
	<p><b>Total Marks</b></p>	<p><b>100</b></p>	

The bidder has to get a minimum of **60 marks** to qualify the technical evaluation criteria.

The financial bids of all such bidders who get the qualifying marks shall be evaluated.

**10.2.2 Financial Evaluation**

The financial bids of only the bidders who have secured the required minimum score of 60 in the technical evaluation will be considered and opened. The Bidder has to quote against the following components /Commercial Structure as per the Table 6:

**Table 6 - Financial Bid Structure**

S. No.	Components	Includes
1	Platform Fee (One time) (A)	<ul style="list-style-type: none"> <li>• Complete platform deployment with all components as per section 5.1</li> <li>• Bot (Chat and Voice) as per 5.2</li> <li>• Implementation of both “Beta Launch” &amp; “Go-Live” as per section 8.1</li> <li>• Pre Go-Live Security &amp; privacy Audit</li> <li>• Including 1 year free warranty from the date of GoLive</li> </ul>

2	Service Enablement Fee <b>(B)</b>	<ul style="list-style-type: none"> <li>per service</li> <li>includes both English, Hindi and Hinglish on Bot (Chat and Voice) as per section 5.2.3</li> <li>100 services taken for evaluation</li> </ul>
4	Change Request Fees <b>(C)</b>	<ul style="list-style-type: none"> <li>Percentage of Service Enablement Fee</li> <li>Major (Capped to 25 % of B) – Quote for 15 Major CRs</li> <li>Minor (Capped to 10% of B) – Quote for 35 Minor CRs</li> </ul> <p>(CR to be decided as per section 5.8 of the RFP)</p>
5	Operation & Maintenance Fee <b>(D)</b> (will be due and to be paid after 1 year from the date of GoLive)	<p>Annual O&amp;M Fee</p> <ul style="list-style-type: none"> <li>Percentage of Platform Fee (A)</li> <li>Capped to 20% of Platform Fee</li> <li>3 years taken for evaluation</li> <li>Applicable after expiry of 1 year from Go-Live</li> </ul>
6	Security Audit and Certification Fee <b>(E)</b>	<ul style="list-style-type: none"> <li>per event from 'Cert-IN' empanelled agency</li> <li>10 counts taken for evaluation</li> </ul>
<b>Total Quote (Q) for evaluation = A + B + C + D + E</b>		

#### Format of the Financial Bid is at Schedule 4.1

#### Note:

- i. Quantities mentioned in the above table are primarily for the purpose of financial evaluation of the bids. Payment shall be on actual quantities ordered/ consumed that may vary from the above
- ii. Service Enablement includes both Chatbot and Voicebot. In case only either of Chatbot is implemented for a service only 40% of the Service Enablement Fee shall be paid for that service.
- iii. List of tentative services for beta launch and 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.
- iv. NeGD has right to negotiate the prices, with the shortlisted bidder, if needed.
- v. To facilitate evaluation of bids, NeGD, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.
- vi. Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from the point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.
- vii. Platform will be under free warranty for 1 year from the date of GoLive and O&M fee will become due and to be paid after 1st year from the date of GoLive.

- viii. If NeGD wants implementation of additional languages at a later date, the same will be implemented by the bidder @ 10% cost of service enablement fee for each language.
- ix. Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from the point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.
- x. The final proposal evaluation will be based on QCBS **(70:30, 70 for Technical and 30 for Financial). as explained below:**

- a. Financial Score,  $F_i$  -  $[F(\text{Lowest}) / F_i] * 100$
- b. Financial Weightage,  $F_w$  - 30%
- c. Technical Score,  $T_i$  -  $T_i$  as per technical evaluation
- d. Technical Weightage,  $T_w$  - 70%
- e. QCBS Score,  $B_i$  -  $[F_i * 30\%] + [T_i * 70\%]$

**where  $i=1, 2, \dots$  total qualified bids**

## 11 Severity Levels Agreements 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.

### 11.1 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.

### 11.2 Platform Availability SLA

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**

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
<b>Availability of services</b> (Any failure due to external factors, are not part of the SLA but the bidder is required to document these external failures and provide documentary evidence if asked for)	99.9%	<= 99.5%	< 99.5% & >=98%	< 98% & >= 96%	< 96%

Scheduled downtime (if required) for system maintenance shall be for 3 hours from 1 am to 4 am on Sunday’s and shall have to be notified 7 days in advance. This has to be documented and managed by Project Manager . NeGD approval and appropriate communications to stakeholders are mandatory.

### 11.3 Software Delivery SLA

**Table 8.1**

Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
Delivery of Change (from scoping to implementation)	As per the agreement	Upto 10% Delay	Between 10% - 30% Delay	Between 30% - 50% Delay	More than 50% Delay

### 11.4 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 utterance. <i>(Excluding the time taken by the external system)</i>	<=2 Seconds for 98%of the requests	<= 2 Seconds for 95% of the requests	<=2 Seconds for 92.5% of the requests	<= 2 Seconds for 91.5%of the requests	<= 2 Seconds for 90%of the requests

### 11.5 Service Quality SLA

For 1 <sup>st</sup> Year after Go-Live					
Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
<b>Fallback Count</b>  Percentage of user utterances that the Bot could not comprehend or comprehended incorrectly.  SLA will breach if Fallback Count is more than 20%	<= 20%	> 20% but <= 25%	> 25% but <= 30%	> 30% but <= 35%	> 35%
After 1 <sup>st</sup> Year From Go-Live					
	<= 10%	> 10% but <= 15%	> 15% but <= 20%	> 20% but <= 25%	> 25%



For 1 <sup>st</sup> Year after Go-Live					
Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
<b>Drop off rate</b> Percentage of user utterance that are not responded to by the Bot. (excluding external factors like API response from UMANG etc.)	<=10% .	> 10% but <= 15%	> 15% but <= 20%	> 20% but <= 25%	>25%
After 1 <sup>st</sup> Year From Go-Live					
	<=5% .	> 5% but <= 10%	> 10% but <= 15%	> 15% but <= 20%	>20%

For 1 <sup>st</sup> Year after Go-Live					
Description	Baseline	Severity Level 1 Breach	Severity Level 2 Breach	Severity Level 3 Breach	Severity Level 4 Breach
<b>Satisfaction rating</b> SLA will breach if rating goes below 4 on 1 to 5 scale for a given quarter.	Average Rating remains >=3.5	Average rating remains > 3 and < 3.5	Average rating remains > 2.5 and <= 3	Average rating remains > 2 and < 2.5	Average rating <=2
After 1 <sup>st</sup> Year From Go-Live					
	Average Rating remains >=4	Average rating remains > 3.5 and < 4	Average rating remains >= 3 and < 3.5	Average rating remains >= 2.5 and < 3	Average rating <= 2.5

### 11.6 Penalty

The penalty for not meeting the SLA, which will be measured quarterly, is linked to the severity level of the breach of the SLA. The penalty will be calculated as per Table 10 below:

**Table 10**

Severity Level	Penalty as % of Quarterly Payable Amount of Platform fee from the Date of Go-Live+one year & quarterly O&M fee after one year from the date of Go-Live
4	5.0%
3	3.0%
2	1.5%
1	0.5%

Total Penalty will be capped to 20% of the due payment : till one year from Go-Live on 15% of platform fee & thereafter 20% of the quarterly O&M fee.

**End of Part 1**

## Part 2

### 12 Payment Terms and Schedules

#### 12.1 Ownership

NeGD will hold the licenses of all proprietary component(s), if any, under the platform and Bot, for the entire 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 provided in MSA (Master Service Agreement).

#### 12.2 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 Beta Launch shall be made as mentioned in section 8.2.
- iii. Payment against Go-Live milestone shall be made as mentioned in Section 8.2.
- iv. Service enablement fees will be paid as mentioned in Table 3.1 of the RFP after deducting the LD on the short delivery, if applicable.
- v. Fees for Operations and Maintenance shall become due and shall be paid quarterly after of one year from the date of Go-Live and after deducting the SLA linked penalties, if applicable.
- vi. Payment to be made with taxes after deducting penalties and subject to verification of the supporting documents by NeGD.

#### 12.3 Liquidated Damages

In the event of the bidder's failure to submit the Bonds, Guarantees and Documents and implement the UMANG Conversational AI as per schedule specified in this RFP (please refer table 3.1), 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 to 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 'Beta Launch' of the Bot and Conversational AI Platform and core activities, as per Clause 8.1.1 of the RFP, beyond 90 calendar days from the date of issue of Work Order i.e. (TO + 90 days)	1% of 1 <sup>st</sup> milestone payment at the time 'Beta Launch' for every week (or part thereof) of delay with a capping of 10% of the 1 <sup>st</sup> milestone amount
2.	Delay in 'Go-Live of the UMANG's Conversational AI Platform and core	1% of 2 <sup>nd</sup> milestone payment at the time 'Go-Live' for every week (or part

	activities, as per Clause 8.1.2 of the RFP, beyond 135 calendar days from the date of issue of Work Order i.e. (T0 + 135 days)	thereof) of delay with a capping of 10% of the 2 <sup>nd</sup> milestone amount
3.	Delay in Service Enablement Targets as specified for respective milestones (Milestone 3 to Milestone 6)	<p>LD on the short delivery of Service Enablement in a quarter</p> <ul style="list-style-type: none"> <li>1% of applicable Service Enablement Fee per week of delay capped to maximum 10% of Service Enablement Fee of that milestone. No LD on the Platform Fee component for this delay.</li> </ul> <p>For example: If the services to be delivered in a milestone are 25, but the number of actual delivered services is 23, then the LD would be calculated as a percentage of payable of 25 services</p>
4.	For not meeting SLAs as mentioned in clause 11	<p>Severity levels and linked penalty would be applicable as defined under clause 11 of the RFP. Calculated for every Quarter after Go-Live</p> <ul style="list-style-type: none"> <li>For First Year Penalty on the due Platform Fee (Capping 20%)</li> <li>After expiry of 1 year Penalty on Quarterly O&amp;M Fee (derived from the quoted O&amp;M Fee) (Capping 20%)</li> </ul>

### 12.4 Performance Bank Guarantee (PBG)

A PBG of 3% of the value of the contract for 52.5 months 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 or online transfer.

- a) The PBG should be furnished before signing of the contract, within 15 days from the issue of Work Order and should be valid for 58.5 months after that. (135 days + 4 years) + 6 months
- b) PBG to remain valid up to 58.5 months or 180 days beyond guarantee/warranty obligations after which this shall be returned. The PBG shall be recalculated on extension and the Partner Agency (Bidder) shall extend the same with new amount, as applicable.

- 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 17.12

## **13 Instructions to Partner Agency (Vendor)**

### **13.1 Tentative Calendar of Events**

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

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

### **13.3 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.

### **13.4 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.

### **13.5 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.
- d) As between quoted unit prices/values and any derived/calculated values, unit prices/values shall prevail and all derived values shall be recalculated using the quoted unit prices and the quantities furnished in the RFP.

### **13.6 RFP Document Fees**

RFP document(s) can be downloaded from Central Public Procurement Portal (<https://eprocure.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.

### **13.7 Pre-Bid Conference**

NeGD will host a pre-bid Conference preferably online on MS Teams, as per schedule given in Annexure III (Bidder to continuously visit NeGD & CPP (Central Public Procurement) Portal Website for updates and any potential changes in the RFP Timelines ). 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.

### **13.8 Response to Bidder's Queries**

All queries and clarifications relating to this RFP from the bidders, must be submitted in writing exclusively to the contact person, preferably on email, 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: 4<sup>th</sup> Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 110003

Telephone: 011- 24303704, 011-24301936

**E-mail: umang@digitalindia.gov.in**

The queries should necessarily be submitted in the following format:

**Table 12 – Format For Queries**

<<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 queries and clarifications relating to this RFP should be sent in writing through an 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.

### **13.9 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.

### **13.10 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.

### **13.11 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 (financial or otherwise) 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.

### **13.12 Earnest Money Deposit (EMD)**

Bidders shall submit, along with their Bids, an EMD amount of Rs. 4,00,000 only (Rupees Four lakhs Only) . 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 IV – S4.6** 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, online or otherwise , 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 the successful bidder. The bid security, for the amount mentioned above, of the 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:

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

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

### 13.13 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 unamended printed literature, shall be initialled and stamped by the authorised person or persons signing the bid.

### 13.14 Interlineations in Bids

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

### 13.15 Venue & Deadline for submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted online on CPP portal (<https://eprocure.gov.in/eprocure/app>) and should be addressed to:

*Name:* Sh. Neeraj Kumar

*Address:* 4<sup>th</sup> Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi road, New Delhi - 110003

Telephone: 011-24301936

Email: [umang@digitalindia.gov.in](mailto:umang@digitalindia.gov.in)

**Last Date and Time of submission:** As given in **Annexure III** or as mentioned on CPP/NeGD's Website.

### 13.16 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 remain unopened.

### 13.17 Bid Submission Instructions

Proposals must be direct, concise, and complete. NeGD will evaluate the 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.

Bidders should refer to the CPP Portal (<https://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>) for instructions on bidder registration on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For bidders manual kit, bidders may also refer to <https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>. Any deviations in format would result in bid rejection.

### **13.18 Mode of Submission**

Bids shall be submitted online only at Central Public Procurement (CPP) Portal Website: <http://eprocure.gov.in/> in three parts, i.e. 'EMD and Eligibility' (single document in .pdf format)", 'Technical bid' (single document in .pdf format) and 'Financial bid' (single document in .xlsx format). All relevant supporting documents in a particular category/part should be clubbed into one document each pdf/xlsx as applicable.

Bids must be submitted latest by 15.00 hrs on the bid submission date as indicated in the factsheet in **Annexure III**. Manual bids or the bids submitted by telex/ telegram/ fax/ e-mail etc. will not be accepted under any circumstances. No correspondence will be entertained on this matter.

- i. Bidders are advised to follow the 'Instructions for Bids Submission' given below for e-submission of the bids online through CPP Portal before proceeding.
- ii. All documents as per tender requirement shall be uploaded online through CPP Portal and further no documents will be accepted offline.
- iii. Bidders not submitting any of the required documents online will be summarily rejected.
- iv. Both technical and financial bids are to be submitted concurrently duly digitally signed on the CPP Portal.
- v. The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidders.
- vi. Bidders are also advised to go through instructions provided at CPP Portal.

The bidders must submit their financial bid in the prescribed format as per Schedule S4.1, covering all the parameters to be quoted.

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

#### **Table 13 – Mode of Submission**

Proposals	Instructions
<p>Proposal 1: EMD (Earnest Money Deposit) and Eligibility Documents</p>	<p>Proposal 1 shall be titled “<u>EMD &amp; Eligibility- Conversational AI Platform for Delivery of UMANG/Government services</u>” and should be submitted online as a single pdf document at the CPP portal.</p> <p>It should contain all relevant documents including the ones listed below:</p> <ul style="list-style-type: none"> <li>● EMD Receipt</li> <li>● Eligibility related all supporting Documents</li> <li>● “Undertaking from the bidder on submitting the commercial proposal”</li> <li>● A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and to execute all relevant agreements forming part of RFP</li> <li>● This proposal should not contain any bid related price/Financials, in either explicit or implicit form, in which case the bid will be rejected.</li> </ul>
<p>Proposal 2: Technical Proposal</p>	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in the RFP. The proposal shall be titled “<u>Technical Proposal - Conversational AI Platform for Delivery of UMANG/Government services</u>” and should be addressed to NeGD.</p> <ul style="list-style-type: none"> <li>● The technical proposal, complete in all aspects, should be submitted online as a single pdf document at the CPP portal. The pdf copy shall be signed and numbered by the authorized signatory on all the pages before being uploaded..</li> </ul> <p>This proposal should not contain:</p> <ul style="list-style-type: none"> <li>● any bid related price/financials, in either explicit or implicit form, in which case the bid will be rejected.</li> </ul>
<p>Proposal 3: Financial Proposal</p>	<p>The Financial Proposal shall be submitted online at CPP portal only in excel format as a single document . All pages in the Financial response should be on the letterhead of the Bidder company with a seal and signature of the authorized signatory of the Bidder-. The proposal should also be titled “<u>Financial Proposal - Conversational AI Platform for Delivery of UMANG/Government services (Not to be kept with the Technical Proposal)</u>” at the top right hand corner and addressed to NeGD at the address specified in this RFP.</p>
<p><i>Note:</i> The proposals as mentioned above shall indicate the name and address of the bidder agency. Failure to mention the address on the document could cause a proposal to be misdirected.</p>	

NeGD will not accept delivery of proposals in any manner other than the online submission at the CPP portal . Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

The proposal 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.

### **13.19 Financial Proposal**

In the Financial bid, the Bidder is expected to price for all the items and services it has proposed in the Technical Proposal. NeGD may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and shall be deemed to have incorporated impact of all the clarifications, if any, provided by the Bidder on the technical proposal during the evaluation of the technical offer.

Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the financial 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/financials shall be quoted in Indian Rupees, covering all the RFP requirements (Scope) and submitted in the format provided in the RFP . The bidder must provide the financial Proposal in hard copy only and should not comprise of any direct/ indirect conditions. It is required that all the financial proposals submitted against the RFP should be unconditional. If the financial proposal contains conditions NeGD may consider to reject such proposals.

### **13.20 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 financial 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:

- a) In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall prevail
- b) In case of gaps/ errors/ discrepancies in derived numbers/values, unit prices quoted shall prevail and the derived values/amounts shall be recalculated using the quantities furnished in the RFP
- c) The amount stated in the financial proposal shall be adjusted, if required, in accordance with the above procedure. Such revised numbers/ values shall be considered for bid evaluation and shall be binding on the bidder.

### **13.21 Prices and Price Information**

The Bidder shall quote a price for all the components against the RFP scope to meet the requirements of NeGD.

No adjustment of the price quoted in the financial 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 Financial Proposal shall be the only amount payable for completion of the contractual obligations to the successful Bidder under the Contract, subject to the terms of payment specified in the RFP and as agreed in the Contract/MSA (Master Services Agreement) between NeGD and the winning 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.

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

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 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.

### **13.22 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.

### **13.23 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.

### **13.24 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.

### **13.25 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.

### **13.26 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

### 13.27 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 its quoted prices
- c) The bidder qualifies the proposal with its 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 proposal as technical proposal
- j) EMD and Eligibility Documents are enclosed within the same proposal as the financial proposal
- k) Bidder tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process
- l) 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
- m) 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
- n) The bid security proposal, technical proposal and the entire documentation (including 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.

### 13.28 Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NeGD/MeitY.

Bidder shall also furnish an affirmative statement as to declare actual or potential clash of interest with any MeitY Empaneled CSPs.

Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.

### **13.29 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.

## **14 Ownership and Intellectual Property Rights**

### **14.1 Ownership & IPR**

NeGD shall hold the license perpetually of such proprietary component(s), if any, under the Conversational AI Platform and the Bot (Chat and Voice). Further, the IPR of all the system and application software (other than the proprietary component) that are part of the Conversational AI Platform or the Bot 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.

### **14.2 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.

### **14.3 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. IPR of all assets related to the ML/NLP engine such as models, algorithms, intents, entities, conversation flow, usage and training data etc built/developed/generated while development and usage of the platform shall lie with NeGD.



## 14.4 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 under this contract, each Party grants to the other Party (and their subcontractors 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 the 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 applications 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.

## 15 Award of Contract

- i. **Award Criteria-** NeGD will issue a Work Order (WO) 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 returns 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 **3%** of the Project Cost, within **15 days** from the issue of Work Order. The Performance Guarantee should be valid for 58.5 months from the date of issue or 180 days beyond the contract period. 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 and the MSA. The format of Performance Bank Guarantee is attached as Schedule IV-S4.7.

- vi. **Fraud and Corrupt Practices-** NeGD requires that Bidders participating under 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 Bidders participating in this RFP.
    - 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 RFP and/ or execution of the contract.
  - b) Will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined by NeGD to have 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 participating in future RFPs and/or awarding the contract, if it at any time determines that the firm has engaged in corrupt or fraudulent practice in competing for the tender.

## 16 Termination

### 16.1 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 15 days written notice for curing the 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. Significant 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 II – Exit Management

## **16.2 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.

## **16.3 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.

## 16.4 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 II** 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.

## 17 General Terms and Conditions

### 17.1 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 the 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.

## 17.2 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.

## 17.3 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.

## 17.4 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.

## 17.5 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.

## **17.6 Variations and Further Assurance**

No amendment, variation or other change to the Contract shall be valid except as laid out in section 17.12 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.

## **17.7 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 unenforceability of such provision or part provision shall not affect the other provisions of the Contract or the remainder of the provisions in question which shall remain in full force and effect. The concerned Parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to the Contract of any right, remedy or provision of the Contract shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

## **17.8 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 of India 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 Conversational AI Platform for UMANG, particularly, the ones related to the usage and implementation of Aadhaar/VID, user privacy, confidentiality, social & national security and financial integrity.

## **17.9 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.

### **17.10 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.

### **17.11 Entire Contract**

The Contract with all Appendices and Schedules appended thereto, contents and specifications of the RFP and all the corrigendum/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.

### **17.12 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 representatives of the parties to the contract.

## **SCHEDULE I - Change Control Schedule**

This Schedule describes the procedure to be followed in the event of any proposed change to the Master Service Agreement ("MSA"), Project Implementation Phase, SLA and Scope of Work and Functional Requirement Specifications. Such change shall include, but not be limited to, changes in the scope of services provided by the Partner Agency and changes to the terms of payment as stated in the Terms of Payment Schedule.

NeGD and Partner Agency (Successful Bidder) recognize that frequent change is an inevitable part of delivering services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The Partner Agency will endeavor, wherever reasonably practicable, to effect change without an increase in the terms of payment as stated in the Terms of Payment Schedule and NeGD or its nominated agencies will work with the Partner Agency to ensure that all changes are discussed and managed in a constructive manner. This Change Control Schedule sets out the provisions which will apply to all the changes to this agreement and other documents except for the changes in SLAs for which a separate process has been laid out. This Change Control Schedule sets out the provisions which will apply to changes to the MSA.

## **S1-1 Change Management Process**

### **(a) Change Control Note ("CCN")**

i. Change requests in respect of the MSA, the Project Implementation, the operation, the SLA or Scope of work and Functional Requirement specifications will emanate from the Parties' respective Project Manager who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process and will complete Part A of the CCN attached as Annexure 4.1 hereto. CCNs will be presented to the other Party's Project Manager who will acknowledge receipt by signature of the CCN.

ii. The Partner Agency and NeGD or its nominated agencies, during the Project Implementation Phase and NeGD or its nominated agencies during the Operations and Management Phase and while preparing the CCN, shall consider the change in the context of the following parameter, namely whether the change is beyond the scope of Services including ancillary and services required and as detailed in Part I of the RFP and is suggested and applicable only after the go live of the UMANG Platform.

### **(b) Quotation**

The Partner Agency shall assess the CCN and complete Part (b) of the CCN and provide as a minimum:

1. A description of the change
2. A list of deliverables required for implementing the change;
3. A time table for implementation;
4. An estimate of any proposed change
5. Any relevant acceptance criteria
6. An assessment of the value of the proposed change;
7. Material evidence to prove that the proposed change is not already covered within the Agreement and the scope of work.

i. Prior to submission of the completed CCN to NeGD, or its nominated agencies, the Service Provider will undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the Partner Agency shall consider the materiality of the proposed change in the context of the MSA and the Project Implementation affected by the change and the total effect that may arise from implementation of the change.

### **(c) Costs**

Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the Partner Agency meets the obligations as set in the CCN. In the event the Partner Agency is unable to meet the obligations as defined in the CCN then the cost of getting it done from third party will be borne by the Partner Agency.

### **(d) Obligations**

The Partner Agency shall be obliged to implement any proposed changes once approval in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE HEREUNTO SET THEIR RESPECTIVE HANDS THE DAY AND THE YEAR FIRST ABOVE WRITTEN.



WITNESSES:

1. Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

2. Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

(For and on behalf of NeGD)

WITNESSES:

1. Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

2. Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

(For and on behalf of Partner Agency)

**SCHEDULE II - 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 the 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. In case the Partner Agency (Bidder) performs the O&M during this period, the O&M costs shall be borne by NeGD during the knowledge transfer.

The Exit Management Plan shall contain the detailed action plan for proper transition/ handover/ KT of UMANG AI based Voice Assistant & Chatbot Platform, including but not limited to below key activities:

1. O&M
2. On-boarding/development activities
3. Updated code, intents, models, entities, conversation flows etc.
4. All applicable licenses
5. Access-control credentials
6. Updated documentations
7. All archives/logs/reports etc.
8. Full details of the live and operational inventory
9. Details of software (including applications, middleware, tools, scripts etc.)
10. Associated licenses with their validity & relevant keys
11. Up-to-date full solution code in Open Forge or other approved repository
12. All documents updated to the latest changes

This shall list out all the activities to be handed over, methodology for knowledge transfer during transition, team structure with skills/experience details that shall be responsible for the transition, time-table, list of documents to be handed over 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 to carry on with all O&M activities for which the Partner Agency shall be paid as per the terms of the Contract. Requisite no. of skilled resources shall be deployed by the outgoing Partner Agency at its cost to ensure proper transition/ KT within the stipulated time that ideally should not take more than 3-months.

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.

### **S2-1 Purpose**

- a) This Schedule sets out the provisions, which will apply, on expiry or termination of the contract, to the deployed development resources and the Operation and Management;
- b) The Parties shall ensure and be responsible that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

### **S2-2 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 operations associated with the provision of the services to enable NeGD to assess the existing services being delivered;
- b) The Partner Agency, on reasonable request by NeGD, shall promptly 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 copies 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

### **S2-3 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;

### **S2-4 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.

## **S2-5 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.

## **S2-6 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.

## **S2-7. 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.

## S2-8. Exit Management

- a) Plans for provision of contingent support to NeGD and Replacement Vendor for a reasonable period, not less than 3 months, after successful transition/transfer i.e. min. 6-months after the contract expiry. Requisite no. of skilled resources shall be deployed by the outgoing Partner Agency at its cost to ensure proper transition/ KT within the stipulated time that ideally should not take more than 3-months.
- b) During the exit management period, the Partner Agency shall be obligated to operate and manage UMANG's Conversational AI as per the Contract and ensure uninterrupted availability of services to users/ citizens; This cost shall be borne by NeGD as per the terms of the WO/ Contract.
- c) In the event of termination or expiry of the Contract, 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 10.2.2, Table 6 and Table 14.
- 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 9 months from the Date of work order.

## **SCHEDULE III – 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 in Proposal 1 (EMD & Eligibility) of the Bid.

### **S3-1 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 Year – 2019-20 OR Financial Statement showing Turnover from 1<sup>st</sup> April 2020 to 31<sup>st</sup> Dec 2020 OR Start-up registration certificate issued by Government of India
- iv. Certificate by Chartered Accountant, wherever applicable
- v. Copy of Work Orders, wherever applicable
- vi. Completion/ Phase-Completion Certificates from the Client for the ‘ Conversational AI Applications Projects’ **OR** Self Certificate of Completion (certified by an independent practising Chartered Accountant)
- vii. Self Certificate of Data centre cloud placement of conversational AI. (certified by an independent practising Chartered Accountant)
- viii. Self-certificate and/or Letter of Undertaking regarding ‘No Black Listing’ on company's letterhead signed by company’s authorized signatory
- ix. EMD (Earnest Money Deposit)

### **S3-2 Other Bid Documents:**

- i. Undertaking regarding non-existence of ‘Conflict of Interests’
- ii. Undertaking regarding non-existence of ‘Conflict of Interest’ if the Bidder is also a MeitY empanned CSP.
- iii. Undertaking regarding “Non Disclosure Agreement” i.e NDA
- iv. Undertaking from Authorised Signatory for unconditional acceptance all terms and conditions of ‘RFP (Request for Proposal) i.e. Nil Deviation Certificate.
- v. Agency (Bidder) information form

### **S3-3 Documents related to Technical Evaluation**

- i. Conversational AI projects – Proof of implementation eg. Client Certificate/Certificate by CA/Self Certificate on Letter Head signed by Authorized Signatory
- ii. Scale and Features of Implemented Chabot and Voicebot – Proof of each parameter in form of screenshots/ Certificate by CA/ Self Certificate on Letter Head signed by Authorized Signatory
- iii. Transition Management of Projects
- iv. UMANG Project Understanding – Presentation
- v. Exit Management Plan

- vi. Company's capability, skills, technology set-up and proposed methodology, timeframes to take over and manage UMANG

**Note :** Please compile the eligibility documents in a single pdf file, preferably in the order as given in the Schedule above.

## SCHEDULE IV – Bid Formats

### S4.1 Financial Bid Format

The financial bid structure is as given in Table 6.

Table14 - Financial Bid Evaluation Quotes

S. No.	Components	Unit Price/Rate	Qty.	Total <i>(Quoted in INR, Excl of GST)</i>
				<b>(Derived Amount)</b>
		<b>(x)</b>	<b>(y)</b>	<b>(x * y)</b>
1	<b>Platform Fee (One time) (A)</b> <ul style="list-style-type: none"> <li>complete platform deployment with all components as per section 5.1</li> <li>Bot (Chat and Voice) as per 5.2</li> <li>Implementation of both “Beta Launch” &amp; “Go-Live” as per section 8.1</li> <li>Including 1 year O&amp;M from the date of Go-Live i.e. no extra cost for O&amp;M</li> </ul>	Q(PF)  (Quoted in INR, Excl of Taxes)	1	Q(PF) x 1
2	<b>Service Enablement Fee (B)</b> (refer clause 5.2.3) <ul style="list-style-type: none"> <li>per service</li> <li>includes both English and Hinglish</li> <li>on Bot (Chat and Voice) as per section 5.2.3</li> <li>100 services taken for evaluation</li> </ul>	Q(SEF)  (Quoted in INR, Excl of Taxes)	100	Q(SEF) x 100
3	<b>Change Request Fees (C)</b> <ul style="list-style-type: none"> <li>Percentage of Service Enablement Fee</li> <li>Major and Minor CR to be decided as per section 5.8</li> </ul>			
	Minor	Q(CR1) (Quoted in %age - 0 to 10)	35	[Q(CR1)/100] x Q(SEF) x 35



	Major	Q(CR2) (Quoted in %age - 0 to 25)	15	$[Q(CR2)/100] \times$ $Q(SEF) \times 15$
<b>Total Change Request Fees (C) = <math>[(Q(CR1)/100] \times Q(SEF) \times 35 + [Q(CR2)/100] \times Q(SEF) \times 15</math></b>				
5	<b>Operation &amp; Maintenance Fee (D)</b> (will be due and to be paid after 1 year from the date of Go-Live) <ul style="list-style-type: none"><li>Percentage of Platform Fee (A)</li><li>Capped to 20% of Platform Fee</li></ul>	Q(OM) (Quoted in %age - 0 to 20)	3	$[Q(OM)/100] \times$ $Q(PF) \times 3$
6	<b>Security Audit and Certification Fee - (E)</b> <ul style="list-style-type: none"><li>per event from 'Cert-IN' empaneled agency</li></ul>	Q(SA) (Quoted in INR, Excl of Taxes)	10	$Q(SA) \times 10$
<b>Total Quote (Q in fig.) = A + B + C + D + E</b>				
<b>Total Quote (Q in words)</b>				

**Note:**

- i. Quantities mentioned in the above table are primarily for the purpose of financial evaluation of the bids. Payment shall be on actual quantities ordered/ consumed that may vary from the above
- ii. Language enablement Fee shall be 10% of the Service Enablement Fee per service per language.
- iii. Service Enablement includes bot Chatbot and Voicebot. In case only Chatbot is implemented for a service only 40% of the Service Enablement Fee shall be paid for that service.
- iv. In case of errors/ discrepancies, unit prices quoted by the bidder ('x') shall hold and the derived amount ( $x * y$ ) shall be recalculated/ rectified for the purposes of the financial evaluation, which may even lead to change in the final bid value quoted (Q)
- v. List of tentative services for beta launch and 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.
- vi. NeGD has right to negotiate the prices, with the shortlisted bidder, if needed.
- vii. To facilitate evaluation of bids, NeGD, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.
- viii. Platform will be under free warranty for 1 year from the date of GoLive and O&M fee will become due and to be paid after 1st year from the date of GoLive.
- ix. Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from the point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.

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

Signature:

(Company Seal)

(Name)

## **S4.2 Technical Bid Cover Letter**

[Cover Letter]

[Date]

To,

<<Address to be added>>

Dear Sir,

Ref: RFP for Appointment of Partner Agency for - Conversational AI Platform for Delivery of UMANG/Government services - 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	2021
(Signature)		
(In the capacity of)		
(Name)		

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)      Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I,....., the Company Secretary of .....,certify that .....who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

### **S4.3 Commercial Proposal Cover Letter**

(Company Letterhead) [Date]

To,

Dear Sir,

Ref: RFP for Appointment of Partner Agency for - Conversational AI Platform for Delivery of UMANG/Government services - 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 a 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 of 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.

Day of                      2021

Dated this

(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)

### S4.4 Format for submission of Queries for clarification

Bidders requiring specific points of clarification may communicate with NeGD as per clause <<>> in the below format, 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

### S4.5 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 “RFP for Appointment of Partner Agency for - Conversational AI Platform for Delivery of UMANG/Government services ” (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



## S4.6 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 Conversational AI Platform for Delivery of UMANG/Government services, 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 the 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 \_\_\_\_\_ 2021

For the Bank of \_\_\_\_\_

(Agent/Manager)

## **S4.7 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 ..... (Hereinafter, referred to as “Contract”) with you (NeGD) for the 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 Conversational AI Platform for Delivery of UMANG/Government services 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 ..... **2021**.

Yours faithfully,

For and on behalf of the .....  
Bank,

(Signature) Designation (Address of the Bank)

Note:

1. This guarantee will attract stamp duty as a security bond.
2. 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

### S4.8 Bidder Information Form

Bidders are requested to furnish the following information and enclose along with quotations.

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:

## **S4.9 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:

## **S4.10 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 AI Platform for Delivery of UMANG/Government services and all its corrigendum 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:

### S4.11 Check List of the Documents to be submitted with the Bid

Confirm the enclosure of all the below listed documents in Envelope 1 of the submitted bid.

S. No.	Items	Confirm (Yes/No)
1.	Earnest Money Deposit	
2.	Bid form (Bid cover letters) with complete technical bid and Financial bid format 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 4 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.	Undertaking regarding non-existence of 'Conflict of Interest' if the Bidder is also a MeitY empaneled CSP	

Signature of Authorised Person

Date: Full Name:

Place: Company's Seal:



## ANNEXURES

### Annexure I - Existing Services on UMANG

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 UMANG Conversational AI (Tentative)**

The FAQ services about UMANG and various services/schemes on UMANG will be part of general FAQs and will form the core part of the platform. The content of such FAQs will either be provided by NeGD or come through UMANG platform.

**Table 15 - Indicative List of Services for Beta Launch Milestone (any 10)**

Sr. No	Category	Department Name	Service Name
<b>Centre Services</b>			
1	Health	e-Raktkosh	Blood Availability and Blood Bank Search
2	Employment	EPFO	Track Claim
3			View Passbook/Balance
4	Pensioners	Atal Pension Yojna or NPS	Account Detail or Current Holdings
5	Farmers	ePashuhaat	AI Technicians
6	Students	AICTE	Approved Institutions/ Approved Course
7		NSP	Track Status
8	Public Grievance	eCourts	Case Status
9	Utility	Digilocker	Issued and Show Uploaded Documents
10	DBT	AICTE PMSSS	Track Status
11		Jan Aushadhi Sugam	Near By Store
12			Search Medicine

13		National Health Authority - NHA Ayushman Bharat	Check Eligibility
14		National Health Authority - NHA Ayushman Bharat	Search Hospital
15		ESIC	ESIC Centres

The tentative list of other services is as given below:

**Table 16 - Indicative List of Services for onboarding after Go Live**

Sr. No	Category	Department Name	Service Name
<b>Centre Services</b>			
1	Employment	EPFO	eKYC Services - Aadhaar Seeding
2			UAN Activation and UAN Allotment
3		ESIC	My Profile Services
4		ESIC	Grievances History
5	Pensioners	Atal Pension Yojana or NPS	Account Detail and Current Holding
6		Atal Pension Yojana	Recent Contributions
7	Health	Jan Aushadhi Sugam Or Pharama Sahi Daam	Search Medicine
8		ORS	Appointment/cancel booking
9	Farmers	DMI	Market Price - Commodity
10		ePashuhaat	Embryos, Frozen Semen and Live Animals
			Live Stock
11	Students	NSP	Important Documents and Scheme Information
12	Public Grievance	CPGRAMS & CPENDGRAMS	View Status
13		eCourts	Cause List
14		eCourts	CNR
15		eCourts	My Cases

16		National Consumer Helpline	Register Grievance & History
17	Transport	Parivahan Sewa - Vahan	Fitness Certificate
18		Parivahan Sewa - Vahan	Road Tax
19		erahi	Toll plaza at glance
20	General	PMAY - U (Pradhan Mantri Awas Yojana - Urban)	Status Checking (CLSS Tracker and Application Status) CLSS Subsidy Calculator
21		Flagship Schemes	7 Flagship Schemes of Govt. of India
22		Swacch Bharat	Check Status
23		My PAN	Track you PAN Card
24		PMVVY - Pradhan Mantri Vaya Vandana Yojana	Policy Basic details Policy Loan details Policy Payment details
25		PFMS	Track your payment
26	Utility	Bharat BillPay	Pay Bills
27		Gas Booking	Refill Order
28		Passport Seva	Status Tracker
29	DBT	Assam Tea Employees Provident Fund Organization	PF Settlement Claim Status
30		Atal Pension Yojana	Current holdings
31		Atal Pension Yojana	Account details
32		Atal Pension Yojana	Transaction statement
33		Atal Pension Yojana	Recent contribution
34		Atal Pension Yojana	Grievance Status View
35		Atal Pension Yojana	Grievance Registration
36		Bharat Gas (BPCL)	Track & Pay Online
37		Biotechnology JRF (Junior Research Fellowship)	Junior Research Fellowship Details
38		Coir Vikas Yojana	Track Status
39		Crop Insurance	Premium calculator
40		CSIS	Claim Details
41		DAY-NULM	Register for training (New/ Edit)
42		DAY-NULM	Locate Training centre
43		DAY-NULM	Track Status

44	DAY-NULM	Submit Application
45	DAY-NULM	Track Status
46	Dept of Youth	Applied Schemes
47	EPFO	Pensioner Services- View Passbook
48	EPFO	Register Grievance
49	EPFO	Send Reminder
50	EPFO	View Status
51	HP Gas (HPCL)	Check Status
52	Indane Gas (IOCL)	Consumer Profile
53	Indane Gas (IOCL)	Locate Retail Outlet - Indian Oil
54	Indane Gas (IOCL)	LPG Bookings (previous bookings)
55	Indane Gas (IOCL)	Check Status
56	Inspire	Track Status
57	Inspire	Send Query
58	INSPIRE Manak	School Wise Awardee
59	M/o Textiles - iTUFS(Integrated Technology Upgradation Fund Scheme)	Get UID Status
60	M/o Textiles - iTUFS(Integrated Technology Upgradation Fund Scheme)	Get JIT Status
61	National Scholarship Portal (NSP)	Scheme Information
62	National Scholarship Portal (NSP)	Important Documents
63	National Scholarship Portal (NSP)	Search Institution
64	NIKSHAY	Health Facilities
65	NIKSHAY	Side effects
66	NTRP (Non-Tax Receipt Portal)	Track your Payment
67	NTRP (Non-Tax Receipt Portal)	Current Receipts available for Deposit
68	Padho Pradesh	Claim Details
69	PFMS	Know your Payment Status
70	PFMS	Track your NSP payment
71	PMAY- Urban	Application Status
72	PMAY- Urban	CLSS Subsidy Calculator

73		PMAY- Urban	CLSS Tracker
74		PMVVY	Policy Basic Details
75		PMVVY	Policy Loan Details
76		PMVVY	Policy Payment Details
77		SBM - IHHL	Check Status
78		SBM - IHHL	Application Status
79		SBM - IHHL	Pull back application
80		SBM - IHHL	Check Application status List
81		Skill India	Find a Training Centre
82		Skill India	Candidate Registration
83		Skill India	Training status
84		THIMS (TOURISM & HOSPITALITY INSTITUTE MANAGEMENT SYSTEM)	Notification/Courses
85		THIMS (TOURISM & HOSPITALITY INSTITUTE MANAGEMENT SYSTEM)	Check Eligibility
86		THIMS (TOURISM & HOSPITALITY INSTITUTE MANAGEMENT SYSTEM)	Application Status
87		Tribal Affairs - National Fellowship Scheme	Check Application status
88		UGC (University Grants Commission)	Get profile
89		UGC (University Grants Commission)	Schedule for 5 yrs
90		UGC (University Grants Commission)	Scholarship status
91		Women Scientist Scheme	Search Project
92		Women Scientist Scheme	Sanction Project
93		Women Scientist Scheme	Know my Status
94	UMANG		Login, Reset password and FAQs, Department and Service related information, events, new launched and coming soon.
95	Location based Services	EPFO	General Services : Search Establishment Search EPFO Office



96		Jan Aushadhi Sugam	Nearby Store
97		NSP	Search Institute
98		My PAN	Locate nearest Center
99		e-Raktkosh	Camp Schedule
100		Passport Seva	Locate Centre
<b>State Services</b>			
101	Delhi	Delhi Police	Traffic Advisory and Traffic Alert
102	Gujarat	Revenue Department	Track Certificate
103	Gujarat	SSRD	Know your Revenue Case
104	Chhattisgarh	Chhattisgarh e-District	Track Status
105	Assam	e-District	Track Application
106	Uttarakhand	e-District	Track Application
107	Chandigarh	e-District Chandigarh	Application Status
108	Chandigarh	e-District Chandigarh	Verify Certificate
109	Rajasthan	e-Mitra	Track Status
110	MP	eDistrict	Track Application
111	MP	eNagarPalika	Raise Complaint

The list of services is indicative and may be altered by NeGD at the time of deployment.

### Annexure III - Indicative Timelines

**Table 17 – Indicative Timelines**

Item	Timelines
RFP Floated	01.01.2021
Pre-Bid Conference	12.01.2021 (15:00hrs)
Last date of submission of written queries by bidders	12.01.2021
Reply to queries by NeGD	15.01.2021
Bid submission	25.01.2021 (15:00hrs)
Bid Opening	27.01.2021 (15:00 hrs)
Bid evaluation & approval	05.02.2021
Work Order	2nd week of Feb 2021

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

**Annexure IV – Responsibility Matrix**

**Table 18**

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

9	Conversational AI Platform Deployment	<p>a) Provide sizing of infrastructure for both Staging &amp; Production and Backup and Recovery platform deployment in bid and there after as per requirement, well in advance</p> <p>b) Partner Agency's responsibility to get MPLS enabled at the Cloud Service Provider's end and co-ordinate with other entities for timely implementation. In case any extension of connectivity is required from the MPLS termination point at the cloud site to the actual infra, the Partner Agency (Bidder) shall arrange the same (hardware, tools.software etc.) at its own cost. .</p>	<p>a) Review and arrange the infrastructure from MeitY empanelled CSPs</p> <p>b) Connectivity charges (MPLS) between the Conversational AI Platform and UMANG Backend/Helpdesk will be borne by NeGD. NeGD will facilitate necessary technical meetings</p>
10	Enhancements to keep the Conversational AI Platform robust, updated at par with market needs	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
11	Software/ Procurement	Procure any Software/tool for UMANG's Conversational AI 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.
12	Training	Provide Training and walkthrough of developed service to NeGD/ NeGD-nominated agencies/Departments.	Review the services and suggests modifications (wherever required)
13	Documentation	<p>- Creation and updation of documentation for all the components of ChatBot/VA solution, User manuals, Training modules etc.</p> <p>- Design guidelines manageability</p>	Review the documents

14	Exit Management Plan	<ul style="list-style-type: none"> <li>- Handover all managed activities on the platform such as O&amp;M, development &amp; enhancement, service on boarding KT</li> <li>- All documentations updated to the latest, Platform/Solution code, all licenses/keys, all accounts and passwords</li> <li>- All assets related to the ML/NLP engine such as models, algorithms, intents, entities, conversation flow, usage and training data etc built/developed/generated while development and usage of the platform</li> </ul>	- Review the documents, Code, licenses
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**Annexure V – List of MeitY Empanelled Cloud Service Providers**

MeitY Empaneled CSPs Basic Cloud Service offering Detail with Datacenter location							
Cloud Service Provider	Data Center Location		Deployment Models for Basic Cloud Service offering*			STQC Audit Status	Empanelment Validity
	For Public Cloud and VPC	For GCC	Public Cloud	VPC	GCC		
Amazon Internet Services Pvt. Limited	1) Mumbai -03	Not Applied	√	√	NA	Audited	24/10/2022
Bharat Sanchar Nigam Limited (BSNL)	1) Ahmedabad -01 2) Faridabad -01	1) Ahmedabad -01 2) Faridabad -01	√	√	√	Audited	12/09/2022
CtrlS Data Centers Limited	1) Hyderabad -01 2) Navi Mumbai -01	1) Hyderabad -01 2) Navi Mumbai -01	√	√	√	Audited	12/09/2022
Cyfuture India Private Limited	1) Noida -01 2) Jaipur -01	1) Noida -01 2) Jaipur -01	√	√	√	Audited	12/09/2022
ESDS Software solution Pvt. Limited	1) Nashik -01 2) Mumbai -01 3) Bengaluru -01	1) Nashik -01 2) Mumbai -01 3) Bengaluru -01	√	√	√	Audited	17/09/2022
Microsoft Corporation (India) Private Limited	1) Chennai -01 2) Mumbai -01 3) Pune -01	1) Chennai -01 2) Mumbai -01 3) Pune -01	√	√	√	Audited	12/09/2022
Netmagic IT Services Private Limited	1) Mumbai -02 2) Bengaluru -02	1) Mumbai -02 2) Bengaluru -02	√	√	√	Audited	12/09/2022
Nxtra Data Limited	1) Bengaluru -01 2) Noida -01	1) Bengaluru -01 2) Noida -01	√	√	√	Audited	24/10/2022
Reliance Corporate IT Park Limited	1) Mumbai -01 2) Jamnagar -01	1) Jamnagar -01	√	√	√	Audited	04/12/2022
Sify Technologies Limited	1) Bengaluru -01 2) Navi Mumbai -01	1) Bengaluru -01 2) Navi Mumbai -01	√	√	√	Audited	12/09/2022
Tata Communications Limited	1) Bengaluru -01 2) Mumbai -01 3) New Delhi -01	1) Mumbai -01 2) New Delhi -01	√	√	√	Audited	12/09/2022
Web werks India Pvt. Limited	1) Mumbai -01 2) Pune -01	1) Mumbai -01 2) Pune -01	√	√	√	Audited	17/09/2022

**\*With mandatory inclusions as per Bouquet of Cloud services**

## 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	#	Abbreviation	Definition
1	AHT	Average Handling Time	2	MoMs	Minutes of Meetings
3	AI	Artificial Intelligence	4	MPIN	Mobile Personal Identification Number
5	AMC	Annual Maintenance Contract	6	M.Tech.	Master of Technology
7	API	Application Program Interface	8	NCR	National Capital Region (comprising of Ghaziabad, Noida, Greater Noida, Gurgaon & Faridabad)
9	APM	Application Performance Management	10	NeGD	National e-Governance Division
11	APR	Annual Performance Report	12	NIC	National Informatics Centre
13	B2C	Business to Citizen	14	NOC	No Objection Certificate
15	BG	Bank Guarantee	16	NPCI	National Payments Corporation of India
17	BI	Business Intelligence	18	O&M	Operations and Management
19	BoM	Bill Of Materials	20	OAuth	Open Authorization
21	BoT	Short for robot - it is a program that operates as an agent for a user or another program or simulates a human activity	22	OBDD	Out Bound Data calls
23	B. Tech.	Bachelor of Technology	24	ODBC	Open Database Connectivity
25	CC	Call Centre	26	OTP	One Time Password
27	CCN	Change Control Note	28	OWASP	Open Web Application Security Project
29	CERT-IN	Computer Emergency Response Team - India	30	PAN	Permanent Account Number
31	CMMi	Capability Maturity Model Integration	32	PCI DSS	Payment Card Industry Data Security Standard
33	CR	Change Request	34	PM	Project Manager

35	CRM	Customer Relationship Management	36	PMU	Program Management Unit
37	CSS	Cascading Style Sheets	38	QA	Quality Analyst
39	CSV	Comma-separated Values	40	R&D	Research and Development
41	CV	Curriculum Vitae	42	RAS	Rapid Assessment System
43	DARPG	Department of Administrative reforms and Public Grievances	44	RBI	Reserve Bank of India
45	DBA	Database Administrator	46	Redis	Remote Dictionary Server
47	DC	Data Centre	48	REST Protocol	Representational State Transfer Protocol
49	DDoS	Distributed Denial of Service	50	RFP	Request for Proposal
51	DoT	Department of Telecommunications	52	SDLC	Software Development Life Cycle
53	DR	Disaster Recovery	54	SLA	Service Level Agreement
55	EMD	Earnest Money Deposit	56	SMS	Short Message Service
57	ETL	Extract, Transform, Load	58	SOAP	Simple Object Access Protocol
59	FAQ	Frequently Asked Questions	60	SOP	Standard Operating Procedures
61	FAT	Functional Acceptance Testing	62	SPOC	Single Point Of Contact
63	FRS	Functional Requirement Specifications	64	SQL	Structured Query Language
65	G2B	Government to Business	66	SSDG	State Service Delivery Gateway
67	G2C	Government to Citizen	68	SSL	Secure Socket Layer
69	G2E	Government-to-employees	70	STQC	Standardisation Testing and Quality Certification
71	G2G	Government to Government	72	SYN Cookies	Synchronize Cookies
73	GST	Goods and Services Tax	74	T&C	Terms and Conditions
75	GSTN	Goods and Service Tax Network	76	TCP	Transmission Control Protocol



77	H/W	Hardware	78	TDD	Test Driven Development
79	HLD	Higher Level Design	80	TRAI	Telecom Regulatory Authority of India
81	HTML	Hypertext Mark-up Language	82	TSA	Technical Solution Architect
83	HTTP	Hypertext Transfer Protocol	84	UAT	User Acceptance Testing
85	HTTPS	Hypertext Transfer Protocol over Secure Socket Layer	86	UI	User Interface
87	ICT	Information and Communications Technology	88	UIDAI	Unique Identification Authority of India
89	IMPS	Immediate Payment Service	90	UMANG	Unified Mobile Application for New-age Governance
91	iOS	iPhone Operating System	92	URL	Uniform Resource Locator
93	IPR	Intellectual Property Rights	94	UT	Union Territory
95	ISO	International Standards Organization	96	UX	User Experience
97	IT	Information Technology	98	VA	Voice Assistant
99	IVR	Interactive Voice Response	100	VID	Virtual ID
101	J2EE	Java 2 Enterprise Edition	102	WSO2	Web Service Oxygen
103	JDBC	Java Database Connectivity	104	XML	Extensible Mark-up Language
105	JS	Java Script	106	SEO	Search Engine Optimization
107	MBA	Masters of Business Administration	108	JSON	JavaScript Object Notation
109	mBaas	Mobile Backend as a Service	110	JSP	Java Server Pages
111	MCA	Master of Computer Application	112	KT	Knowledge Transfer
113	MeitY	Ministry of Electronics & Information Technology	114	LLD	Lower Level Design
115	MIS	Management Information System	116	LOI	Letter Of Intent

**\*\*\*\*\* END OF DOCUMENT\*\*\*\*\***