



NGO Darpan 2.0

**Selection of “Managed Service Provider” for NGO Darpan
2.0 in NITI Aayog**

RFP Volume 4 - Corrigendum

**NITI Aayog
Government of India**

Date: 05th July 2022

Table of Contents

1	CORRIGENDUM	3
2	ANNEXURE 1	4
	2.1. Proposed Milestones and Deliverables	4
	2.2. Total Contract Duration	6
3	ANNEXURE 2	7
	3.1 Service Level for Implementation Phases	7

1 CORRIGENDUM

S. No.	RFP Vol, Section, Clause, and Page no.	Existing Clause	Revised Clause
1	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - DATA SHEET, Point No. 11, Pg. No. 9	Last Date of Issuance of RFP - 5th July 2022 at 5:00 PM	Last Date of Issuance of RFP - 27th July 2022 at 5:00 PM
2	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - DATA SHEET, Point No. 12, Pg. No. 9	Last Date and Time for Submission of Bids - 5th July 2022 at 5:00 PM	Last Date and Time for Submission of Bids - 27th July 2022 at 5:00 PM
3	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - DATA SHEET, Point No. 13, Pg. No. 9	Date and Time of Opening of Bids - 6th July 2022 at 5:00 PM	Date and Time of Opening of Bids - 28th July 2022 at 5:00 PM
4	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 2 - Scope of Work, 3.2.2. Cloud Services, Pg. No. 28	The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	The cloud service providers should offer 99.95% uptime SLA with Active-Active/Active-Passive. In the case of Active - Passive architecture minimum distance of 100 KM must be there between DC & DR.
5	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - Instructions to Bidders, 4.2 Stage I - Pre- Qualification Bid Evaluation, Point No. 6, Pg. No. 28	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs	The Bidder must have experience of delivering Relevant projects* experience of Application development / Portal development for any Central Government/ State Government organization/ department/PSUs/ Public Sector Banks
6	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - Instructions to Bidders, 4.3.1 Technical Evaluation Framework, Point No. 2, Pg. No. 29	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs.	Relevant projects* experience of Application development / Portal development for any Central Government/ State Government organization/ department/PSUs/ Public Sector Banks
7	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - Instructions to Bidders, 4.3.1 Technical Evaluation Framework, Point No. 3, Pg. No. 30	Bidder shall have delivered projects of Application/ Portal development with large number of registered users	Bidder shall have delivered projects of Application/ Portal development/ Data Analytics with large number of registered/ active users
8	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - Instructions to Bidders, 4.3.1 Technical	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS/ State Treasury

	Evaluation Framework, Point No. 4, Pg. No. 30		
9	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 2 - Scope of Work, 8.3. Proposed Milestones and Deliverables, Page no. 43	Proposed Milestones and Deliverables	Proposed Milestones and Deliverables The timeline will be extended to 28 Weeks. Revised timelines are attached in Annexure 1.
10	RFP for Selection of “Managed Service Provider” for NGO Darpan 2.0 in NITI Aayog Volume 1 - Instructions to Bidders, 4.3.1 Technical Evaluation Framework, Point No. 4, Pg. No. 30	Service Level Implementation Phases	Service Level for Implementation Phases The timeline will be extended to 28 Weeks. Revised timelines are attached in Annexure 2.

2 ANNEXURE 1

2.1. Proposed Milestones and Deliverables

S. No.	Milestone	Deliverable	Acceptance Criteria	Timeline in Weeks
1.	Project Kickoff	List of persons to be deployed based on the deployment plan submitted in bid document	Any change in resource is to be approved by NITI	T
A. Implementation Phase				
2	Inception Report	Inception Report (including detailed project plan, detailed Resource Deployment Plan, Deliverables formats & checklist, Formats & Templates for Weekly and Monthly status reports, Risk Register & Mitigation plan)	Approval by NITI Aayog	T + 2
3.	Updated FRS & SRS submission	<ul style="list-style-type: none"> Updated FRS SRS including DB Design with traceability matrix 	Approval by NITI Aayog	T + 4
4	Design Document Submission	<ul style="list-style-type: none"> HLD LLD (including UI Design, Deployment Architecture, Network Architecture, Operational SOPs, Development /Customization / Configuration plan, BCP)	Approval by NITI Aayog	T + 6

S. No.	Milestone	Deliverable	Acceptance Criteria	Timeline in Weeks
5.	Cloud Setup	<ul style="list-style-type: none"> IT Infrastructure setup in Cloud with DC and DR Business Continuity Plan 	Cloud set up completion certificate	T+8
6.	Data Integration with Phase 1 Ministries / Departments and Phase 1 Launch	<ul style="list-style-type: none"> Data Integration Report for Ministries / Departments as part of Phase I Data Migration Report for migration of data from NGO Darpan 1.0 	Client Certificate	T+12
7.	Development of NGO Darpan 2.0 System and supporting applications	Development, configuration, customization, integration and testing of NGO Darpan 2.0 (including all Functional and Technical requirement as per the RFP/Contract)	User Acceptance Test (UAT) and Final Acceptance Test (FAT)(for DC &DR)	T+24
8.	Setup of IT Helpdesk, back office and Grievance cell	Setup completion Report	Completion Certificate from NITI Aayog	T+12
9.	User Training on System for Ministries covered under Phase 1 Launch	Training as defined and agreed with NITI Aayog	Completion Certificate from respective Ministries/Department and NITI Aayog	T+10
10.	User Training on System for Ministries covered under Phase 2 Launch	Training as defined and agreed with NITI Aayog	Completion Certificate from respective Ministries/Department and NITI Aayog	T+28
11.	Phase 2 Launch (Go-Live)	Rollout of the NGO Darpan 2.0 in remaining Ministries.	Successful Rollout	T+28
Total duration Implementation Phase				28 weeks from Project Kickoff

2.2. Total Contract Duration

The overall contract duration for NGO Darpan Portal would be for 28 Weeks for Implementation + 5 years for Operation and Maintenance.

The exit management exercise should be initiated at the beginning of the last year of Contract expiration and the future option for project continuity should be in place by the end of last year of contract expiration. This will involve the complete Handover and Takeover activities in discussion and with approval of the NITI Aayog.

3 ANNEXURE 2

3.1 Service Level for Implementation Phases

#	Milestone	Timeline in Weeks	Liquidated damages
1	Inception Report	T + 2	0.1% of total contract value for every subsequent week
2	Updated FRS & SRS submission	T + 4	0.5% of total contract value for every subsequent week
3	Design Document Submission	T + 6	0.5% of total contract value for every subsequent week
4	Cloud Setup	T+8	0.5% of total contract value for every subsequent week
5	Data Integration with Category 1 Ministries / Departments and Phase 1 Launch	T+12	1% of total contract value for every subsequent week
6	Development of NGO Darpan 2.0 System and supporting applications	T+24	0.5% of total contract value for every subsequent week
7	Setup of IT Helpdesk, back office and Grievance cell	T+12	0.5% of total contract value for every subsequent week
8	User Training on System for Ministries covered under Phase 1 Launch	T+10	0.5% of total contract value for every subsequent week
9	User Training on System for Ministries covered under Phase 2 Launch	T+28	0.5% of total contract value for every subsequent week
10	Phase 2 Launch	T+28	0.5% of total contract value for every subsequent week