

Responses to Queries against UMANG RFP – Backend (Vendor-1)

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Responses to Queries against Request For Proposal (RFP) for Backend (Vendor-1) on Unified Mobile App for New Age Governance (UMANG) published by National e-Governance Division (NeGD) on 06.06.2019

S. No.	Bidding doc. Page# &Section#	Content of RFP requiring clarification.	Point of clarification required.	Response
1	Page - 27 clause 5.1		The scope of work mentioned for Go-live is not possible in 03 months duration from LOI issue. Request to extend Go-live duration to 06 months from LOI issue	No Change in requirement
2	Page - 80 clause 15.2		Please confirm the LD will be applicable to only the go-live milestone amount and will not have any impact on the monthly resource payments	Table 17 - Liquidated Damages (LD) on Sec 15.2 of UMANG RFP (BE) clearly defines 03 scenarios that can attract LD.
3	Page - 21 Clause 4.3.3.4		Apart from UMANG client app, are there any external apps which consumes UMANG's API. How pricing and rates framework works for these APIs. How pricing and rates framework works with southbound APIs	UMANG platform at its core has API Management layer to consume and publish APIs. Therefore, UMANG Backend is envisaged to support several Apps/entities by providing the APIs while managing them. Currently, UMANG's APIs are consumed internally by its client app only; however, these are meant to be and can be exposed in a controlled manner for external consumption as well. Pricing, rate limits & duration limits definition on individual APIs or set of APIs should be configurable providing flexibility of implementing any framework/ mechanism.
4	Page - 18 4.3.1.8 Multi-Language Support		How many regional languages are expected to be incorporated. What are all the third party language plug-ins. If the third party plug-ins are chargeable, we understand cost for this plug in is not responsibility of the vendor.	UMANG app is currently available in 11 regional languages in addition to English and Hindi. We may need to have the provision to integrate third party APIs such as Google, CDAC or any other agency. If any language APIs will be chargeable then Partner Agency will procure the same on behalf/name of NeGD and cost will be borne by NeGD based on actual bills.

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				Please refer section 4.3.1.8, section 10.5 of RFP
5	Page -21 4.3.3.4		Does the current middleware support micro service based architecture. If yes are the micro services modelled as experience and capability based micro services.	The current UMANG architecture though not strictly adheres to a fully microservices architecture, it can be transformed into a API Management Layer based microservices architecture.
6	Page - 20 4.3.3.1 Self-Care		Is this functionality will be used by department users only. On which technology the current platform is being developed.	Selfcare portal will be used by NeGD as well as department users. Current platform stack is Backend - Java, J2EE, Spring, Hibernate, Frontend - JSP, Javascript - Angular, DB - Postgres etc.
7	Page - 20 4.3.3.1 Self-Care		"Departments with access to Selfcare can push notifications to their selected user base through various options." Please provide more clarity on this	Through Self Care, departments can design/draft the notifications and push to selected users through in-app or SMS. Self-care uses FCM to push notifications.
8	Page - 26 5 Scope of Work for Backend Partner (Vendor 1) (a)		We understand that the existing vendor will provide following details 1.List of APIs along with their functionalities and contract definitions and configuration done WSO2. 2. High Level, Low level and Design document for Each and every module. 3. SRS Document. 4. Architecture document explaining integration requirements, scalability and availability requirements, and current and expected user base. Security requirements, token generation, multifactor authentication, cache, session details. 5. Existing security vulnerabilities, if any.	Yes... However, new Partner Agency must prepare the checklist of all required documents, information/ details, discussion/ understanding on key topics/ domains etc. and recommend the takeover plan/ schedule for taking over from the existing Partner Agency. Handover/takeover is the joint responsibility of both the agencies; NeGD shall facilitate the process and ensure the required support form the exiting partner agency.
9	Page - 28 5.1 Go-Live (With specified Works) (g)		Is the expectation is to setup a complete UMANG backend. What is the exact meaning of scaled down version. Need more clarification on this	Yes, Backend Ops team of the selected Partner Agency has to set up the complete UMANG Platform with the help of relevant documents (that shall be handed over) on the hardware from NeGD. Scaled down means minimum hardware required to set-up each component of UMANG solution/platform without considering the traffic/load requirements.

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				The idea is to ensure that the new Partner Agency understands the UMANG solution/architecture, its different components, configurations/ integration very well for smooth & effective O&M AND to explore/propose (to NeGD) improvising/optimizing the solution using potential strategies such as refactoring, redesigning (full stack, selective or partial).
10	Page - 49 9.6 Application Performance SLA		We are assuming that the current applications existing services are adhering to the performance SLAs mentioned	Any partner agency is required to adhere to prescribed SLAs.
11	NA		Though we assume that most of the services are build JAVA language, are there any services which are developed in any other programming language. Please confirm	Services/APIs provided by departments can be in any language (Java, .Net, Javascript, Legacy etc.). On UMANG development is primarily on Java and Javascript and related frameworks. PHP, Python, Cloudera/Hadoop are also used.
12	Page - 40 6.1.1 Partner Agency(n)		We understand third party audit is not within the scope of the vendor. Please confirm	1. As per Table 11, Sec 10.1, Partner Agency is required to quote the charges, per event, for Security Audit & Certification through Cert-In empanelled or STQC agency and get the audit done as & when required by NeGD 2. Operationally & technically support NeGD or its nominated agency for Security and/or other Audits, as required, by operations, by law or to meet any specific requirement.
13	Page - 41 6.1.1 Partner Agency(p)		Please provide more detail of these certification. This is a very broad level statement more clarity is required.	Partner Agency shall extend all O&M support, as required operationally or functionally, in carrying out any audit and/or certifications as may be required operationally, legally and/or for compliances (regulatory or otherwise), which are typically present in such operations. Examples are Security Audit/ Certification, Performance Audit/Certification, Process Audit (e.g. ISO), Functional Acceptance Testing, Fault Diagnosis, RCA etc.
14	Page - 38 5.11 Resource Manageability		The bid ask for resource pool based on the current technology implemented by UMANG. Can the vendor suggest additional resources based on any	Yes, Partner Agency can propose additional resources for the technology which is currently not being used for UMANG with reasoning and justification for NeGD's

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			technology proposed for the BE, which may not be part of current UMANG Ecosystem.	consideration and approval. NeGD is the final decision making authority and deployment shall be done after explicit approval from NeGD. But no change in the given commercial evaluation criteria
15	Pag - 13 Table 1 – Technology Stack for Frontend		It is mentioned that the "Windows app will not be supported and therefore, is not be part of the Bid; KaiOS is currently developed in-house" Please clarify that the SLA will not factor in KaiOS and windows BE integration.	As per the scope of UMANG BE, department services shall be integrated with UMANG platform on APIs; After successful integration and testing, these APIs shall be exposed for consumption (through API Manager with complete documentation) by UMANG client apps (UMANG FE) or any third party apps/ entities subject to government approval. SLAs & timelines shall be applicable as defined in the RFP. Exposed APIs can then be used for front/client end app development on any platform i.e. Android, iOS, KaiOS or any other application. New services will not come on Windows but existing services on Windows app will continue.
16	Page - 58 clause 11.1 table 13		Request to reduce project value of eligible projects to INR 7.5 Crores each from INR 10 crores.	Please refer Corrigendum
17	Page - 58 clause 11.1 table 13		Please reduce the monthly API hits required on eligible projects to 5lakhs instead of 25 lakhs per month	No Change in requirement
18	Page - 58 clause 11.1 table 13		We have platforms that are built and offered as service to government clients and PO might not be available for the same, however self-certificate from authorized signatory of the bidder will be provided. Please confirm if the same will be considered	No Change in requirement
19	Page - 31 5.4 Operations and Maintenance		Request to please provide an insight on existing bugs, volume and severity	Volume of bugs may vary as this is part of operational activity. Most of the bugs are related to feature/functions that are not working as per normal standard/navigation. Also, there are some bugs which have the dependency on departments.
20	Page - 15 4.3 UMANG Backend		Are we using Enterprise versions or Community versions of OS products?	OS products are a mix of Enterprise and Community versions. All licenses are in place. Please refer RFP section

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			If Enterprise, do we have AMC licenses in place for all the products.	10.5 for further details.
21	Page - 45 Clause 8.2.1		We have our development centre in Bangalore, please suggest if the development resources can be based out of there or other parts of country while the BA and project managers will be based in Delhi itself	No Change in requirement
22			Please confirm if the applications are required to be accessed from remote locations also	The query is not clear; however, if the query means applications' (UMANG Platform) remote accessibility, then yes, applications (UMANG Platform) can be accessed from remote location in a secured manner, preferably through VPN, but, Partner Agency shall need to sign the NDA and may need to comply to other relevant security/ privacy requirements to ensure confidentiality, IPR enforcement, data security and user privacy.
23			Kindly provide the BoQ and details of payments done till now for the same	Query not clear; doesn't seem to be relevant to bidding requirements
24	Page no 27, Section 5(b)	Shall provide technical support to resources deployed for UMANG backend for resolution of issues/matters requiring their interaction with experts from the Partner Agency (Vendor 1)	This seems copied from Vendor 2 RFP. Please confirm.	This is not copied. Vendor 1 has to extend support of Experts from their organization, in case, their resources deployed for UMANG face any challenge, stuck on any tricky/sticky issue/s and/or unable to move forward. This is where the company's expertise/support is needed for the team.
25	Page no 27, Section 5(d)	Shall create proper documentation (API, FRS, SRS, User Manuals, FAQs etc.) of the Project including all services/core functionalities.	Does this activity includes documentation for existing services also?	As per current implementation, most of the documents are available; so there is no such requirement. However, Partner Agency shall be required to manage the Documentation for the entire UMANG Platform including the services (new as well as old developments) that may require periodic/regular updates as the changes happen on an ongoing basis.
26	Page no 29, Section 5.2.1.2(d)	Implementation and advancements of the product in latest technologies.	Statement is open ended. There should be a proper definition of latest technologies with technologies and versions.	Partner Agency is expected to explore the areas of improvement in the UMANG platform from the perspective of performance (load handling, UI/UX etc.), security/privacy, manageability/

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				upgradability, new features/functionality etc. and make recommendations to NeGD. This shall be iterative process aligned to the technological advancements & cannot be bounded. This is to ensure that UMANG platform is updated with latest features. For the pupose, Partner Agency should explore and consider suitable strategies to refactor, redesign the UMANG platform, full-stack/ partial. We assume the Partner Agency (Vendor 1) to be experts in the area and expect suggestions from them.
27	Page no 18, Section 4.3.1.7	Relevant dashboards should be available for decision makers about the platform’s performance and usage and insights on user information (demographic, location, behavioural etc. aspects).	Currently analytics application is built using Tomcat, AngularJS and Postgres. There is no analytics tool being used in UMANG. Can we suggest any open source tool for Analytics	Yes. However, UMANG uses a bespoke analytics solution developed for all analytical requirements which is customised from time to time on need basis. Please refer RFP section 10.5 for further details.
28	Page 29, Section 5.2.1.1	Create funnels for new departments whose services can be integrated on UMANG.	Will there be any clue or list shared by NeGD for all such probable departments or it has to be discovered by the Vendor 2?	Funnel creation shall be a joint effort between NeGD and Partner Agency (Vendor 1). NeGD shall provide the clue/ lead and the same can be proposed by the Partner Agency also. Post approval to integrate, Partner Agency shall be expected to build and maintain the relationship at technical/ operational level for smooth integration as well as smooth operation post going live.
29	Page 30, Section 5.2.1.2(h)	Setup and manage production, staging and testing environments (as per requirement) to enable parallel development, testing and demo activities.	Does this include installation of all system software like potgres, tomcat, API Manager etc. ?	Partner Agency has to manage the complete infrastructure along with environments, platforms, softwares etc. If any kind of installation is required to manage any kind of activity, partner agency has to perform the same. NeGD discussion is required in such cases.
30	Page 30, Section 5.3.1	b) Evaluate the existing Backend systems including on-boarding processes for the following: (i) Assessment and recommendation on continuation on the existing system and implementation of a new system (ii) Upgrades to the existing system and processes if it is	What all backend components included within its scope?	Complete UMANG platform is a potential scope/ target. However, it depends on the opportunity and scope for enhancements, refactoring, redesigning etc. that could be available at full stack level or partial at certain component/ module levels. This shall govern by the trade-offs between the efforts/ cost/ disruption involved vis-a-vis benefits to the stakeholders, which could be in terms of enhanced

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		to be continued. (iii) Business process re-engineering if required.		load handling capacity, much better user experience, enhanced security/privacy assurance and/or better maintainability and so on.
31	Page 30, Section 5.2.3	The Partner Agency (Vendor 1) must be able to ramp up the capacity to deliver at least 240 services in an year i.e. ~60 services per quarter (indicative, after the go-live period).	This requirement is conflicting with the no. of resource requirement given in section 8	There is no conflict. No of resources, defined, are based on the current experience, which can be modified as per future work load and delivery plans. Partner Agency must have the resource pool so as to fulfil the future requirement. Deployed resources must be able to deliver at least 240 services in an year and Partner Agency must be able to ramp up the capacity for delivery. Please refer section 5.2.3 (Service Enablement Timelines) for complete information
32	Page 38, Section 5.11	Partner agency must provide the relevant resources as per UMANG requirements. Partner Agency must maintain the resource pool so as to additionally provide the resources on demand basis.	This requirement is conflicting with the no. of resource requirement given in section 8	Similar to Query 31; please refer the clarification there.
33	Page 53, Section 10.1	Resource Fees for Operations and Maintenance (per Month) (C)	Can we have minimum number of resources in each resource category those will be permanently deployed during the O&M period? This will help us in offering a competitive pricing.	Annual O&M Charges, as per Sec 10.1, are delivery based, subject to prescribed SLA and not resources based. No fixed number of resources are defined for O&M activities. However, Partner Agency shall workout carefully the resource deployment plan for O&M considering varied aspects and delivery/ performance obligations set-out in the scope/RFP. Partner Agency shall be required to present the proposed O&M structure with Resources details.
34	Page 57, Section 11.1	Eligibility Criteria-Legal Entity 1. A company incorporated in India under the relevant Companies Act, 1956 or 2013 and subsequent amendments thereto	Request for inclusion of Limited Liability Partnership firms under this criteria.	Allowed. Please refer to Corrigendum 2 for further details.
35	5.2.1.1 /Page No 29	On-boarding (h) Create funnels for new departments whose services can be integrated on UMANG.	Could you please clarify that the funnel of our new department will be given by the NeGD or partner agency identify needs to identify potential new department?	Similar to Query 28; please refer the clarification there.
36	6.1.1 /Page No	Partner Agency(d) Partner	Could you please clarify	Similar to Query 28; please refer the

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	40	Agency shall create the funnel of new departments and services which can be on-boarded on UMANG, same shall be presented and discussed with NeGD team.	howPartner Agency shall create the funnel of new departments? What will be the source of funnel?	clarification there.
37	8.2.7/Page No 47	Additional Resources NeGD may request for additional resources out of the specified categories (Annexure V) depending on the work or delivery requirement. Therefore, partner agency must have/maintain the resource pool corresponding to technologies used for UMANG development and maintenance of the project.	We understand that NeGD requires a resource pool corresponding to the technology stack used in UMANG for quick ramp up. Can you please clarify whether NeGD will bear the cost of the resources kept in this pool?	No, NeGD shall not bear any cost for the resources pool that might be maintained at the Partner Agency end. It is in the Partner Agency's interest to maintain such pool so that quick ramp-up can be achieved and the timelines for providing resources, either additional or replacement can be met.
38	5.2.1.3 /Page No 30	Testing and Demo of Enabled Services After service enablement on UMANG Frontend (by Vendor2) verifies and demo to the service provider department and NeGD.	As per clause "5.2.2 Service Targets" vendor 1 target ends Services enabled on Backend by Vendor 1. On the other hand as per clause "5.2.1.3 Testing and Demo of Enabled Services" vendor 1 also responsible for verification and demo of service to NeGD and Dept. which makes vendor 1 service Target ambiguous. Moreover in this scenario if Vendor 2 SLA is breached Vendor 1 SLA will also breach.	Both the referred clauses are clear and well defined. There is no ambiguity. Both, Backend and Frontend Partners, have well defined demarcation for service on-boarding with clearly defined distinct SLAs.
39	5.2.2 /Page No 30	Service Targets The list of services planned for immediate on-boarding after issue of LOI is placed at Annexure III for quick reference. Services enabled on Backend by Vendor 1 shall be assigned to Vendor 2 on a regular basis along with the documentation. Same shall become the target of Vendor 2 for service enablement of Frontend.		
40	10.1/Page No 53	Components of Commercial Structure	In the team structure given in section 8.1 (page 44), a Delivery Head position is mentioned at the top of the hierarchy. However, the Delivery Head is not mentioned in the resource list under the Commercial Structure in section 10.1 (page 53). Where do we specify the costing of this resource?	Management structure around the resources deployed must be put in place by the Partner Agency. Senior resources in such structure, typically, are shared across projects whose intervention is minimal, as required, such as Review Meetings, escalations etc. Factoring the overhead of such resources is up to the bidder.
41	5.4/Page No 31	Operations and Maintenance	Section 5.4 (Page 31) defines the responsibilities of the backend	Similar to Query 33; please refer the clarification there.

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		The partner Agency (Vendor 1) shall deploy resources as mentioned under Section 8 of this RFP for operations and maintenance and to carry out regular ongoing work related to bug fixing, enhancements etc. The O&M shall be carried out by the Partner Agency (Vendor 1) after Go-LIVE(refer Section 9 for SLAs)	vendor towards O&M activities. However, there are no O&M resources mentioned in the resource list under section 10.1 (page 53) defining the components of the commercial structure. Where is the costing of the O&M resources to be specified?	
42	Schedule III /Page no 96	SCHEDULE III – BID FORMATS-Annual Maintenance Fees	RFP did not clarify the basis of Annual Maintenance Fee cost.	Similar to Query 33; please refer the clarification there.
43	10.4.1/Page No 56	Payment Milestones for Resource Fees	<p>Payment of resources is linked with Min 60 services on-boarding per quarter.Need clarity on following points</p> <p>-What if the service on-boarding is delayed due to dept dependency</p> <p>-Will the clause still applicable if NeGD would be unable to provide list of 60 services for any quarter</p> <p>-Will Service be considered for on-boarding for a particular quarter post dept dependencies are cleared.</p> <p>-If a service have multiple sub services like ePashuhat dept Live Stock service have 26 sub services, will sub services will be counted as services only.</p>	<p>Payment of Resources Fees as per clause 10.4.1. shall be monthly and not hard linked to services count. However, discipline, sincerity/commitment and performance are the essence of their deployment and Partner Agency is expected to be monitoring these aspects and ensuring compliances all the time. Consistent failures on this count requiring repeated replacements shall tantamount to failure in core delivery leading to Material Breach.</p> <p>Regarding services linked payment part of 'Go-Live' Fees (beyond initial 65% payable on successful takeover), these are hard linked to the services integration count prescribed. In this regard, please refer to response to Query 28. As explained, creating lead and building-up funnel is the joint responsibility of the Partner Agency (Backend) & NeGD. Hence, Partner Agency is expected to be putting-in all efforts to achieve the targets.</p> <p>Services are well-defined into multiple categories and even all existing services on UMANG has been bucketized accordingly for clear understanding.</p>
44	--	General	As change requests are not chargeable, how is the effort/costing envisioned for any integration/changes impacting	Deployed resources shall manage all types of changes, enhancements, new features & functionalities, further exploitation of UMANG platform for

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			multiple services (DigiLocker, design guidelines, RAS etc.)?	new requirements (that may come up) etc., which are paid at quoted monthly rates. So, 'Change Request' concept is not relevant in the current RFP.
45	5.1/Page No 27	Go-Live (With specified Works)	Definition or average effort is required for 5 BUGS to be resolved as part of Go Live Criteria	Please refer to Table 10 in Clause 9.8.2 where SLA for bug/fault fixing is defined for different severity, which are in hours, whereas 'Go-Live' period is 3 months (90-days). This provides the reasonable estimate for the effort required.
46	3.e.(i) Page.10 (Backend) 3.v.(a) Page.3	If the same vendor applies to more than 1 RFP and technically qualifies for more than 1 bid, its choice of preference shall be taken before opening of financial bids.	If the preference is asked to participate in any of 1 bid before financial, This will restricts us to secure our participate in both the financial bids despite clearing the technical evaluation . Also, reduce our chances.	The clause is self-explanatory
47	11.1/Page No 57	Eligibility Criteria # Large IT Applications: Means full stack software development projects involving use of API Management tool e.g. WSO2. It should be live and have at least 25 lakh API hits per month.	Under the eligibility criteria, a minimum of 3 projects using an API Management tool and having 25 lakh hits per month are mentioned. Can we showcase projects with 25 lakh plus API hits per month but not making use of an API Management tool?	Please refer to Corrigendum
48	clause 11.1(2)		Pl refer to clause 11.1(2) of the RFP For Appointment for Partner Agency (Vendor 1) For UMANG – Backend (Unified Mobile Application For New-Age Governance) whereby average annual turn over during last three financial years have been asked Rs 350 Crores. We request you to kindly change this to Rs. 100 Crore so that more companies can participate.	Please refer to Corrigendum
49	5 (h) page no. 27	Payment is integrated through UMANG by integrating with payment gateways and involves settlement process processes partner agency shall facilitate and perform payment reconciliation with the respective payment gateway (i.e. BBPS). This can be done through payment's module of	Reconciliation of payments will be in scope of work?	Yes, Reconciliation of payment transactions with all entities are part of the scope of work and comes under Partner Agency (Vendor - 1) responsibility. This shall be daily activity.

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50			<p>What all points of functionality[in detail] needs to be done along with transition in Go live</p> <p>What all will be the eligibility criteria for Vendor while choosing for Backend 1</p>	<p>1. Please refer to Section 5.1 (Go-Live with specified Works) of the RFP (UMANG Backend) for complete detail</p> <p>2. Please refer to Table 13, Section 11.1 (Eligibility Criteria) of the RFP (UMANG Backend) for complete detail.</p>
51	Annexure V-Resources (Manpower) Details	Table 22 – Manpower Requirement	Is BE qualification is acceptable instead of BTech.	<p>Yes, equivalents of B. Tech., as approved and recognised by AICTE, are eligible and allowed.</p> <p>Also, NeGD reserves the right to relax the qualifications requirement, subject to the experience and knowledge of the candidate/s post review of experience & associated credentials, screening/ interview by the NeGD appointed panel etc.</p>
52	Annexure V-Resources (Manpower) Details	Table 22 – Manpower Requirement	Is consortium or subcontracting is allowed?	<p>Consortium not allowed, please refer to 'Notes' below the Table 13, Section 11.1.</p> <p>Subcontracting is normally not allowed except as per the provisions of Section 17.3 of this RFP.</p>
53	11.2 Evaluation Criteria	Table 14 - Technical Evaluation (Sno. 1,2,3 and 4)	Can there be a same project for more than one categories	Yes, same project can be applicable for more than one categories.
54	Appointment of partner Agency (Vendor 1) for Development, Operations and Management of UMANG – Backend. Section 11.1, Table 13 – Eligibility Criteria Sno 2	The company shall have a cumulative total combined turnover of at least INR 350 Crores over the last three financial years (.i.e. 2016-17, year 2017-18 & year 2018-19 OR 2015-16). The 'Net Profit' of the company shall be positive in at least two of the last three financial years.	We are Telecom OSS/BSS company with clients across the world. Though we have the technical capability and experience to do the project, currently we do not have the expected turnover. We request you to relax the turnover requirement to INR 60 crores for all the mentioned financial years	Please refer to Corrigendum

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