

# **REQUEST FOR PROPOSAL**



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**SELECTION OF IMPLEMENTING AGENCY FOR DESIGN,  
DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE  
SUPPORT OF SANRAKSHANA WEB PORTAL & MOBILE  
APPLICATION (IOS & ANDROID)  
FOR  
ST & SC DEVELOPMENT AND MBC WELFARE DEPARTMENT,  
GOVERNMENT OF ODISHA**

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**RFP No.: OCAC-SEGP-SPD-0077-2023-24023**



<b>Volume II</b>	<b>Terms of Reference</b>
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**ODISHA COMPUTER APPLICATION CENTRE**

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## 1. Introduction

The vision of ST & SC Development, Minorities & Backward Classes Welfare Department, Govt. Of Odisha is to streamline the perspective of the ORV Act by incorporating its objectives, focusing on effectively managing any violations in reservations during recruitment or promotional processes, annual report generation, inspections, and the storage of all guidelines and artefacts in a timely manner. This will be achieved through a user-friendly application accessible on both web and mobile platforms. This transformative initiative aims to empower ST & SC as a central authority according to the ORV Act, enabling them to make data-driven decisions efficiently, eliminating the need for manual pen and paper interventions. The integrated system consolidates functions such as slot booking, approval mechanisms, notification services, and annual report generation, complemented by a FAQ handling feature that provides real-time metadata insights.

## 2. Project Vision

The purpose of this project is to identify competent and professional eligible Bidder(s) for Design, Development, Implementation, and Maintenance Support of Sanrakshana Web Portal & Mobile Application (IOS & Android) for ST & SC and MBC Welfare Department, Government of Odisha

In accordance with the revised guidelines and policies outlined in the Orissa Reservation of Vacancies (ORV) Act of 1975, ST & SC Development, Minorities & Backward Classes Welfare Department, Govt. Of Odisha envisions the digitization of the following aspects of their work

- a. Digitization of manual record keeping practice and maintain a data-file repository
- b. DPC Meeting management based on online Date & Time slot booking request & prior uploading of the Memorandum
- c. Verification of Roster Registers & Records by Inspecting Officer
- d. Managing & uploading the proceedings of the Standing Committee Meetings on ORV Act as & when held
- e. Centralized Reporting and Data Analysis
- f. Introducing GIS based inspection through Android & iOS based mobile app

### 3. Scope of Work

#### 3.1. Requirement Study

The Selected Agency shall perform the detailed assessment of the solution requirements as mentioned in this section. Based on the understanding and its own individual assessment, the Selected Agency shall develop & finalize the System Requirement Specifications (SRS) in consultation with ST & SC Department/OCAC. While doing so, Selected Agency is at least expected to do following:

- a) The Selected Agency or shall liaise with ST & SC Department officials, Govt. of Odisha.
- b) The Selected Agency shall consult with the domain experts and translate all the requirements mentioned in the document into System Requirements
- c) The Selected Agency shall follow standardized template for requirements capturing
- d) The Selected Agency must maintain traceability matrix from SRS stage for the entire implementation

#### 3.2. Design

- a) After completion of system study, Selected Agency shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The Selected Agency shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including suggestion on sizing of the required hardware.
- b) Selected Agency shall be responsible for the preparation of System Requirement Specification (SRS) document covering all modules & features planned to be covered as specified based on the outcome of detailed System Study and refined/ improvised FRS.
- c) Selected Agency shall demonstrate the SRS including screen templates, reporting requirements, process flow, and new features suggested for review and shall incorporate all the suggestions / modifications for approval by OCAC/Department.
- d) Selected Agency is required to update the SRS documents as and when any enhancement/ modifications is made into the module/ system till the duration of contract.

#### 3.3. Development

The Selected Agency shall design and develop the CMS-based Bi-Lingual Web portal and mobile app (both android and ios app) for ORV ACT Monitoring with components / functionalities to address the requirements of ST & SC Department, Govt. of Odisha including but not limited to the approved SRS, Solution Architecture & Standards as specified in this RFP document. The Selected Agency shall supply the following documents along with the developed components:

- a) Business process guides
- b) Data model descriptions
- c) Sample reports
- d) Frequently asked question (FAQ) guides
- e) Any other documentation required for usage of implemented solution

### **3.4. Integration**

The Selected Agency shall enable integration with SMS, eMail as well as with WhatsApp services for mass delivery of notifications to users simultaneously.

### **3.5. Testing**

- a) The Selected Agency shall design the testing strategy including test cases and conduct testing of various components of the solution developed. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).
- b) The Selected Agency shall perform the testing of the solution based on the test plan, document the results, fix the bugs found during the testing and take remedial action based on outcome of the tests.
- c) The Selected Agency shall ensure that each module & features developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards and shall comply with GIGW guideline.
- d) Selected Agency must ensure deployment of necessary resources, tools and related logistics during the testing phases.

### **3.6. Security Audit**

- a) The Selected Agency needs to ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b) The Selected Agency shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
- c) The cost of audit & rectification of non-compliances shall be borne by the Selected Agency.
- d) The agency shall carry out Security audit before Go-live of application to obtain the Safe-to-host certification
- e) Perform Periodic audit & certification as and when it is required as per the OSDC policy.
- f) The audit shall be performed at least on the below mentioned aspects.
  - Functional Testing
  - Accessibility Testing
  - Application Security Audit

- Vulnerability Testing

### 3.7. SSL Certification

The Selected Agency shall carry out SSL certification, as per requirement.

- 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

### 3.8. Deployment & Configuration

- a) The Web portal is proposed to be hosted on the infrastructure to be arranged by ST & SC Development Department /OCAC after successful UAT.
- b) The Selected Agency will be responsible for configuration, installation and hosting of the Web application in High Availability mode over the hardware infrastructure provided.
- c) The Selected Agency shall be responsible for the end-to-end management of hosting and deployment of the application.
- d) Post award of contract, the Selected Agency will be expected to furnish detailed hardware & software sizing including server, storage, security devices and related system software required for operationalization of the solution. Based on sizing submitted by the Selected Agency, the required hardware & software will be arranged.
- e) The Selected Agency shall carry out necessary installation, configuration, maintenance & support for the Application production environment and the supplied software(s) to ensure that the services are made accessible to the users.
- f) The Selected Agency will be required to develop the solution in their own test environment.

### 3.9. UAT and Go Live

- a) After completion of the development work for application, ST & SC Department /OCAC will conduct the reviews of development work performed by the Selected Agency as UAT. OCAC / Department may constitute a UAT committee for this purpose.
- b) The Selected Agency shall be responsible for:
  - Preparation and submission of test strategy, test cases and test results

- Demonstration of module-wise functionalities/ features before the ST & SC Department /OCAC in staging environment
  - Support ST & SC Department /OCAC and its designated authority for conducting the testing and provide access of the systems as required by them.
  - Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / upgradations suggested Departments (if any) during the UAT without any additional cost.
  - It would be Selected Agency's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority
- c) After incorporation of the suggestions made during the UAT phase, the Selected Agency shall host the application in the production environment and Go-live of the system will be declared.
- d) After the Go-live, the application will be rolled out for Operation and Maintenance.

### **3.10. Training & Handholding Support**

- a) The Selected Agency` is required to undertake training in the technical and process aspects of the application.
- b) The schedule / training calendar and the training material for imparting training shall be developed by the Selected Agency in consultation with ST & SC Department. 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 it for their own personal reference as and when needed
- c) The Selected Agency shall also provide hand-holding support to Department users as required during the contract period and shall deploy one (1) resource for a duration of one year from the Go-Live of application.

### **3.11. Project Team Structure**

The Selected Agency shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of these resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the Selected Agency is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

- a) The Selected Agency shall form a team for his project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the User Department



- during Implementation Phase and Operation & Maintenance phase as and when required.
- b) The Selected Agency would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of Selected Agency to inform the User Department/OCAC in advance and propose a replacement member who shall be equally qualified having similar experience.
  - c) The escalation process and matrix will be finalized during approval of Project inception report and communication strategy. The Selected Agency will adhere to this escalation process during the Operation support.

### **3.12. Support and Maintenance**

Warranty support shall be provided for a period of 12 months from the date of Go-Live of the application. Support & Maintenance will be for a period of ONE YEAR from the date of completion of warranty.

The Selected Agency shall provide support services during the Warranty and Application Support & Maintenance phase as indicated below.

#### **3.12.1. Application support**

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Selected Agency shall keep the application software in good working order; perform changes and upgrades to applications as requested by the ST & SC Department team. Key activities to be performed by Selected Agency in the application support phase are as follows:

- i. Enhancement of MIS report as per the requirement
- ii. Database query report management on emergency
- iii. Optimization of the already developed reports
- iv. Tuning of transactions
- v. User & access management
- vi. The Selected Agency shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by Selected Agency ensuring the SLA requirements are met at no additional cost.

### 3.12.2. Software Maintenance

- i. The Selected Agency shall provide unlimited support through Telephone/Email/Video Conferencing/ Installation Visit as required.
- ii. The Selected Agency shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Selected Agency (vis-à-vis the SRS signed off) at no additional cost during the support phase.
- iii. Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the Selected Agency to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- iv. Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network/ software failures or replacement, shall be the responsibility of the Selected Agency.
- v. Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the Selected Agency and periodically submitted to the Department.

## 4. Functional Requirement

The main goal is to offer a web and mobile-based solution that streamlines the current manual record-keeping process. This aims to ensure data authenticity, accountability, transparency, and facilitate data-driven decision-making for improved human resource utilization through a more effective and timely monitoring approach. The proposed solution will have the subsequent functional elements outlined within the following modules.

- i. Configuration of User Access
- ii. Staffs' Schedule Management
- iii. Counselling & Engagement
- iv. Standing Committee Management
- v. Document Repository
- vi. Query/FAQ Management
- vii. Legacy Data Management
- viii. Notification Services
- ix. Analytical Dashboard
- x. MIS Reports
- xi. Mobile Application (Android & IOS)

### 4.1 Configuration of User Access Analysis

- The admin would be provided with key authority in user and system management to manage user access, roles, and privileges while capturing and updating user details.
- Roles and permissions would be assigned based on stakeholder requirements for ensuring data security and necessary compliance.
- The system would have the flexibility for configuration of the application, creation of customised and dynamic menu and configuration of the master data. (e.g., Departments/Offices, Reservation category, Gender, Act, Inspection).
- Master data would be maintained and the workflow would be controlled based on business needs.
- Trouble shooting features to address issues like account lockout, would be present.
- Monitoring of application data and tracking user activity for analysis and security will be done.
- This information will be useful to analyse usage patterns, optimize the user experience, and detect the potential security issues.
- Data protection will be done through encryption, backup, and access control.

## 4.2 Staffs' Schedule Management

- Personal, professional data of staffs with documentary evidences would be captured to maintain the staff database which can be updated on a real-time basis.
- Provision to update the date & time availability of the individual staffs for the entire schedule of the particular month for meetings and inspection.
- On a real-time basis an indicator would be flagged against the staffs' availability to others.

## 4.3 Counselling & Engagement

- Provision would be there to manage department wise cadre strength under individual positions, man in-position and vacancy as per reservation category per job role.
- Creation of post will be managed by all department following to the configuration of role wise cadre strength and filled-up posts.
- Booking of slots for further inspection would be possible once the posts to fulfil the vacancy are created.
- Deputation of officers as a unit per slot would be done to know about the slot availability.
- Calendar view would be imposed to monitor the individual slots in detail.
- Slot availability and booked slots would be monitored through colour scheme.
- Concerned Department would have the access to book for slots which are live and available in calendar as per the date and timing.
- Booked slots can be cancelled following to a timeframe validation before the booked slot timing by submitting the reason.
- Cancelled slots can be re-booked whenever necessary by the other departments' end
- Implement a workflow to thoroughly examine and conclude inspections in alignment with the reserved time slots.
- Provision for rejection with remarks against the bookings would be implemented.
- The rejected slots can be re-allotted by the concerned authority with due approval.
- The deputed officers would do the inspection of the concerned department through GIS Implement a workflow for scrutinize, to finalize the inspections against the slots booked.
- Mobile app enabled.
- The mobile app will be GIS enabled to tag geo-tag information of inspection.
- The geo-tagged information shall be scrutinized in the system for approval.

- Post completion of inspection and DPC meeting, the concerned minutes to be updated in the system which will be stored in the repository.
- Minutes of the meeting would be uploaded acts as the documentary evidence against the conducted inspection meetings.
- Noting can be added while passing the proceedings of the meetings.
- Defined workflow with feedback mechanism would be imposed to finalize the meeting outcome.
- With due approval of proceedings final report would be generated periodically.
- All user level notifications in terms of pop-up alerts and SMS alerts to notify/remind regarding inspection and slot timings.

#### **4.4 Standing Committee Management**

- System would have the functionality to manage the members of the standing committee who are the ultimate authority to manage minutes of the meeting.
- The added committee details further being scrutinized to get onboarded.
- The concerned nodal and other members on behalf of the committee can manage proceedings of the meetings.
- They would upload the proceedings in various suggested formats, and the system would store these documents with titles to enhance comprehension.

#### **4.5 Document Repository**

- An organizational system will be implemented to categorize office files for each respective department.
- The system will serve as a comprehensive repository, housing sanctioned letters, guidelines, policies, circulars, etc., categorized by office/section and various programs.
- Users will have the capability to view and download documents through the system.
- Approved files/documents will remain unaltered, and any changes made will be recorded in a revision trail.
- The system will include a feature to track the number of files, along with their status.

## 4.6 Query/FAQ Management

- A structured mechanism will be in place to handle queries from various stakeholders, subjecting them to scrutiny and incorporating feedback.
- An auto-escalation matrix will be implemented to efficiently address queries.
- For each query, a reply functionality will be available to record and display responses.
- Flags and differentiators will be utilized to distinguish between lodged queries, pending queries, resolved queries, and rejected queries, along with feedback, for effective monitoring.
- A dedicated FAQ section will be maintained, featuring a pre-defined questionnaire and a set of answers to provide information before initiating a query.
- Overall, a repository will be established to keep track of pending queries, responses, and FAQs.

## 4.7 Legacy Data Management

- The software facilitates the management of legacy data by enabling the upload of documents containing historical records of proceedings, slot bookings, and inspection data from the user's end.
- Concurrently, the system possesses the capability to integrate a data entry interface for inputting legacy data in both online and offline modes.
- The system permits the implementation of a checkpoint to verify the accuracy of uploaded data, accompanied by remarks to indicate the verification status.

## 4.8 Notification Services

- This system will use for notifications for handling pending tasks, overdue approvals, booking cancellations, and notifications for re-allotments, and so forth.
- Integration of notification services will be implemented to enable the delivery of push notifications, SMS, emails, and Enable mass delivery of WhatsApp notifications to a large number of users simultaneously.

## 4.9 Analytical Dashboard

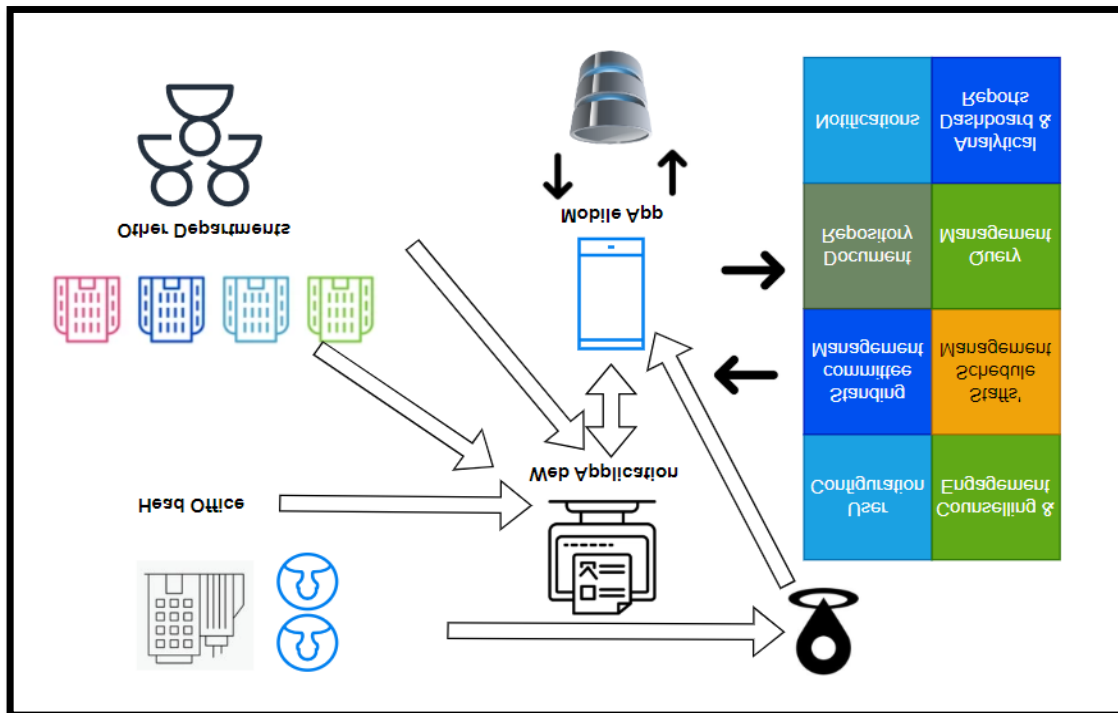
- Provision to represent information through graphical data:
- Diversity of cadre strength ratio
  - Reservation category
  - Occupied position
  - New recruitment or promotional
- A dedicated section will be available to showcase informative details regarding the cadre strength and vacancy fulfilment for each on boarded department.

- Inspection completion status compared to pending assessments
- Graphical visualisation representing the ratio of annual report submissions
- Dashboard displaying the status of outstanding completions
- Analysis of post creation versus vacancy versus personnel in-position status
- User-specific dashboard functionality
- Inclusion of filters for customized data viewing.

#### 4.10 MIS Reports

- The system should have the capability to produce the subsequent reports for efficient monitoring.
  - Cadre Strength Report Department wise
  - Man In-position Vs Vacancy filled Report
  - DPC Meeting Outcome Report
  - Employee Performance Report
  - Registered Query Vs Result Report
  - Annual Report
- Reports available for download in both Excel and PDF formats.
- Other customized reports based on specific needs will be created as necessary

#### 4.11 Indicative Workflow



#### 4.12 Mobile Application (Android & IOS)

- The system will facilitate the development of customizable applications compatible with both Android and iOS platforms.
- Users can efficiently oversee all aspects of DPC meeting management, including the examination of inspection outcomes, through the mobile application.
- Designated officers will conduct geo-tagged inspections using the mobile app, following a predefined workflow.
- Members of the standing committee can retrieve and review all proceedings and reports related to inspections and outcomes through the mobile app.
- Users have the capability to submit queries, check their status, and receive replies through the mobile app.
- The mobile app enables users to view and download documents from the repository based on specific filtration criteria.
- A dedicated mobile version dashboard and reports will be accessible with user access defined according to specifications.



## 5. General

### 5.1. Adherence to Standards

- a) The development of application should be done preferably using open-source platform. The Selected Agency is free to use the software available like application server, any third-party software etc. as per requirement of their proposed solution. If it is adopting and implementing any proprietary software, adequate license must be procured in the name of ST&SC Development Department, Govt of Odisha and cost towards the same will be borne by the Agency.
- b) The system shall ensure compliance with relevant defined industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to its design, development, security, implementation, and testing. The proposed architecture shall be scalable & flexible for modular expansion and shall ensure ease of integration with other applications.
- c) The solution architecture should thus have provision to cater to the evolving requirements of ST & SC Development and MBC Welfare Department, Government of Odisha.

### 5.2. Design Consideration

- a) Application should be built with open standards and open APIs.
- b) Mobile application should be compatible and accessible on major mobile device OS such as Android and IOS.
- c) Application should provide an update feature in case of newly published version.
- d) Application should be of responsive design that will automatically expand / compress itself as per the screen resolution.
- e) Application should be capable to plug-in new technologies and components in a seamless manner.
- f) Application should have capability to connect to the network in batches, in order to overcome the no network scenarios.
- g) Application design should have capability to minimize its power and memory footprint during low memory scenario.

### 5.3. Security, Integrity & Confidentiality

- a) Web Services Security: System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing. Encryption of data shall take place at client level itself. Application server shall provide SSL security.

- b) Data Integrity and Confidentiality: Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- c) Transactions and Communications: With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- d) Database Controls: The system shall enforce database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

#### 5.4. Change Management Procedure

Any requirement beyond the scope of work mentioned above shall be treated as Change Request. Change request management shall be conducted based on request received from the Department subject to the approval of the Change Request proposal. The activities that shall be treated as changes request is mentioned below:

- Functional changes in the application
- Development of new modules/Form/Report in the developed system
- Changes in the workflow or core application framework
- Addition of new modules

The procedure for executing the change request is as follows:

**Analysis:** The changes suggested shall be analysed and an effort estimation including timeline shall be submitted to the Department.

**Approval:** Department shall provide approval on the effort and timeline suggested.

**Incorporation:** After receiving the approval, the changes will be incorporated in the application.

**Payment:** The additional cost of change request will be borne by the Department. Payments to such assignment will be as per the man month rate provided in financial bid format and will be made as per actual man month consumed after completion of work of respective enhancement.

## 5.5. Intellectual Property Rights

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Selected Agency will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP/ Contract should be shared with Department/OCAC after Go-live of the application.

## 5.6. Exit Plan

- a) The selected firm will provide systematic Exit Plan and conduct proper knowledge transfer process to handover operations to Department Team at least three months before project closure. All knowledge transfers should be documented.
- b) Implementing Agency will ensure capacity building of Technical Team nominated by ST & SC Development and MBC Welfare Department, Government of Odisha on maintenance of the application software.

## 5.7. Project Documentation

The Selected Agency shall maintain & update System documentation and share below list of documents to OCAC/ ST & SC Development and MBC Welfare Department, Government of Odisha/OCAC during the project contract period.

- i. Software Requirement Specification (SRS)
- ii. Project Plan
- iii. User Training Manual
- iv. Application Installation & Configuration Manual
- v. Report of Security Audit & Safe-to-Host Certificate
- vi. Project Progress Report
- vii. Source Code & Data Base of Web Application

## 6. Expected Project Timeline

Sl. No.	Activity	Deliverables	Completion
1.	System Study	<ul style="list-style-type: none"> <li>- Team mobilization</li> <li>- Project plan</li> <li>- Requirement Gathering, Gap Analysis &amp; Documentation</li> <li>- SRS</li> </ul>	T0+3 Weeks
2.	Application Development	<ul style="list-style-type: none"> <li>- Hosting in staging environment</li> </ul>	T0 + 10 Weeks
3.	Testing and Audit Compliance	<ul style="list-style-type: none"> <li>- UAT</li> <li>- Safe to host Certificate</li> </ul>	T0 + 10 Weeks
4.	Deployment	Deployment Over Hosting Infrastructure	T0 + 11 Weeks
5.	Training & Go-Live	<ul style="list-style-type: none"> <li>- Application Demonstration &amp; Training completion report</li> <li>- UAT Signoff</li> <li>- Go-Live</li> </ul>	T0 + 12 Weeks = T1
7.	Hand Holding support from the date of go-live	Deployment of Resource for one year	T1+12 months
10.	Operation and Maintenance	One Year after Warranty	12 months

\*T0 = Date of issue of Work Order

\*T1 = Date of Go-Live

## 7. Payment Terms

Sl.#	Category	Payment Terms
A.	Design, Development and Implementation	<ul style="list-style-type: none"> <li>– 20% payment of Application development on SRS Approval</li> <li>– 30% payment of Application development on completion of UAT.</li> <li>– 30% payment of Application development on receipt of security audit certificate and Go-Live Certificate.</li> <li>– Balance 20% of application development will be paid in QGRs for the Warranty period</li> </ul>
B.	Security Audit & SSL	100% payment on submission of Safe-To-Host certificate
C.	SSL certificate	100% payment on submission of configuration report
D.	Hand holding support	Quarterly after receiving QPR
E.	Operation & Maintenance (Application Support & Software Maintenance)	100% cost of this item equally divided into 12 quarters
F.	Change Request	The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by the Department thereof

**Note:**

- Due payments shall be made promptly by the purchaser, after successful completion of the target milestones (including specified project deliverables).
- All payments are subject to the application of necessary penalties as required under the SLA.
- Taxes will be paid as per the rate prevalent at the time of billing

## 8. Service Level & Penalty

The Selected agency shall agree to the following Service Level Agreement (SLA), if it fails to deliver as per scope of work within the corresponding Delivery Period and any extension thereof. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them.

- a) Maximum penalty capping is 10% of respective milestone.
- b) In case, the delay is more than 24 weeks and the cause of delay is attributable to Selected Agency, authority reserves right to increase the penalty value and/ or take appropriate action against the bidder such as cancellation of contract, increase of penalty percentage etc.
- c) Penalty will not be applicable if the delay is not attributable to the agency/ due to force majeure situation or due to OCAC's default. However, in such cases, the Selected agency has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.
- d) If at any time during the Contract, the Selected agency encounters conditions impeding timely performance of service, then the agency 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, after receipt of the agency's notice, OCAC shall evaluate the situation and may at its discretion waive the penalty on the request of the selected bidder.

The SLA parameters are divided into 2 (two) types: -

### 8.1. Implementation Phase

Sl.#	Major Area	Parameter	Requirements	Penalty
a)	Development & 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 the time the bug is reported.	Rs. 100/- per hour delay
c)	Resolution Time (Only for Bug fixing)	Time taken by the Selected Agency to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
e)	Deployment of Support Resource	Start of service	As per project timeline	Rs. 1,000/- per day delay

## 8.2. 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 Development / Operation & Maintenance Support (As applicable)
		> = 90% but <95%	1.0% of Quarterly billed value of Application Development / Operation & Maintenance Support (As applicable)
		<90%	2.0 % of Quarterly billed value of Application Development / Operation & Maintenance Support (As applicable)

- a. 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
- b. The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.