Invitation to Bid

for

Selection of partner agency for deployment of technical manpower

for

UMANG 2.0 Platform

March 2025

(Unified Mobile Application For New-Age Governance)

4th Floor, Electronics Niketan,

6 CGO Complex, New Delhi 110003

Schedule of Events

Item	Description
RFP Number	
Date of publication of RFP	
RFP Title/ Job Requirement	Invitation to bid for Selection of partner agency to deploy technical manpower for UMANG project
RFP Inviting Authority	National e-Governance Division
Contact details	National e-Governance Division, Electronics Niketan 6, CGO Complex, Lodhi Road New Delhi – 110003
e-Procurement Portal	GeM Portal
Advertisement of RFP	The RFP advertisement will be published in all the following: i. GeM Portal ii. NeGD Website The RFP will be published on the GeM Portal from 15/04/2025 up till 17:00 hours of 15/05/2025.
Name and address for communication and seeking clarifications regarding this RFP	Shri Sunil Sharma Director (Program management & Project Appraisal) Ph. Number: Email Id: dirp-negd@digitalindia.gov.in Address: National e-Governance Division, Electronics Niketan 6, CGO Complex, Lodhi Road New Delhi – 110003

Item	Description
Last date of submission of pre-bid queries and clarifications	15/05/2025 at 17:00 hrs in line with format specified in Annexure A as 'Request for Clarification (RFC)'.
Date, time & venue for pre-bid conference	The exact schedule and venue will be communicated to the prospective Solution Provider of the RFP.
Bid validity period	180 days from the last date of receiving of bids.
Last date (deadline) for submission of bids including EMD (on or before)	15/05/2025 at 1700 hrs. The bids shall be uploaded in the format and mode as provided for in the GeM Portal for this RFP and shall be digitally signed by the authorized signatory by the Solution Provider. The Solution Provider may make the EMD payment online via GeM Portal
Language of bid submission	Proposals should be submitted in English language only.
Late Bids	Bids submitted after the due date will not be accepted by the eProcurement system and hence will automatically be rejected.
Method of Selection	Bids will be evaluated by LCS method. The Price Bid(s) of only those Solution Provider, who are short-listed after technical evaluation, would be opened. The minimum qualifying score for being technically qualified would-be 75% of the total technical score.
Date and Time for opening of Pre-qualification bids of all Solution Provider.	16/05/2025 at 1100 hrs.
Date and time for opening of Technical Bids (of Solution Provider who have qualified under pre-qualification evaluation)	22/05/2025

Item	Description
Date, time, and venue for Technical Presentation, (from Solution Provider who have qualified in pre-qualification evaluation)	To be announced
Date & time for opening of Commercial Bids evaluation.	To be announced
Date & Time of announcement of the selected Solution Provider.	To be announced

Abbreviations & Acronyms

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

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

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

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

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

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Part – 1

1.0   Purpose of the document

The Request for Proposal *(This Document),* floated by **NeGD** *(National e-Governance Division),* Ministry of Electronics & Information Technology *(**MeitY**),* Government of India is to select a "Solution Provider for UMANG 2.0 Platform ", which would be responsible for development, enhancement, implementation, operations, maintenance and management of the complete UMANG platform *(including its frontend & backend)* for a period of 2 years with a possibility of extension to another 2 years and then 1 year (i.e. 2 + 2 + 1) years as per the terms and commercials quoted against this RFP.

2.0   Introduction

About UMANG

UMANG (Unified Mobile Application for New-Age Governance) is a flagship initiative developed by the National e-Governance Division (NeGD) under the Ministry of Electronics & Information Technology (MeitY), Government of India, as part of the Digital India Programme. Launched on November 23, 2017 by the Honorable Prime Minister of India, UMANG serves as a unified platform providing single-point access to major government services from Central Government, State/UT Governments, local bodies, and their agencies through a seamless mobile application available on Android and iOS platforms, as well as through its web portal (www.umang.gov.in). Currently offering over 2,000 services, UMANG has garnered international recognition, winning the 'Best m-Government service' award at the 6th World Government Summit in Dubai, IDC Digital Transformation Awards 2018, Digital India Jury Choice Award 2018-19, DARPG Gold Award for 'Excellence in providing Citizen-Centric Delivery', and others. The platform supports 13 languages including English, Hindi, and 11 regional languages, making digital governance accessible to citizens across India's diverse linguistic landscape, and features a dedicated helpdesk (toll-free number: 1800-11-5246) to assist users with queries and grievances

2.1.1   Vision of UMANG

UMANG (Unified Mobile Application for New-Age Governance) envisions a transformed digital governance landscape in India through a single, unified platform providing citizens with seamless, anytime-anywhere access to government services. At its core, UMANG aims to simplify citizens' lives by enabling access to hundreds of government services, beneficiary schemes, issued documents, and crucial information through a single application, eliminating the need to navigate multiple platforms or visit government offices physically.

Built upon principles of user-centric design, unified digital infrastructure, and interoperability, UMANG creates a consistent interface for all government services while addressing digital inclusivity through multilingual support and functionality in low-bandwidth areas. The platform's architecture ensures sustainability, scalability, and robust security while protecting user privacy—ultimately advancing Digital India's vision by creating a more transparent, efficient, and responsive governance ecosystem accessible to citizens across diverse linguistic and geographical landscapes.

2.1.2 Existing Stakeholders of UMANG 1.0 Platform:

Stakeholder	Role/Responsibility
National e-Governance Division (NeGD) under MeitY	Primary custodian responsible for UMANG's development, management, and strategic direction
Digital India Corporation (DIC)	Parent organization of NeGD which supports the Digital India Programme
Backend Partner	Development & enhancements of core platform, integrating with departments' backend applications, platform operations and maintenance
Frontend Partner	Development of services/applications on mobile (Android & iOS) and web platforms, UI/UX design, and maintenance
Helpdesk Partner	Operating the UMANG Helpdesk through toll-free number (1800-11-5246), managing user queries/grievances
FAT/QA Team	NeGD/DIC team conducting Functional Acceptance Testing and Quality Audits of the platform and services
Tech-ops Team	Managing technical operations and handling internal tickets for issue resolution

2.2 Digital India

NeGD is an autonomous business division of Digital India Corporation *(DIC)*, under MeitY, for supporting and assisting it in the Program Management of NeGP *(e-Kranti)* and supporting Digital India (DI) Programme. Under Digital India Programme, NeGD has developed **UMANG** *(Unified Mobile Application for New-Age Governance),* which is a unified platform with a single mobile app *(on Android and iOS)* and web *(www.umang.gov.in).* It aims to provide a single point access to major government services from the Central Government, State/UT Governments,

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:

a) the 'Best m-Government service' award at the 6th World Government Summit held at Dubai, UAE, on February 2018.

b) IDC Digital Transformation Awards 2018 in August, under the category Omni-experience Innovator which recognized it as a pioneering initiative.

c) the 'Digital India Jury choice award 2018-19'.

d) DARPG Gold award 2018-19 for 'Excellence in providing Citizen Centric Delivery'. And

e) Dun & Bradstreet Award

f) DNPA Awards 2024

Currently 2,000+ services are live on UMANG. A Help Desk Centre *(toll free number is 1800-11-5246)* is established to manage user queries/grievances with regards to UMANG.

3.0   Request for Proposal

Currently the existing UMANG Backend and Frontend Partners are with different agencies, NeGD is consolidating the partner for UMANG 2.0 platform and hence this RFP.. This single Partner Agency shall enable effective & efficient Technology vision and management of the UMANG 2.0 platform. The target Partner Agency shall possess relevant skills, expertise, capacity and experience to manage UMANG, the **National Level Platform** that is integrated with major DPIs *(Digital Public Infrastructures)* and a large number of department backends/platforms across central ministries, state governments, PSUs and autonomous bodies. As of now UMANG Helpdesk shall continue to be managed by a separate partner, specializing in this domain.

NeGD invites bids/proposals from reputed and reliable companies *(hereafter referred as 'Bidders')* to select and on-board a Solution Provider for deploying the requisite manpower for managing the entire UMANG 2.0 platform covering all its aspects.

RFP *(Request for Proposal)* is also available at NeGD website *(http://www.negd.gov.in)*, DIC website *(http://www.dic.gov.in)* and at MeitY website *(http://www.meity.gov.in)* for ready reference.

4.0 Overview

UMANG is a government services aggregation platform delivering hundreds of services through single app on android, iOS, and web. Currently, various government departments of centre, states, local bodies and corporates are service providers to end-users on UMANG. Backend/core applications of these service provider departments connect with UMANG platform through APIs *(Rest, SOAP, PHP etc. based services)* to onboard their services on UMANG via Java based Rest API wrappers or directly on API gateway. The applications of these departments are diverse in terms of implementation and technology stack used.

UMANG solution involves three primary layers, a) UMANG client apps – android, iOS and web, b) UMANG core platform and c) service providers' (currently Government Departments) backend applications connected to UMANG platform through APIs. Helpdesk is a peripheral supporting layer. Figure 1 below depicts the concept diagram.
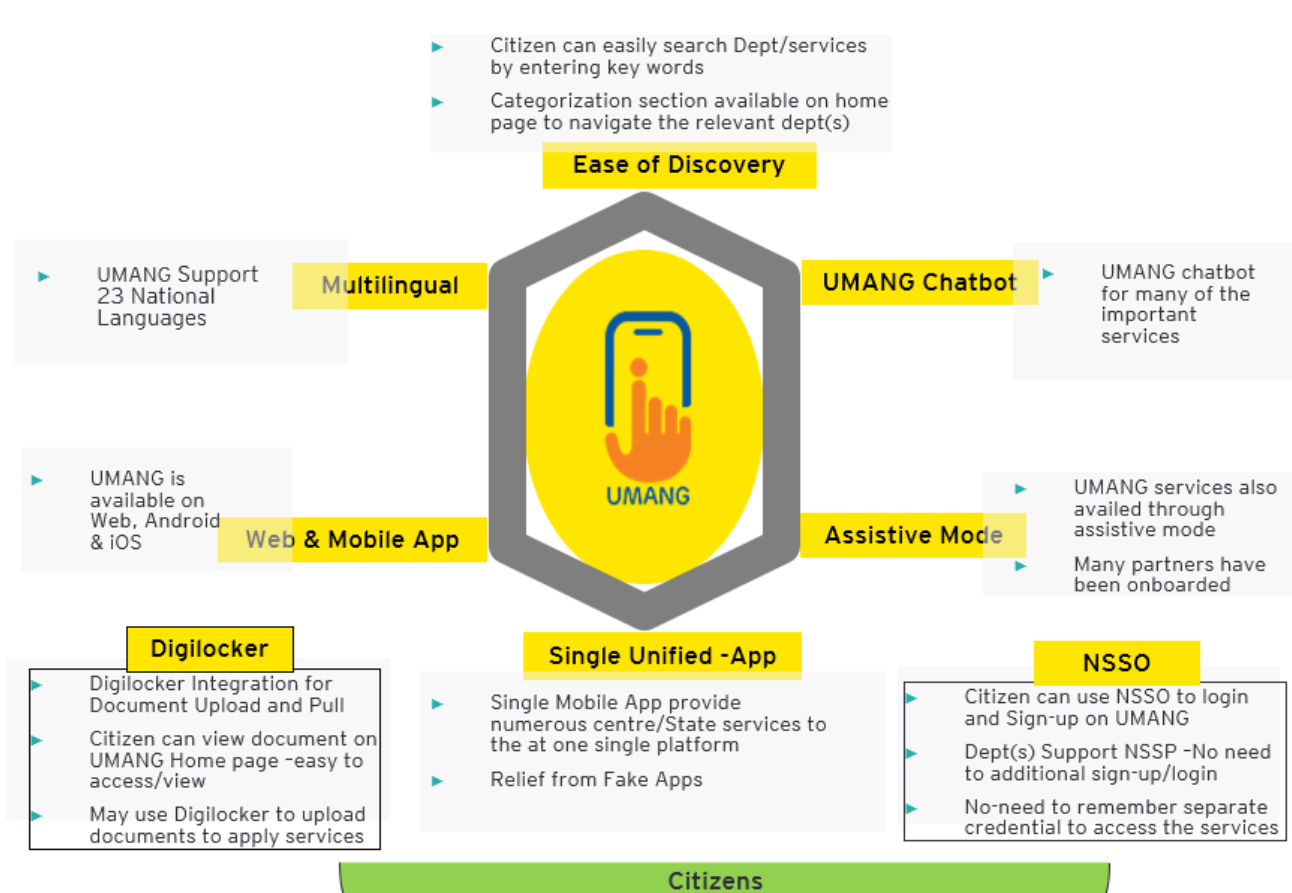

Figure -1 – UMANG Concept Diagram

For details regarding backend, frontend, underlying network setup and the technical architecture of the platform, please refer to Annexure IV

5.0   Scope of Work

The scope of work for this RFP is for the shortlisted agency to provide Technical Resources to undertake Development, Operations and Maintenance of the Unified Mobile Application for New-Age Governance (UMANG) platform, with the requisite skillsets, expertise and competencies. Refer to Annexure-V relating to broad categories of the various activities that may be required to be performed by the resources.

6.0   Transition and Knowledge Transfer *(KT)*

The Partner Agency *(winning bidder)* must understand and take the knowledge transfer *(KT)* from the outgoing partner(s). The takeover and transition activities shall be undertaken at the start of the project *(immediately after issue of LoI/ WO)* so that a level of readiness is achieved to be able to manage the UMANG platform. The Partner Agency shall need to develop proper understanding of the UMANG platform & solution, its "functional systems", system requirements specification *(SRS)*, UI system design and takeover all assets pertaining to the platform such as software, code, documents etc.

UMANG Platform – Understanding and Takeover

Takeover complete UMANG platform with proper understanding of the solution/architecture, deployed inventory, including infrastructure components, solution stack *(OS/middleware layer, applications, databases, tools, scripts, 3rd party integrations & interfaces etc.)*, components/ modules, their interconnectivity, touch points & interdependencies, capacities/ limitations, versions, configurability etc., IP addresses, servers, storages and associated services with detailed mapping, details on logs structure/implementation covering system logs *(for diagnosis)*, transaction logs *(for stats/MIS)* with processing/transition hierarchy, audit trails, exception logs.

Development Takeover

Understand the complete flow/life cycle of department on-boarding on UMANG including FRS *(Functional Requirements Specifications)* and API documents. Takeover all services already integrated, services WIP & planned with associated documents (FRS & API) and updated contact details.

O&M Takeover

Understand planned activities, enhancements, known issues *(gaps or faults)* requiring permanent fix, updates/upgrades, review/ deployment processes, automation status, purpose & process etc. Proper understanding of the security & performance posture of the platform including security of PII *(Personal Identifiable Information)*, encryptions, storages etc.

Understanding of complete administrative aspects such as relationship matrix, contact details, processes to manage the infrastructure *(upscale, downscale, procurement etc.)*, interactions with departments and other associated stakeholders, regulatory compliances etc.

Timelines

Table 4 - Timelines

Item#	Category of Activities to be performed	Days
Transition Phase		
1	Issue of LoI/Work Order to successful Partner Agency	T0
2	Deployment of Resources	T0+60 = T1
Management Phase		
3	Operations and maintenance	–Ongoing from T1
4	Enablement of assigned services	
5	UI/UX enhancement	
6	Platform updates/upgrades	
7	UMANG core/ platform enhancements	

Note: *(1)The Solution Provider shall deploy resources with requisite skills & experience, monitor & review their performances/deliveries, relevance to the project and behaviour regularly to ensure quality and consistency in contributions.*

7.0   Terms of Engagement

This section must be viewed & interpreted in conjunction with the sections 5.0 & 6.0 of this RFP.

Duration and extension

The overall "term" for the project is five *(05)* years, however the initial contract shall be given for two *(02)* years which can be extended for another period of two *(02)* years, which may be further extended for a period of one *(01)* year. As proposed above, the project duration for

further three *(03)* years shall be extended by NeGD, at its sole discretion, on the same commercials & terms *(as of initial 02 year contract)* as discovered against this RFP, which will be binding to the Partner Agency *(winning bidder)*. The information to this effect will however be given to the bidder at least 02 months in advance of the contract expiry.

An undertaking from authorised signatory of the bidder has to be provided stating that the bidder agrees to extension, if NeGD so decides, beyond initial 02 years at the quoted cost and as per the term and conditions of this RFP.

Resources Deployment

The number of resources are tentative and can be ramped up or down subject to the performances, compliances, behaviour or actual work load. Partner Agency shall bear the resources deployment cost including travel & accommodation, IT Systems like laptops, Internet and any other software license needed for execution of task as per project requirements. Only project specific software shall be provided for.

CVs/resumes of the identified critical resources *(pl refer Annexure VI and Annexure VIII)*, proposed to be deployed, against the stated criteria/ requirements in the RFP and in subsequent amendments *(if any)*, must be furnished as part of the Technical Response. They may be called for discussions/ interaction/ assessment during the technical evaluation process. Please note that all critical resources evaluated and approved by NeGD during technical evaluation may be required to be deployed on the project against the WO/LoI *(within 02 weeks)*, failing which NeGD reserves the right to take suitable action including imposition of penalty, bid cancellation with forfeiture of EMD/PBG and making offer to the next best eligible bid *(as per the evaluation)* matching the quotes etc.

The total number of resources that will be deployed in the project, may vary at the maximum by 25% of the given detailed requirement of resources in section 8 (Commercial Bid Format).

Performance Bank Guarantee (PBG)

A PBG of 5% of the value of the 2 year contract would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in this RFP from any commercial bank. Details of the bank are to be furnished in the commercial offer. It can also be submitted in the form of FDR or a/c payee demand draft.

a) The PBG should be furnished before signing of the contract, within 15 days from the issue of LoI/Work Order and should be valid for a period of 36 months after that.

b) In the event of engagement being extended, the agency shall furnish the PBG with extended dates.

c) PBG to remain valid up to 180 days beyond guarantee/ warranty obligations after which this shall be returned. The PBG shall contain a claim period of six months from the last date of validity.

d) NeGD may forfeit the PBG/ Security for any failure on part of the Partner Agency to complete its obligations under the Agreement or in the event any loss is incurred to NeGD due to the Agency's negligence in carrying out the work assigned, as per the agreed terms.

e) No amendment to the agreement can be made, except as laid out in section 14.11

8.0   Bidding and Evaluation Process

This section must be viewed & interpreted in conjunction with the sections 5.0, 6.0 & 7.0 of this RFP.

Partner Agency's presence in Delhi-NCR shall be preferred. This is primarily required to ensure smooth coordination and better control because NeGD, DIC and MeitY are all head quartered in Delhi. Additionally, major stakeholder like NIC, Central Government Departments and other key stakeholders are all headquartered in Delhi. Meetings at a shorter notice can be convened amongst the stakeholders, as required.

If the office is not available in Delhi & NCR at the time of bid, Partner Agency may furnish commitment/ undertaking for opening an operating office within 3 months of LOI. NeGD or its nominated agency may visit the Partner premises on need basis.

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

RFP Timelines *(Indicative)* and Venue/ Portal

Proposals/ bids in its complete form in all respects as specified in the RFP *(with all associated annexures/documents)* shall be submitted online only on GeM portal. Bidders are advised to have appropriate account on portal(s), e-sign facility/capability as required by the portal(s) and ensure required compliances. Bidders are advise to ensure beforehand the accessibility and good understanding on the usability/ navigation through these portals.

Last date and time of submission is as given in table below or as amended subsequently and communicated on the GeM portal and/or on UMANG/NeGD/DIC/MeitY *(any or all)* website(s).

Table 8 – Indicative Timelines

Item	Date
RFP to be Floated	T0
Last date for submission of written Queries	T0 + 7
Pre-bid Workshop	T0 + 10
Final Bid publishing	T0 + 15
Bid Submission	T0 + 30
Technical Presentation	TBD
Bid Evaluation & Approval	TBD
LOI/ WO	TBD
KT / Takeover	60 days from LOI

Note: *Bidders are advised to keep monitoring NeGD/DIC/MeitY websites for the updates/ changes in dates/timelines about the RFP.*

Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, an EMD amount of Rs. 20,00,000 only (Rupees Twenty Lakhs Only) in the form of a Demand Draft/ Bank Guarantee/ Banker's cheque/ FDR issued by any Commercial bank in favour of DIGITAL INDIA CORPORATION-NEGD payable at Delhi. The bid submitted without bid security, as mentioned below, will be summarily rejected.

EMD should be valid for 225 days (180 days bid validity period+ 45 days beyond the final bid validity) from the opening date of the tender. Bid security (EMD) in any other form will not be

accepted. Format for bid security is provided in **Schedule III - S3.3**. EMD to be provided against this RFP should be issued by a commercial bank.

The EMD fee can also be deposited into NeGD Bank accounts, instead of payment by Draft, and receipt may be submitted along with the bid – Digital India Corporation: Bank of India A/c no. 6048 1011 0001 865, IFSC code BKID0006048, Branch: CGO Complex, New Delhi.

EMD shall be returned to the unsuccessful bidder(s) at the earliest after the final bid validity and latest by the 30th day after the award of contract to successful bidder. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

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

The EMD may be forfeited:

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

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

Integrity Pact

The bidder is required to enter into an Integrity Pact with NeGD. For this, the bidder shall submit the original signed, stamped and notarized Integrity Pact as part of an envelope titled "Integrity Pact & EMD" as per dates mentioned, failing which, the Proposal submitted by the concerned bidder will be summarily rejected. The format for the Integrity Pact is provided in **Annexure VII**.

Eligibility Criteria

The following criteria shall be met by the bidder companies:

Table 09 – Eligibility Criteria

S. No.	Parameters	Criteria	Evidence to be Submitted
1.	Legal Entity	1. A company incorporated in India under the relevant Companies Act, 1956 or 2013, LLP registered under LLP Act 2008 and subsequent amendments thereto 2. Registered with the GST authorities in India with active status 3. Must be operational for last 5 consecutive years	Certified by authorized signatory, copies of: a) Certificate of Incorporation b) GST Registration Certificates c) Proof of operational for last 5 years
2.	Turnover	The company shall have an **average total** turnover of **INR 10 Crores** during last three financial years *(i.e. Year 2021-22, year 2022-23 & year 2023-24)*. The net profit of the company shall be positive in at least one of the last three financial years.	Audited Balance Sheet for the years 2021-22 2022-23 2023-24 Certificate by Chartered Accountant
3.	Resources	The company shall have at least 300 *(Three Hundred)* resources on its payroll as on the bid date, of which 80 should be **technical.**	Certificate by Chartered Accountant
4.	Experience	The company shall have experience of: a) design, development & maintenance of at least **01 'Large IT Applications' Projects**# b) developing min. 05 mobile applications and web interfaces using latest technologies *(in addition to the ones covered at point a above)*, tools and protocols capable of providing enhanced UI/UX; each shall have been developed, deployed and must be operational on Android, iOS and major web OS on the date of the bid with a minimum download/ installs of 2 Mn cumulatively or having total project value of INR 40 Crores across all five applications.	Please submit: Copy of Work Order + Completion/ Phase-Completion Certificates from the client + Cert – In Audit Certificate; **OR** Work Order + Self Certificate of Completion (Certified by CA); **OR** Internal Report/ Approval for in-house projects **AND** documents to establish "Large IT Project" for parameters defined in the Note below table.
5.	Blacklisting	Company shall not have been blacklisted or debarred from tendering by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date	Self-certificate and/or Letter of Undertaking to this effect on company's letter head signed by company's authorized signatory.
6.	No Objection	Entities or companies, currently acting as UMANG partners, shall need to obtain and furnish a 'No Objection Certificate (NOC)'	NOC from NeGD on its letter-head by authorised signatory

S. No.	Parameters	Criteria	Evidence to be Submitted
	Certificate (NOC)	from NeGD to be eligible to participate in the bid	

Large IT Application:

- *Full Stack Software development projects involving usage of API management tools e.g. API gateway etc.*

- *Frontend app live on Android, iOS & Web with 1 Mn downloads and average play store rating of 4 or more (since launch) with Cert-In audit certificate for scalability (or) Frontend app live on Android, iOS & Web with usage of API management tools and a Project value of INR 30 crores*

- *Capacity of managing 5 lakhs concurrent users (Report from Cert-In or Firebase required)*

#*Downloads*: *"The act of downloading a digital file from a server to a user's computer constitutes a reproduction of that file in the memory of the user's computer."*

— WIPO Guide to the Copyright and Related Rights Treaties Administered by WIPO (2003)- this is not direct definition but is in context of copyright infringement- however essence can be obtained

Note: No consortium is allowed in the bid.

Bid Evaluation (Criteria/ Procedure)

Technical Evaluation

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

Table 10 – Technical Evaluation Criteria

#	Category	Marks	Marking procedure
1.	design, development & maintenance of additional '**Large IT Applications' Projects**#; reference, UMANG platform	15	Additional 01 project– 05 marks Additional 02 projects – 10 marks If the project is for Govt. of India OR State government OR PSU/ Banking/ Insurance Sector – 05 marks (in addition to above marks)
2.	All eligible bidders to demonstrate upto 05 of their existing mobile apps & web *(as*	15	

#	Category	Marks	Marking procedure	
	per eligibility clause 4(b) table 9) developed by them on Android/ iOS & web platform with downloads/ installs.		**Parameters**	**Max. Marks**
			UI/UX Capabilities: Authentication, Registration, User flow, Navigation, Page Load Time, Page Scroll Speed, Responsiveness across form factors, offline capabilities	3
			Services Discovery: Advanced search, sort, and filters	3
			Forms handling: Multipage forms, Error handling, Preview etc.	3
			User Engagement: Notifications, Attention screens, Splash Screens, Ratings, Feedback, Chat etc.	2
			Multilingual: One marks for each language enabled other than English	2
			Native Features: GPS (Geo-Location), Camera, multimedia & file handling etc.	2
3.	Interview of 6 key resources i.e.	30	Quality of resources in terms of soft skills, technical skills, experience, knowledge on UMANG stack, suggestions for UMANG enhancements etc. Every candidate – max. 05 marks	
4.	Presentation involving: a) understanding of the project UMANG including the architecture, stack, concept/philosophy etc. b) Approach and methodology for the project, including risk management, exit strategy, innovation plans, and architecture enhancement capabilities. c) AI enablement suggestions and value-additions to the existing UMANG platform	40	A detailed presentation highlighting the following components: a) Understanding of UMANG architecture, tech stack and future vision for 2.0: 10 Marks b) Approach and Methodology: 10 marks c) AI enablement and Value Addition: 20 marks	
	Total Marks	**100**		

Minimum 75 marks are required by bidders to qualify the technical evaluation and become eligible for the financial evaluation *(Section 8.4.1.2)* round.

Bidders shall provide CVs for the key resources, as mentioned at point 04 in the table 10 above who shall be interviewed as part of technical evaluation process. Winning bidder must deploy

these resources on UMANG project immediately against the WO. Inability to deploy any one or more of these evaluated & approved key resources may lead to disqualification and forfeiture of the EMD, at the sole discretion of NeGD.

Bidders shall identify issues, gaps & areas of improvement in the existing UMANG app/web and present these during the technical evaluation with the resolution plan; for better user experience, ease of maintenance, compliance to best industry practices, upgrade to latest technologies etc.

Commercial (Financial) Evaluation – Bid Format

Bidders shall submit the commercial (financial) bid in the format furnished below: effected

Table 11: Financial Bid – Format for Quotes

S.No	Profile	Quantity	Unit Rate	Year 1 Cost	Year 2 Cost
1	On-boarding – Customer Onboarding Specialist	1			
2	On-boarding – Technical Documentation Specialist	1			
3	On-boarding – User Research Specialist	1			
4	Project Management – Business Analyst	5			
5	O&M – BA	1			
6	O&M - Developer (Java)	2			
7	Quality Assurance – Automation Tester	1			
8	Frontend - Web Developer	2			
9	Frontend - UI/UX Designer	1			
10	Backend – Java Developer	4			
11	Backend – Full Stack Developer	2			
12	Gen AI - Prompt Engineers	**1**			
Total Annual Cost					
Taxes					

Total Cost

Signature of Authorised Person

Important Notes:

a) *Resource cost (R1 to R12) is to be quoted for first year only. An increment of 10%, year on year, shall be applicable for next 4 years. Please refer to Annexure V – 'Resources/Manpower Job Descriptions' for relevant details.*

b) *Resource count mentioned above are tentative and vary. NeGD may request resources up to 25% more or less than the mentioned numbers in the table above for the project duration.*

c) *Actual resources may vary from the evaluation quantity and the Partner Agency shall have to supply as per the requirement of NeGD.*
All other expenses incurred in maintaining compliance with governmental regulations (e.g., PF, Gratuity, Mediclaims, and others) and the cost of procuring any additional hardware/electronic items are to be borne by the bidder. The commercial quotes should include all these costs.

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

Commercial (financial) bids of only those bidders shall be considered for opening & evaluation, who secure minimum qualifying marks, as defined in section 8.4.1.1, in the technical evaluation round.

The bids will be evaluated on the basis of Least Cost Selection (LCS) method. Only those bids will be considered for opening of the commercial bids, who procure a minimum of 75 marks during the technical evaluations.

Illustration:

Technical Evaluation (Minimum score: 75/100)

1. Bidder A: 85/100

2. Bidder B: 76/100

3. Bidder C: 68/100

4. Bidder D: 78/100

Financial Proposals (opened only for technically qualified bidders):

1. Bidder A: 150,000

2. Bidder B: 120,000

3. Bidder D: 135,000

LCS Selection:
Bidder B wins the contract with the lowest bid of 120,000 among technically qualified bidders.

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

Evaluation Committee

NeGD will constitute an Evaluation Committee to evaluate the responses of the bidders against the published RFP and all supporting documents/ documentary evidences. Inability to submit requisite supporting documents/ documentary evidence, within the stipulated time may lead to rejection of the bid. 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.

The Evaluation Committee may ask for meetings with the bidders to seek clarifications on their proposals. NeGD reserves the right to reject any or all proposals on the basis of any deviations. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

Ownership

NeGD will hold the licenses of all proprietary component(s), if any, under UMANG, for the full contract period. Further the IPR, copyrights and trademarks, as applicable, of all Systems and Applications Software *(other than the proprietary component)* that are part of the UMANG, any derivative works, modifications, enhancements or improvements to the software, its related

source code and all associated documentation shall rest with NeGD/DIC/MeitY. Further details of IPR will be provided in MSA *(Master Services Agreement)*.

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

Resources and Solution Provider shall follow all regulations of NeGD.

Negotiations, Contract Finalization and Award

NeGD reserves the right to negotiate with the winning bidder (best LCS score) as assessed by the committee, if it so desires. LoI/ WO will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of NeGD, the most advantageous and represents the best value to the proposed project, price and other factors considered. Evaluations will be based on the proposal submitted while responding to the bid, and any additional information requested by the Bid Evaluation Committee while evaluating.

NeGD's Right to Accept Any Proposal or Reject any or all proposals

NeGD reserves the right to accept or reject any bid, annul the bidding process and reject all bids at any time prior to award of contract, 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's action.

NeGD may at its sole discretion and at any time during the evaluation of proposals/bids, disqualify any bidder, if the bidder has:

a) submitted the bid/ proposal documents after the deadline;

b) made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;

d) submitted a proposal that is not accompanied by required documentation or is non-responsive;

e) failed to provide clarifications related thereto, when sought;

f) submitted more than one Proposal;

g) declared ineligible by the Government of India/ State/ UT Government for corrupt and fraudulent practices or blacklisted;

h) submitted a proposal with price adjustment/variation provision.

9.0   Payment Terms

a) Payments shall be made inclusive of taxes subject to applicable TDS, penalty/LD deductions on a monthly basis, subject to the invoices submission and approvals.

Service Level Agreement / Penalty Levels

The Selected Agency shall deploy the required manpower, as specified in the Work Order, within sixty (60) days from the date of issuance of the Work Order.

a) **Incentive for Early Deployment:** If the Selected Agency successfully deploys the required manpower within the first thirty (30) days from the date of issuance of the Work Order, the Selected Agency shall be eligible for a one-time incentive of five percent (5%) on the invoice raised for the first month, on pro rata basis

b) **Penalty for Delayed Deployment:** In case Empanelled Agency is unable to provide the resources at the deployment phase or replacement of any resource within sixty (60) days from the date of issuance of work order or the request for replacement, the Empanelled Agency will be charged penalty at the rate of two percent (2%) per day per resource of the man-month rate (max. of sixty percent) (60%) of the man month rate)

c) The maximum penalty may go up to ten percent (10%) of the contract value.

d) **Termination and Debarment for Excessive Delay**: If the Selected Agency fails to deploy the required manpower within ninety (90) days from the date of issuance of the Work Order, DIC reserves the right to terminate the Work Order. In addition to termination, NeGD may, at its sole discretion, debar the Selected Agency from participating in future tenders and contracts for a period of one (01) year.

i. *Liquidated Damages/Penalties*
   a) In case of unjustified and unacceptable delay in execution of the assigned work by the Selected Agency, for time and material projects, a penalty of 1.0% of the annual work order value per week of delay in non-deployment of resource will be levied on a pro rata basis subject to maximum limit of 10% of the annual work order value.

   b) The penalties and delays would be linked to deliverables. Risks and their dependency on deliverables should be highlighted before taking the work, which may be considered on a case-to-case basis.

c) Payment of liquidated damages shall not relieve the Selected Agency of its obligation to execute and complete the services as stipulated in this RFP.

d) In case the delay is unusually very long (as specified in the work order) and not acceptable to NeGD then NeGD will have an option to cancel the order after giving prior 30 days' notice in writing and award the work to any other empanelled Agency without any compensation to the Agency which delayed the completion of the work. In such a scenario NeGD shall encash the PBG and terminate the agreement.

e) In case any of the services performed by the appointed Agency fail to conform to the specifications of the assigned project or in the event of failure of the project due to indifferent (such as inadequate interactions with NeGD), negligent (such as quality of deliverables not up to the mark), non-supportive attitude (such as non-engagement of adequate resources in the prescribed time frame) of the appointed Agency, and NeGD decides to abort the contract because of such failure after giving prior 30 days' notice in writing, then NeGD shall encash the PBG.

f) Limitation of Liability (LoL) (to be read in tandem with Clause 10 (vi) of this RFP): The aggregate liability of the Agency under this Agreement, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to the Agency hereunder. The preceding limitation shall not apply to liability arising as a result of the Agency's fraud or willful misconduct in performance of the services hereunder. In such cases, the liabilities shall be subject to final determination by the arbitrator.

GENERAL TERMS AND CONDITIONS

i. *Terms and Conditions*
   a) While every effort has been made to provide comprehensive and accurate background information on requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. All information supplied by bidders may be treated as contractually binding on the bidders, on successful award of the assignment by NeGD on the basis of this RFP.

   b) If bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

   c) Conditional bids are not acceptable and shall be summarily rejected.

d) Any notification of preferred bidder status by NeGD shall not give rise to any enforceable rights by the bidder. NeGD may cancel the whole RFP process at any time prior to a formal written contract being executed by or on behalf of NeGD.

e) This RFP supersedes and replaces any previous public documentation & communications related to the components mentioned in the RFP and bidders should place no reliance on such communications.

f) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

g) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

h) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, providing any additional information required by NeGD to facilitate the evaluation process, and in negotiating a valid contract or all such activities related to the bid process. NeGD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

i) The Selected Agency shall designate a Coordinator who will be responsible for maintaining regular contact with NeGD to ensure that the best possible services of the people deployed are provided without interruption.

j) The Selected Agency shall keep NeGD updated about the deployment plan of resources onsite for the project.

k) The Selected Agency must also ensure compliance with all the e-governance standards published by MeitY for e-Governance projects.

l) Adequate access control procedures should be defined to secure the entire IT system, physically and logically.

m) For the required maintenance activities, Selected Agency must define the scheduled maintenance time and ensure that the required permissions are granted by the buyer.

n) All materials submitted by the bidder become the property of NeGD and may be returned completely at its sole discretion.

o) At any time prior to the last date for receipt of bids, NeGD may for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment.

p) The amendment will be published on NeGD website and the bidders having received the RFP Document shall be notified of the amendments through website (www.eprocure.gov.in). Such amendments shall be binding on the bidders.

q) In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, NeGD may, at its discretion, extend the last date for the receipt of Bids.

r) The bidders are allowed to resubmit their bid, if required, after such amendments.

s) If NeGD deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP on the CPPP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

t) NeGD may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum published in NeGD website in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

u) NeGD may terminate the RFP process at any time and without assigning any reason. NeGD makes no commitments, express or implied, that this process will result in a business transaction with anyone. The bidder must specifically indicate if there is any conflict of interest arising as a result of bidder or any partner.

v) The successful bidder shall comply with all applicable laws (including without limitation labor laws, insurance laws, etc.) while providing the services.

w) Without NeGD's prior written consent, the Selected Agency may not transfer, assign, pledge, or subcontract its rights and duties under this Agreement to any other agency or

organization, regardless of name..

x) In case of any issue that may develop on any matter related to the project during the course of its implementation, the decision of the P&CEO, NeGD shall be final and binding.

y) The rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

z) The bidder will abide by the job safety measures prevalent in India and will free the NeGD from all demands or responsibilities arising from accidents or loss of life. The bidder will pay all indemnities arising from such incidents and will not hold the NeGD responsible or obligated.

ii. *Manage Risks*
a) The successful bidder shall identify and bear all the risks involved in the provision of services.

b) NeGD shall not compensate for any losses, if any incurred by the successful bidder during entire contract period or extended/renewed period if any.

c) In case the successful bidder fails to deliver the services as stipulated in clause 8, NeGD reserves the right to allot the work to alternate empanelled providers at the risk, cost and responsibility of the successful bidder.

iii. *Limitation of Liability*

a) Except in case of gross negligence, willful misconduct, breach of Applicable Laws, breach of representations & warranties and breach of indemnity provisions on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage or loss caused by the Bidder to NeGD, shall not be liable to NeGD

b) For any indirect or consequential loss or damage; and

c) For any direct loss or damage that exceeds the total payments payable under the contract to the Bidder hereunder

d) Neither NeGD nor the Bidder(s) shall be liable to each other for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the contract unless specifically mentioned in this document.

iv. *Indemnity*

The successful bidder shall at all times indemnify NeGD and its stakeholders against all third-party claims of intellectual property rights infringement including infringement of patent, trademark/copyright or industrial design rights arising from the use of the services, designs, etc. and related services or articles published by third parties in magazines, newspapers or online news portal or websites, any part thereof. NeGD and its stakeholders stand indemnified from any claims raised by the hired manpower of the successful bidder relating to fees of any kind including but not limited to payment for professional fees or any services or claims relating to statutory dues. All such claims and dues shall be the sole responsibility of the successful bidder. NeGD and its stakeholders also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / bidder's manpower while discharging their duty towards performance of services.

v. *Termination for Default*

NeGD may, without prejudice to any other remedy for breach of contract, by providing 30 days written notice of default sent to the bidder, terminate the contract in whole or part: if the bidder fails to deliver any or all of the services within the period(s) specified in the agreement, or within any extension thereof granted by NeGD pursuant to conditions of agreement or if the bidder fails to perform any other obligation(s) under the agreement.

NeGD may withdraw/terminate empanelment in any of following circumstances: -

i. Information provided to NeGD is found to be incorrect
ii. Empanelment conditions are not met within the specified time period
iii. Misleading claims about the empanelment status are made
iv. Clear evidence is received that there is breach of copyright.
v. If the agency does not execute the contract/agreement as per the terms and conditions of the tender then the NeGD may invoke any or all of the clauses
   - Forfeit the Performance Guarantee Amount
   - Terminate the Contract/agreement/empanelment
   - Debar the bidder from future tendering process for two years.

No consequential damages shall be payable to the Agencies in the event of such a termination. However, notification for rectification period of at least 30 days, prior to invoking the termination clause may be considered

In the event NeGD terminates the agreement in whole or in part, NeGD may avail, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered and the bidder shall be liable to NeGD for any excess costs for such similar services. However, the bidder shall continue the performance of the agreement to the extent not terminated. The bidder should also support NeGD on queries relating to the work which was entrusted to the bidder. NeGD's right to terminate the agreement will be in addition to the liquidated damage mentioned in the RFP.

If the agreement is terminated for breach of any clause mentioned in this RFP, the bidder shall handover all documents/ information / NeGD's or its stakeholder's data or any other relevant information to NeGD in timely manner and in proper format (in the time and format as notified by NeGD) and should also support the orderly transfer of services without any delay/within the time specific to another Agency or to NeGD. The Selected Agency must provide the Buyer with a comprehensive exit management plan or transition plan.

vi. *Governing Law*

The laws of India shall govern the RFP and for any legal issue the jurisdiction will be New Delhi.

vii. *Dispute Resolution*

a) Any disputes or differences whatsoever arising between the parties out of interpretation or application of this RFP or in connection with this contract or in discharge of any obligation arising out of the contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be, as far as possible, be settled amicably and resolved through mutual consultations or negotiations.

b) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The matter will be referred for negotiation between NeGD officials and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

c) In the event the dispute is not amicably resolved by mutual consultations or negotiation in the manner as provided above, a Party may after giving prior notice of dispute to the other Party refer the matter to arbitration. The arbitration shall be held in accordance the provisions of Arbitration and Conciliation Act, 1996 (as amended from time to time) and under the aegis of the Rules of the Delhi International Arbitration Centre, New Delhi.

d) The dispute shall be resolved by a three-member Tribunal, with each party nominating its Arbitrator and the two nominated Arbitrator's jointly nominating a Presiding Arbitrator. In the event of failure of either party to nominate its Arbitrator, the Tribunal shall be constituted in terms of the provisions of the Arbitration and Conciliation Act, 1996 (as amended from time to time).

e) The Tribunal shall hold its sitting at Delhi International Arbitration Centre, New Delhi. The arbitration proceedings shall be conducted in English language. Any challenge to the award shall be subject to the exclusive jurisdiction of courts at New Delhi.

f) The cost of the Arbitration shall be equally borne by both the Parties.

g) The 'Arbitration Notice' should set out the disputes between the Parties, and the intention of the aggrieved Party to refer such disputes to arbitration. All notices by one Party to the other in connection with the arbitration shall be in writing and be made as provided in this RFP.

h) The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

i) The Parties agree to have their dispute and differences resolved in accordance with the provisions of section 29B of the Arbitration and Conciliation Act, 1996.

j) The bidder shall continue work under the Contract and the rights and obligations of the Parties shall remain in full force and effect, pending the award in any arbitration proceedings hereunder.

viii.   Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement. Bidders may be required to work with or work for line Ministries/Departments of Central/ State Government or any other agency assigned by NeGD as and when required. NeGD may assign the additional work/similar nature of work to the agency at the selected financial quote.

ix.   *Fraud and Corrupt Practices*

As per Central Vigilance Commission (CVC) guidelines, all Organizations, Consultants, Suppliers, and Contractors must uphold the highest ethical standards during procurement and execution of projects.
NeGD reserves the right to reject any application for empanelment if the applicant is found to be involved in corrupt, fraudulent, unfair trade, coercive, or collusive practices. These are defined as follows:

a) *Corrupt Practice*: Offering, giving, receiving, or soliciting anything of value to influence decisions of NeGD or its personnel.

b) *Fraudulent Practice*: Misrepresentation of facts to influence procurement or contract execution, including collusion among bidders to fix prices or restrict competition.

c) *Unfair Trade Practice*: Delivering services not in line with the agreed Scope of Work.

d) *Coercive Practice*: Threatening or harming individuals or their property to influence participation.

e) *Collusive Practice*: Arrangements between bidders (with or without NeGD's knowledge) to fix prices at non-competitive levels.

NeGD will disqualify any bidder found to have engaged in such practices during the empanelment or project execution process.

x.   *Confidentiality*

Each Party acknowledges that in the course of the performance of this RFP it may be provided or otherwise be given access to information, whether orally, in writing, visually, or in tangible form, that is proprietary and confidential to the other Party ("Confidential Information"). Each Party acknowledges that they shall hold in trust such Confidential

Information received from the other Party. The Party receiving such information ("Receiving Party") from the other Party shall not use such information other than to perform its obligations hereunder and shall take all reasonable measures to safeguard such information and prevent its unauthorized disclosure to any third party in the same manner as it would safeguard its own information of a similar kind.

Notwithstanding the above, neither party will be liable to the other about any confidential information of the other which the receiving party can establish with evidence that the same was available :

(i)   Was in the public domain at the time it was disclosed or has been disclosed in the public domain through no fault of the receiving party; or

(ii) Was known to the receiving Party through no breach of any other confidentiality MoU at the time of disclosure, as evidenced by the receiving party/ documents in existence at the time of disclosure; or

(iii) Was independently developed by the receiving party as evidenced by the receiving parties file/documents in existences at the time of disclosure; or

(iv) Is disclosed by the disclosing party to any third party without confidentiality obligations similar to those contained in this MoU; or

(v) It was disclosed pursuant to the order or requirement of a Court administrative agency, or other governmental body, provided, however, that the receiving party will provide prompt notice thereof to the disclosing party prior to any disclosure to enable the disclosing party to seek a protective order or otherwise prevent or restrict such disclosure, or

(vi) Was lawfully acquired by Receiving Party without the confidentiality obligations.

(vii)   If a receiving party claims that confidential information falls under one of the above sub-sections, such receiving party has the burden of establishing the fact of such exception by clear and convincing evidence.

(viii) Was demonstrably developed at any time by the receiving Party without any connection with the information received hereunder.

The parties agree that, upon termination of this agreement, or at any time during its currency, and at the request of the Owner, the Receiving Party shall promptly deliver to the Disclosing Party all the confidential information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memorandum notes and other writings prepared by the Recipient or its Affiliates, Directors, Officers, Employees or Advisors, based on the confidential information so received and promptly certify

such destruction through the duly authorized Nodal Officer appointed by the Receiving Party in this regard.

xi.   *Disclaimer*

a) This RFP is not an offer by NeGD, but an invitation to receive responses from eligible interested Bidders as consulting Agencys for NeGD. NeGD will empanel limited Bidders who fulfil the eligibility criteria. No contractual obligation whatsoever shall arise from this process.

b) The evaluation shall be strictly based on the information and supporting documents provided by the Bidders in the application submitted by them. It is the responsibility of the Bidders to provide all supporting documents necessary to fulfil the mandatory eligibility criteria. In case, information required by NeGD is not provided by applicant, NeGD may choose to proceed with evaluation based on information provided and shall not request the applicant for further information. Hence, responsibility for providing information as required in this form lies solely with applicant.

c) This RFP is not exhaustive in describing the functions, activities, responsibilities and services for which Bidder will be responsible. The Bidder, by participation in this RFP, implicitly confirm that if any functions, activities, responsibilities or services which are either not specifically described in this RFP or specifically described but has to undergo suitable changes/modifications due to regulatory/statutory changes and are termed necessary or appropriate by NeGD for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied by and included within the scope of services under this RFP and Bidder's response to the same extent and in the same manner as if specifically described in this RFP and Bidder's response.

xii.   *Non-Disclosure Agreement*

The Agency will treat as confidential all data and information about NeGD and any other information/data etc. furnished/obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of NeGD. All Agency's shortlisted for empanelment shall submit a **Non-Disclosure Agreement** to NeGD, in the format provided in **Annexure C XVIII**. The Non-Disclosure Agreement shall be valid for a period of 3 years from the date of conclusion of the contract.

xiii. *Relationship*

The selected Bidder or any of its holding / subsidiary / joint-venture / affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with NeGD or any of its employees / officers / staff / representatives / personnel / agents.

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between "NeGD" and "the bidder". No partnership shall be constituted between NeGD and the bidder by virtue of this Empanelment nor shall either party have powers to make, vary or release contractual obligations on behalf of the other party or represent that by virtue of this or any other Empanelment a partnership has been constituted, or that it has any such power. The bidders shall be fully responsible for the services performed by them or on their behalf.

xiv. *Agency's Obligation*

a) The Agency will be obliged to work closely with NeGD's staff, act within its own authority and abide by directives issued by NeGD.

b) The Agency will abide by the work safety measures prevalent in India and will free NeGD from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold NeGD responsible or obligated under any circumstances.

c) The Agency will be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.

d) The Agency is expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to NeGD's interest.

e) The Resources whom the Consulting organizations will provide should be a regular employee of the organization. This should be supported by documentary evidence such as providing ESI/EPF/UAN numbers or any other document to show that the resource is

retained with the Agency with NeGD. The Consulting organization should ensure that necessary background verification has been carried out before assigning the professionals to NeGD.

f) NeGD will directly deal only with the Consulting organizations and will not make any direct payment to the professionals provided by these organizations

g) The lawyers on secondment of the bidder must be available at NeGD Headquarter, New Delhi as and when required by NeGD.

h) The agency may be required to work with or work for line ministries/departments of Central/state government or any agency assigned by NeGD.

i) A separate work order will be given to the selected bidder for work to be undertaken. The selected bidder shall not assign the any of the project work to any other agency, in whole or in part, to perform its obligation under the project agreement.

j) The Agency should be able to execute order at short notices and even on holidays.

k) Agency should have resources with proficiency and proof-reading facilities in multiple official languages of India.

xv. *Standards of Performance*

The Bidders shall perform the services and carry out their obligations under the Contract/agreement with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Bidders shall always act in respect of any matter relating to this contract as faithful advisor to NeGD. The Bidders shall always support and safeguard the legitimate interests of NeGD in any dealings with the third party. The Bidders shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The Bidders shall conform to the standards laid down in RFP Document in totality.

End of Part 1

Part 2

10.0   Instructions to Bidders

General Instructions on Bidding Process

a)   The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents.

b)   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.

c)   Technical and financial bids shall be submitted as per Tables 10 & 11.

d)   Letter of authorization shall be supported by a written power-of-attorney accompanying the bid.

e)   All bid documents shall be in non-editable pdf format and signed by a person duly authorized to bind the bidder to the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the authorised person or persons signing the bid.

f)   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.

g)   Financial bids shall be opened only for those who qualify in technical evaluation as per the criteria laid out in the RFP.

h)   Bidder with the best LCS score, according to the technical & financial evaluation criteria laid out in the RFP, shall be the winner, subject to sections 8.7 & 8.8.

i)   For the key resources *(please refer table 10 item 4)* requested in the RFP, CVs of the shortlisted ones for UMANG deployment, must be furnished along with the technical proposal; such resources shall preferably be already on company's rolls and must be deployed within a week of the WO/LoI. Such resources if not already on company's rolls, must be brought on the rolls within a month of the WO/LoI.

j)   All the proposed resources should only be deployed, unless suggested otherwise by NeGD, according to the details furnished in the section on "Financial Evaluation". NeGD reserves

the right to request change in one or any number of proposed resources, if in its assessment there is a gap in the skill sets.

Supplementary Information/ Corrigendum/ Amendment to the RFP

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/revise any part of the RFP document or issue additional data/information to clarify on interpretation(s) of the provisions of this RFP, by issuing amendment(s), as supplements/corrigendum to this RFP. Any such amendment shall be deemed to be incorporated by this reference into this RFP.

All bidders will be deemed notified of such amendment(s) after publishing on GeM/CPP portal(s) and/or at NeGD/DIC/MeitY website(s) *(any or all)* and these will be binding on all bidders. Accordingly, bidders are advised to visit and check these portals and NeGD/DIC/MeitY website(s) regularly for updates and information.

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.

Bidders' Queries

All enquiries from bidders relating to this RFP must be submitted in writing, in the format provided below, exclusively to the contact person by the last date as mentioned in section 8.1, table 8. Please make sure that RFP is clearly referred to in the subject line to avoid confusion.

Table 17 – Bidder Queries Format

Bidder Queries or Request for Clarification			
Name of the Organization submitting request	**Name and Position of Person Submitting Request**	**Full formal address of the Organization** *(including phone/ mobile and email of points of contact)*	
		Tel:	
		Mobile:	
		E-Mail:	
S. No.	**RFP Reference(s)** *(section number/ page number)*	**Suggestions for amendment, deletion, or addition**	**Clarification Required** *(Please articulate clearly & crisply)*

		(Please articulate clearly & crisply with reasoning)	

All enquiries should be

a) uploaded on the GeM/ CPP Portal in the supported format and

b) sent over email to the RFP contact person as an attachment *(collated in Excel as per the format furnished at Table 17 above)* signed by authorized signatory of the company

Contact details for this RFP are as follows:

Name: Abhishek Chandra
Address: 4th Floor, NeGD, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi - 110003
E-mail: abhishek.negd@digitalindia.gov.in and copy to dheeraj.k03@digitalindia.gov.in
Telephone: 011- 24303756

NeGD shall not be responsible for non-receipt of bidder queries/ clarifications by the last date; this shall be ensured by bidder. 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 bidders, without displaying the name of bidders who raised the queries. Bidder to regular check/ monitor GeM/CPP portal and NeGD website for Query Reponses and/or related information.

Bid Submission

Proposals must be direct, concise, and complete. NeGD will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their technical and commercial proposals in the prescribed formats only; in case of deviation(s), the bid will be liable for rejection. Submission of bids shall be in accordance to the guidelines furnished below in the table:

Table 18 – Mode of Submission

Envelope	Instructions
PDF 1: **Bid Security**	**Bid Security (EMD)**, the **Undertaking** *(from the bidder on submitting the commercial proposal)* and a **Board Resolution** *(authorizing the bidder company to sign/submit the proposal as a binding document and to execute all relevant agreements forming part of RFP)* shall be combined as a single PDF with page numbers and proper index; **all pages must be signed by the authorized signatory with official company seal/stamp**. A suitable covering letter should be attached to it, listing all major documents/deliverables inside the PDF with subject line **"Bid Security – UMANG** *(Unified Mobile Application for New-age Governance)* **Project".** This PDF **should not contain any commercials**, in either explicit or implicit form, in which case the bid will be rejected. Above mentioned subject line may be put as "header" or "footer" on every page of the above referred PDF document.
PDF 2: **Technical Proposal**	The technical proposal shall be prepared in accordance with the requirements & formats specified in the RFP. The **Technical Proposal complete in all respect and with all relevant details, supporting Documents & Proofs**, as mandated by RFP, shall be **combined in a single PDF** document with page numbers and proper index; **all pages must be signed by the authorized signatory with official company seal/stamp**. A suitable covering letter, addressed to NeGD, should be attached to it, listing all major documents/deliverables inside the PDF with subject line **"Technical Proposal – UMANG** *(Unified Mobile Application for New-age Governance)* **Project".** This PDF **should not contain any commercials**, in either explicit or implicit form, in which case the bid will be rejected. Bidder shall also include the technical presentation(s) on the proposal, as required by the RFP, in the above-mentioned PDF. Above mentioned subject line may be put as "header" or "footer" on every page of the above referred PDF document.
PDF 3: **Commercial *(Financial)* Proposal**	The commercial (financial) proposal shall be prepared in accordance with the requirements & formats specified in the RFP. The **Commercial (Financial) Proposal, complete in all respect and with all relevant details, supporting Documents & Proofs**, as mandated by RFP, shall be **combined in a single PDF** document with page numbers and proper index; all pages must be **on the letterhead of the bidder company** with a **seal and signature of its authorized signatory** *(on every page)*. A suitable covering letter, addressed to NeGD, should be attached to it, listing all major documents/deliverables inside the PDF with subject line **"Commercial (Financial) Proposal – UMANG** *(Unified Mobile Application for New-age Governance)* **Project". All financials** *(unit prices, quantity, calculations, and item-wise amount)* **shall also**

	be furnished in Excel *(with embedded formulas and proper formatting).* Above referred PDF & Excel may be suitable combined in a single compressed file.
	Above mentioned subject line may be put as "header" or "footer" on every page of the above referred PDF document.

NeGD will not accept the Bid/ Proposal(s) in any manner other than that specified in this volume. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

The folder *(PDF or zip/rar)* 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 proposal(s) shall be valid for a minimum period of six (06) months from the date of opening. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws its proposal(s) in writing, it will be deemed to be valid until such time that the bidder formally *(in writing)* withdraws its proposal(s).

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.

Late Bids (And Bids through Unapproved Channel)

Being electronic/online bid submission, portal shall hard stop to accept any bid at the designated date & time. However, bids submitted through any other means, any time before or after the specified time/ date *(including the extended period if any),* for any reason whatsoever, shall not be entertained at all. Such act may lead to disqualification from the bidding process.

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; and

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

Interpretation

In this RFP, unless otherwise specified:

a) All references to clauses/sub-clauses, sections/sub-sections, paragraphs, schedules and appendix are to the ones in 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 national/ gazetted 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.

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.

Commercial (Financial) Proposal

In the commercial (financial) bid, bidders are expected to give price for all items and services it has proposed in the technical proposal. NeGD, may seek clarifications from bidder(s) on the technical proposal. Any clarifications sought by NeGD from any bidder on the submitted technical proposal cannot have any further commercial implications and the submitted bid must cover and honour all aspects of the technical proposal and the RFP. The commercial proposal submitted by bidders should be inclusive of all items in the technical proposal including the clarifications provided by the concerned bidder on the technical proposal during its evaluation.

Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in the RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes. All prices shall be quoted entirely in Indian Rupees for preparation of commercial proposal against this RFP; commercial proposal cannot have any conditions *(direct or indirect)* attached to any line item or in any context. It is required that the commercial *(financial)* proposal(s) submitted against the RFP is unconditional.

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 bid submission. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the corrections shall be discarded/ ignored.

Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall prevail. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding. If there is any discrepancy in individual item price and total of that, then the value quoted of individual item shall be taken and total shall be re-calculated by NeGD.

Prices and Price Information

Bidders shall quote a price for all components against the RFP scope to meet the requirements of UMANG project. All prices will be in Indian Rupees.

No adjustment in price(s) quoted in the commercial (financial) proposal shall be considered on account of any variations in costs of labour and materials, currency exchange fluctuations

with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.

The price quoted in the commercial (financial) proposal shall be the only amount payable for completion of the contractual obligations by the successful bidder under the contract, subject to the terms of payment specified in the RFP and as agreed in the contract between NeGD and the Partner Agency *(winning bidder).*

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.

Bidders should provide all prices, quantities as per the prescribed format given in the RFP for bid response – commercial (financial) bid. Bidders should not leave any field blank. In case the field is not applicable, bidder must indicate "0" (zero) in all such fields.

The commercial (financial) bid should include the unit price and proposed number of units for each component provided in the commercial (financial) bid format. In no circumstances shall the commercial (financial) bid be allowed to be changed/ modified.

The price should be quoted exclusive of GST but inclusive of all other duties, charges and levies as applicable *(local octroi & any other taxes).* Except GST, all other taxes of any nature, whatsoever, shall be borne by the 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 bidder.

NeGD, reserves the right to ask the Partner Agency *(winning bidder)* to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

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 (EMD) may be forfeited if a bid(s) is withdrawn during the validity period.

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

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, the bidder increases quoted prices

c) The bidder qualifies the proposal with conditions

d) Proposal is received in incomplete form

e) Proposal is received through a different channel/mode

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 *(any stage)* or during the tenure of the contract including the extension period, if any

i) Commercial proposal is enclosed within the same envelope as technical proposal

j) Bidder tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process

k) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/ bidders are withdrawn upon notice immediately

l) Winning bidder fails to deposit the performance security *(PBG)* or fails to enter into a contract <mark>within 60 working days</mark> of the date of notice of award of contract *(or LoI/ WO)* or within such extended period, as may be specified by NeGD.

m) 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 RFPs floated by NeGD

n) The bid security folder/PDF, technical proposal and the entire documentation submitted along with that should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial (financial) aspects of the bid.

Conflict of Interest

Bidders shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NeGD/MeitY. Additionally, such disclosure shall address any and all potential elements *(time frame for service delivery, resource, financial or other)* that would adversely impact the ability of the bidder to complete the requirements as given in the RFP. Please use form given in format – "Other Formats" for making declaration to this effect.

NeGD requires that Agencies provide professional, objective, and impartial services and at all times and hold the NeGD's interest's paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

11.0 Ownership, Licences & Intellectual Property Rights (IPR)

Further, the IPR of all the system and application software *(other than the proprietary component)* that are part of the UMANG and/or developed new, 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, MeitY.

The Intellectual Property Rights (IPR) for any bespoke development done, including customization/s during the implementation of the project will lie with NeGD.

Products and Fixes

All products, 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.

Any license procured as part of the project must be in the name of NeGD. All the documentations related to the resources such as license, permissions should be valid throughout the contract period

Pre-existing work – License to Use & IPR

NeGD will hold the licenses perpetually of proprietary component(s), if any, under UMANG.

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this RFP *("pre-existing work")* shall remain the sole property of that Party. During the performance of the services for this contract, each Party grants to the other Party *(and their sub-contractors as necessary)* a non-exclusive license to use, reproduce, redeploy and modify any of its pre-existing work provided to the other Party solely for the performance of such services. Except as may be otherwise explicitly agreed to in a statement of services, the Partner Agency should grant NeGD a non-exclusive, perpetual, fully paid-up enterprise edition license(s) to use, redeploy, reproduce and modify *(if applicable)* the pre-existing work as part of the service deliverables. Under such license either of parties will have no right to sell the pre-existing work of the other Party to a third party.

The solution should not use specific features, libraries or instructions which are available only on a single OEM's product. This is to ensure that portability of application from one platform to another is smooth. NeGD's license to pre-existing work is conditioned upon its compliance with the terms of this RFP and the perpetual license applies solely to the pre-existing work that Partner Agency leaves with NeGD at the conclusion of performance of the services.

12.0 Award of Contract

a) **Award Criteria –** NeGD will issue letter of intent (LoI)/ work order (WO) to the successful bidder whose proposal has been determined to be substantially responsive and the most

responsive bid as per the process outlined above.

b) **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 major terms and understandings between NeGD and the successful bidder.

c) **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 RFP 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.

d) **Notification of Award –** Prior to the expiration of the validity period, NeGD will notify the successful bidder in writing or by 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 shall return the EMD of all unsuccessful bidders.

e) **Acceptance Letter and PBG –** NeGD will require the selected bidder to provide an acceptance letter within 15 days of issue of LoI/WO and a PBG in accordance with the section 7.8. In case the selected bidder fails to submit the acceptance letter and PBG within the stipulated time, NeGD at its discretion may decide to cancel the order without giving any reason. NeGD shall invoke the performance bank guarantee in case of material breach and if the selected bidder fails to discharge its obligations as per the terms & conditions of the work order. The format of Performance Bank Guarantee is attached as Schedule III–S3.4.

f) **Fraud and Corrupt Practices-** NeGD requires that agency selected through this tendering process must observe the highest standards of ethics during the procurement process. In pursuance of this policy, NeGD**:**

   (i) Defines, for the purposes of this provision, the terms set forth as follows:

   - "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NeGD or any personnel of agencies in contract executions.

   - "Fraudulent practice" means erroneous presentation of facts, in order to influence procurement process or the execution of contract, to NeGD, and includes collusive practice among respondents *(prior to or after bid submission)* designed to establish bid *(proposal)* prices at artificially high or non-competitive

> levels and to deprive NeGD of the benefits of free and open competition;

- • "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

(ii) Will reject a proposal for award, if it determines that the bidder *(respondent)* recommended for award, has been determined by NeGD to having been engaged in corrupt, fraudulent or coercive practices.

(iii) Will declare a firm or any of its partner organizations ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt or fraudulent practice in competing for the tender.

13.0 Termination of Contract

NeGD may, without prejudice to any other remedy for breach of contract, by providing 30 days written notice of default sent to the bidder, terminate the contract in whole or part: if the bidder fails to deliver any or all of the services within the period(s) specified in the agreement, or within any extension thereof granted by NeGD pursuant to conditions of agreement or if the bidder fails to perform any other obligation(s) under the agreement

Material Breach

If the Partner Agency is not able to deliver the services as per the RFP/contract terms, which translates into Material Breach, then NeGD may serve 7 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the NeGD will have the option to terminate the contract. Further, NeGD may, after granting a reasonable opportunity to the Partner Agency to explain the circumstances leading to such a delay, take an appropriate decision. Material Breach of the contract is a breach *(a failure to perform the contract)* that strikes so deeply at the heart of the contract that it renders the contract "irreparably broken" and defeats the purpose of making the contract in the first place.

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

a) Failure to provide deliverables,

b) Consistent delay in deliverables,

c) Consistent performance or quality issues,

d) Repeated partial deliveries or incomplete scope execution

e) Consistent non-compliances of rules/regulations, indiscipline or improper behavior of resources deployed,

f) Failure to successfully complete knowledge transfer (KT), handover all code/software and provide handholding for the defined period at the time of exit as laid out in the Schedule I – Exit Management

g) Failure to perform and/or to deliver anything in the contract that is critical to the proper functioning of the UMANG platform and continuity of the services to the users

Bankruptcy

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

a) The Partner Agency is reporting an apprehension of bankruptcy to the NeGD or its nominated agencies.

b) NeGD or its nominated agencies apprehending a similar event.

Change of Control

NeGD may, by giving a 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, 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 during the contract 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, may either seek termination of the contract or in the alternative may demand a replacement of existing Performance Bank 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 demanding the replacement, NeGD may exercise its right to terminate this contract within a period of further 30 days by a 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.

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/RFP, Performance Bank Guarantee (PBG) furnished by Partner Agency shall be forfeited.

b) Upon termination of the contract, the Parties will comply with the provisions of the Exit Management set out as **Schedule I** of this RFP.

c) If NeGD or the Partner Agency terminates the contract, the due payments will be settled in accordance with the terms of this RFP.

d) On termination of the Contract for any reason, the NeGD will decide the appropriate course of action.

e) No consequential damages shall be payable to the Agencies in the event of such a termination. However, notification for rectification period of at least 30 days, prior to invoking the termination clause may be considered.

f) In the event NeGD terminates the agreement in whole or in part, NeGD may avail, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered and the Partner Agency shall be liable to NeGD for any excess costs for such similar services. However, the Partner Agency shall continue the performance of the agreement to the extent not terminated. The Partner Agency should also support NeGD on queries relating to the work which was entrusted to the bidder. NeGD's right to terminate the agreement will be in addition to the liquidated damage mentioned in the RFP.

g) If the agreement is terminated for breach of any clause mentioned in this RFP, the Partner Agency shall handover all documents/ information / NeGD's or its stakeholder's data or any other relevant information to NeGD in timely manner and in proper format (in the time and format as notified by NeGD) and should also support the orderly transfer of services without any delay/within the time specific to another or to NeGD.

In the event the Selected Agency or its deployed Resources are unable to provide any service(s) as per the scope, timelines, or quality standards defined in this RFP and the ensuing contract, NeGD shall be at liberty to procure such service(s) from the open market or an alternate source. The entire

cost differential or additional financial burden incurred by NeGD for such procurement shall be recoverable from the Selected Agency, either through deductions from pending payments or by invoking the Performance Bank Guarantee (PBG), without prejudice to any other legal remedies available to NeGD.

Force Majeure

1. Definition:

   a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action, acts of public enemy, sabotage, epidemics, quarantine restrictions, acts of gods (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government Agencies.

   b) Force Majeure shall not include:
      - Any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultants or Employees, or
      - Any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

   c) Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

2. No Breach of Contract:
   The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

3. Measures to be taken:

   a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

   b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible. The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP.

   c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

   d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder , upon instructions by NeGD, shall either:

   - demobilize; or
   - Continue with the Services to the extent possible, in which case they shall continue to be paid proportionately and on pro rate basis, under the terms of this Contract.

Neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled as per discretion of NeGD.

14.0 General Terms and Conditions

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.

Language of Proposals

The proposal, all correspondence and documents shall be written in English. All proposals and accompanying documentation will become the property of NeGD; not to be returned.

NeGD's Right to terminate the Process

NeGD makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by NeGD. The bidder's participation in this process may result in NeGD selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by NeGD to execute a contract or to continue negotiations.

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.

Rights to the Content of the Proposal

All proposals and accompanying documentation of the technical proposal will become the property of NeGD after opening of the technical proposals. The commercial proposals that are not opened shall be discarded without opening. 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.

Personnel Deployed on Project

The personnel assigned by the Partner Agency to perform the services shall be the 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.

The Partner Agency shall put in its best efforts to ensure that adequate/ requested personnel are assigned to the project possessing appropriate qualifications, skills and experience to perform the services according to the scope. NeGD or its nominated agencies shall have the right to require the removal or replacement of any Partner Agency personnel deployed on the project, basis inadequate performance, indiscipline, lack of compliances, misbehavior etc. In such case(s), substitute resource(s) of similar or better skills, experience and qualifications shall be arranged for deployment as per the terms of this RFP and subsequent contract/ WO.

Partner Agency shall not remove/replace resources/personnel deployed on UMANG project without explicit consent/approval of NeGD *(or its nominated agencies)* except such removal is the result of an unavoidable circumstances beyond the reasonable control of the Partner Agency such as resignation, severe medical conditions etc. In such cases also, Partner Agency shall inform NeGD well in advance barring exceptional circumstances where this is not possible.

Except as stated in this clause, nothing in this RFP will limit the ability of the Partner Agency to freely assign or reassign the deployed resources within the UMANG project; 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/evaluate and approve personnel identified/selected for deployment on this project and Partner Agency's plan for any such knowledge transfer (KT). 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.

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.

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 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.

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.

Assignment

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. Subject to the clause mentioned above, the selected Partner Agency shall not be

permitted to assign its rights and obligations, under the contract, to any third party. 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.

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. Such approval shall apply to each specific reference and relate only to that reference.

Amendments, Variations and Further Assurance

No amendment, variation or other change to the contract shall normally be possible, valid and allowed except as laid out in this RFP.

Only under exceptional and unforeseen circumstances, amendments can be considered after due deliberations and requisite approvals at the appropriate levels in NeGD. Such amendments shall be made in writing and signed by the duly authorized repress of the parties to the contract.

Each Party to the contract agrees to enter or execute, without limitation, whatever other contract, document, consent, 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.

Severability and Waiver

If any provision of the contract, or any part thereof, shall be found by any Court or Administrative Body of competent jurisdiction to be illegal, invalid or unenforceable; the illegality, invalidity or un-enforceability of such provision or part provision shall not affect the other provisions of the contract or the remainder of the provisions in question which shall remain in full force and effect. The concerned parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

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

Compliance with Applicable Law

Each party to the contract accepts that its individual conduct shall always comply with all laws, rules and regulations of Government and other bodies having jurisdiction over the area in which the services are undertaken. In case of changes in such laws, rules and regulations which result in a change to the services, shall be dealt with as an exceptional situation with the objective to realign the part getting violated under the revised laws with minimal changes to achieve the objective existent prior to the change. For avoidance of doubt, the obligations of the parties to the contract are subject to their respective compliance with all local, state, national, supranational, foreign, and international laws and regulations.

The Partner Agency shall be responsible and accountable during the currency of the contract for all the statutory compliances regarding the operations and maintenance of the UMANG project, particularly, the ones related to the usage and implementation of Aadhaar/VID, user privacy, confidentiality, social & national security and financial integrity.

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.

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.

Entire Contract

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

Schedule I - Exit Management

S1.1 Purpose

This Schedule sets out the provisions, which will apply, on expiry or termination of the contract, to all aspects and activities related to the UMANG project being managed by the Partner Agency including development, enhancement, services on-boarding, infrastructure, operations, maintenance and management.

In case of expiry or termination of the Contract the provisions of this Schedule shall be applicable to both the parties and all deployed resources related to development, enhancement, services on-boarding, infrastructure, operations, maintenance and management. The Parties shall ensure and be responsible that all associated resources/ entities carry out their respective obligations set out in this Exit Management Schedule.

S1.2 Exit Management Plan

It gets effective either on expiry of the contract or termination. The objective is that the Partner Agency smoothly hands over all assigned and managed activities on UMANG platform/project such as development, enhancement, services on-boarding, infrastructure, operations, maintenance and management to NeGD and/or to its nominee 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 from the next day of the contract expiry or termination which may continue till 3 months after the expiry/termination OR till successful transition with updated & comprehensive project handover covering all aspects as indicated in above para, whichever is later *(Exit Phase)*. The Partner Agency shall handover and provide full knowledge transfer, at no additional cost to NeGD or its appointed agency except as specified explicitly in this schedule, regarding the complete scope as per the contract.

The exit management document *(Exit Plan)*, to be prepared and shared by the Partner Agency, shall contain the detailed action plan for proper handover of UMANG platform/ project, along with the updated code, all applicable licenses, access-control credentials, updated documentations, all archives/ logs/ reports etc., transition of O&M with SoPs *(standard operating procedures)* & historical reports, on-boarding activities with clear status, development/enhancement activities with plans and status.

The Exit Plan shall list out all the activities to be handed over, full details of the live and operational inventory *(infrastructure including DNS, network & connectivity details)*, details of software *(including OS, middleware, applications, 3rd party packages, libraries, tools, scripts*

etc.), associated licenses with their validity & relevant keys, up-to-date full solution code in Open Forge platform of NeGD or other approved repository, list of all documents that need to be updated just before the transition, methodology for knowledge transfer during transition, team structure with skills/experience details that shall be responsible for the transition, time-table etc.

The Partner Agency shall review the exit management document/ 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 exit phase, the partner agency shall continue:

a) to carry on with all activities for which partner agency shall be paid as per the terms of the contract on actuals.

b) however, all transition related activities as presented & discussed above shall be handed over to NeGD or its nominated agency at its own cost i.e. no cost shall be paid separately. Cost of all resources required and deployed for such transition & knowledge transfer shall be borne by the Partner Agency.

Plans for provision of contingent support to NeGD and replacement Partner Agency for period beyond the Exit Phase – Such contingent support period shall be of minimum 3-months after the successful transition and take over by NeGD or its nominated agency. No payment shall be made to the Partner Agency for such contingent support.

Partner Agency shall be required to furnish detailed Exit Management Document/ Plan to NeGD or its nominated agencies within 60 days from the date of 'Go-Live'.

S1.3 Cooperation and Provision of Information

During the exit management period, the Partner Agency shall:

a) allow NeGD or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable NeGD to assess the existing services being delivered;

b) on reasonable request by NeGD, promptly provide access to and copies of all information held or controlled by it, which have been prepared & maintained in accordance with the contract relating to any material aspect of the services *(whether provided by the Partner Agency or its sub-contractors).*

c) permit NeGD or its nominated agencies to have reasonable access to its employees and facilities as reasonably required to understand the methods of the delivery of services employed and to assist in appropriate knowledge transfer.

NeGD shall be entitled to copies of all such information, including details pertaining to the services rendered and other performance data.

S1-4 Confidential Information, Security and Data

The Partner Agency, on the commencement of the exit management period, will promptly supply to NeGD or its nominated agency, the following details:

a) Information relating to the current services rendered, customer/stakeholder and performance data, performance of sub-contractors in relation to the services.

b) Documentation relating to project's IPR *(Intellectual Property Rights).*

c) Documentation, such as SoW *(Scope of Work)*, resources deployed, terms of contract etc. relating to sub-contractors, if and as applicable.

d) 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 in a readily available/ desired format.

e) All other information *(including but not limited to documents, records and contract)* relating to services, reasonably necessary to enable NeGD or its nominated agencies to carry out due diligence for transitioning the provision of the services to NeGD or its replacement Partner Agency *(as the case may be).*

Before the expiry of the exit management period, the Partner Agency shall deliver to NeGD or its nominated agency all new and/or up-dated materials *(i.e. software codes, documents etc.)* and shall not retain any copies thereof.

S1-5 Transfer of Certain Agreements

Partner Agency shall effect assignments, transfers, licenses and sub-licenses, as may be required, in the name of NeGD or its replacement Partner Agency in relation to any cloud lease, maintenance or service provision contract between Partner Agency and third party licensors, vendors, etc., which are related to the services and reasonably necessary for the functioning/ operation of the UMANG 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 replacement Partner Agency.

S1-6 Rights of Access to Premises

At any time during the exit management period, where assets are located at the Partner Agency's premises, the PA will be obliged to give reasonable rights of access to or procure reasonable rights of access *(in the case of assets located on a third party's premises)* to NeGD or its nominated/ 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/ replacement Partner Agency right of reasonable access to its premises and shall procure NeGD or its nominated/ 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/ replacement Partner Agency.

S1-7 General Obligations of the Partner Agency

The Partner Agency shall provide all such information as may reasonably be necessary to effect as seamless a handover as practical in the circumstances to NeGD or its nominated/ replacement Partner Agency, which is in its possession/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.

Schedule II – Check List of the Documents to be Submitted with the Bid

Summary of the documents required to be submitted as part of the bid against this RFP is presented below. 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. Confirm the enclosure of all the below listed documents.

Table 19 – List of Documents to be enclosed with the Bid

S. No.	Items	Confirm *(Yes/No)*
I.	**Eligibility Documents**	
1.	**Earnest Money Deposit** (Bid Security)	
2.	**Undertaking** on submitting the Commercial Proposal, signed by authorised signatory	
3.	**Board Resolution**, authorizing the bidder company to sign/submit the proposal as a binding document and to execute all relevant agreements forming part of RFP	
4.	**Covering letter**, listing all major documents inside the PDF with subject line "Bid Security & Eligibility Documents – UMANG *(Unified Mobile Application for New-age Governance)* Project"	
5.	Copy of **Certificate of Incorporation**	
6.	Copy of **Registration Certificates** with the **GST & IT (PAN)** Authorities	
7.	Audited **Balance Sheets** for the Financial Years – 2021-22, 2022-23, 2023-24	
8.	Copy of **Work Orders**/ Purchase Orders, as applicable	
9.	Completion/Phase-**Completion Certificates**, as applicable, from client(s) OR Chartered Accountant OR self (authorised signatory)	
10.	Other certificates, as applicable, by Chartered Accountant	
11.	Self-certificate OR Letter of Undertaking regarding '**No Black Listing**' on company's letter head signed by authorized signatory	
12.	Undertaking for accepting '**Extension**' beyond 02 years at the quoted commercials and existing T&C, signed by authorized signatory	
II.	**Technical Proposal Documents**	

1.	**Proposal Cover Letter**, addressed to NeGD, listing all major documents inside the PDF with subject line "Technical Proposal – UMANG *(Unified Mobile Application for New-age Governance)* Project"	
2.	**Technical Proposal**, complete in all respect with all relevant details and supporting documents (relevant experiences, proofs etc.), as mandated by RFP	
3.	**Technical Presentation**(s) on the proposal, as required by the RFP	
4.	**Company's capability**, skills, technology set-up, proposed methodology and timeframes to take over and manage UMANG platform	
5.	**Resumes** of resources shortlisted and proposed for UMANG project	
III.	**Commercial (Financial) Proposal Documents**	
1.	**Proposal Cover Letter**, addressed to NeGD, listing all major documents inside the PDF with subject line "Commercial *(Financial)* Proposal – UMANG *(Unified Mobile Application for New-age Governance)* Project"	
2.	**Commercial (Financial) Proposal**, complete in all respect with all relevant details, supporting documents and proofs, as mandated by RFP	
3.	Commercial/financial proposal *(unit prices, quantity, calculations, and item-wise amount)* shall also be furnished in Excel *(with embedded formulas and proper formatting)* *Above referred PDF & Excel may be suitable combined in a single compressed file*	
IV.	**Other Documents**	
1.	Undertaking for unconditional acceptance of all terms and conditions of the RFP (Request for Proposal) i.e. Nil Deviation Certificate	
2.	Undertaking regarding non-existence of 'Conflict of Interests'	
3.	Bidder Information Form	

Notes:

1. All documents in a category shall be **combined in a single PDF** with page numbers and proper index; all pages must be on the letterhead of the bidder company with a seal and signature of its authorized signatory on every page.
2. Eligibility & technical proposal PDFs **should not contain any commercials**, in either explicit or implicit form, in which case the bid will be rejected

Signature of Authorised Person

Date: Full Name:

Place: Company's Seal:

Schedule III – Bid Formats

S3.1 Technical Bid Cover Letter

[Cover Letter on Company Letter Head]

[Date]

To,

<<Addressed to NeGD RFP SPOC>>

Dear Sir,

Ref: RFP for Selection of Partner Agency for UMANG Platform/ Project

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 Platform/ 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 false, incomplete and 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, with black listing and PBG forfeiture.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this RFP/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 bank guarantee in the prescribed form as per the terms of the RFP.

We agree that you are not bound to accept any RFP/tender response you may receive. We also

acknowledge that you reserve the right in absolute sense to reject all or any of the products/ services specified in the RFP/ 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   **2025**

(Signature)

(In the capacity of)

(Name)

Duly authorized to sign the RFP/ 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)

S3.2 Commercial (Financial) Proposal Cover Letter

[Cover Letter on Company Letter Head]

[Date]

To,

Dear Sir,

Ref: RFP for Selection of Partner Agency for UMANG Platform/ Project

Having examined the UMANG RFP, 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 (Financial) Proposal.

We attach hereto the Commercial (Financial) Proposal in the given format as required by the bid document, which constitutes our proposal.

If we emerge winner and our proposal is accepted, we undertake to commit & deploy required resources to manage, operate and develop/enhance UMANG platform as per the laid down scope in the RFP.

We shall submit performance bank guarantee(PBG) according to the RFP terms, in the prescribed format, issued by an RBI approved commercial bank in India, within the time frames set out in the RFP.

We agree to unconditional acceptance of all requirements (scope) as well as terms and conditions laid out in the corresponding published RFP document. We also agree to abide by this bid response for a period of SIX (06) MONTHS from the final date of commercial (financial) bid opening; it shall be a valid proposal till such period with full force and virtue. Until a formal Contract is prepared and executed, this bid response, together with the published RFP and your written notification of award of LoI/WO, 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 acknowledge & 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.

Dated this   Day of   **2025**

(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,…………………………………, 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)

S3.3 Earnest Money Deposit

1. In consideration of the RFP *(Request for Proposal)* for "Appointment of Partner Agency for

UMANG Platform/ Project", represented by NeGD *(National e-Governance Division)*, 4th floor, Electronics Niketan, 6, CGO Complex, New Delhi -110003 under the Ministry of Electronics and Information Technology *(MeitY), (hereinafter called the "Government")*, on the first part and M/s _____ *(hereinafter referred to as "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its successors and permitted assigns)* on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _____/- (Rs. _____ only) in the form of Bank Guarantee for the above mentioned RFP for "Appointment for Partner Agency for UMANG Platform/ Project", we <mark><Name of the Bank></mark>, *(hereinafter referred to as the "Bank" which expression shall unless it be repugnant to the subject or context thereof include its successors and permitted assigns)*, do hereby undertake to pay to the Government forthwith on written demand without any demur and without seeking any reasons whatsoever, an amount not exceeding Rs. _____/- (Rs. _____ only) and the guarantee *(EMD)* will remain valid up to a period of 225 days from the due date of the Bid submission *(RFP/tender)*.

2. It will, however, be open to the Government to return the Guarantee *(EMD)* earlier than this period to the Bidder, in case the Bidder does not qualify the Technical Evaluation criteria to reach to the Commercial *(Financial)* Evaluation & Negotiation stage and the CENC *(Commercial Evaluation & Negotiations Committee)*, as constituted by the Government, had made a recommendation on the bid(s) after evaluation/negotiations.

3. In the event of the Bidder withdrawing the bid before the completion of the bid evaluation stages, prior to the final commercial evaluation & negotiations, Guarantee (EMD) 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 RFP and we shall be deemed to have agreed to any such variation.

4. No interest shall be payable by the Government to the Bidder on the guarantee for the period of its currency.

5. Notwithstanding any other term contained herein, a) this guarantee shall be valid only up to _____*("Expiry date")*, b) total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rs. _____ 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 _____ 2025

For the Bank of _____ (Agent/Manager)

Note: Please strike-off the inapplicable part/options and fill-in the relevant details.

S3.4 Performance Bank Guarantee

[Date]

To,

Ref: RFP *(Request for Proposal)* for "Appointment of Partner Agency for UMANG Platform/ Project"

Sub: PERFORMANCE BANK GUARANTEE for NeGD, Government of India

Dear Sir,

WHEREAS,

M/s. <Partner Agency company name>, a company registered under the Companies Act, 1956, having its registered office at <address of the PA company>, *(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 UMANG platform/project.

We are aware of the fact that as per the terms of the contract, M/s. <Partner Agency company name> is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount INR <_____> (Rupees _____ 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 PBG *(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 it within the stipulated timeframe, we hereby agree to pay you forthwith on demand such sum(s) not exceeding the sum of amount INR <_____> (Rupees _____ 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 and/or currency of the contract, 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 or assignment duration as per the said Contract.

We further agree that the termination of the said contract/ 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/speed-post, telex, fax, registered post or other electronic media (email) 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 <_____> (Rupees _____ 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 <_____> (Rupees _____ only);

This Performance Bank Guarantee shall be valid only up to the completion of the project and/or completion of assignment duration and/or currency of the contract for the activities and/or deliveries of services as per the scope of the contract and/or the associates RFP; 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 duration i.e. "Appointment of Partner Agency for UMANG Platform/ Project" by <Partner Agency 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 count.

Dated this _____ day _____ **2025.**

Yours faithfully,

<Signature>

For and on behalf of the <Bank Name>,

<Designation >

<Address of the Bank>

Notes:

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

S3.5 Bidder Information Form

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

Table 20 – Bidder Information Form

Agency Name			
Address of the Agency			
Name *(Authorised Person)*			
Designation *(Authorised Person)*			
Contact information	*Mobile no:*	*Telephone No:*	*Email :*
Bank details of the Agency			
Bank Name			
Bank Address			
Bank Account No			
IFSC Code			
PAN No.			
TIN No.			

Signature & Stamp of the Bidder

Date:

S3.6 Proforma for not being Blacklisted

(To be submitted on the Letterhead of the Bidder)

<Place>

<Date>

To,

Senior Director & CTO, DIC,

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 Company Name>

Authorized Signature (In full and initials):

Name and Title of Signatory:

Name of Agency:

Address:

Seal/Stamp of Bidder:

S3.8 Performa for Unconditional Acceptance of All RFP Terms & Conditions

<To be submitted on the Letterhead of the Bidder>

<Place>

<Date>

To,

Senior Director & CTO, DIC,

NeGD, 4th Floor, Electronics Niketan,

6 CGO Complex, New Delhi-110003

Dear Sir,

Our company, hereby confirms that the proposal submitted by us has no deviation and fully comply to the entire Scope of Services & Work as well as all terms and conditions of the associated RFP for "Appointment of Partner Agency for UMANG Platform/ Project" and all its Corrigendums, Addendums and Response to Queries.

on behalf of the <Bidder Company Name>

Authorized Signature (In full and initials):

Name and Title of Signatory:

Name of Agency:

Address:

Seal/Stamp of Bidder:

ANNEXURES

Annexure I - UMANG Department Applications Details

The services on UMANG are broadly divided into 15 categories. Some of the major services under each category are given below. For more details on each service category, please visit www.umang.gov.in.

1. **Education Skills & Employment**

   CBSE, AICTE, National Scholarship (NSP), National digital Library, Swayam Prabha, NIELIT, SSC, National Testing Agency, ICMR, ISRO, Indian Institute of Space Science and Technology, Awsar Award.

2. **Farmers**

   Kisan Suvidha, Buyer& Seller, Coffee Board, Kisan Sarathi, Rubber Board

3. **Health & Wellness**

   ORS, e-Raktkosh, Jan Aushadhi Sugam, CoWIN, Ayushman Bharat, Nikshay, Carbon Neutral, Citizen eyecare.

4. **Youth Skills & Employment**

   MGNREGA, Samadhan, TN-MSME

5. **Social Security & Pensioners**

   EPFO, ESIC, EPFiGMS, Atal Pension Yojna, NPS, Jeevan Pramaan.

6. **Transport**

   eRahi, VAHAN, National Train Enquiry System, Rail Madad, Rail Sugam, IRCTC (NGET), UTS, PMS.

7. **Utility & Bill Payment**

   Digilocker, Bharat Gas, Indane, Aadhaar

8. **BFSI**

   PAN, Pay Income Tax (Challan 280), PFMS, TRAI, Shram Sewa

9. **Women, Child & Senior Citizen**

   Women Scientist Scheme, RCH, Childline, National Commission for Women, Childline 1098

10. Public Grievance

NCH, CPGram, Madad, Directorate of Public Grievances, Nyay Bandhu

11. Police & Legal

CISF, e-Court Services, NCRB, Delhi Police, Tele-Law, UP COP, Tamil Nadu Police

12. General Services

Damini, e-Gopala, e-Nam, Gallantry Awards, MyGov, Swachh Bharat Mission, NHAI

13. E-District Services

Apply & Track Certificate, View & Edit Certificate for Birth & Death for many States and UTs.

14. Mera Ration

Ration Card Services for many States and UTs.

15. DBT Schemes

Atal Pension Yojana, Arjuna Awards, Dhyan Chand Award, Fertilizer Subsidy scheme, Janani Suraksha Yojana, Pradhan Mantri Ujjwala Yojana, and many more.

Annexure II – Roles and Responsibility Matrix – UMANG Teams

Table 23 – Roles and Responsibility

S. No.	Activities	Partner	Help Desk	Audit/QA Partner/ NeGD	NeGD
1	Transition from exiting Vendor	Deploy Team, Meet Go-Live criteria, coordinate with all new & existing vendors	Deploy Team Meet Go-Live criteria, coordinate with all new & existing vendors	To do audit as per requirement	Coordinate, facilitate and manage the transition
2	Service Enablement	- To approach depts for onboarding services and build relationship with depts. - Create Funnel, test API's, create FRS and UI for new services - Expose the APIs and release to production with documentation - Give walkthrough and enable these services on core platforms such as Selfcare, UMANG Analytics, etc. for further maintenance.	Train all call center agents/managers on all services before these go live	To do audit as per requirement	- Review the documentations and UI/UX - Day to day manageability and escalations from / to departments.
3	Testing	- Provide service test data to front end team - Manual and automated testing - Creation of test cases for any enhancements in core components as per FRS - Prepare automated scripts to fast track testing - Ensure to pass 90 % of the test case for Core Components in case the work is audited by NeGD.	...	To audit as per requirement	- Testing of services as per test cases and FRS

S. No.	Activities	Partner	Help Desk	Audit/QA Partner/ NeGD	NeGD
4	Performance Testing	- Perform the performance testing of APIs and publish the reports to all stakeholders. - Deploy tools to evaluate the App from time to time with different data load time of the app on different network - Provide Guidance to department to improve performance	Be aware of the issues of App/platform to answer satisfactorily to users	To audit as per requirement	- Review the reports published by partner - Discussion with department (whenever required)
5	Queries/Grievance/Bugs as reported by Users/NeGD /Depts.	- The tech Ops team to resolve the issue within defined SLA's and update the ticket status. - 24 * 7 tech ops team	- 10:00 AM to 6:00 PM (All days) Service Window - Resolve the query/grievance in case User approach the Helpdesk. - If required, create a ticket and assign to tech Ops team Once resolved, update the user.		- Review the Issues on regular basis. - Review the SLA report, Tickets etc.

S. No.	Activities	Partner	Help Desk	Audit/QA Partner/ NeGD	NeGD
6	App Hosting and Play-store Management on all channels	- All the work related to hosting the apps on different app stores - Monitor vital statistics and information including ARNs and crashes and continually improve the system to fix all these items. - Ensure that the build/changes updated on respective stores comply with all store policies and the builds are not rejected. - Release management	- Review and address User Comments on App Stores - Submit reports to NeGD	.....	- Review the deployment process
7	Coordination with Nic or other Cloud service Provider where UMANG is hosted	- Deploy a dedicated resource for interactions with NIC/Cloud service provider to provide infra services such as VM allocation, port openings, Whitelisting, etc. - Conduct Half Yearly DR drills	.....	.....	Manage escalations wherever required
8	Operations	- Monitor the servers and network performance which includes CPU, memory, storage and set alarms, application downtime, etc. - Assess system data and error logs, along with user reports, to determine areas for improvement, enhancements, managing risks etc. - Monitor the dept. API's and inform department if any fluctuations are present	- Update Training manuals - Monitor the performance and utilizations of CSE's. - Create Knowledge base of frequently reported issues etc.	Audit of SLAs and submit report	Review the SLAs and make payments as per SLAs met

S. No.	Activities	Partner	Help Desk	Audit/QA Partner/ NeGD	NeGD
		- Enable the services on APM tool as per monitoring best practices. - Adhere to SLA's	- Adhere to SLA's.		
9	Enhancements to keep the app robust	- Enhancement in the core components, core application-level changes, frontend pages, and improvements in all platforms including mobile app/web - Technological enhancement as suggested by NeGD	Keep track of enhancement, to answer queries	Audit as per requirement	- Provide requirement as needed
10	Software/ Procurement	Procure any Software required to implement the project after consultation and approval from NeGD. The software must be procured in the name of NeGD. For O&M the cost to be borne by Partner Agency, for development the cost to be borne by NeGD	Use NeGD provided Open-source CRM, rest software to manage Helpdesk to be procured and its cost to be borne by the Helpdesk vendor	.....	Review recommendations and suggest alternatives if available. Make payments to procure licenses if required.

Annexure III - Resources *(Manpower)* Details - JDs

Tentative resources requirements are presented below that shall be used for bid evaluation and accordingly made part of the Financial Quotation table above, Section 8.4.1.2.

Table 24 – Resources Details

S. No.	Resource Role	Resource Code	Nos. Reqd.
1	On-boarding – Customer Onboarding Specialist	R01	1
2	On-boarding – Technical Documentation Specialist	R02	1
3	On-boarding – User Research Specialist	R03	1
4	Project Management – Business Analyst	R04	5
5	O&M – BA	R05	1
6	O&M - Developer (Java)	R06	2
7	Quality Assurance – Automation Tester	R07	1
8	Frontend - Web Developer	R08	2
9	Frontend - UI/UX Designer	R09	1
10	Backend – Java Developer	R10	4
11	Backend – Full Stack Developer	R11	2
12	Gen AI - Prompt Engineers	R12	1
	TOTAL		**22**

Below table presents the three (03) experience bands for two (02) categories of roles, broadly distinguished as individual contributors and leads/ managers/ experts. Default quote shall be mapped against the 'mid band' experience *(3-7 and 7-11 years)* and a differential of 10% per year *(or part thereof)* shall be applicable for 'lower band experience' *(0-3 and 3-7; from the bottom of the 'mid band')* and that of 5% per year for the 'higher band' experience *(7-10 and 11-15; from the top of the 'mid band')* experience bands. Both sides, experiences shall be capped at the mentioned limits. However, in exceptional cases, resources with experiences outside the bands may be considered but upper compensation shall be capped whereas lower side it shall be with further reduction at the mentioned rate of 10% per year of experience.

Table 25 – Experience Bands

Experience Required	In Years		
	Lower Band Experience	**Mid Band Exp.** *(To Be Quoted)*	**Higher Band Experience**
Developer/ Business Analyst/ Tester/ Engineer/ Content etc.	0-3	3-7	7-10

The key resources & experts (2ⁿᵈ row), possessing relevant certifications aligned to the respective JD shall be preferred.

Basic requirements applicable to all profiles generally *(barring 'Hard Skills' ones that are only applicable to technical profiles)*:

A. General
  a) Experience in IT Industry for at least 2-3 years *(preferred)*
  b) Experience of working in government projects *(preferred)*
  c) Flexible to stretch beyond working hours, as required
  d) Managers & Leads shall be working about 85-90% of total time as individual contributor; as a thumb rule, not more than 10-15% of time shall be devoted to team management, coordination etc.
  e) Follow industry best practices and comply to guidelines, policies, SOPs etc. from NeGD/ DIC/ MeitY and other relevant government bodies.

B. Soft Skills
  a) Good communication skills, written & oral
  b) Ability to coordinate with stakeholders and work in a team
  c) Compliant to email etiquettes, professional behaviour, punctuality, presentable etc.
  d) Exhibit positive approach/attitude, sense of ownership; willingness to take any assigned task
  e) Keenness to learn, willing to go extra mile, well connected & proficient in exploring public/ community resources online to find solutions to problems, best practises etc.
  f) Attention to details, focus on quality, completeness, accuracy, consistency, intuitiveness etc.; delivering right first time
  g) User centricity and sense of urgency for problem resolution

C. Hard *(technical & other as relevant)* Skills
  a) Proactive & ongoing documentation with proper version control, change history etc.
  b) Knowledge Management, sharing and presentation skills
  c) Experience of working in cloud environment; knowledge of best practices regarding cost optimization, performance, security posture, updates/upgrades etc.
  d) Code commenting, proper version control and release management
  e) Understanding & well versed with latest & best programming techniques such as micro-services architecture, API based implementations, configurability, logging, audit trails, health checks, heartbeat monitoring, exceptional reporting, MIS/Stats capturing etc.
  f) Practice of detailed unit testing to ensure compliance to FRS/SRS, security etc.

Designation	1. **Quality Analyst/Tester**
No. of Positions	01
Qualification	B. Tech (CS or IT only) / MCA

Required Experience

- 3-6 years of experience in IT Industry
- Strong experience in testing multi-tier web-based Software applications.
- Ability to understand application functionality and prepare and execute test cases using a variety of tools including Excel, Atlassian products (JIRA etc.,) is a mandatory competency.
- Basic knowledge on Docker, Kubernetes, micro services, web services REST API QA, Unix/Linux (Unix Shell scripting), Ubuntu, Redhat environments.

Job Description

- Design, develop, and maintain automated test scripts using tools and frameworks such as Selenium, JUnit, TestNG, or similar.
- Ensure automated tests are integrated into the continuous integration/continuous deployment (CI/CD) pipeline.
- Develop automated tests for web applications, APIs, and mobile applications.
- Collaborate with product managers, developers, and other stakeholders to understand requirements and define test automation strategies.
- Create detailed, comprehensive, and well-structured test plans and test cases.
- Execute automated tests and analyze results to ensure software quality.
- identify, record, document, and track bugs using appropriate tools (e.g., JIRA, Bugzilla).
- Perform thorough regression testing when bugs are resolved.
- Develop and apply testing processes for new and existing products to meet client needs.
- Stay up-to-date with new testing tools and test strategies.
- Continuously improve and optimize test automation processes.
- Provide technical guidance and mentorship to junior QA engineers.
- Work closely with the development team to ensure that automated tests are effective and efficient.
- Communicate test progress, test results, and other relevant information to stakeholders.
- Participate in design and code reviews to enhance testability and quality.

Designation	2. **Developer**
No. of Positions	6
Qualification	B. Tech (CS or IT only) MCA

Required Experience

- 4-6 years of experience in IT Industry including 3 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc.
- Must have delivered at least 3 projects in his lifetime.
- Experience of .Net Framework is required to understand and implement the projects in .Net

technologies.

Job Description

- Design, develop, and maintain RESTful APIs using Java and related technologies.
- Ensure the scalability, reliability, and performance of the API-based platform.
- Implement API authentication, authorization, and security best practices.
- Participate in the architectural design and implementation of scalable, secure, and maintainable solutions.
- Collaborate with architects and other developers to design system components and APIs.
- Follow best practices for software development, including coding standards, code reviews, source control management, build processes, and testing.
- Integrate APIs with frontend applications, third-party services, and other backend systems.
- Develop and maintain CI/CD pipelines for automated deployment and testing.
- Troubleshoot and resolve issues in the development, testing, and production environments.
- Identify performance bottlenecks and optimize API performance.
- Implement monitoring and logging solutions to track API performance and errors.
- Conduct performance testing and tuning to ensure optimal performance under various load conditions.
- Write clear and comprehensive technical documentation for APIs, including usage examples and integration guides.
- Assist in the development of user documentation and support materials.
- Provide ongoing support and maintenance for existing APIs and system components.
- Experience with cloud platforms such as AWS, Azure, or Google Cloud.
- Knowledge of API gateways, microservices architecture, and service mesh technologies.
- Understanding of security best practices for API development.
- Strong problem-solving skills and ability to work independently or as part of a team.
- Excellent communication and collaboration skills.
- Proficient understanding of code versioning tools, such as Git and SVN

Designation	3. Core – Full Stack Developer
No. of Positions	4
Qualification	B. Tech (IT or CS only) MCA

Required Experience

- 4-6 years of experience in IT Industry including 3 years coding experience in Java and Advance Java development including hibernate, spring, web services, micro services etc.
- Must have delivered at least 3 projects in his lifetime.

Job Description

- Experience with Java as primary language; although, familiarity with other languages and tools is a plus
- Experience in Java/J2SE/J2EE, JSP/Servlet, Springs and Spring boots etc.
- Experience in working with Postgre as backend database.
- Must have experience in Angular 6, React JS, NodeJs and above framework for developing dynamic Web Apps.
- Integration experience using Web Services and database persistence (Hibernate)
- Experience with Agile development methods and practices
- Experience administering JEE application servers like Tomcat, JBoss (Mandatory to have

Tomcat).
- Experience with custom SDLC processes such as code versioning, packaging, test driven development (TDD), continuous integration, test automation, code analysis and code quality metrics.
- Can work independently and within team, without more supervision and help from seniors and tech lead.

Designation	4. Business Analyst
No. of Positions	6
Qualification	B. Tech (IT, CS only) MCA

Required Experience

- 3-5 years of experience in IT Industry including 2 years as Business Analyst.
- Must have the detailed knowledge of Business processes and at least delivered 2 projects.
- Must have the knowledge of IT technologies such as Java/.Net, APIs (SOAP, JSON etc.), Database, Development frameworks such as ReactJS, NodeJS, Angular6.

Job Description

- Experience with Agile development methods and practices
- Assist with the business case creation, define and drive the product/application roadmaps for our Mobile Applications.
- Articulating concepts and solutions to project teams and providing technical expertise in requirements documentation.
- Creation and implementation of business and functional requirements for mobile application integration.
- Identify the business needs of Clients and Stakeholders to help determine solutions to business problems.
- Requirements development and requirements management. Involved in planning the documentation phase and monitoring business requirement gathering continuously.
- Analyse, validate and document business, organizational and/or operational requirements.
- Develop solutions that along with systems development component may also consist of process improvement or organizational change.
- Work with User Experience team to develop and refine prototypes.
- Work with Development team to ensure they understand all aspects of the requirements.
- Helping the QA Team in the formulation of Test Scope. Work with the QA team to ensure corresponding test cases are reviewed before development is completed.
- Able to manage the escalations and communications with stakeholders.
- Follow-ups with stakeholders to get the work done.

Designation	5. Web Developer
No. of Positions	1
Qualification	B. Tech (IT or CS Only) MCA

Required Experience

- Minimum 5 years of relevant experience in IT Industry.
- Familiarity with API Creation, consumption in front-end apps (SOAP, REST, etc.)

Job Description

- Experience on React.js and related frameworks or AngularJS and knowledge of Node.js Stack
- Solid foundation in data structures, algorithms, and system design
- Database administration and management of a hosting environment
- Unit testing with Karma/Mocha/Jest/ other popular libraries etc.
- Version control with Git.

Designation	**Customer Onboarding Specialist**
No. of Positions	01
Qualification	Bachelor's in Business Administration, Marketing, Communications.

Required Experience

- 3-6 years of experience in customer onboarding, client success, or related roles.
- Strong understanding of customer relationship management (CRM) tools such as Salesforce, HubSpot, or similar platforms.
- Proven experience in delivering client training, creating onboarding materials, and providing ongoing customer support.
- Excellent communication skills with the ability to explain technical concepts to non-technical audiences.
- Basic knowledge of SaaS platforms, cloud services, and API integrations.

Job Description

- Facilitate seamless onboarding for new clients by guiding them through product setup, configuration, and implementation.
- Develop comprehensive onboarding plans tailored to client needs, ensuring clear timelines and deliverables.
- Conduct product training sessions for new customers, ensuring they understand key features and functionalities.
- Collaborate with sales, product, and technical teams to address client-specific requirements during onboarding.
- Assist clients with data migration, account setup, and integration of third-party tools to ensure smooth platform adoption.
- Develop and maintain user guides, FAQs, and training materials to support customer onboarding.
- Monitor client progress during onboarding and proactively address roadblocks to enhance customer satisfaction.
- Collect feedback during onboarding to identify areas for process improvement and product enhancement.
- Ensure all client interactions are logged in CRM systems, tracking milestones, concerns, and follow-ups.
- Act as a trusted advisor to new clients, providing insights on best practices to maximize product value.
- Support clients post-onboarding to ensure sustained platform adoption and long-term success.
- Collaborate with internal teams to relay customer feedback for product improvements and feature updates.
- Stay updated on product enhancements, new features, and industry trends to effectively guide

clients.

Designation	**Technical Documentation Specialist**
No. of Positions	01
Qualification	B. Tech MCA

Required Experience

- 3-6 years of experience in technical documentation or content creation in the IT industry.
- Strong experience in creating, editing, and managing technical documentation for software products and IT solutions.
- Proficiency in documentation tools such as Markdown, DITA, Confluence, MadCap Flare, or similar platforms.
- Experience working with APIs, technical diagrams, and software development processes.
- Familiarity with Agile frameworks, CI/CD environments, and DevOps concepts is desirable.
- Basic understanding of HTML, CSS, and scripting languages for documentation customization is a plus.

Job Description

- Develop, organize, and maintain clear, concise, and comprehensive technical documentation including user guides, API documentation, system architecture diagrams, and release notes.
- Collaborate with developers, product managers, and QA teams to gather technical information and translate it into user-friendly content.
- Design structured documentation templates that align with industry standards for consistency and clarity.
- Ensure technical documents are accurate, up-to-date, and accessible to technical and non-technical stakeholders.
- Create visual aids like flowcharts, wireframes, and diagrams to enhance documentation clarity.
- Maintain version control of documentation using tools like Git or document management systems.
- Conduct content reviews and incorporate feedback to improve documentation quality.
- Develop and maintain content for internal knowledge bases, FAQs, and support materials.
- Participate in product design discussions to proactively identify documentation needs.
- Establish best practices for documentation structure, formatting, and style.
- Manage translation workflows for multilingual documentation, if required.
- Stay updated with emerging documentation trends, tools, and technologies.
- Train and mentor team members on effective documentation practices.
- Ensure compliance with documentation standards, including accessibility and content security.

Designation	**User Research Specialist**
No. of Positions	01
Qualification	Bachelor's or Master's degree in Design, Human-Computer Interaction (HCI).

Required Experience

- 3-6 years of experience in conducting user research for digital products, platforms, or services.
- Proven expertise in designing and executing qualitative and quantitative research methodologies.
- Strong experience with research tools such as UserTesting, Hotjar, Optimal Workshop, or similar platforms.
- Familiarity with wireframing tools (e.g., Figma, Adobe XD) and collaboration platforms like Miro or MURAL.
- Basic knowledge of web technologies, accessibility standards, and digital design frameworks is desirable.

Job Description

- Plan, design, and conduct user research activities to gather insights that inform product design, development, and strategy.
- Develop research plans, identify appropriate methodologies, and recruit participants for research studies.
- Conduct usability testing, interviews, focus groups, and surveys to understand user behavior, needs, and motivations.
- Synthesize research findings into actionable insights, personas, journey maps, and design recommendations.
- Collaborate with designers, developers, and product managers to translate insights into design improvements.
- Facilitate workshops with stakeholders to define user goals, pain points, and desired outcomes.
- Create detailed reports, presentations, and visual summaries to communicate research findings effectively.
- Develop and maintain a repository of research insights, frameworks, and best practices for ongoing reference.
- Advocate for user-centric design principles throughout the product development lifecycle.
- Stay updated with emerging trends, research methodologies, and tools to enhance the research process.
- Ensure research activities align with data privacy regulations and ethical guidelines.
- Engage in continuous feedback loops with cross-functional teams to iterate and improve digital products.
- Provide mentorship and guidance on research methodologies and best practices to team members.
- Contribute to design reviews, brainstorming sessions, and product strategy discussions.

Annexure IV: Details of UMANG Platform
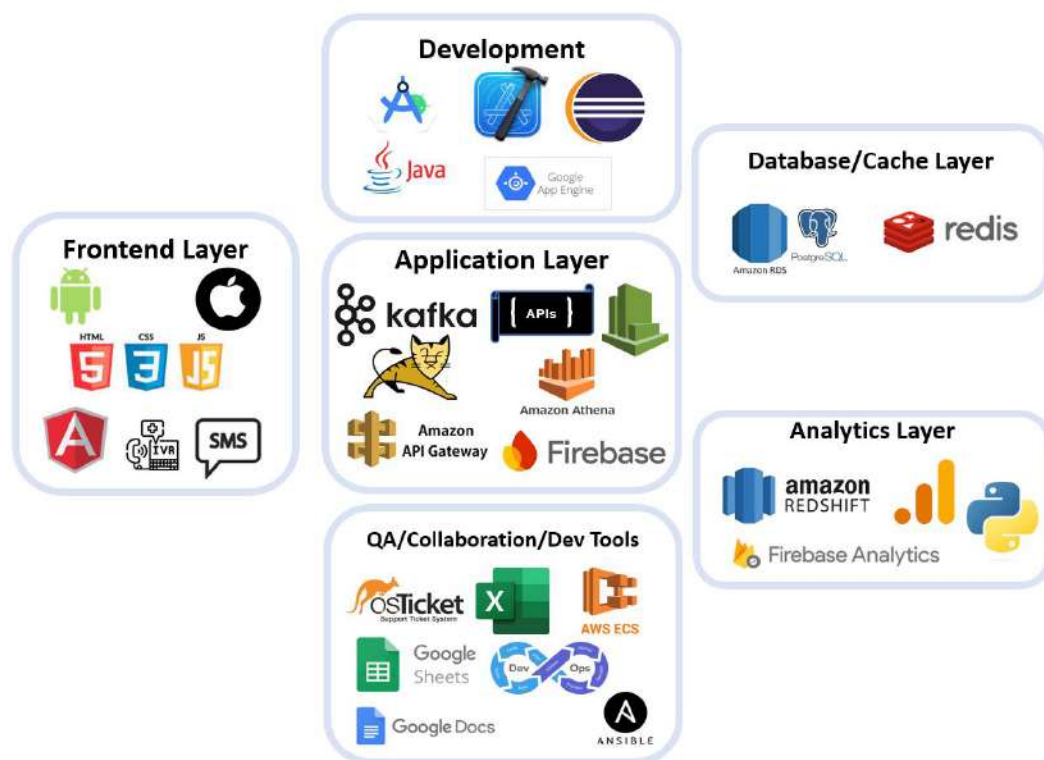
Fig 2 – UMANG Open Source Technology Stack

Table 1- UMANG Open Source Technology Stack

S. No.	Component	Technology Stack/Platform/Tool
	Operation System	RedHat Linux
	API Manager	AWS API Gateway
	Load Balancer	NGINX
	App Server	Apache Tomcat
	Database	RDS Postgres Redis - Cache & Session Management

	Message Broker	Kafka
	Log Management	AWS CloudWatch, Athen and Custom logging using Log-back
	Notifications	Firebase Cloud Messaging
	Analytics	Tomcat, AngularJS, AWS Redshift
	APM	Angular *(latest version)*, Apache Tomcat
	Tech Stack	Java 8, Spring Boot, Angular, Maven, API Management
	Storage	AWS S3

Following diagram summarizes the logical flow in UMANG:
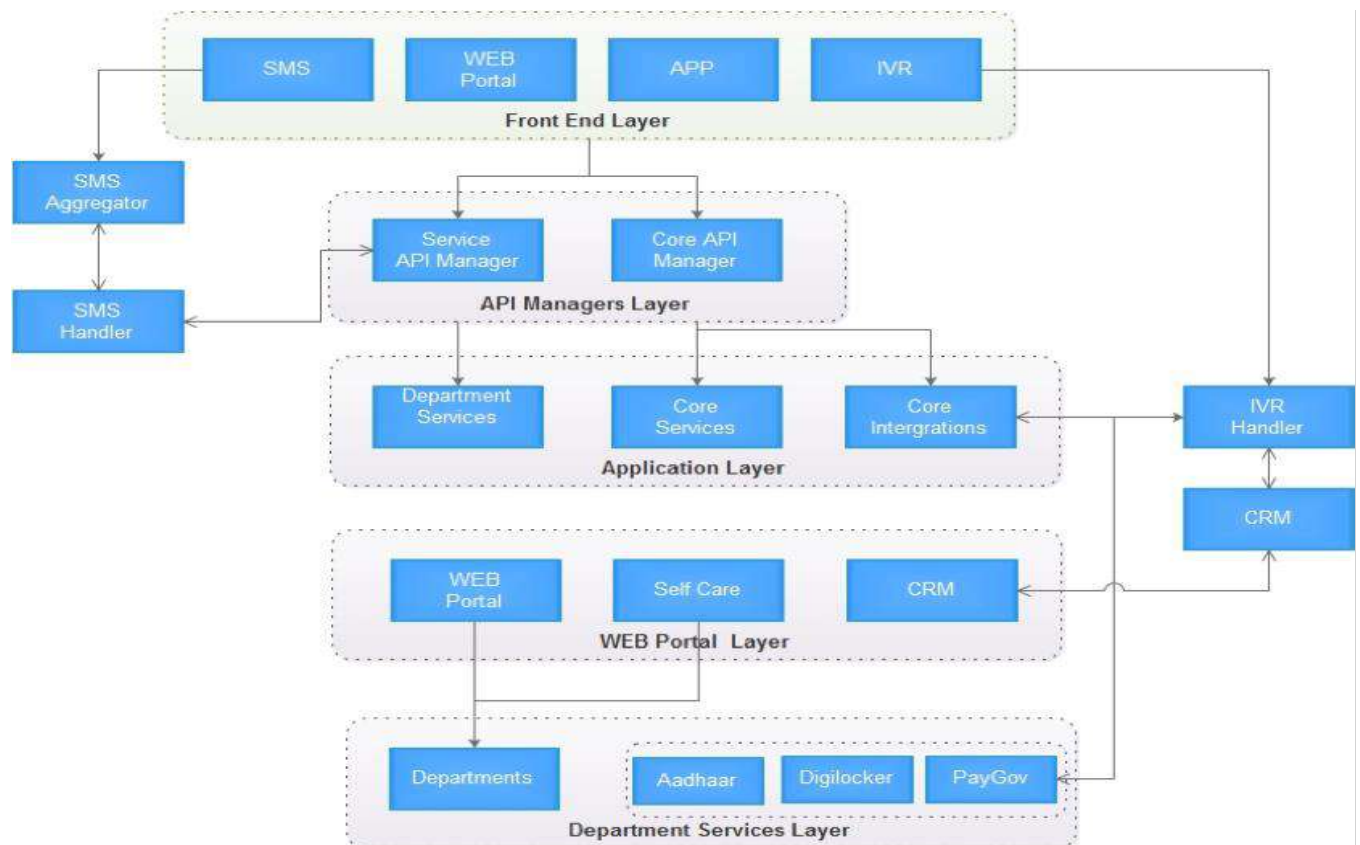
Fig 3 – UMANG Logical Flow

UMANG Application *(Software)*

The following diagram displays the platform architecture and layout of various system components. It also displays the integrations and flows between the components.
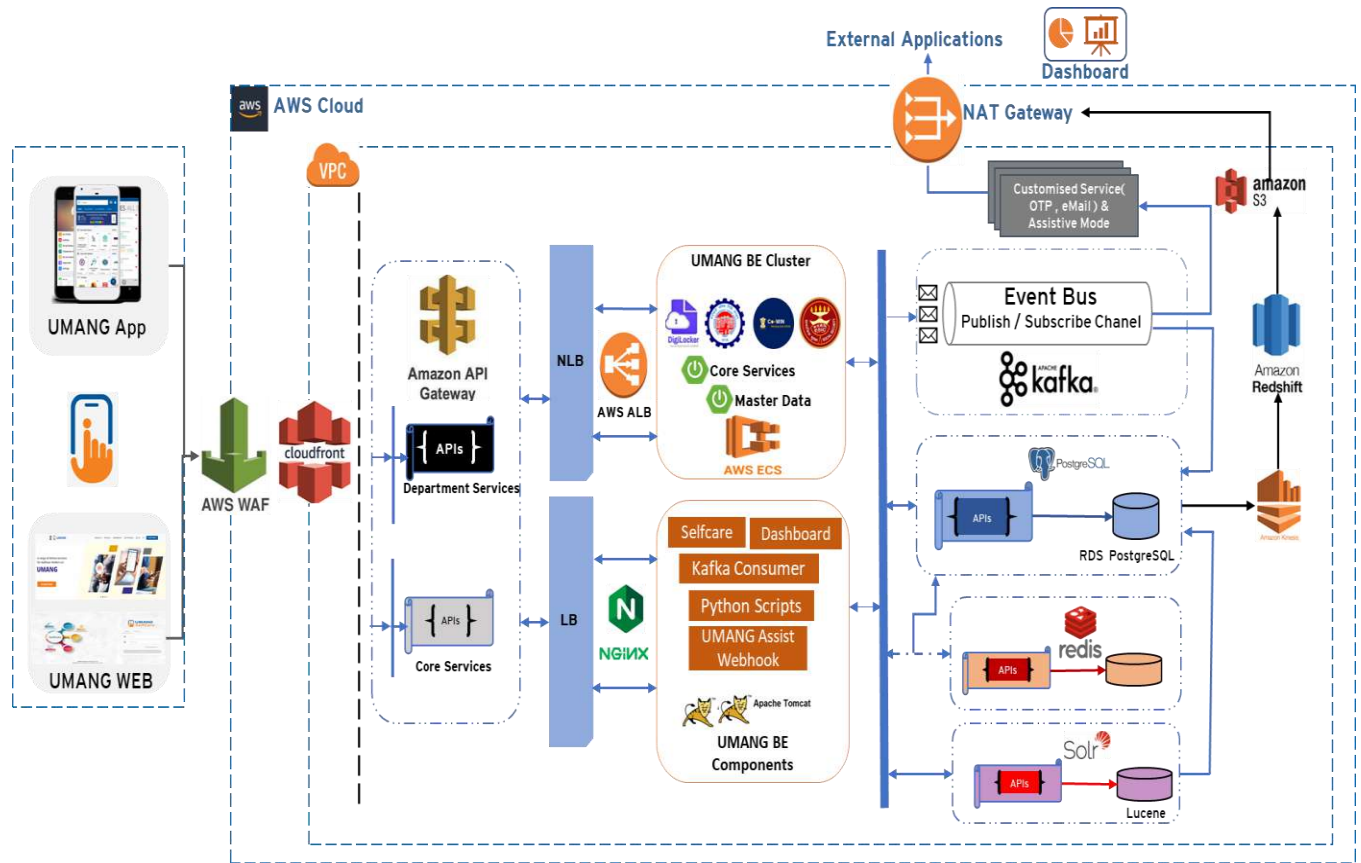


Fig 4 – UMANG Platform Architecture

User Flow Diagram
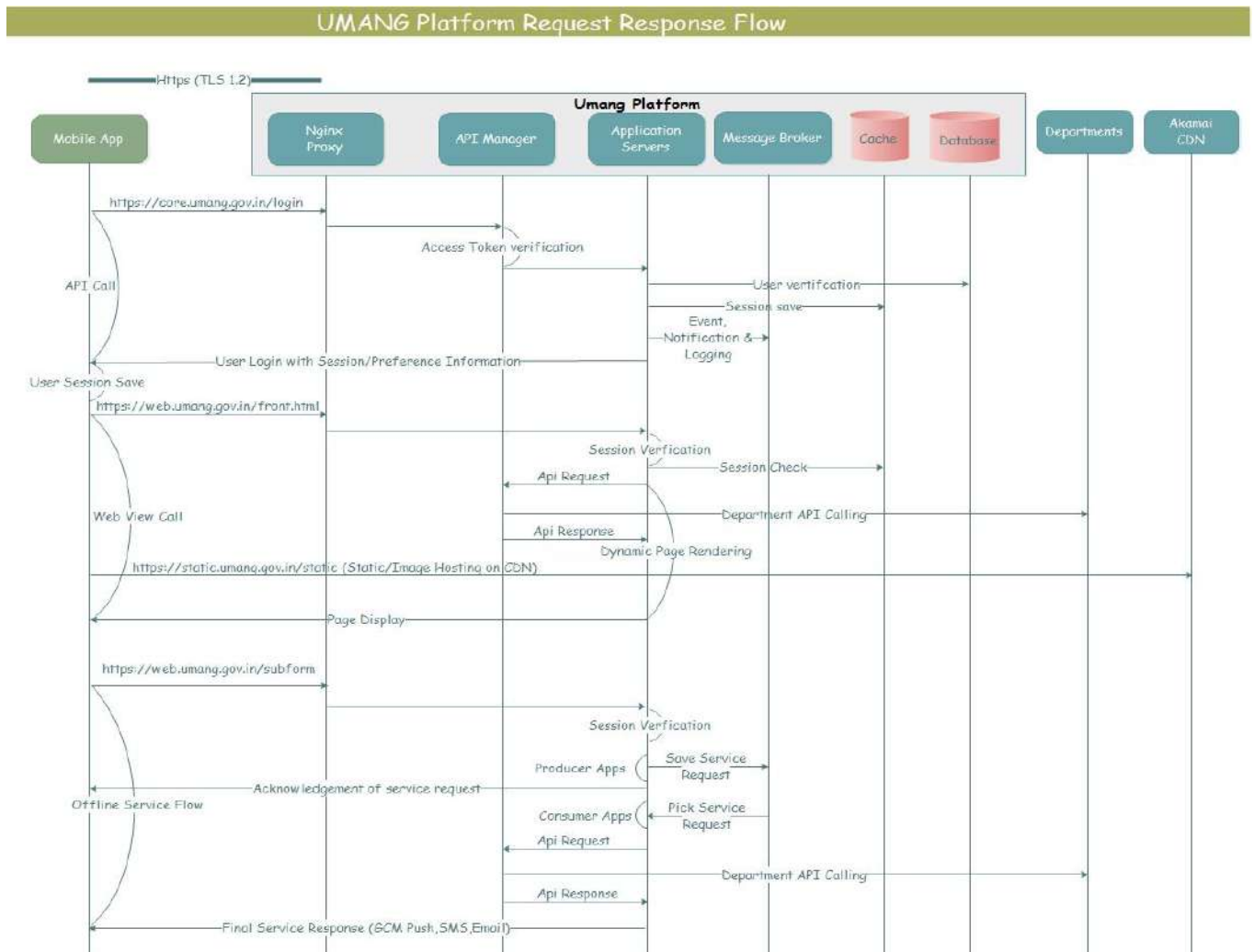
Fig 5 – User Flow

Network Setup Diagram

The entire platform setup *(except the IVR platform)* is hosted on the AWS Cloud. A user can access the functionalities through the UMANG mobile application or through the UMANG Web portal *(from a mobile device or a desktop)*. Any request, from end user application requiring data to be fetched, are sent to the UMANG platform over the internet.

In this setup, the load balancer routes the requests to the corresponding service gateway instance of the platform based on the incoming request URL. All APIs exposed from the platform are segregated into the following domains based on the type of request:

All core platform requests provide domain name as core, *UMANG.com/<API>/...* These requests include profile details, login, account creation, Aadhaar validation, DigiLocker access etc.

All department application services are routed using the domain name as, *service<Instance>.UMANG.com/<API>/...* These requests are generally the service specific requests, which cater to functionality of the particular selected service, such as, pay electricity bill, view passport details, check driving license application status etc.

Any images or static content shall be fetched from the web server gateway using the domain, *content.UMANG.com/<resource path>/...*

Any third party system can have access to the platform through the domain, *extApi.UMANG.com/<API>/...* Access to any UMANG functionality to third-party application(s) is provided through & processed with the service gateway, which further routes requests to appropriate service handler based on the received request type.

All service gateways have the same basic architecture comprising of Nginx-based HTTP server for load distribution *(enabling horizontal scaling)* and backend API Manager *(Amazon API gateway)* and service processing module. The NGINX server ensures that new nodes can be added to the setup and requests can be routed on the fly to the nodes for achieving optimum performance and smooth scaling.

The API Manager and service modules are responsible for processing the incoming requests and for interfacing with the different internal and external systems for executing the request.

The various service connectors hosted on the service gateway layer are responsible for interfacing with the department and other government services for retrieving and sending data. This connectivity established through the internet and uses various protocols (http/s), XML/SOAP, Restful API, ODBC/JDBC, and (FTP/s) as provided by the corresponding department service.

UMANG Hardware and Infrastructure

Hosting and Deployment

UMANG platform is hosted on the cloud hardware provided by NeGD, primarily on AWS cloud and some module/functionality on NIC cloud. The hosting environment as well as data for entire UMANG platform resides within the territory of India.

SMS gateway & e-mail gateway hosted on NIC network & alternate SMS gateway of CDAC.

Address Privacy Concerns

The UMANG platform should address the privacy concerns of integrated applications and thus restrict visibility of each department to data/information pertaining only to them. Also, the platform should protect user's information. Preferably all PII *(Personal Identifiable Information)* data should be encrypted *(at rest as well as on move)* according to the latest trends & technologies.

Multi-Lingual Support

Various mobile channels need to support local Indian languages to be able to reach masses. UMANG platform shall provide support for English, Hindi and 11 regional languages as defined in the Constitution of India. Platform should also be capable of incorporating third party language plug-ins for this purpose. UMANG platform should be capable of providing multilingual capabilities for both static and dynamic data.

UMANG Core integrations

UMANG, being an aggregation app, provides several functionalities inherently as well as by interfacing with DPIs & DPGs *(digital public infrastructures & goods)*, leading function specific etc. Currently, the integrations are as below, which shall evolve & expand to keep pace with the advancements, user needs/demand and emerging requirements.

Aadhaar/VID (UIDAI, MeitY)

Primarily UMANG platform authenticate users via mobile number OTP and/or user defined 6-digit MPIN. It is also integrated with UIDAI authorised KUA *(DigiLocker etc.)* to facilitate user authentication *(& e-KYC)* via mobile number linked with Aadhaar/VID. UMANG platform, with all its components, is required to be kept compliant all the time with Aadhaar/VID guidelines issued by UIDAI from time to time.

DigiLocker (NeGD, MeitY)

UMANG platform is seamlessly integrated with DigiLocker that allows creation of account *(for new users)*, access to existing & linked account(s) with user credentials, access of stored documents *(issued and uploaded)*, upload new document(s) (from mobile storage or via mobile camera scanning), sharing documents with departments, as required, in the service request flows while availing services.

PayGov *(MeitY Payment Gateway or any other by Departments)*

PayGov, default payment gateway of MeitY, is integrated on UMANG to facilitate collection of service charges, as applicable, by the concerned departments on-boarding its services on UMANG. Departments, however, can enable payments through their own payment gateway, if they wish to.

UMANG Modules

Major modules of UMANG platform developed as a part of the current system and available on 'as-is-where-is' basis and which shall undergo continuous improvement as per the requirements of different stakeholders are listed below.

Selfcare

Selfcare, besides providing insights into various technical *(API performance)* and non-technical parameters *(feedbacks and ratings),* provides a configurable management system for all service providers integrated with UMANG. Some salient features and functionalities are:

It provides a multilevel authorization and access control for its users. Departments can configure their logo, short and long descriptions, search keywords *(multilingual)* etc. for services enabled on UMANG.

Departments with access to self-care can push notifications to their selected user base through various options.

Departments can block and unblock their services on UMANG

MIS or statistics of the concerned department services can be viewed/ downloaded
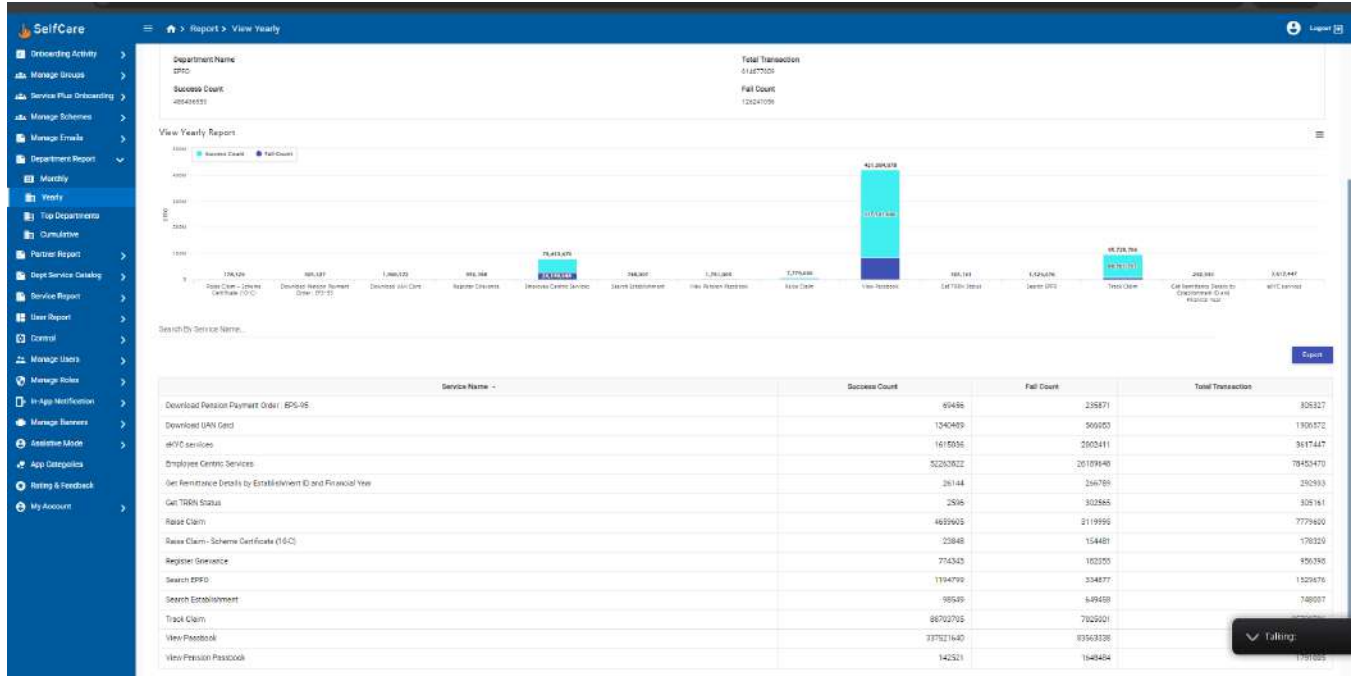
Fig 6 – UMANG Analytics Dashboard

API Manager (Amazon API Gateway)

Services are integrated on UMANG through APIs *(primarily REST but exceptionally SOAP etc.)*. Department services APIs are directly integrated/hosted on the Amazon API gateway, that is serving as UMANG's API management layer and that orchestrates on-boarded APIs to enable services on UMANG. Wherever transformation(s) are required in APIs received from the department, primarily to support specific service requirements or to align with the UMANG platform capabilities/ functionalities, wrapper is created. Amazon API gateway provides the following features and functionalities:

Create RESTful APIs and WebSocket APIs: RESTful APIs can be created to expose backend HTTP endpoints, Lambda functions, or other services. WebSocket APIs can be used for real-time two-way communication applications like chat apps or streaming data.

Security and Authorization: API Gateway provides mechanisms to secure APIs using Identity & Access Management (IAM), Lambda authorizers and Cognito user pools.

Traffic Management: Throttling, request & response transformation, and caching can be setup to manage traffic to backend services efficiently.

Monitoring and Metrics: API Gateway integrates with Amazon CloudWatch to provide metrics and logs, helping to monitor and troubleshoot the APIs.

Scalability: API Gateway automatically scales APIs to handle the traffic without needing manual intervention.

Integration with Other Services: It integrates seamlessly with Lambda, DynamoDB, S3, and other similar services, allowing to build powerful applications quickly.

CRM

UMANG platform also provides CRM system, which helps the UMANG helpdesk team to manage the end users issues and queries. CRM system has the features to raise the internal *(tech-ops)* or external *(departments)* tickets, view service provider's contact information. Department team can view all such tickets or information on self-care portal *(see section 4.4.1.18)*. UMANG operations team ensures appropriate and timely resolution is provided in coordination with department SPOCs and/or internal teams. Resolutions are captured in CRM system so as to manage proper communication and closure of the tickets. Dashboard has been created for different user types such as admin, agents, departments or tech-ops.

CRM provides various reports to manage call centre operations. Some such reports are:

Reports with respect to agent login & performance reports

Real time APR report generating tool, to fetch the current agent's performance *(AHT, calls answers, chat answers, agent abandoned)*.

Chat, IVR calls abandoned

Hourly chat, email & call reports

Helpdesk SLA report

CRM collective report
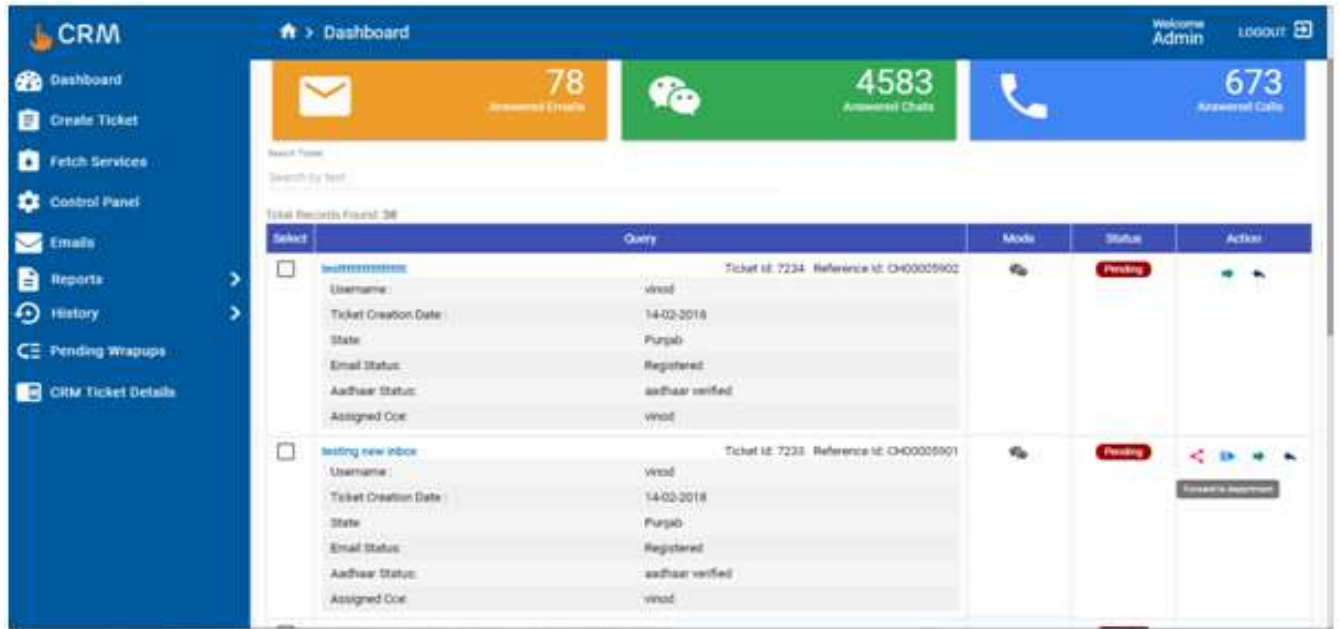
Fig 7 – UMANG CRM

Application Performance Management *(CloudWatch/ Athena)*

UMANG team is using 'CloudWatch & Athena' for the application performance management (APM), which are powerful APM tools. CloudWatch provides real-time monitoring and logging, enabling users to collect, visualize, and analyse metrics and logs from cloud resources and applications. It features dashboards, alarms, and automated responses to ensure operational health and quick issue resolution. Amazon Athena complements CloudWatch by offering a serverless, pay-per-query service to analyse data stored in Amazon S3 using standard SQL.

Transactions Management

This module is responsible for processing all transactions and user interactions on the UMANG platform. The Amazon API gateway is acting as the transaction manager for the system through which all requests and API calls on the platform are routed. All subsequent business rule handling or invocation of external APIs for data processing is handled from here.

This module is responsible for enforcing the authentication mechanisms for incoming requests and routing these requests to subsequent modules for further processing. The module is working in combination with other modules of the system for providing end-to-end functionalities such as user verification, payment processing, service enablement, and applying any configured charges for the use of a particular service.

The module maintains tracks of all ongoing transactions in the system and further makes this data available for checking the transaction history of any user. The transaction history summary is also made available to the user for viewing and downloading the same for future reference.

Exception Handling

About Server health check alert notifications. The design outlines a standardized approach to structured exception handling across the application. Application exception handling minimizes information disclosure in case of an exception. Frontend is able to identify generic error messages and error message codes that are returned to the client. The PII *(Personal Identifiable Information)* and private data *(for example, passwords)* are not logged into the system.

For every exception occurring on the platform, user-friendly error messages and corresponding error/exception codes are provided to frontend. In case of any error, the sensitive data is not be exposed in error pages, error messages, logs, and audit files.

Security and Authentication

The security and authentication modules are responsible for authenticating the user and granting permissions based on the corresponding roles and responsibilities. Every end user login is authenticated through meri-pehchaan, mobile OTP or user defined 6-digit MPIN.

UMANG is also integrated with UIDAI authorised KUA *(DigiLocker etc.)* to facilitate user authentication *(& e-KYC)* via mobile number linked with Aadhaar/VID.

Both single and multi-factor authentication mechanisms are supported by the platform and can be employed wherever required by the corresponding services.

API calls on the platform can be validated & authorized using the API Gateway mechanisms to secure APIs using Identity & Access Management (IAM), Lambda authorizers and Cognito user pools, thus, preventing any unauthorized access to the platform from external systems.

API Gateway integrates with Amazon CloudWatch to provide metrics and logs, helping to monitor and troubleshoot the APIs. Access & transaction logs are maintained on the platform that *(these verification logs)* can be analyzed for strengthening the overall authentication process.

Cache Management

To ensure optimal service performance, UMANG system is making extensive use of the device and the platform cache. The use of cache helps in keeping the frequently accessed data readily available and avoiding roundtrip server calls for relatively static and constant data. Responses of frequently used APIs, which do not change over time or change after a known time, are cached at API gateway so that the core API need not be invoked every time the data is required.

The GET type of API are cached at and served from CloudFront to avoid/ save core API calls, every time UMANG app/web accesses such data/information.

Load Management

The UMANG system is catering to user requests from across the county and this results in a high load on the platform when the different services are made available to the users. The platform is designed with a view to effectively handle such incoming load and distribute the same across the different components to optimally handle the user requests and provide prompt responses for a better overall user experience. Some of the basic techniques employed for load management are asymmetric load balancing, SSL offload and acceleration, distributed denial of service (DDoS) attack protection, HTTP compression, TCP offload, health checking, HTTP security, client authentication, department load management etc.

UMANG platform is integrated with various central and state departments to provide corresponding services to citizens. The platform also manages the load of requests for the particular department services by deploying multiple servers to cater to increased loads and configuring API layer to balance the load.

Session Management

One of the primary functionality of the platform is an efficient session management capability. A user is allowed to maintain multiple sessions simultaneously with the UMANG platform through the various available channels. A user is logged on from the mobile app and the web portal at the same time from two different devices *(or even the same device)*. To manage the distinct logins and transactions of the users efficiently, the multiple session entries are maintained corresponding to every distinct login. Various techniques are used to ensure the security of the session tokens and user data security.

Log Management

The system design identifies the level of auditing and logging necessary for the application and based on that, identify the key parameters to be logged and audited. The design considers the flow of caller identity across multiple tiers *(at the operating system or application level)* for auditing using the unique ID. All user transactions on the platform are logged for future reporting and auditing. While logging, it is ensured that sensitive data *(such as passwords, account IDs & other PII)* are either logged in a masked manner *(if required)* or not logged at all.

Hourly system logs are created to enable easy movement of log files to other analytic servers and easy loading of data into databases ,if required. This ensures availability of almost real-time data for the platform. Message broker *(Kafka)* is used for better management of load for logging.

UMANG Client Apps *(Frontend)*

Users can access services offered through UMANG using a single mobile app available on android, iOS and through a single mobile web app *(on major browsers such as Chrome, Firefox, Safari, IE, Edge etc.)* currently. These frontends can expand in coming years to different types of clients such as bots *(voice & chat)* and other popular platforms.

Mobile Apps

The core of UMANG android & iOS apps are fully interactive, native mobile apps, built using the platform-specific development tools and technologies defined by Google and Apple respectively.

The department applications and their services are HTML, JS, CSS based web applications rendered on the mobile apps with platform specific customizations of views, navigation etc.

The app, with continuous improvements, follows the platform specific and latest best practices for security and performance to ensure a smooth, hassle-free experience for the user.

For the UI/UX part, the app follows a customized design guideline based primarily on material design guidelines defined by Google for Android apps and Apple's HIG guidelines for iOS apps.

Table 2 – Technology Stack

1.	Android	**Kotlin**, *Java, Android Studio & SDK*

| 2. | iOS | **Swift**, *Objective-C, Apple Xcode* |

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 call on **97183-97183** to get a download link through SMS.

Web

The web part consists of a fully responsive web application for multiple form factors *(primarily targeting mobile web form factors)*. The UMANG web works in both the portrait and the landscape mode. Web portal is developed in angular stack and its backend APIs wherever applicable are developed in NodeJS stack. Server rendered pages use java, JSP, spring, hibernate and client side pages use HTML, CSS, AngularJS and other JavaScript libraries. The web URL to access UMANG services is **https://www.umang.gov.in/**.

UMANG Front-end *(app & web)* Key Functionalities and Features

New User Registration

New users can register on the UMANG app/web using their mobile number with OTP and other optional parameters for NSSO sign-in. All informational services, not requiring user specific details, can be accessed directly without the user needing to register or login on UMANG platform, while all other services shall require login & hence registration.

Currently, users can register using only Indian mobile number but the mobile app is available and open globally on all play-store/app store. All informational services, not requiring registration/ login can be accessed by even foreign nationals. Once the user has registered on UMANG a proper guided tour is available for users on usage of the application.

As part of national single sign on (NSSO) initiative, DigiLocker powered 'Meri-Pehchaan' has been integrated in UMANG for user registration & login. This is a streamlined, secure, authenticated & user-friendly flow for simplified access to citizen centric government services on UMANG.

Home Screen

Default landing page for users on registration/login is the main home screen, which has sections like 'Quick Services', 'Documents You Might Need', 'Summary of Total Services, Schemes & Documents', with search bar, profile status and banners for awareness creation. Tabs are provided at the bottom to navigate to 'Services', 'Documents', Schemes', and 'States' home pages; additionally, profile, notifications and accessibility options are available at the top right corner.

Account Settings

Multiple options are available to users under 'Settings' to change registered mobile number *(in case user wishes to update due to any reason)*, change MPIN, recover MPIN and account based on different options like alternate email id, set recovery questions, check logged-in sessions and delete existing account.

Multilingual

UMANG app is currently available in 11 regional languages in addition to English and Hindi. Top 100 services are also made available in additional 10 languages as mentioned in the 8th schedule of the Constitution. User have the option to select any language based on their preference. However, users will see department supported language options only, on the department pages/services. If the language *(user's already set language or default language)* is not supported on the department app/service page, by default the department app/service pages will appear in English.

Eleven regional languages are selected (all are part 8th Schedule of the Constitution) based on the most spoken ones as per the 2001 census. Currently, languages supported by application are:

Assamese
Bengali
Gujarati
Hindi
Kannada
Malayalam
Marathi
Odia
Punjabi
Tamil
Telugu
Urdu
English
Santhali
Konkani
Sindhi
Sanskrit
Bodo
Nepali
Manipuri
Kashmiri

Dogri
Maithili

Note*: Additional languages may have to be enabled by the selected bidder based on the requirements from time to time. Payment for such language enablement shall be done as per section 8.4.1.2 of this RFP.*

Ratings and Feedback

Users can rate department applications/services onboarded on UMANG and see the overall rating of the app/service and check how many users have rated it. Users can also send feedback when they are rating any service/app in order to specify any specific observation or improvement.

Phone/Email Support

Users can contact UMANG helpdesk through the toll-free number 1800-11-5246; being changed with short code dialling (billed). In addition, users can send their queries/feedback related to UMANG app and/or department applications/services onboarded through in-app chat, while accessing service or via help and support section from main menu. User manuals and FAQ are available for quick reference and updated from time to time as and when new information is available.

Profile Management

To manage unique profile of every user, platform is maintaining following keys for each user:

Demographics - age, gender *(male/ female/ others)*, location *(district, state)*, date of birth *(minimum 1-year age)*, profile picture, occupation *(drop down)*, education *(drop down)*, mobile number registered on UMANG, alternate phone number, email etc. The fields are dynamic in nature and are updated from time to time.

UMANG profile data, furnished by user *(optional)*, in turn is helpful, while availing services on UMANG as the details like name, address, mobile no., qualifications etc, as applicable, gets prefilled.

Users can delete profile using MPIN. A registered user can set the MPIN directly after one-time registration process or can set MPIN later through options under 'Settings'. Registered users, after profile/ account deletion shall lose all records such as transactions done, services accessed earlier etc. Such details cannot be retrieved even if he/she re-registers with the same mobile number.

Sort/Filter

Users can filter based on predefined categories. Sorting of services visible to users under different sections of UMANG app can be done alphabetically, most popular or category applicable to central government or regional services.

Offline Support

UMANG application provides offline feature, which enhances usability of the forms and various services for the users. Offline application functionality refers to the app's ability to offer all its features to users without network connectivity *(including Wi-Fi)*. Features such as access to master home page, landing pages of services, documents, schemes and states, notifications, settings etc. This also includes various forms where user can enter data and if there is connectivity issue then user's data is stored in cache *(local or server)*. Data processing for such forms happens when network connectivity resumes. The offline functionality is working irrespective of any browser type. The objective of implementing the offline feature is to provide functionality in areas where internet connectivity is poor or providing better user experience. UMANG has features to display the department complete information such as logos, icons, descriptions and location information on offline mode. Proper cache mechanism which includes API responses and master data have been implemented in order to provide better user experience.

For all scenarios where the department API is invoked as a last step in the user flow *(e.g., submission of a input form or a final request)* and the department API does not respond within the given time *(takes much time in accepting the request or inserting data into a database)*, the integration is implemented in an offline manner. A typical flow in such a scenario is

User invokes the department service and submits a request.

UMANG platform accepts the user request and after required validations, responds with an acknowledgement of the request with a notification that the final status would be provided separately.

This input request is then inserted into the message broker queue for offline submission to the department.

The request handler then submits the request to the department and the department sends back the response after processing.

The final response is then sent back to the subscriber as an in-app notification or even as a separate SMS if desired by the department.

Caching

UMANG application maintains users data in cache *(local or server)*. Cached parameters are auto-filled in editable mode.

Application Level

Department landing page is generally a static page and is cached to ensure prompt rendering when the department is invoked.

Majority of images, icons, or static banners are retrieved and cached in the client cache itself.

Static data, small lists are retrieved and cached within the application cache.

Branding

Central and state governments has the option to brand their own services by selecting a template for their specific service page. It is possible for users of a specific state to view central or their own state specific services at the first level.

UMANG app has a section where users can update its preferences in terms of personal details, frequently accessed services and shortcuts, language etc., which is then available for all services so that data entry can be minimized. UMANG also has a powerful search options for users to search services without the need to browse all available services.

Transaction History and Notifications

UMANG application maintains transaction history for reference purposes, which has the complete transaction information such as service/department name, date, charges paid *(if any)* etc. along with browsing, search/filter. Transactional notifications cannot be stopped as it provides relevant details of the transactions performed through UMANG. Transaction history is permanent in nature, maintained perpetually, associated with the account.

Notifications *(except related to transactions)* are temporary in nature and user can delete the notification as per convenience. Proactive or push updates for transactions can be implemented and sent through in-app notifications, if the department desires and support the functionality. Such notifications are triggered and initiated by the department on change of transaction status; these are maintained in the transaction history.

Users can manage their own notifications such as transaction alerts, updates on new policies and/or information on government schemes. App has the provision to send push notifications. However, user has the option to opt-out of the promotional notifications selectively *(for certain services/ categories)* or globally.

Search

UMANG application provides elastic search using which users can discover desired service(s) intuitively and easily. Implemented search functionality is multilingual and configurable through Selfcare. Search bar is floating and available on all UMANG pages. Various internal algorithms search is very powerful and scalable feature.

Live Chat

UMANG platform has built-in in-app chat functionality, using which users can chat live with Help Desk executives from 1000 to 1800 hours. UMANG users can invoke chat option in the app/web and get an immediate resolution to their queries and concerns. Doubts are clarified, needed information furnished instantly while for issues requiring diagnosis & resolution, fault ticket is created and reference number shared with the user. User can then track the complaint using the ticket number shared.

Service Directory

UMANG platform and mobile app/web, in addition to the services on-boarded through the platform, also has a functionality to list mobile applications developed by various government departments separately. The UMANG mobile/web application provides a directory listing all such mobile apps not directly integrated through APIs with UMANG with a link to i) invoke the app if the app is installed in the user mobile or ii) triggers download of the app from the play store or app store where it is hosted. This section includes information related to departments available in UMANG *(through APIs integration)* and not through APIs *(web link/app placement)* with basic details like summary of service, email/helpline numbers, website details, address etc. Service Directory section under the UMANG application can be accessed for reference.

The platform architecture is scalable to support potentially all citizens accessing different types of services. The design is such that the effort for setting up a new service is minimal for user department so that once service API integration is done; it is possible to provide services through configuration and minimum development.

State governments have the option to brand their own services by selecting a template for the state specific services page. It is possible for citizens of a specific state to view central or their own state specific services at the first level. Other state services are automatically available on the second level as optional.

UMANG app has a section where the citizen can update their preferences in terms of personal details, frequently accessed services and shortcuts *(favourites),* language etc., which is then available for all services so that data entry can be minimized.

Bidders must review complete UMANG app/web for checking all available features and functions currently live.

UMANG Helpdesk

In order to manage queries and/or grievances of UMANG users, a central point of help/ support is established by way 'Help Desk Centre'.

UMANG Service Providers

UMANG currently has around 2000+ services from 200+ government departments/ applications *(including services from Service Plus)* of various departments of Centre, states, local bodies. Services additions/ on-boarding on UMANG is an ongoing activity and about 25-35 services *(new or revamped)* added every month.

Annexure V: Detailed Scope of Work

The Partner Agency shall take over all existing software, code, documents and all related artefacts and understanding from the outgoing partner(s) as a part of the initial transition and knowledge transfer (KT). Thereafter, Partner Agency shall develop and enhance the UMANG apps *(Android, iOS, Web)* in accordance with the Section 4 above and sub-Sections of 5 below, including core features/functionalities and capabilities as advised by NeGD/MeitY and/or to improve usability and overall user experience. The broad areas of scope of work are as discussed below.

As part of the RFP process if the bidding agency wants to suggest any other role/area for successful transition may please suggest as part of the pre bid queries. After award of contract all responsibility for success shall be part of contract.

UMANG Platform – Infrastructure and Best Practices

Infrastructure

The Partner Agency is required to review the deployed infrastructure from the perspective of optimizing performance, cost *(quantum of deployed resources)*, improving the security score *(making it free from all vulnerabilities)*. Infrastructure monitoring, review, resources optimization, version updates, patch management and maintaining high performance and security score shall be the ongoing activity for the Partner Agency on which a monthly status/ progress report shall be deliverable.

UMANG is primarily built on open source stack. For the proper and optimal functioning of UMANG, further requirements of licences *(for system software, middleware, applications, support services, tools/testers etc.)*, if any, over and above the existing licenses, shall be put-up to NeGD for approval by the Partner Agency, with justification. Post NeGD approval, Partner Agency shall be responsible for procurement and deployment of such licences in the name of and at the cost to NeGD. Similarly, for any additional requirement on the underlying infrastructure *(primarily hardware including compute, memory, storage, bandwidth, rack space, firewall etc.)*, Partner Agency shall provide a detailed BoM to NeGD, with proper justification, for procurement. However, Partner Agency shall be responsible and get at its cost, any tools/ testers/ systems required to fulfil the contractual obligations properly and optimally.

The Partner Agency shall, after takeover,

a) manage integration with the SMS gateway and Email gateway hosted on NIC networks and alternate SMS gateway of CDAC.

b) monitor the server performances, including CPU, memory, alarms, storage and other aspects, which should be through APM tool and take necessary actions.

c) shall have end to end responsibility of hardware and software used for UMANG platform.

Industry Best Practices

The Partner Agency shall, after takeover,

a) ensure expert technical support to resources deployed for UMANG platform for resolution of issues/matters, if and as required by the team

b) enable a collaborative development environment and a corresponding release process so that multiple teams *(different offices, entities)* can work together to fast-track services roll out on UMANG

c) implement industry grade tools, processes and solutions for continuous development and integration.

d) ensure versioning of source code is maintained and reported weekly/monthly, as required.

e) maintain/ provide complete backup of source code, changes carried out and/or new code developed at the end of each enhancement, as and when required.

f) maintain different release/build versions through proper release management process

g) ensure that all components of UMANG platform and any new build/changes pushed to respective stores/website are QA audited, passed, certified and deemed fit for production roll out

h) ensure all new development(s) and enhancements are free from any vulnerabilities and bugs, at least the known ones

i) ensure that CDN *(akamai, CloudFront etc.)* is utilized optimally including caching, advanced off load, prefetching, adaptive image compression and on demand image loading including predictive prefetch etc. and other capabilities. Proper network analysis and improvement to be ensured with the support of concerned CDN or cloud provider, as required.

j) ensure that the UMANG production and staging environment are in sync at all times. Development environment for deployment should be at same level as production/staging server.

UMANG Platform – Development and Enhancement of Core & Ancillary Modules *(Backend)*

The Partner Agency shall, after takeover,

a) study the UMANG platform and "Functional Systems" being manned, managed, executed, supported by the outgoing partner

b) evaluate the existing UMANG systems including on-boarding processes for the following:

   (i) assessment & recommendations on continuation of the existing system and/or implementation of a new system

   (ii) upgrades to the existing system and processes if it is to be continued.

   (iii) business process re-engineering, if required.

c) devise strategies to refactor, redesign the full stack or its components for the purpose of scaling it up, making it high performant, addressing vulnerabilities & making it more secure, making it more maintainable and modular etc. as required.

d) develop and enhance the UMANG core applications and processes including all its features and functionalities on a continuous basis

e) undertake payment gateway(s) integration(s), as required, for facilitating payments collections by departments and/or bill payments by the users. Transaction records and/or relevant stats to be made available to the concerned departments for reconciliation/ validations.

f) provide technical support to other functional team(s) for issues and queries related to APIs published on UMANG platform.

g) keep all UMANG documents updated *(with proper version control)* such as design, solution, architecture, databases, SRS/FRS, API documents etc. Any new or change of versions must be communicated to all the stakeholders.

h) Analyse feasibility of development and integration of AI enabled solutions into the existing system at various levels and suggest an AI implementation roadmap

UMANG Platform – App & Services On-boarding *(Frontend)*

Product Management

The Partner Agency shall be responsible for overall design *(UI/UX, navigation)* related aspects of UMANG frontend. The Partner Agency shall, after takeover,

a) undertake enhancements of user interface *(UI)* and user experience *(UX)* and/or implementation of a new system in line with the popular trends & leading mobile apps in the industry; make navigation through the app, service flows and UI design intuitive and user friendly with continuous evolvement of product design document,

b) regularly review and update UMANG product design guidelines aligned to latest industry trends in consultation with NeGD; ensure regular updates, upgrades and enhancements in UMANG app/web to keep pace with technology & market trends,

c) periodically review and enhance/update UMANG website UI/UX *(design, layout, navigation etc.)* to keep pace with latest industry trends and best practices,

d) identify issues, gaps & areas of improvement in the existing UMANG app/web for better user experience, ease of maintenance, compliance to best industry practices, upgrade to latest technologies etc.,

e) review complete UMANG app/web on different technology/platform and suggest if refactoring is required in the solution for better user experience; should be supported with merit/justification and trade-offs involved for review/ approval of NeGD/MeitY,

f) ensure continuous development and integration of new services in accordance with the NeGD/MeitY guidelines,

g) ensure UMANG app work on all android, iOS devices with the versions of operating systems released during last three years and all future releases at any given point of time.

h) ensure that the app support security features such as mobile OWASP and pass security audit by CERT-In certified agency,

i) aptly manage handling of pdf, word, export to different formats etc., downloading, uploading, using native features,

j) correct and update mobile web portion to adjust itself automatically as per the screen resolution of the mobile i.e. 1024*768, 1200*800 etc.; resolution independent mobile web will automatically expand/compress itself as per the screen resolution and hence there

should not be any vertical scroll in the mobile apps/web/desktop web structure; there should be minimum use of flash,

App Performance

Partner Agency shall evaluate the UMANG app performance on android, iOS & web under different and realistic usage environments, e.g. 2G, 3G, 4G, 5G networks, low internet bandwidth conditions, network congestions, different network operators, different handsets etc. All parameters impacting user experience shall be regularly monitored and tuned, such as, app response time to user actions, data load time, error/failure rate, handset power consumption etc. These shall be benchmarked against popular apps, industry standards and best practices.

On-boarding

a) Interact with departments on a regular interval, build relations and develop repo to ensure smooth on-boarding of its services and ensure high uptime with proactive updates/ upgrades and prompt support during outages.

b) Relationship building and follow ups with partners and other internal as well as external stakeholders.

c) Getting relevant *(high usage)* citizen services and on-boarding approval from departments shall be the initial and ongoing actions to build the pipeline.

d) Requirements gathering from departments regarding services to be on-boarded and preparing the FRS *(Functional Requirements Specifications)* that must meticulously capture all relevant details complying to their business processes. It must cover input/output parameters, field validations, authentication/authorization requirements, payment integrations etc.

e) This shall be followed by APIs collection, testing and integrating on API manager/gateway and exposing for frontend app development.

f) Provide clarity to departments for UMANG standards & processes, design guidelines, core features and functionality etc.

g) Get APIs and other related information such as IP address, environment etc. from department for the high usage citizen services which can be on-boarded on UMANG app. Test these APIs so that they can be published *(along with docs)* for further consumption to develop the app frontend *(UI/UX)*.

Development

a) Configuration of APIs on API manager/gateway and exposing for app development.

b) Capture complete information on API parameters to create detailed API description document that is self-explanatory.

c) Consume services APIs with the help of API documents exposed by concerned department and understand the service flows.

d) Design the UI/UX as per the UMANG standard design product guidelines and in accordance with the approved FRS *(features, functionality including authentication/authorization, payment, field validation etc.).*

e) Services are developed minimally & optimally, e.g. application flow/order, consolidation of services/schemes as drop-down selection, paginated listing for large outputs etc.

f) Design form flows, navigations etc. and enable features as per service requirement.

g) Document all aspects of frontend development done.

h) Create comprehensive test cases and QA report for every service delivery.

i) Testing *(functional, performance, security etc.)*, deployment & go-live after approval from NeGD and/or concerned department; update UMANG website accordingly.

j) Hosting of periodically updated UMANG builds on Google Play-store *(android)* and Apple Appstore *(iOS).*

k) Open standards based latest stable versions of protocols & technologies must be used.

l) Enable new departments on UMANG associated modules such as CRM, self-care, analytics etc.

m) Creation of APIs for the departments services wherever department needs support and deploy the same on department servers. Handover documents to department for better understanding and managing operations of such APIs by the department.

n) Maintenance, changes, enhancements in APIs developed and deployed on API manager/gateway as per recommendations from department or NeGD.

o) Setup and manage production, staging and testing environments *(as per requirement)* to enable parallel development, testing and demo activities.

p) Resolution of issues, enhancements, changes proposed by the stakeholders during the project duration.

q) Certain basic requirements must be fulfilled before a service can be pushed to production on UMANG such as compliance to design guidelines *(consistency in fonts, size, navigation, compliance to GIGW guidelines etc.)*, transaction logs, stats/MIS, searchability, service description, department details etc.

r) After service enablement, UMANG QA team tests/verifies and demonstrates to the concerned department for clearance/approval.

UMANG Platform – Operations and Maintenance

The Partner Agency shall deploy resources as mentioned in Section 5.6 & Annexure V of this RFP for operations and maintenance and to carry out regular ongoing work related to & including monitoring, maintenance, pre-emptive testing, bug fixing, root cause analysis, enhancements/ upgrades, continued services availability, platform security/vulnerability, cost & performance optimization etc. to ensure/assure good user experience and safe-guarding of PII *(Personal Identifiable Information)*. The O&M shall be carried out by the Partner Agency after Go-Live (refer *Section 6.1.1.3*). Indicative set of key activities and pointers regarding O&M are as below; Partner Agency shall,

a) manage, operate and maintain complete UMANG platform, apps, web, associated components & processes and the stakeholders,

b) develop, customize and implement industry grade platform monitoring and management tool(s) *(web based or otherwise)*, processes and solutions for continuous development and process improvement in all areas

c) enable relevant alerts, exception reporting and other monitoring tools so as to manage the operational aspects,

d) configure thresholds appropriately for all important modules/ components of infrastructure, middleware, applications, packages etc.

e) provide SLA monitoring tool, dashboard & relevant reports to NeGD for regular monitoring, evaluation and to ensure SLA adherence,

f) ensure resolution of all issue(s) & faults, including identified & pending ones at the time of takeover, on an ongoing basis and closed associated tickets as per SLA; issues/ bugs

shall be reported from various sources such as end users through helpdesk, NeGD, departments & other stakeholders etc. (refer Annexure IV, Point no 10),

g) ensure prompt resolution of faults *(with workaround, if required, followed by proper fix)*, root cause analysis, action to prevent or pre-empt similar faults in future,

h) ensure prompt diagnosis and resolution of issues/faults reported on play-store, app store, social media channels or other public channels; self-noticed as part of monitoring activity,

i) provide RCA *(Root Cause Analysis)* for any major outages, failures and repeat faults

j) furnish relevant artefacts to the concerned departments, service providers and/or stakeholders in case the fault is suspected and reported at other end,

k) ensure that the deployed O&M resources work extra hours including holidays/ leaves *(at no extra charge)*, if required, to fix critical faults, major outages, failure of important functionality/ feature on priority and properly to restore the platform and all functionality back to normal,

l) ensure all technical interventions are of good quality *(complete, comprehensive & proper documentation)* with no adverse impact on other components/ modules,

m) ensure continuous enhancements in the onboarded services to improve the usability, enhance user experience, safety/security and robustness of the UMANG platform

n) manage frontend with respect to ongoing activities/status of services such as blocking/unblocking of a service by standardizing UI components, messages that will be displayed to end user in the app.

o) ensure that enhancements *(technical or non-technical)* or new features are incorporated in all existing applications/services.

p) Regularly prepare and submit relevant user & usage metrics to NeGD, such as no. of installs, uninstalls, active users *(daily, weekly, monthly etc.)*, app crashes etc.

Data Security and Privacy

Partner Agency must ensure that UMANG platform provide comprehensive functional, data & PII *(personally identifiable information)* security. The functional security can be achieved by enabling role and permissions-based delegation model. The data security can be achieved by business logic or by way virtualization of the data. Indicative set of key activities and pointers regarding data security and privacy are as below; Partner Agency shall,

a) perform periodic data validation & correction for continuous service availability and consistent end-user experience,

b) be responsible for data integrity; any error/gaps to be reported with full relevant details such as type, nature & quantum of data error, associated reports for correction by the concerned team/ stakeholders, if it is outside its purview,

c) ensure transactions logs are captured *(without PII)* and regularly analysed for exceptions and proactive actions taken for pre-empting outages and services breakdown

UMANG Website Maintenance & Management

The Partner Agency shall monitor and optimize UMANG website for performance *(e.g. responsiveness, UI/UX, navigation, intuitiveness, search/discovery, banners, information presentation etc.)*, maintain all pages *(multilingual)* and keep the website mobile friendly and responsive as per the best industry practices. Partner Agency shall be responsible for all activities related to UMANG website management and maintenance, such as:

a) Ensuring that the contact details and the contents are always updated & correct. Email ids & contact details mentioned must be manned, actioned and responded to.

b) Changes to web pages, up-loading/removing, creating/updating, moving web pages, banners, layout updates, modification/ development of graphics-animation, flash content, advertisements etc.

c) Edit, optimize and incorporate content in the form of text, photographs, images and videos etc.

d) Providing links to other sites & URLs as and when required.

e) Develop special themes as required & directed by NeGD.

f) Development of new modules and/ or enhancements in the existing ones

Partner Agency shall be required to undertake enhancements/updates and develop new functionalities, as required & advised by NeGD. In the event of any major change/fault and/or involved development, Partner Agency may be required to deploy additional resource onsite for understanding the requirements, troubleshooting etc. (Refer Section 5.6.1.5)

Audit, Statutory or Government Requirements

At a minimum, following aspects of platform security and compliances shall have to be ascertained and ensured all the time, through the currency of the contract.

a) Manage application, data and platform security of UMANG as per industry & international standards and ensure compliance to all laws & regulations.

b) Ensure that the platform/ solution is consistently free from vulnerabilities, particularly, the OWASP *(Open Web Application Security Project)* top 10 ones, reported by cloud automatic monitoring and other known vulnerabilities.

c) Payment module, if any, integrated with payment gateway(s) shall preferably be PCI-DSS *(Payment Card Industry Data Security Standard)* complaint.

d) Compliance to the guidelines, developed by NIC *(National Informatics Centre)* and adopted by DARPG *(Department of Administrative reforms and Public Grievances)*, regarding full lifecycle of a website, web portal/application right from its conceptualisation to design, development, maintenance and management *(by UMANG mobile/ web)*.

e) Ensure fulfilment of auditing, statutory and government compliances. All government requirements corresponding to documentation, implementation or other aspects shall be incorporated in existing and ongoing developments and processes. The requirement(s) can be contextual/temporary or permanent in nature.

f) Platform to comply with all applicable standards of NeGD, DIC/ MeitY.

g) Conduct security audit quarterly and while implementing major updates/enhancements in the platform by a cert-in empanelled agency. Partner Agency shall have full accountability regarding security posture of the UMANG platform and shall,

   (i) all vulnerabilities detected in the platform and/or used packages/libraries/ applications are suitably resolved and final audit iteration is free of all vulnerabilities,

   (ii) ensure UMANG partners are notified of the vulnerabilities identified at their end with relevant details for resolution,

   (iii) submit the detailed report on the detected vulnerabilities and implemented resolutions to NeGD; ensure that the audit report capture all vulnerabilities detected during the initial and subsequent iterations,

   (iv) ensure Security Audit Certificate is issued in compliance to the cert-in guidelines & requirements.

   (v) Accountable for all activities concerning safety, security and privacy aspects of the UMANG platform, including compliances to all related rules/ regulations/ laws/ guidelines.

Additionally, NeGD, at its cost and discretion, may get the security audit done from a separate agency apart from regular audits done by the PA.

Play-store Management

Partner Agency shall be responsible for app publishing on different platforms and associated management; indicative list of key activities is as below:

a) Hosting of UMANG mobile app on different platform such as Google Play store, Apple Appstore etc. NeGD shall provide developer accounts with credentials for such platforms & associated stores.

b) Maintain & update app related data/ information/ banners on respective stores.

c) Suitably address/ resolve all reported issues; this shall facilitate better user engagement and also improve the system.

d) Monitor vital statistics and information including ANRs, crashes; ensure prompt fixes, as required, for continuous improvement.

e) Ensure that the ongoing build/updates comply with store policies to avoid rejections.

f) Monitor and address issues related to device & OS versions as reported in respective stores.

UMANG Platform – Miscellaneous Functions

Documentation

The Partner Agency shall:

a) maintain, update *(to capture changes with version control and change history)* & create *(as required)* standard UMANG documentations such as,

    (i) design & development related *(design guidelines- app & core , high level & low level designs, solution/architecture, technical stack, 3rd party packages & libraries, database, SRS & API for core applications, FRS & API for department services etc.),*

    (ii) deployed inventory related *(infra details, configs/thresholds, connectivity/ proximity diagrams, inter-dependencies etc.),* security status related *(version details of OS, middleware, applications, packages, libraries and major protocols),*

(iii) core function related *(SMS, email & payment gateway, authentication & authorisation, DigiLocker)* etc.,

(iv) performance status related *(load handling capacity of various components/modules, API response times, throttling, thresholds etc.)*,

(v) databases related,

(vi) testing & audit related *(security, performance & functional & regression testing - tests plan, tests cases, tests results etc.)*,

(vii) deployment related *(release & deployment, store presence, performance report etc.)*

(viii) user related *(training & user manuals, FAQs, T&C, privacy policy)*,

b) ensure proper and updated documentation on an ongoing basis on all aspects of the UMANG platform including all developed services and core features; these shall be referred & used for all enhancements, upgrades/updates and test cases developments for audits/ validations,

c) regularly update SoPs *(standard operating procedures)* for O&M including back-up & restoration plans, logs management *(including audit trails, systems logs, operations logs, MIS/stats logs)*, data archive policy & management, redundancy and/or business continuity plans, database review & cleansing, patch management & code consolidation, house-keeping etc. Any code or config changes as part of fault resolution shall be updated as well in the corresponding document(s) with proper version control and change history,

d) shall ensure all required documents are shared with O&M team for monitoring & maintenance UMANG platform and with other stakeholders, as required.

Training, Demonstration and Support

The Partner Agency shall, after takeover,

a) provide relevant training document(s) to helpdesk and other target trainees, two days prior to training,

b) conduct training *(physical or online)* for helpdesk for proper handling of issues raised by users & operations team for services *(particularly, the complex ones)*, which are going to be deployed on production for make live; relevant resources may be assigned the task *(BA, core, development or app)*,

c) provide training for usage of relevant core components to departments, e.g. self-care etc.

d) provide demonstration and/or training to NeGD, departments and other stakeholders, as required and advised, on different aspects of UMANG platform/app for optimum performance such as features, functionalities, services, FAQs etc. on app, web and through selfcare portal and/or any other web interface(s),

e) extend technical help and handholding support to UMANG helpdesk for issue(s) resolution, departments and associated stakeholders, as & when required

Testing

The Partner Agency shall, after takeover,

a) create test cases for UMANG platform modules, APIs etc. along with the documentation,

b) test *(manual and/or automated)* APIs associated with UMANG platform, core integrations and departments/services, all modules, features & functionalities *(including core, ancillary etc.)* as per test cases and design guidelines,

c) conduct performance testing of department APIs,

d) provide/ publish test reports *(such as unit, performance and load testing)* to respective stakeholders,

e) perform load and performance testing with standard and/or agreed benchmark(s); share reports with all stakeholders including departments; guide department(s) to get the desired benchmarking,

f) arrange required tools for all such testing.

Relationship Management

The Partner Agency shall, after takeover,

a) establish & maintain relationships with all external and internal stakeholders, such as,
   (i) NeGD

   (ii) Departments and their technology partners

   (iii) Cloud team

   (iv) Other stakeholders such as audit partner etc.

b) shall maintain department contact details and escalation matrix, including associated technical and business SPOCs. A three-level hierarchical escalation matrix shall be

maintained with head of department at the top. Team shall develop relationship and build rapport with relevant administrative and technical officers/officials; record their contact details for ongoing approvals, interventions and necessary escalations.

Table 3 – Department Matrix

Level	Type (Technical/ Business)	Name	Designation	Contact Number	Email Id
Level 1					
Level 2					
Level 3					

Other Responsibilities *(Tasks & Activities)*

The Partner Agency shall, after takeover,

a) support SEO (Search Engine Optimization) program that results in an increase in overall visitors; and ensure all work related to this, including the technical requirements, are fulfilled by deployed resources; *{NeGD may appoint another agency for SEO programme}*

b) ensure that the technical team attend the meeting(s), with department technical team, NeGD or any other stakeholder, as required, on an ongoing basis at its cost.

c) shall perform preliminary tasks *(understanding of the change, impact on existing system, trade-offs involved, proper documentation or presentations etc.)* before presentation to NeGD for approval,

d) provide resources with relevant skills & experiences as laid down in the RFP and amended by NeGD from time to time to align with UMANG platform & its ecosystem *(skilled & experienced on UMANG stack, technologies, protocols, applications, tools)*

e) maintain resources pool to be able to provide additional resources, on demand, as & when required. It has been elaborated further at Resource Management Plan under Section 5.6.

f) Prepare notification text for promotion & transactional messages (in-app or SMS), to be pushed to users for awareness & information. Product team is required to send all such notifications as per NeGD advised timelines through UMANG Self-care.

g) Devise strategies to enhance user reachability and implement them.

UMANG Platform – Resource Management

Agency shall deploy resources at locations *(as decided by NeGD)*, as per the laid down requirements *(education, skills & experience)* and as approved/ modified by NeGD time to time. The Partner Agency shall maintain the resources deployed on UMANG project for the duration of the contract unless and until approved or recommended by NeGD. Resources deployed on UMANG can only be moved *(location, domain or project)* with the explicit approval of NeGD. The Partner Agency shall ensure ongoing expert support to the deployed resources with required technical and domain specific knowledge as the need arises during the contract period.

Roles and responsibilities of different teams are placed at Annexure IV for reference.

Sitting Arrangements

PA shall ensure all the resources are available for work-from-office role in NeGD office in NCR area.

Attendance and Leaves

Partner Agency must ensure the availability of resources deployed on UMANG as per NeGD office guidelines or depending on the work assigned as per NeGD advise/guidance.

Any leaves by the deployed resources shall be applied and approved by NeGD in advance. Intervening holidays in the leave period shall be treated as leaves, e.g. if a resource is on leave on Friday & Monday then Saturday/ Sunday shall also be treated as leave and deductions done accordingly.

Working & Relevance

The resources deployed on UMANG project shall work full time and shall be available during off-working hours and/or on weekends/holidays, if and as need arises.

NeGD/MeitY, at its discretion, can evaluate resources deployed from time to time to assess their skills relevance and capability to carry out assigned tasks/ activities effectively and efficiently.

Besides presence/ attendance, Partner Agency shall be responsible for the performance, deliveries, efficiency, effectiveness, behaviour, discipline and compliances of the deployed resources. PA shall deploy proper & effective monitoring & review mechanism for the performance and behaviour of its deployed resources.

Separation or Replacement Process

NeGD may ask for replacement of any resource on account of poor performance, lack of needed skills, indiscipline, improper attitude or behaviour etc. Even Partner Agency can request NeGD for replacement of any of the deployed resources under exceptional circumstances with proper justification. In either case of replacement, cost of replacement including the needed overlap *(min. a week and can extend till 4 weeks subject to complexity and transition success)* for proper handover shall be fully borne by the PA.

In either case, a buffer period of 30 calendar days shall be provisioned. In case of delay by Partner Agency in replacement of a resource beyond 30 days, penalties shall be applied as per Section 9.1

Additional Resources

NeGD may request for additional resources of any skills sets and categories from the laid down requirements against additional work or delivery requirement. Partner Agency shall be able to meet such additional requirements within 30 days of the request. To ensure compliance, PA may maintain resources pool corresponding to skills & technologies deployed on UMANG project.

Annexure VI: Key Resources – To be Interviewed

- Full Stack Developer
- Frontend Web Developer
- UI/UX Designer
- Gen AI Prompt Engineer
- Customer Onboarding Specialist
- Technical Documentation Specialist

Important Links

Please visit NeGD/MeitY ([https://www.negd.gov.in) /](http://www.meity.gov.in) Website for important links to R

Annexure VII: Confidentiality And Non-Disclosure Agreement

{The Non-Disclosure Agreement needs to be signed by a person duly authorized by the Agency. A copy of the authorization by the Agency (copy of Board resolution or Power of attorney or Letter of Authority) should be provided along with the Non-Disclosure Agreement}

Confidentiality and Non-Disclosure Agreement

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, National e-Governance Division (hereinafter called "NeGD"), on the one hand, and, on the other hand, [Name of the Agency] (hereinafter called the "Agency") having its registered office at [Address]

WHEREAS

"NeGD" has issued a notice via CPP portal inviting various Agencys to empanel reputed consultancy organizations to accelerate not only the identification of new areas of use of ICT but to assist in all activities related to e-Governance projects of NeGD under Digital India/e-Kranti (hereinafter called the "Projects") including projects of emerging technologies and India Digital Ecosystem Architecture (InDEA);

The Agency, having represented to "NeGD" that it is interested to bid for the proposed Projects,

NeGD and the Agency agree as follows:

In connection with the "Projects", NeGD agrees to provide to the Agency a detailed information on the Project requirements that is considered confidential.

The Agency to whom this Information is disclosed shall:

a) Hold such Information in confidence with the same degree of care with which the Agency protects its own confidential and proprietary information; restrict disclosure of the Information solely to its concerned employees, agents and contractors with a need to know such Information and advice those persons of their obligations hereunder with respect to such Information; except for the purpose of executing the Project, not disclose such Information or knowingly allow anyone else to disclose such Information; and

b) On completion of the project and in case unsuccessful, promptly return to NeGD, all Information in a tangible form or certify to NeGD that it has destroyed such Information.

c) The Agency shall have no obligation to preserve the confidential or proprietary nature of any Information which was previously known to the Agency free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Agency's written records prepared prior to such disclosure; or is or becomes publicly known through no wrongful act of the Agency; or is independently developed by an employee, agent or contractor of the Agency not associated with the Project and who did not have any direct or indirect access to the Information.

The Agreement shall apply to all Information relating to the Project disclosed by NeGD to the Agency under this Agreement.

Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Agency, in any of the Information.

This Agreement shall benefit and be binding upon NeGD and the Agency and their respective subsidiaries, affiliates, successors and assigns.

This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Agency   For and on behalf of NeGD

(signature)   (signature)

(Name of the Authorized Signatory)   (Name of the Authorized Signatory) Date   Signatory) Date   Date

Address   Address

Location   Location

CI Integrity Pact

This Integrity Pact, is in furtherance to Clause 4.4 of this RFP and is entered into by and between National eGovernance Division, having its office located at Electronics Niketan, 4th Floor, 6 CGO Complex, New Delhi, which expression shall, unless excluded by or repugnant to the context, deemed to include its successor/s in office or assign) of the First Part;

AND

_____, Name of the Bidder (incorporated under the Companies Act, 1956/ or registered with any other authority or Individual Name– as may be appropriate), having its registered office at _____ (hereinafter referred to as "bidder" which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second Part.

Preamble

NeGD intends to award, under laid down organizational procedures, contract for Empanelment of Agencys for providing their resources on Secondment basis to NeGD, through an open tender process and has issued RFP bearing number _____. NeGD values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its bidder(s).

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Section 1 – Commitments of NeGD

a) NeGD commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

i) No employee of NeGD, personally or through family members, will in connection with the RFP for, or the execution of the Agreement, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

ii) NeGD will during this tender process treat all bidder(s) with equity and reason. NeGD will in particular, before and during this tender process, provide to all bidders the same information and will not provide to any bidder(s) confidential/ additional information through which the bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.

iii) NeGD will exclude from the process all known prejudiced persons.

b) If NeGD obtains information on the conduct of any of its officers /employees which is a criminal offence under the Bharatiya Nyaya Sanhita (BNS), 2024 and/or Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, NeGD will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the bidder

a) The bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.

b) The bidder will not, directly or through any other persons or firm or by any other means, offer promise or give to any of NeGD employees involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.

c) The bidder will not enter with other bidder(s) into any undisclosed agreement or understanding, whether formal or informal.

d) The bidder will not commit any offence under the Indian Penal Code 1860 and / or Prevention of Corruption Act 1988; further the bidder will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by NeGD as part of the relationship, regarding plans, technical proposals and confidential details, including information contained or transmitted electronically.

e) The bidder will, when presenting its bid, disclose any and all payments it has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.

f) The bidder will not, directly or through any other person or firm or by any other means, approach any Government officials, ministers, political persons public servants, or any external agencies in an effort to influence the bidding decision making process or to attain any undue favour to the bidder.

g) The bidder shall exclude, from this tender process or execution of the Agreement, all known prejudiced persons including those employees / directors /management representatives of the bidder who have family relationships with the employees or officers of NeGD.

h) The bidder will not indulge in any corrupt, fraudulent, coercive undesirable or restrictive practice in the tender process or the execution of the Agreement.

i) The bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future Contracts

If the bidder, during the tender process or before award or during execution of the Agreement has committed a transgression through a violation of Section 2 above, or in any other form, such as to put his reliability or credibility in question, NeGD is entitled to disqualify the bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the bidder for the tenure as provided in this RFP.

Section 4 – Compensation for Damages

a) If NeGD has disqualified the bidder from this tender process prior to the award according to Section 3, NeGD is entitled to forfeit the Earnest Money Deposit/ Bid Security deposited by the bidder.

b) If NeGD has terminated the Agreement according to Section 3, or if NeGD is entitled to terminate the Agreement according to Section 3, NeGD shall be entitled to demand and recover from the bidder the amount equivalent to Security Deposit / Performance Bank Guarantee in addition to any other penalties/ recoveries as per terms and conditions of the Agreement.

Section 5 – Previous Transgression

a) The bidder declares that no previous transgressions occurred in the last three years with any other Central Government / State Government or Central PSU entity in India or any entity in any other tender process.

b) If the bidder makes incorrect statement on this subject or hides any material information, NeGD is entitled to disqualify the bidder from this tender process as per the terms and conditions mentioned in this RFP.

Section 6 – Equal treatment of all bidders

a) Only if the bidder has entered into this Integrity Pact with NeGD, the bidder shall be eligible to participate in this tender process or execution of the Agreement.

b) NeGD will have the right to disqualify the bidder from this tender process if the bidder does not get this Integrity Pact from bidder's authorized signatory or violate any of its provisions.

Section 7 – Criminal charges against violation by the bidder

If NeGD obtains knowledge of conduct of the bidder, or of an employee or a representative or an associate of the bidder which constitutes corruption, or if NeGD has substantive suspicion in this regard, NeGD will inform the same to the Chief Vigilance Officer.

Section 8 – Other provisions

a) This Integrity Pact is subject to Indian Law, place of performance and jurisdiction is the Office of NeGD first above written, i.e. New Delhi.

b) Changes and supplements of this Integrity Pact as well as termination notices need to be made in writing. Parties acknowledge that side agreements have not been made.

c) Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the Parties will strive to come to an agreement to their original intentions.

For & On Behalf of NeGD bidder	For & On Behalf of the
(Official Seal)	(Official Seal)
Signature:	Signature:
Name: _____	Name: _____
Place: _____	Place: _____
Date: _____	Date: _____
Witness:	Witness:
(Name Signature & Address):	(Name Signature & Address):

Annexure VIII: Format of the CVs

Proposed Position for the Project	
Name of Resource	
Date of Birth	dd/mm/yyyy
Age	In completed years
Country of Citizenship/Residence	
Areas of expertise relevant to the RFQ	
Overall experience(In Total	

Years)	

Education:

Degree Obtained	University/Institution	Year Obtained

Employment Record relevant to the assignment:

Period	Employing organization & resource title/position.	Country	Client Type(Government /PSU/Corporate	Summary of activities performed relevant to the Assignment

Language Skills:

Languages:	Language	Speaking	Reading	Writing

Resource contact information:(e-mail, phone   )

Certification:

I the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications and my experience and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by NEGD.

Name of Resource: Signature:

Date: DD/MM/YYYY