

RFP NO. - NEGD/04-09/2016
CORRIGENDUM_1(03052016)

S. No	Document Reference(s), [Section and page Number]	New Section/Clause	
1.	Section 6.3.1, Smart Client App, Page 41	ix). While developing mobile application, preference should be given to the Native Environment (e.g.: SDK android development Kit, iOS SDK, Windows SDK). In case Hybrid Application is built, open source tools shall be used and not any proprietary tools.	
2.	Section 6.38, Integration with Mobile Seva Platform, Page 45	<p>6.38 Integration with Mobile Seva</p> <p>DeitY's Mobile Seva platform is already integrated with various Telcos for Push and Pull SMS on code 166, 51969 and 9223166166. Partner Agency shall integrate the UMANG Platform with Mobile Seva Platform for Push and Pull SMS capabilities. All references in this UMANG tender document regarding push and pull SMS shall stand modified accordingly. However, Partner Agency shall be required to quote the SMS charges as asked in Section 9.8 which will be used in financial evaluation of the bid. This capability may be required in an 'unlikely event' (due to challenges in integration with Mobile Seva) when SMSs need to be received/sent through direct Telecom Connectivity of Partner agency.</p>	
S. No	Document Reference(s), [Section and page Number]	Existing Content	Content of the clause may be read as/Added Content
3.	Section 4.15.1 (Application Enablement Process)(vi) & (vii), Page 26	vi. Enablement of Mobile/Web Portal and Mobile App with push SMS(transactional) is mandatory.	vi. Enablement of Mobile/Web Portal and Mobile App with push SMS(transactional) is mandatory. However, enablement of Pull SMS (a) and IVR (b)

		<p>However, enablement of Pull SMS (a) and IVR (b) shall be done as per the requirement of the integrating departments. . In case of non-operationalization of non-mandatory channels, if opted so by integrating department, Application enablement fees would be deducted as per section 9.6 for each non-operationalized channel from the list below.</p> <ul style="list-style-type: none"> a. Enablement on Pull SMS b. Enablement on IVR c. Enablement on Mobile Portal and App with push SMS. (Mandatory) <p>vii. Enablement of Payment through payment gateway and/or where there is integration required outside of the Payment Gateway as decided by integrating department in consultation with NeGD. This is mandatory for services requiring payments and</p>	<p>shall be done as per the requirement of the integrating departments on case to case basis. In case of operationalization of these channels, if opted so by integrating department, Application enablement fees would be enhanced as per section 9.5 and 9.6 for each additionally operationalized channel from the list below.</p> <ul style="list-style-type: none"> a. Enablement on Pull SMS b. Enablement on IVR <p>vii. Enablement of Payment through payment gateway and/or where there is integration required outside of the Payment Gateway as decided by integrating department in consultation with NeGD. This is mandatory for services requiring payments. An additional payment would be made to the Partner Agency as per Section 9.5 and 9.6 of this document.</p>
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		<p>wherever not required or not opted for by the integrating department, a deduction would be made as per Section 9.6 of this document.</p>	
4.	<p>Section 5.2.6 Common API Integration Layer, Page 34</p>	<p>The UMANG platform needs to provide well defined, open standards based, well published APIs for various entities (departments, business, developer community) to consume and integrate with the UMANG. In order for UMANG to enable services, it needs to be integrated with various department's IT services (two way integration where UMANG calls department API and department API calls UMANG API), the information exchange can be either push or pull based depending on the need. The application integration layer should provide a step by step process for the departments to integrate with the UMANG APIs to M-enable their services. At a broad level the UMANG shall have Pre-Processing API, Post-Processing API and Business Logic API (which may be broken into</p>	<p>The UMANG platform needs to provide well defined, open standards based, well published APIs for various entities (departments, business, developer community) to consume and integrate with the UMANG. In order for UMANG to enable services, it needs to be integrated with various departments' IT services (two way integration where UMANG calls department API and department API calls UMANG API), the information exchange can be either push or pull based depending on the need. The application integration layer should be designed to consume the services through API's of the Departments. At a broad level the UMANG shall have Pre-Processing API, Post-Processing API and Business Logic API (which may be broken into business logic and payment API wherever required).</p>

	<p>business logic and payment API wherever required).</p> <p>Apart from open standards based web-services, the integration module should support data exchange based on XLS, XML, delimited text and other acceptable and widely used formats. The integration module should also provide an online and batch mode integration facility. Integration with popular social networking sites like Facebook, Twitter and Google+ using the published API as well as integration with mail server would be required. Any new service enabled on UMANG will need to be notified/ popularized via Twitter, Facebook, Google+ or any other social media platform.</p> <p>The integration module will need to be integrated with state and national portal / platform.</p> <p>The API Layer of UMANG platform should offer</p>	<p>Apart from open standards based web-services, the integration module should support data exchange based on XLS, XML, JSON, delimited text and other acceptable and widely used formats. The integration module should also provide an online and batch mode integration facility. Integration with popular social networking sites like Facebook, Twitter and Google+ using the published API as well as integration with mail server would be required. Any new service enabled on UMANG will need to be notified/ popularized via Twitter, Facebook, Google+ or any other social media platform.</p> <p>The integration module will need to be integrated with state and national portal / platform.</p> <p>The API Layer of UMANG platform should offer the following feature</p> <ol style="list-style-type: none"> i. Provide a common API layer or equivalent to support for faster and seamless integration. ii. Support for various data formats like XLS, XML, JSON, CSV, Delimited Text etc.
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		<p>the following feature</p> <ul style="list-style-type: none"> i. Provide a common API layer or equivalent to support for faster and seamless integration. ii. Support for various data formats like XLS, XML, CSV, Delimited based, and Text. iii. Publishing of API Development guide as well as Security standards document for integration with UMANG platform iv. UMANG shall have plugin based architecture for integrating with various government departments and 3rd party integration while supporting department API in SOAP/XML/Rest/HTTP formats. v. It should be usable independent of UMANG, and able to provide joined up services. 	<ul style="list-style-type: none"> iii. Publishing of API Development guide as well as Security standards document for integration with UMANG platform iv. UMANG shall have plugin based architecture for integrating with various government departments and 3rd party integration while supporting department API in SOAP/XML/Rest/HTTP formats. v. It should be usable independent of UMANG, and able to provide joined up services.
5.	Section 5.2.7 Workflow, Page 35	The UMANG platform needs to support a work flow based system which can be configurable and will support necessary business logics to support	The UMANG platform need to have a work flow based system which is configurable, supports aggregated workflow and cater to necessary business logics to support various business

		various business requirements.	requirements.
6.	Last para of Section 5.2.10 Analytics, MIS Reporting and Dashboard, Page 36	Analytics functionality should be extended to all the mobile applications, developed separately by a service provider and installed by a user, provided the transactional data of such apps can be pulled by or pushed to the UMANG platform.	Analytics functionality should be extended to all the mobile applications, developed separately by a service provider and installed by a user, provided the transactional data of such apps can be pulled by or pushed to the UMANG platform. It should be possible to provide Value-Added Services based on Data/Services/User profile.
7.	Section 9.5.1(Enablement of Channels) & 9.5.2(Enablement of Payment), Page 49	<p>9.5.1 Enablement of channels Enablement of Mobile/Web Portal and Mobile App with push SMS(transactional) is mandatory. However, enablement of Pull SMS (a) and IVR (b) shall be done as per the requirement of the integrating departments. . In case of non-operationalization of non-mandatory channels, if opted so by integrating department, Application enablement fees would be deducted by 10% for each non-operationalized channel from the list below.</p> <ul style="list-style-type: none"> a. Enablement on Pull SMS b. Enablement on IVR 	<p>9.5.1 Enablement of channels Enablement of Mobile/Web Portal and Mobile App with push SMS(transactional) is mandatory. However, enablement of Pull SMS (a) and IVR (b) shall be done as per the requirement of the integrating departments on case to case basis. . In case of operationalization of these channels, if opted so by integrating department, an additional payment of 10% of the application enablement fees shall be paid to the Partner Agency for each operationalized channel from the list below.</p> <ul style="list-style-type: none"> a. Enablement on Pull SMS b. Enablement on IVR <p>Under a given application, calculation of additional payment</p>

	<p>c. Enablement on Mobile Portal and App with push SMS. (Mandatory)</p> <p>Under a given application, calculation of deduction shall be done on a pro-rata basis for each service separately.</p> <p>9.5.2 Enablement of Payment</p> <p>Enablement of Payment through payment gateway and/or where there is integration required outside of the Payment Gateway as decided by NeGD/integrating department. This is mandatory for services requiring payments and wherever not required or not opted for by the integrating department, a deduction of 5% of the Application enablement fees would be made.</p> <p>Under a given application, calculation of deduction shall be done on a pro-rata basis for each service separately.</p>	<p>shall be done on a pro-rata basis for each service separately.</p> <p>9.5.2 Enablement of Payment</p> <p>Enablement of Payment through payment gateway and/or where there is integration required outside of the Payment Gateway as decided by NeGD/integrating department. This is mandatory for services requiring payments and an additional payment of 5% of the Application enablement fees would be made to the Partner Agency.</p> <p>Under a given application, calculation of additional payment shall be done on a pro-rata basis for each service separately.</p>
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8.	Section 10, Responsibility Matrix, Page 52	See revised Table2 below(Responsibility Matrix)																																																																																																													

9.	Section 12.1, Partner Agency, Page 57	d. Help Desk should be available 24x7 from 8:00 AM to 8:00 PM.				d.Help Desk should be available 7 days a week from 8:00 AM to 8:00 PM.			
10.	Section 13.3, Pre Bid Conference, Page 60	NeGD will host a Pre-Bid Conference, tentatively scheduled on 5th May 2016 . The date, time and venue of the conference will be intimated to all bidders through e-mail or fax. The representatives of the shortlisted organizations may attend the pre-bid conference at their own cost. and the project.				NeGD will host a Pre-Bid Conference, scheduled on 5th May 2016 at 2:00 PM in Room# 1007, Electronics Niketan, 6 CGO Complex, New Delhi - 110003 . Any change in the date, time and venue of the conference or any latest information regarding UMANG will be intimated to all bidders, from time to time, through NeGD's/DeitY's websites i.e. www.negd.gov.in & www.deity.gov.in . The representatives (maximum 2) of the organizations may attend the pre-bid conference at their own cost.			
11.	Section 14.2.1, Technical Evaluation Criteria, Page 75,77 (Other contents of the table remains unchanged)	2	Projects involving G2C/G2G/B2C services on Mobile Application/Mobile Web	15	3 projects- 10 marks, 4 to 8 projects - 12 marks 8 and more projects -15 marks	2	Projects involving G2C/G2G/B2C services on Mobile Application/Mobile Web /Platform	15	3 projects- 10 marks, 4 to 8 projects - 12 marks 8 and more projects -15 marks

		7	No. of applications/ back-end integrated	15 Marks	5-10 - 5 marks	11-20- 8 marks	> 20 - 10 marks	7	No. of applications/ back-end integrated on the same platform	15 Marks	5-10 - 5 marks	11-20- 10 marks	> 20 - 15 marks
12.	Table on Page 77							See revised Table 1 below					
13.	Section 1.16 of MSA, Intellectual Property Rights, Page 126	<p>Pre-existing work:</p> <p>All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this agreement (“pre-existing work”) shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce, redeploy and modify any of its pre-existing work provided to the other party solely for the performance of such services.</p>						<p>Pre-existing work:</p> <p>All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this agreement (“pre-existing work”) shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce, redeploy and modify any of its pre-existing work provided to the other party solely for the performance of such services. Except as may be otherwise explicitly agreed to in a statement of services, the bidder should grant NeGD/DeitY a non-exclusive, perpetual, fully</p>					

	<p>Except as may be otherwise explicitly agreed to in a statement of services, the bidder should grant NeGD a non-exclusive, perpetual, fully paid-up enterprise edition license(s) to use, redeploy, reproduce and modify (if applicable) the pre-existing work as part of the service deliverables. Under such license either of parties will have no right to sell the pre-existing work of the other party to a Third Party.</p> <p>NeGD's license to pre-existing work is conditioned upon its compliance with the terms of this agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with NeGD at the conclusion of performance of the services.</p>	<p>paid-up enterprise edition license(s) to use, redeploy, reproduce and modify (if applicable) the pre-existing work as part of the service deliverables. Under such license either of parties will have no right to sell the pre-existing work of the other party to a Third Party.</p> <p>The application should not use specific features, libraries or instructions which are available only on a single OEM's product. This is to ensure that portability of application from one platform to another is smooth.</p> <p>NeGD's/DeitY's license to pre-existing work is conditioned upon its compliance with the terms of this agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with NeGD/DeitY at the conclusion of performance of the services.</p>
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Table 1

Category	Marks
Mobile Governance Solution Offered by Bidder (15 Marks)	
<p>Understanding of the requirements (minimum 500 words limited to 1000 word document with necessary diagrams) [3 Marks]</p> <ul style="list-style-type: none"> i. Understanding of the scope of the project ii. Description of various functional components of the platform iii. Description of various Non-Functional Requirements (UI, UX, Branding etc.) of the Application 	<p>1 1 1</p>
<p>Understanding of the Technical requirements (minimum 500 words limited to 1000 word document with necessary diagrams) [6 Marks]</p> <ul style="list-style-type: none"> i. Technical solution, platform components and overall architecture ii. Deployment architecture of the platform components along with technology stack iii. Description of how platform(application and DB) will be capable of supporting high availability, avoid single point of failure; scalability requirements iv. Understanding of various technical dependencies on departments to enable services v. Software development methodology to be followed. vi. Methodology to handle security of the system. Design considerations to handle security. 	<p>1 1 1 1 1 1</p>
<p>Mobile Enablement of Applications (minimum 500 words limited to 1000 word document with necessary diagrams) [2 Marks]</p> <ul style="list-style-type: none"> i. Technical Strategy to expose department’s services from it’s existing architecture so as to consume it on UMANG. 	<p>2</p>
Project Management (minimum 500 words limited to 1000 word document with necessary diagrams) [4 Marks]	

i.	Project management methodology	1
ii.	Details of manpower(along with roles) to be deployed during development, operations, call centre etc	1
iii.	Testing / Certification / Deployment Process	1
iv.	Training & Documentation Plan	1
Total		15

Table 2

Responsibility Matrix

Responsibility	NeGD	Partner Agency	Department	Citizen
Core Platform (To be quoted by Partner Agency)				
Infra (Hosting, Storage, Bandwidth)	NeGD to provide through NIC Cloud	Maintenance and DevOps	X	X
Software and AMC (To be quoted by Partner Agency)		To be developed/provided by Partner Agency	X	X
Anti-Virus, Certificates, Tools etc	To approve the requirements.	Get approved by NeGD. To provide. To be a part of the platform fees quoted. Bill of Material to be	X	X

		provided.		
UMANG Mobile App and portal (Part of Platform)		To develop and maintain	X	X
Application Enablement				
Fees (To be quoted by Partner Agency)	To pay; clear bills	To raise bills		
Application Enablement Work	Identify Applications to be enabled, Facilitate, write letters to departments; Sign-off in consultation with the departments.	Identify Applications to be enabled. Talk to departments; visit them; requirement gathering and study; enablement work as defined in the RFP. After identification the enablement of applications shall be with NeGD concurrence.	To sign-off; Give access to the application back-end;	X
Application Enablement				
Push (Transactional) (Rate to be quoted by Partner Agency)	Facilitate integration with Mobile Seva. Payment for SMS Charges, if applicable	Integrate with existing Mobile Seva Platform. Place the usage data. Develop SMS	Approve	X

		templates; get approved by departments; any other SMS related work		
Pull	Facilitate integration with existing codes of DeitY which are already integrated with telcos.	Integrate with existing Mobile Seva Platform for service delivery. Develop SMS templates; get approved by departments; any other SMS related work	Approve SMS templates;	Pay SMS charges
IVR (Toll Free)				
Software and Menu setup	Co-ordination	Talk to Departments. Understand Requirements and do the technical work.	Provide inputs related to the application.	X
PRI Lines(for Toll Free and OBD)	To bear/reimburse charges	Technical Integration	X	X
Toll Free Number	Procure and pay	Integrate & provide Service	X	X

Call Center	Monitor; Pay for PRI lines.	Set-up, Manage and Provide support.	X	Use
Convenience Fees	Co-ordination with departments.	Provision for charging convenience fees. Reconciliation and settlement.	To agree for convenience fees.	To pay.
Payment Gateway		Co-ordinate with Payment Gateway Providers; Technical Integration; Enable payments for services requiring users to pay. Reconciliation and settlement. Any other work as per the RFP.	To accept integration; Provide necessary details for settlement etc.	
Change Request	Place requirements.	To quote and provide estimate; Do the work within estimated timelines	Place requirements to NeGD	X
Application Audit	Co-ordination & Payment	To provide for all the details and documents/reports to the auditors	Provide access whenever required.	X

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