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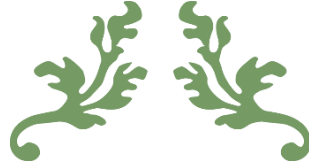
SELECTION OF IMPLEMENTING AGENCY FOR DESIGN, DEVELOPMENT, IMPLEMENTATION ANDMAINTENANCE SUPPORT OF VATIS WEB APPLICATION FOR CT & GST DEPARTMENT, GOVERNMENT OF ODISHA

RFP No.: OCAC-SEGP-SPD-0030-2023-23110

Volume II	Terms of Reference

OCAC

ODISHA COMPUTER APPLICATION CENTRE

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Table of Contents

1. Glossary of Terms

ATS	Annual Technical Support
CPU	Central Processing Unit
CBT	Computer Based Training
AMC	Annual Maintenance Contract
FRS	Functional Requirement Specification
HLD	High Level Design
HR	Human Resource
ICT	Information Communication Technology
ISO	International Organization for Standardization
IT	Information Technology
KB	Kilobytes
LLD	Low Level Design
LOI	Letter of Intent
MIS	Management Information System
Nos	Numbers
OCAC	Odisha Computer Application Center
OSDC	Odisha State Data Centre
QR Code	Quick Response Code
RFP	Request for Proposal
RTI	Right to Information
SDLC	Software Development Life Cycle
SI	System Integrator
SLA	Service Level Agreement

2. Background

The Commercial Tax and GST Department, Government of Odisha, is a regulatory authority responsible for administering and regulating commercial taxes and goods and services tax (GST) in the state. The department ensures the effective implementation of tax laws and facilitates seamless tax compliance for businesses operating in Odisha. Its primary goal is to streamline tax administration, enhance revenue collection, and provide efficient services to taxpayers.

2.1 Objective

The primary objective of VATIS Web Application is to design and develop one unified integrated solution as per latest technical standards to meet the requirement of CT & GST Department. Combining twodisparate applications into a single integrated application offers several benefits that enhance efficiency, user experience, and overall productivity. Furthermore, an integrated applicationpromotes process automation, as workflows can span across previously disconnectedsystems, resulting in improved operational efficiency and reduced manual effort. It alsoenables the utilization of shared resources, such as user authentication, security controls, and infrastructure, leading to cost savings and simplified maintenance.

3. Scope of Work

3.1 Overview

    a.   Dealer Registration and Management
    b.   Professional Tax Entity Registration and Management
    c.   Odisha CST Act Form Request Management
    d.   VAT Clearance Certificate Management
    e.   Periodic and Annual Return Filing Module
    f.   Principal Place of Business Change Request Management
    g.   Integration with IFMS and Payment Gateway
    h.   Email and SMS Notifications

3.2 Requirement Study

3.2.1 Prerequisites

The System Integrator (SI) shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, SI shall develop & finalize the Functional Requirements Specifications (FRS) and the SystemRequirement Specifications (SRS) in consultation with CT & GST Department /OCAC. While doing so, SI at least is expected to do following:

a. The SI or shall liaise with End User/ CT & GST Department /OCAC.

b. The SI shall translate all the requirements mentioned in the document into System Requirements

c. The SI shall follow standardized template for requirements capturing

d. The SI must maintain traceability matrix from SRS stage for the entire implementation

3.3 Deployment and Configuration of VATIS Web Application on State Data Centre

3.3.1 Hardware infrastructure

a. Post award of contract, SI will be expected to submit detail hardware sizing. Based on sizing of the hardware by SI, additional hardware (if required) will be arranged/procured separately by OCAC.

b. SI shall provide necessary support for configuring the hardware / licenses provided byOCAC to host the new version of the application.

c. Recommended physical and IT infrastructure (Hardware & Network etc.) at the will be provided by OCAC / CT & GST Department.

3.3.2 Cyber Security Audit

a. SI needs to ensure that the solution is in compliance with the CERT-In Security Policy andGuidelines.

b. SI shall appoint CERT-In empaneled auditor who shall be responsible for performing thesecurity audit of the solution.

c. The cost of audit & rectification of non-compliances shall be borne by the SystemIntegrator.

d. Carry out security audit before Go-Live of application and obtain the safe-to-hostcertification

e. Carry out the annual periodic audit & certification as per the OSDC policy.

3.3.3 SSL Certification

The SI shall carry out SSL certification.

a. Secure connection between Client and Server through Secure protocol HTTPS

b. Encryption of Data during transmission from server to browser and vice versa

c. Encryption key assigned to it by Certification Authority (CA) in form of a Certificate.

d. SSL Security in the application server

3.3.4 Application Deployment

SI shall deploy new version of the application over the hardware infrastructure along with provision of DR as provided by OCAC, along with end-to-end management of hosting and deployment of the application, configuration and installation in High Availability mode. SI should also submit Monitoring Logs of the Compute periodically.

SI to submit Application access credentials post deployment for relevant Stakeholders with OCAC.

3.4 Capacity Building

a. SI is required to undertake training in Train-the-Trainer mode.

b. 1 day Overview Training to be conducted at State Headquarter, District Headquarter & Block Headquarter for respective officials and application users

c. OCAC/CT & GST Department will facilitate the training space & related logistics i.e. Physical and IT infrastructure for attendees during the Capacity Building Session

d. The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with OCAC, CT & GST Department.

e. The SI shall submit a copy of the Training material to OCAC before training session.

f. If required, SI may conduct the training on virtual mode as well.

3.4.1 Online Help / Reference with Search Option

a. It is also proposed that **the training contents / user manuals be made available to users in downloadable (PDF) format** so that the users may refer / download for their own personal reference as and when needed.

b. It is required that the downloadable training content should have proper indexing and internal references, mapped with key words, in order to allow any user to search and reach the desired content with the help of key words.

c. Training Content may also be available online so as to keep the Users abreast with the latest changes in the application from time to time.

3.5 Post Implementation Support

a. SI shall provide annual support for a period of **3 years** during Post Implementation Phase after Go-Live. And that can be extended for another 2 years upon satisfactory performance on the same derived rate on approval.

b. Application support includes monitoring, troubleshooting and addressing the availability and performance issues, implementing the change management etc.

c. SI shall keep the application software in good working order, perform changes (as per change management) and upgrades to applications as requested by CT & GST Department andOCAC.

d. SI shall address all errors / bugs of the solution implemented (vis-à-vis the approved FRS)without any additional cost during the support phase.

e. Issue log for errors and bugs identified in the solution and any change done in the solution shall be maintained by SI and periodically submitted with OCAC.

f. Periodical Report about Progress in the Project to be submitted with OCAC/CT & GST Department highlighting Tasks Accomplished, In Progress, Not Started, Expected Time of Completion,Issues faced during the period and resolution status thereof, Risks/ Assumptions/ Mitigation points, Lessons learnt etc. This report to be submitted with OCAC/ CT & GST Department periodically. Key Contact Persons involved in the Project should be recipients of the Periodical Progress Report.

3.6 Adherence to Standards

The system shall comply with relevant defined industry standards wherever applicable. This will apply to all relevant aspects of the solution including but not limited to its design, development, security, installation, and testing. The suggested architecture must be scalableand flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linkedand connected to other sources (websites, contents, portals, systems of other user departments etc.) including loose/ tight integration with backend systems of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of CT & GST Department.

A reference list of the minimum industry standards which the system components shouldadhere is mentioned below:

Component	Standards
Information Access / Transfer Protocols	SOAP, HTTP/HTTPS
Interoperability	Web Services, Open Standards
Portal Development	W3C Specifications
Document encryption	PKCS specification
Information Security	ISO 27001 certified System
Operation	ISO 9001 Certified
Service Management	ISO 20000 specifications or latest
Project Documentation	IEEE/ CMM/ ISO Specifications for documentation
Data Standards	All-important data entities should be in line with standards published by MeiTY.

3.7 Security, Integrity & Confidentiality

a. *Web Services Security:* System shall comply with all the Web Services including routing,management, publication and discovery which should be carried out in a secured manner. Data Encryption at Application level and SSL security at Server level is essential.

b. *Data Integrity and Confidentiality:* Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission withoutdetection. Audit Trail should be embedded in the application for all bona fide users.

c. *Transactions and Communication:* With respect to the Data Transactions and Communication, system needs to ensure that the business processes are executed properly and flow of operations are executed as per configured workflow, application accessed by bona fide users with valid signatures.

d. *Non-Repudiation Security*: The application shall have the non-repudiation security services to protect a party to a transaction against false denial of the occurrence of that transaction by another party. End-to-End Integrity and Confidentiality of Messages. The integrity and confidentiality of messages must be ensured even in the presence of intermediaries.

e. *Database Controls*: The database controls for online transaction processing systems such as direct access to database, access to database through application, access to logfiles, access by the remote terminals, DBA controls, Backup / restore policies and procedures.

3.8 Change Management Procedure

The purpose of Change Management is to ensure the agility of the newly developed applications to embrace the business changes in hassle free manner. Following are the indicative scope for change request.

a. Application enhancement that will impact the business process and database

b. Development of new forms and reports

c. New integration features

d. Maintaining version of the code & artifacts for configuration management, audit

andfuture reference.

e. Provide refresher training if needed for the change implemented in the system

CT & GST Department shall nominate a single point of contact who will coordinate with the SI for changes or suggestions received from end users. Required servers, software licenses, network, computing infrastructure etc. for creation of development environment,staging environment and production environment will be the responsibility of the SI with the necessary support of OCAC.

Deployment/ Customization/ Configuration of the application will be done as per approvedFRS/ SRS. Thereafter, any change requests received from CT & GST Department duringthe Support period will be implemented by the SI at extra cost based on agreed terms andconditions.

There should be a Web based Ticketing Tool to raise, execute, monitor and close through theapplication. It should be accessible to the relevant stakeholders during the tenure of the project.

3.9 Exit Plan

a. The selected firm will provide systematic Exit Plan and conduct proper knowledge transfer process to handover operations to Technical Team in Production Environment at least three months before project closure. All knowledge transfers should be documented.

b. SI will ensure capacity building of Technical Team nominated by OCAC/ CT & GST Department on different documentation on maintenance of the application software and IT infrastructure (if any) provided under this contract.

3.10   Project Documentation

The Service Provider will share below list of documents to OCAC during the project contract period.

a. Latest version of Source Code

b. Functional Requirement Specification (FRS)

c. Software Requirement Specification (SRS)

d. Project Plan

e. Safe-to-host certificate

f. Issue Logs

g. Data Migration Report

h. User Training Manual

i. Application Installation & Configuration Manual

j. Report of Security Audit & Safe-to-Host Certificate

k. Project Management documents defined under Timeline & Tentative Deliverables

l. Project Progress Report

All the above documentation should be done as per IEEE/ISO/CMM Standard.

4. Functional Requirements

4.1. Dealer Registration and Management:

- The web application will provide a user-friendly interface for dealers to registerunder the Odisha VAT Act.
- Dealers will enter their personal details, business information, and upload supporting documents such as PAN card, address proof, and business registration documents.
- The application will facilitate the verification of dealer information by concerned authorities and include an approval workflow for validating the submitteddocuments and approving the registration request.
- Upon successful registration, the application will generate unique identificationnumbers for each dealer and issue registration certificates in electronic format.
- The application will allow dealers to manage their profile information, update business details, and maintain their registration records.

4.2. Professional Tax Entity Registration and Management:

- The web application will enable entities to register under the Professional TaxAct.
- Entities will enter their details, including authorized signatory information, andupload supporting documents.
- The application will facilitate the verification and approval of entity registrationrequests by concerned authorities.
- Upon approval, the application will generate registration certificates and unique identification numbers for approved entities.

4.3. Odisha CST Act Form Request Management:

- The web application will allow dealers to submit requests for C, E1, E2, and Fforms required for interstate trade.
- Dealers will provide transaction details, select the appropriate form type, andupload supporting documents.
- The application will facilitate the verification and approval of form requests by designated authorities.
- Upon approval, the application will generate the requested forms in thespecified format for dealers to download and use.

4.4. VAT Clearance Certificate Management:

- Dealers can submit requests for VAT clearance certificates through the web application.
- They will provide the purpose of the certificate, period of clearance, and supporting documents if required.
- The application will facilitate the verification and approval of clearancecertificate requests by the concerned authorities.
- Upon approval, the application will generate VAT clearance certificates that canbe downloaded by the dealers.

4.5. Periodic and Annual Return Filing Module:

- The web application will provide an intuitive interface for dealers to file periodicand annual returns under various tax acts.
- Dealers will enter their sales, purchases, and other relevant details.
- The application will perform validation checks to ensure accurate and completedata submission.
- Upon successful submission, the application will generate acknowledgmentreceipts for dealers and maintain a filing history.

4.6. Principal Place of Business Change Request Management:

- Dealers can request changes in their principal place of business through theweb application.
- They will provide the new address details, reasons for the change, andsupporting documents.
- The application will facilitate the verification and approval of change requests

by the concerned authorities.

4.7. Integration with IFMS and Payment Gateway:

- The web application will integrate with the Integrated Financial Management System (IFMS) to enable seamless financial transactions and collection of payments from dealers.
- It will integrate with a secure payment gateway to facilitate online payment processing for various transactions, such as registration fees and form requests.

4.8. Email and SMS Notifications:

- The application will send automated email and SMS notifications to dealers for important events, such as registration approval, form request status updates, return filing deadlines, and payment reminders.

- Notifications will be customized and sent based on the preferences and contact information provided by dealers.

4.9. Digital Signature Integration:

- The web application will support digital signatures for authorized signatories during registration, form submissions, and other critical processes.
- It will integrate with digital signature providers to ensure the authenticity and integrity of digital signatures.

4.10. Digital Signature Integration:

- The application will integrate with third-party services such as PAN validation and with other application as per the requirement of the department to ensure accurate identification and verification of dealers and other entities.

4.11. Legacy Data Migration

- It will include mechanisms for migrating legacy data from the existing systems into the new web application.
- The legacy data migration process will involve extracting data from the current systems, transforming it to align with the data model of the web application, and loading it into the appropriate database tables.
- Data migration scripts or tools will be developed to facilitate the extraction,

transformation, and loading processes.
- The migrated data will undergo validation and verification to ensure its accuracy and integrity within the CT GST web application.

4.12.   Dashboard Development for Different User Categories:

- The web application will feature personalized dashboards for each user category, such as administrators, circle office users, range office users, and enforcement users.
- The dashboards will provide a consolidated view of relevant data, notifications, and key performance indicators specific to each user's role and responsibilities.
- Users can access reports, monitor compliance, view pending tasks, and perform actions from their respective dashboards.

4.13.   Open APIs for Integration with Other Applications:

- The web application will provide open APIs (Application Programming Interfaces) that allow seamless integration with other applications, such as i3ms(Integrated Inspection Management System), Excise, and Wamis.
- These APIs will enable data exchange, cross-checking of GST return filings by dealers, and synchronization of relevant information between the CT GST web application and other systems.

4.14.   Smart Report Module for Cross- Chocking and Monitoring:

- The web application will feature a smart reporting module to generate reports for cross-checking and monitoring purposes.
- Reports will provide insights into compliance trends, tax collections, pending tasks, and actions taken against non-compliant dealers.
- The module will include advanced filters, data visualization tools, and export options for generating comprehensive reports tailored to the specific needs of stakeholders.

5. Users and Role Based Scope

5.1.   Administrator:

- The administrator role will have the highest level of access and control over the entire system.
- Responsibilities include managing user accounts, assigning roles and permissions, and maintaining system configuration.
- Administrators can configure system settings, manage reference data, and

generate reports.

- They have the authority to create, modify, or delete user accounts and can handle escalated support issues.

5.2.   Circle Office User:

- Circle Office users will have access to data and functionalities specific to their assigned circle.
- They can view and manage dealers and entities registered within their circle.
- Responsibilities include verifying registration applications, approving orrejecting form requests, and monitoring compliance.
- Circle Office users can generate circle-specific reports and analytics formonitoring and decision-making purposes.

5.3.   Range Office User:

- Range Office users will have access to data and functionalities specific to their assigned range within a circle.
- They can view and manage dealers and entities registered within their range.
- Responsibilities include conducting inspections, audits, and verifications toensure compliance.
- Range Office users can initiate enforcement actions, raise non-compliancealerts, and issue notices for non-compliant dealers.

5.4.   Enforcement User:

- Enforcement users will have access to enforcement-related functionalities anddata.
- They are responsible for conducting checks at gateways and verifyingcompliance during transportation of goods.
- Enforcement users can update the compliance status of dealers, issuepenalties or fines for violations, and maintain enforcement-related records.
- They can access real-time data on compliance activities and generateenforcement reports.

5.5.   Head Office User:

- Head Office users will have access to system-wide functionalities and data.
- They can generate consolidated reports, perform data analysis, and monitoroverall compliance and revenue.
- Responsibilities include policy formulation, system-wide configuration, and handling escalated issues.

- Head Office users have access to system administration functions and can manage user roles and permissions.

5.6.   Access Control:

- **Role-based Access:** Access to various modules and functionalities will begranted based on the user's assigned role.
- **Fine-Grained Permissions:** Within each role, specific permissions will beassigned to control access to individual features and actions.
- **Data Segregation:** Users will only have access to data within their assigned jurisdiction, such as circle, range, or enforcement zone.
- **Secure Authentication:** Users will need to authenticate using their unique credentials, such as username and password, to access the system.
- **Audit Trails:** User activities and system actions will be logged to maintain anaudit trail for accountability and security purposes.

These user-specific roles and access controls ensure that the web application provides the appropriate level of access to authorized personnel while maintaining data confidentiality, integrity, and system security.

6.   Data Migration Plan

- Identify the types of data stored in the existing systems, such as dealer information, registrations, forms, returns, compliance records, and historical data.
- Assess the quality, consistency, and completeness of the data to determine if any data cleansing or normalization is required before migration.
- Analyze the data formats, structures, and relationships in the existing systemsto ensure compatibility with the CT GST web application's data model.

6.1.   Mapping and Transformation:

- Create a mapping document that defines the correspondence between data elements in the legacy systems and the data structure of the CT GST web application.
- Identify any necessary data transformations or conversions required to align the data with the CT GST web application's data model and validation rules.
- Develop scripts or data transformation tools to extract data from the legacy systems, apply the necessary transformations, and prepare it for import into theCT GST web application.

6.2.   Data Extraction and Cleansing:

- Extract data from the legacy systems using appropriate methods, such as database queries, APIs, or data export tools.
- Perform data cleansing activities to eliminate duplicates, resolve inconsistencies, and address any data quality issues identified during the assessment phase.
- Validate and verify the extracted data to ensure its accuracy and integrity.

6.3.   Data Load and Validation:

- Design a data loading mechanism within the CT GST web application to import the cleansed and transformed data into the appropriate database tables.
- Develop data validation routines to ensure the integrity and correctness of the migrated data.
- Implement data reconciliation and verification processes to compare the migrated data with the source data in the legacy systems and ensure data accuracy.

6.4.   Data Migration Testing:

- Conduct rigorous testing of the data migration process to validate the successful transfer of data and verify its alignment with the expected results.
- Perform functional testing, including data integrity checks, validation rule testing, and data consistency verification.
- Conduct performance testing to ensure the efficiency and responsiveness of the data migration process.

6.5.   Rollback and Contingency Planning:

- Define rollback procedures and create backups of the legacy data to mitigate the risk of data loss or corruption during the migration process.
- Develop a contingency plan to address any unforeseen issues or challenges that may arise during the data migration process.
- Communicate the plan to all stakeholders to ensure awareness of the migration timeline, potential risks, and mitigation strategies.

6.6.   Post-Migration Validation and Cleanup:

- Validate the migrated data within the CT GST web application to ensure all necessary information has been accurately transferred.
- Perform post-migration data cleanup activities, such as archiving or purging unnecessary or redundant data to optimize storage and improve performance.
- Monitor the CT GST web application closely after migration to identify any anomalies or issues related to the migrated data and address them promptly.

It is crucial to allocate sufficient time, resources, and expertise for the data migration process. Conduct regular communication and coordination with stakeholders, including the Commercial Tax and GST Department, to ensure a smooth and successful data migration to the CT GST new web application.

7. Back-End User Scope of Work

7.1.   Dealer Registration and Management:

- Back-end users (administrators) will have access to the dealer registration module.
- They can review and verify the dealer registration applications submitted by dealers.
- Back-end users can approve or reject dealer registrations based on predefinedcriteria and verification processes.
- They have the authority to update dealer information and maintain accurate records in the system.
- Back-end users can generate reports related to dealer registrations, pending applications, and registration statistics.

7.2.   Professional Tax Entity Registration and Management:

- Back-end users can oversee the entity registration process and manage therelated tasks.
- They can review and validate entity registration applications.
- Back-end users have the authority to approve or reject entity registrations.
- They can update entity details and maintain an updated record of registered entities.
- Back-end users can generate reports on entity registrations, pending applications, and registration statistics.

7.3. Odisha CST Act Form Request Management:

- Back-end users have access to the form request management module.
- They can review the form requests submitted by dealers.
- Back-end users can verify the authenticity and correctness of the form requests.
- They have the authority to approve or reject the form requests based on predefined criteria.
- Back-end users can generate reports related to form requests, pendingrequests, and form usage statistics.

7.4. VAT Clearance Certificate Management:

- Back-end users can manage the VAT clearance certificate process.
- They can review and validate the VAT clearance certificate requests submittedby dealers.
- Back-end users have the authority to approve or reject the clearance certificate requests.
- They can generate VAT clearance certificates and maintain a record of issued certificates.
- Back-end users can generate reports on clearance certificate requests,pending requests, and clearance certificate usage.

7.5. Periodic and Annual Return Filing Module:

- Back-end users can oversee the periodic and annual return filing process.
- They can monitor the submission of returns by dealers.
- Back-end users have the authority to validate and process the filed returns.
- They can generate reports on return filings, compliance statistics, and return processing status.

7.6. Principal Place of Business Change Request Management:

- Back-end users can manage the requests for changes in the principal place of business.
- They can review the change requests submitted by dealers.
- Back-end users have the authority to approve or reject the change requests.
- They can update the principal place of business details and maintain an accurate record of changes.

7.7. Integration with IFMS and Payment Gateway:

- Back-end users can configure and manage the integration with the Integrated Financial Management System (IFMS).
- They can monitor and ensure seamless financial transactions and payment collection from dealers.
- Back-end users can troubleshoot integration issues, if any, and coordinate with technical teams for resolution.
- They can generate reports on financial transactions, payment collections, and reconciliation.

7.8. Email and SMS Notifications:

- Back-end users can configure and manage email and SMS notification settings.
- They can define notification templates and triggers for various events and actions.
- Back-end users can customize the content and frequency of notifications.
- They can monitor the notification delivery status and troubleshoot any issues.

7.9. Dashboard Development for Different User Categories:

- Back-end users have the ability to configure and customize dashboards for different user categories.
- They can define the layout, widgets, and data visualization components oneach dashboard.
- Back-end users can control the access rights and permissions for specific dashboard elements.
- They can monitor the performance and usage of the dashboards and make necessary adjustments based on user feedback and requirements.

7.10. Enforcement Check Gate Management:

- Back-end users can manage the enforcement check gate activities andoperations.
- They can monitor the inspections, verifications, and compliance checksconducted at the check gates.
- Back-end users have the authority to record and track violations, penalties, andactions taken against non-compliant dealers.
- They can generate reports on check gate activities, violations, penalties, and compliance status for monitoring and enforcement purposes.

7.11. Open APIs for Integration with Other Applications:

- Back-end users can configure and manage the open APIs provided by the web application.
- They can define the access rights, permissions, and authentication mechanisms for API consumption.
- Back-end users can monitor the usage and performance of the APIs.
- They can troubleshoot any issues related to API integration and collaborate with other application teams for seamless data exchange and integration.

7.12. Smart Report Module for Cross-Checking and Monitoring:

- Back-end users can configure and manage the smart report module.
- They can define the criteria and parameters for cross-checking and monitoring reports.
- Back-end users have the authority to generate comprehensive reports on compliance trends, tax collections, pending tasks, and actions taken against non-compliant dealers.
- They can customize report filters, data visualizations, and export options to cater to the specific needs of stakeholders.
- Back-end users can monitor the reports and initiate necessary actions based on the insights gained from the smart reports.

By providing these functionalities to back-end users, the CT GST web application ensures efficient management, control, and oversight of the various processes and modules outlined in the scope of work.

8.Expected Project Timeline

Sl.#	Activity	Tentative Deliverables	Timeline
a.	System Study & Prototype Design	− Detailed Team Structure withteam members − Point of Contact − FSR/SRS Document − Screen prototypes	T+4 Weeks
b.	Design, Development &Implementation	− Source Code − Test Plans & Test Cases − Operation Manual − FAQs − Load Testing report − Hosting in staging environment	T+ 16 Weeks
c.	UAT, Training & Go- live	− Preparation Test Cases − UAT certificate − Training to users and provide training completion report. − Movement of application fromStaging to Production environment − Safe to host certificate issued by Cert-in empaneled firm	T+ 20 Weeks
d.	Operation & Maintenanc e	− Issue Logs − Quarterly Activities report	Three years from the date of Go-live

9.Payment Terms

Sl.#	Category	Payment Terms	
a.	Design, Development and Implementation	− 20% payment of Application development on SRS Approval − 30% payment of Application development on completion of UAT. − 30% payment of Application development on receipt of security audit certificate and Go-Live Certificate. − Balance 20% of application development will be paid after 6 months of successful Go-Live of the application.	
b.	Operation & Maintenance	Application Support	100% cost of this item equally divided into 12 quarters
		Software Maintenance	
		System/Infra Support	
c.	Security Audit cost	100% payment on submission of Safe-To-HostCertificate	
d.	SSL Certificate	100% payment on submission of configuration report	
e.	Additional Modules / Change Request	100% payment on Go-Live of the additional modules / change request upon approval	

10.Service Level & Penalty

Only the following clause is valid for Service Level & Penalty.

If the selected bidder fails to achieve the below scope of work within the corresponding Delivery Period and any extension thereof, unless such failure is due to force majeure situation or due to OCAC's default, penalty shall be imposed by OCAC on the selected bidder.

If at any time during the Contract, the selected bidder should encounter conditions impendingtimely performance of service, the selected bidder shall promptly notify to OCAC in writing of the fact of the delay and its likely duration along its cause(s). As soon as practicable afterreceipt of the selected bidder's notice, OCAC shall evaluate the situation and may at its discretion waive the penalty on the request of the selected

bidder.

Sl.#	Major Area	Parameter	Requirements	Penalty
a)	Customization & Implementation	Major milestone during development and implementation as per project timeline.	As per project timeline	Rs. 500/- per day delay
b)	Response time for bug fixing	Time taken (after the request has been informed)to acknowledge problem	Within 24 hours from thetime the bug is reported.	Rs. 100/- Per hour delay
c)	Resolution Time (Only for Bug fixing)	Time taken by the service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- Per hour delay
d)	IT Helpdesk	Start of service	As per project timeline	Rs. 2,000/- Per day delay

In case, the delay is more than 24 weeks and the cause of delay is attributable to Service Provider, authority reserves right to increase the penalty value and/ or take appropriate action against the bidder such as cancellation of contract etc.

Application Availability

The Application covering all the features shall remain operational during the scheduled operation time

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	> 98%	Nil
		> 95% but <98%	0.5% of Quarterly billed value of Application Maintenance Support
		> 90% but <95%	1.0% of Quarterly billed value of Application Maintenance Support
		<90%	2.0 % of Quarterly billed value of Application Maintenance Support

6.7. Performance of system refers to the proper and timely functioning of the system's

functionalities. The application should be available and performing as per functionalities

6.8. The non-availability for application service is measured on monthly basis and

excludingthe scheduled maintenance shutdown and incidents.

6.9. Application availability and performance will be monitored and reports will be

generated as per the monitoring system deployed at OSDC.

10.1. General Conditions

a. Payment schedule - Payments to the bidder/authorized partner, after successful completion of the target milestones (including specified project deliverables), would be made as under: -

b. The selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in theContract.

c. Approved Project Plan/ Schedule, Change Request Log, Issue Log should form the basis of release of payments. Any impediment foreseen in smooth release of payment should be covered under Risks and Assumptions. Any deviation from the agreed terms and conditions should be communicated by either party in writing so as to build trustworthy relationship during and after the course of the project.

d. Due payments shall be made promptly by the purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder/authorized partner, and the purchaser has accepted it.

e. The currency or currencies in which payments shall be made to the supplier/ selected

bidder under this Contract shall be Indian Rupees (INR) only.

f.   All remittance charges will be borne by the selected bidder.

g.   In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute. Resolution of the dispute should be as per agreed terms, preferably recorded and made part of Project Documentation.

h.   Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

i.   Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations at the time of billing. Legitimate payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.