

Request for Proposal



Selection of Service Provider for Design, Development, and Implementation of Panchayat Projects Management System (PPMS) for Panchayati Raj Dept. , Government of Odisha.

**RFP No.: OCAC-SEGP-SPD-0040-2023-23097 DATED
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Vol-II

Terms of Reference



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Table of Contents

1	Background.....	5
1.1	Objective	5
2	Scope of work.....	6
2.1	Overview	7
2.2	Requirement Study	7
2.3	Design	7
2.4	Development.....	8
2.5	Integration	8
2.6	Testing.....	8
2.7	Third Party Audit	8
2.8	Training	9
2.9	Online Help	10
2.10	Deployment & Configuration	10
2.11	UAT & Go-Live.....	10
2.12	Infrastructure Support:	10
2.13	Operation & Maintenance	11
3.	Functional Requirements:.....	15
3.1	Functional Architecture.....	15
3.2	Stakeholders.....	16
3.3	Web Application Function.....	16
3.5.1	User Login and Forget/Reset Password.....	16
3.5.2	Configuration or Master Setup	16
3.5.3	Panchayat Raj Dept. User	16
3.5.4	Block User (BDO).....	17
3.5.5	Block User (Developmental Clerk)	17
3.5.6	Block User (J.E/A.E).....	17
3.5.7	Block User (A.E.E).....	17
3.5.8	Block User (Accounts).....	17
3.5.9	Block User (Cashier).....	18
3.5.10	District User (Addl. EO)	18
3.5.11	Reports	18
3.5.12	Dashboard.....	18

3.4	Mobile Application	18
3.5	Solution highlights:.....	19
3.6	Technical Architecture	19
3.7	Technical Support Unit (TSU)	20
4.	Expected Project Timeline:.....	21
5.	Payment Terms:	22
6.	Service Level & Penalty:.....	22
6.1	General Conditions.....	24

Abbreviations

ATS	Annual Technical Support
CPU	Central Processing Unit
CBT	Computer Based Training
CV	Curriculum Vitae
DIC	District Industries Center
DO	Dismissal Order
EMD	Earnest Money Deposit
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
OSIC	Orissa small Industries Corporation Ltd
OSU	Operational Support Unit
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
QR Code	Quick Response Code
RFP	Request for Proposal
ROC	Registrar of Companies
RTI	Right to Information
SDLC	Software Development Life Cycle
SI	System Integrator
SLA	Service Level Agreement

1 Background

The objective of this project is to allow the department to define project objectives, set timelines, allocate resources, and create task dependencies. It enables structured and efficient project planning, ensuring that projects are well-organized from the start.

The system facilitates collaboration among team members, enabling them to share project-related information, documents, and updates in a centralized platform. It improves communication and coordination between different stakeholders involved in projects, leading to better teamwork and productivity.

Department can monitor projects progress in real time. It provides insights into task completion rates, milestone achievements, and overall project status. This real-time monitoring helps identify any issues or delays promptly, enabling proactive measures to keep projects on track.

The system serves as a centralized repository for project-related documents, including plans, reports, and other relevant information. It ensures easy access to project documentation, prompt knowledge sharing, and allows stakeholders to refer to previous projects for insights and lessons learned.

A project management system can generate reports and analytics on project performance, resource utilization, and overall project portfolio. It helps the department in decision-making, identifying trends, and evaluating the success of projects based on key performance indicators.

By having a centralized system for project management, the department can enhance transparency and accountability in project execution. It allows stakeholders to track project activities, milestones, and expenditures, ensuring that projects are implemented as planned and resources are utilized efficiently.

The purpose of this RFP is to select one implementing agency for Design, Development, and Implementation & Maintenance of “Panchayat Project Management System” system for Panchayati Raj & Drinking Water Department.

1.1 Objective

- a) The Panchayat Project Management System is a comprehensive system that enables the monitoring of projects from initiation to completion. It facilitates the management of various stages, including Project Entry at State Level, Forward the Project to respective BDO's, Case record preparation, Work Estimation Preparation, Estimation verification & Approval, Administrative Approval, Work Order Generation, Work Execution by respective JE/AEE/EE, Bill preparation, Check measurement verification, Payment through the treasury, Project Completion and Asset Creation.
- b) This system streamlines the project management process by providing functionalities to capture project proposals, initiate approval workflows, and maintain case records. It enables the assignment of project tasks to Junior Engineers and facilitates communication throughout the project execution phase. The system includes features for verifying estimations, obtaining administrative approvals, and generating bills and invoices. It also allows for the verification of check measurements, ensures smooth payment processes

through integration with the treasury system, and tracks the creation and management of project assets.

- c) Throughout the project lifecycle, the system provides reporting and tracking capabilities, enabling stakeholders to monitor project progress, identify bottlenecks, and generate relevant reports. By encompassing these stages and functionalities, the Panchayat Project Management System enhances efficiency, transparency, and accountability in managing projects within the Panchayati Raj Department.

2 Scope of work

- A. Design development and implementation of PPMS with mobile App and 3 years of Operation and maintenance support.

5th SFC GIA Scheme to be implemented at Panchayat Samiti Level (Block Level).

- B. Deployment of Technical support Unit (TSU)

The broad scope of the project includes development and implementation of below major modules:

- Approved Project Entry at State Level
- Case Record Preparation at Block Level
- Technical Sanction Preparation & Approval
- Administrative Approval
- Issuance of Work Order
- Project Execution
- RA Bill preparation
- Bill Approval
- Payment to Executants
- Work Completion & Asset Creation
- Mobile App (Android) for “Block user (J.E./A.E.)
- Analytical Dashboard with MIS reports for all Authorities i.e. Principal Secretary, Special Secretary, State Level Admin, District Level Admin, Block Level Admin, BDO’s etc.
- Integration of web & mobile application with:
 - SMTP (Simple Mail Transfer Protocol) gateway
 - SMS gateway (for various Push notification services)
 - Geo-tagging

- User Administration & Master Data Management
- C. Design development and implementation of PPMS with mobile App and 3 years of Operation and maintenance support.

2.1 Overview

The scope of work for the SI includes Requirements Study, Solution Design, Solution Development, Testing, Implementation and Maintenance of the solution.

The SI shall be entirely responsible for proposing the solution which satisfies all features, functions and performance as described in the document. The SI shall be responsible for design, development, and implementation of the proposed solution.

The following outlines the scope of work to be performed by the SI in this track:

2.2 Requirement Study

The 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 System Requirement Specifications (SRS) in consultation with **Panchayati Raj & Drinking Water Department, Odisha**. While doing so, SI is expected to do following:

- The SI or shall liaise with Panchayati Raj & Drinking Water Department.
- The SI shall translate all the requirements mentioned in the document into System Requirements
- The SI shall follow standardized template for requirements capturing.
- The SI must maintain traceability matrix from SRS stage for the entire implementation.

2.3 Design

The SI shall design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The SI shall be entirely responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document including sizing of the required hardware.

2.4 Development

The SI shall identify, design, and develop components / functionalities that are required to address the Dept.'s requirements mentioned in this document. The SI shall supply the following documents along with the developed components:

- User Manual
- Operational Manual
- Sample reports
- Frequently asked question (FAQ) guides
- Any other documentation explicitly requested by client which is required for usage of implemented solution.

2.5 Integration

The SI shall enable integration with different applications (specified in this document). The system should support push of data from systems proposed to be integrated.

2.6 Testing

The SI shall design the testing strategy including test cases and conduct testing of various components of the solution configured/ customized. The solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, and User Acceptance Testing (UAT).

2.7 Third Party Audit

- a) The SI needs to ensure that the solution follows the CERT-In Security Policy and Guidelines.
- b) The SI shall appoint CERT-In empaneled auditor who shall be responsible for performing the Security Audit of the solution.
- c) The third-party agency shall conduct audit on minimum below mentioned parameters. The cost of audit & rectification of non-compliances shall be borne by the SI.
- d) Coordination with the CERT-In empaneled firm for security audit
- e) Carryout security audit before go-live of application and obtain the safe-

to-host certification or as mutually agreed timeline after go-live

f) Carry out the periodic audit & certification as and when it is required as per the OSDC policy in accordance with signed Agreement with SI.

g) The SI to comply for these audit observations.

2.8 Training

The SI will work with Panchayati Raj and the Drinking Water Department to schedule training for State User, District user & Block user. The Training will be conducted Online in the State Office for Every District.

The SI will work with Panchayati Raj and the Drinking Water Department to design the schedule for online training to Gram Panchayat User.

The schedule / training calendar and the training material for imparting training shall be developed by the SI in consultation with Panchayati Raj & Drinking Water Department.

The Training will be done in two phases which are as follows.

2.8.1 Phase One

In this phase, the training will be provided to Block users. The target users and their roles are as follows:

- a. Block user (314)
 - Chairperson of the Panchayat Samiti (PS)
 - Block Development Officer (BDO)
 - Developmental Clerk (DC)
 - Head Clerk (HC)
 - Assistant Executive Engineer (AEE)
 - Assistant Engineer / Junior Engineer (AE / JE)
 - Account Officer
 - Computer Programmer

2.8.2 Phase Two

In this phase, the training will be provided to two additional categories of users: District users and Department users.

- b. District user (30)
 - Collectorate Cum Chief Executive Officer (CEO)
 - Chief Development Officer (CDO)
 - Additional Executive Officer (Addl. EO)
 - Other User Also

c. State Department User

- Various Users under the Panchayati Raj & Drinking Water Department.

2.9 Online Help

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.

2.10 Deployment & Configuration

- SI shall deploy the new application/portal over the hardware infrastructure provided by the Dept. at SDC.
- The SI shall be responsible for the end-to-end management to hosting and deployment of the application.
- The SI shall be responsible for configuration, installation, and hosting of the application.

2.11 UAT & Go-Live

After completion of the development work for application, The **Panchayati Raj & Drinking Water Department, Odisha** will conduct the reviews of development work performed by the SI as UAT. The SI shall be responsible for:

- a) Preparation and submission of test strategy, test cases and test results
- b) Demonstration of module-wise functionalities/ features before the Department in staging environment
- d) Support, the **Panchayati Raj & Drinking Water Department**, and its designated authority for conducting the testing and provide access of the systems as required by them.
- e) Rectification in the new application for any issues/ bugs/ and any minor changes (within the project scope defined in SRS) suggested (if any) during the UAT without any additional cost.

2.12 Infrastructure Support:

- a) The solution is proposed to be hosted in OSDC.
- b) Post award of contract, the SI will be expected to detail hardware sizing. Based on sizing of the hardware by the SI, the hardware will be provided by OSDC.
- c) The SI shall carry out the installation, maintenance & support of all the supplied software(s) on the procured hardware for development, quality, and production environment.

d) The SI will be required to develop the solution in their own test environment.

2.13 Operation & Maintenance

2.13.1 Application Support:

Implementation of the applications, maintenance of software, training and program management would be handled by the SI for a period of 36 months (3 Yrs) after Go-Live and this can be extendable up to another 2 years upon satisfactory performance and confirmation from the department. The contract can be renewed further based on mutual understanding between the SI and the Client.

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

- a) Enhancement of existing MIS report as per the requirement.
- b) Database query report management on emergency
- c) Optimization of the already developed reports.
- d) Tuning of transactions
- e) User & access management

2.13.2 Software Maintenance:

The SI shall provide support through Telephone/Email/Video Conferencing/ Installation Visit as required as per the service window defined in the document.

The SI shall address all the errors/bugs in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.

Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the SI to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.

Maintenance 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 failures/ if any hardware/ network components must be replaced, shall be the responsibility of the SI.

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

2.13.3 Adherence to Standards

The system shall comply 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, installation, and testing. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes.

A reference list of the minimum industry standards which the system components should adhere to is mentioned below:

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

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.
- b) **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.

2.13.4 Change Request Management

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios, there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this document. It may also be required to develop new software modules beyond the coverage of FRS/SRS/Scope document.

- a) The activities that will be treated as enhancement services is mentioned below:
- Functional changes in the application
 - Development of new module/sub-module/Form/Report in the developed system
 - Changes in the workflow or core application framework Integration with any new system

 - Any additional change (outside the SRS scope) solution implementation if impacts more than one user Interfaces (Screens or Reports) of the application
- b) The procedure for executing the change request is as follows:
- **Analysis:** SI will analyze the changes suggested and submit an effort estimation including timeline to the Dept.
 - **Approval:** Dept. shall do the due diligence and provide approval on the effort and timeline suggested
 - **Incorporation:** After receiving the approval from the Dept. SI will incorporate the changes in the application.
 - On approval, SI shall deliver the services and raise the claim as per actual according to the Commercial Bid.
 - They can raise claims under this head as per actual consumption of service duly approved by Dept.

2.13.5 Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to the **Panchayati Raj & Drinking Water Dept.'s** technical team at least 6 months before project closure. IT resource persons of the Dept. will work closely with resource persons of SI at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The SI will ensure capacity building of the IT resource persons of the Dept. on maintenance of software and infrastructure.

2.13.6 Project Documentation

The SI will share below list of documents to the **Panchayati Raj & Drinking Water Department,**

During the project contract period as on need basis.

- a) Latest version of Source Code
- b) System Requirement Study Documents
- c) High Level Design (HLD) / Low Level Design (LLD) documents including.
 - i) Application architecture documents
 - ii) Database design Document
 - iii) Application flows and logic
- d) Test Plans, Test cases and Reports
- e) Issue Logs
- f) User Manual
- g) Application Installation & Configuration Manual
- h) Report of Security Audit & Safe-to-Host Certificate
- i) Any other documents defined under Timeline & Tentative Deliverables
- j) All the above documentation should be done as per IEEE/ISO/CMM Standard

2.13.7 Deliverables:

The deliverables for the project are.

- Software Requirement Specifications (SRS)
- Beta Version of Software
- Final Version of Software along with Source Code in Soft Copy
- User Manual, installation and administration manual, training material
- Installation and initial user configuration on the central server
- Installation and configuration on the disaster recovery (DR)server

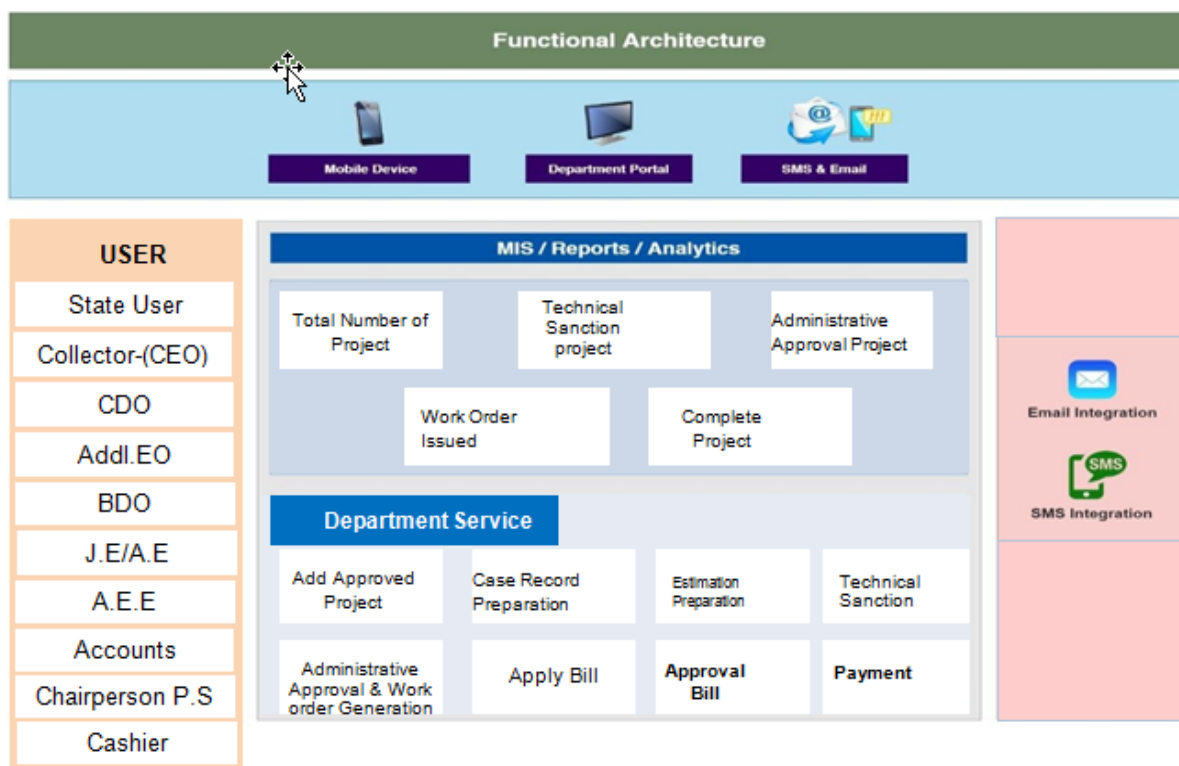
- Obtaining security audit for the solution from CERT-IN empaneled agency
- End user training on functional Requirements

3. Functional Requirements:

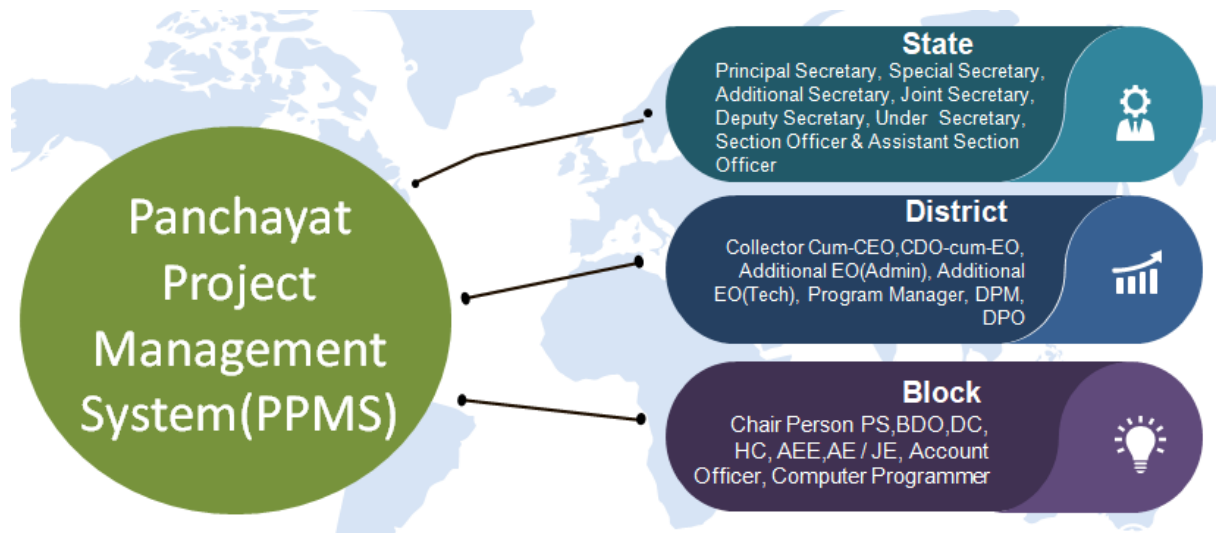
It is envisaged to have an integrated and centralized digital platform that covers the key operational areas of the Board. A phased approach can be taken for project implementation.

- Approved Project Entry at State Level
- Case Record Preparation at Block Level
- Technical Sanction Preparation & Approval
- Administrative Approval
- Issuance of Work Order
- Project Execution
- RA Bill preparation
- Bill Approval
- Payment to Executants
- Work Completion & Asset Creation

3.1 Functional Architecture



3.2 Stakeholders



3.3 Web Application Function

3.5.1 User Login and Forget/Reset Password

- ❖ All user should login as per their role with provided user id and password.
- ❖ User should have provision to recovery of forget/reset password.

3.5.2 Configuration or Master Setup

- ❖ Provides functionality to Admin to configure and setup master data.
- ❖ Admin should have provision to create User Id for every department user.
- ❖ A menu option with different tab options of sub menu of masters' details like "District", "Block", "Gram Panchayat" & "Village".
- ❖ Admin should have provision to add & upload master Basic Rate of material, Conveyance, Labour rate & SoR.
- ❖ Admin should have provision to add Local Market Rate of material.

3.5.3 Panchayat Raj Dept. User

- ❖ State user should have provision to view the Dashboard.
- ❖ State user should have provision to add approved project Block wise.
- ❖ State user should have provision to upload the sanction letter while adding the project.

3.5.4 Block User (BDO)

- ❖ BDO user should have provision to view the added project.
- ❖ BDO user should have provision to assign Developmental Clerk (DC) for case record preparation.
- ❖ BDO user should have provision verify case record, prepared by Developmental Clerk (DC).
- ❖ BDO user should have provision to assign J.E/A.E for estimation preparation.
- ❖ BDO user should have provision to provide administrative approval.
- ❖ BDO user should have provision to generate work order.
- ❖ BDO user should have provision to provide approval for payment.

3.5.5 Block User (Developmental Clerk)

- ❖ DC user should have provision to view the Assigned project.
- ❖ DC user should have functionality to prepare order sheet & upload document related to respective project.

3.5.6 Block User (J.E/A.E)

- ❖ J.E/A.E user should have provision to view the Assigned project
- ❖ J.E/A.E user should have provision to prepare the estimation of the project.
- ❖ J.E/A.E user should have provision to apply for Bill.
- ❖ J.E/A.E user should have provision to provide the technical sanction of that project.

3.5.7 Block User (A.E.E)

- ❖ A.E.E user should have provision to provide the technical sanction of that project.
- ❖ A.E.E user should have provision to verify the applied Bill of the project.

3.5.8 Block User (Accounts)

- ❖ Accounts user should have provision to view the list of project payment came for approval.
- ❖ Accounts user should have provision to check & verify the bill details.

3.5.9 **Block User (Cashier)**

- ❖ Cashier user should have provision to view the list of project payment.
- ❖ Cashier user should have provision for payment to the respective project.

3.5.10 **District User (Addl. EO)**

- ❖ Addl. EO user should have provision to provide the technical sanction of that project.
- ❖ Addl. EO user should have provision to verify the applied Bill of the project.

3.5.11 **Reports**

- ❖ This MIS where users can generate the reports, there are filters to get the proper reports also reports can be generated Monthly, Quarterly, and weekly basis.

3.5.12 **Dashboard**

- ❖ Facility to generate valuable and timely MIS Reports that facilitate better control of the Dept. affairs and enhance the efficiency of day-to-day operations.
- ❖ The design of MIS is to implement procedures, processes, and routines that provide suitably detailed reports in an accurate, consistent, and timely manner.

3.4 **Mobile Application**

Mobile app developed for **Block user (J.E/A.E)** (update the work status with upload photo and geo- tag). This App will be provided in both Android platforms. Open technologies will be used for development, and by using web services the app will communicate with other services of Board.

Design Consideration:

- ❖ Mobile application should be compatible and accessible on major mobile device OS such as Android.
- ❖ Application should be built with open standards and open APIs.
- ❖ The Apps should provide an update feature in case of newly published version.
- ❖ App should be of responsive design that will automatically expand / compress itself as per the screen resolution.
- ❖ Application should be capable to plug-in new technologies and components in a seamless manner.

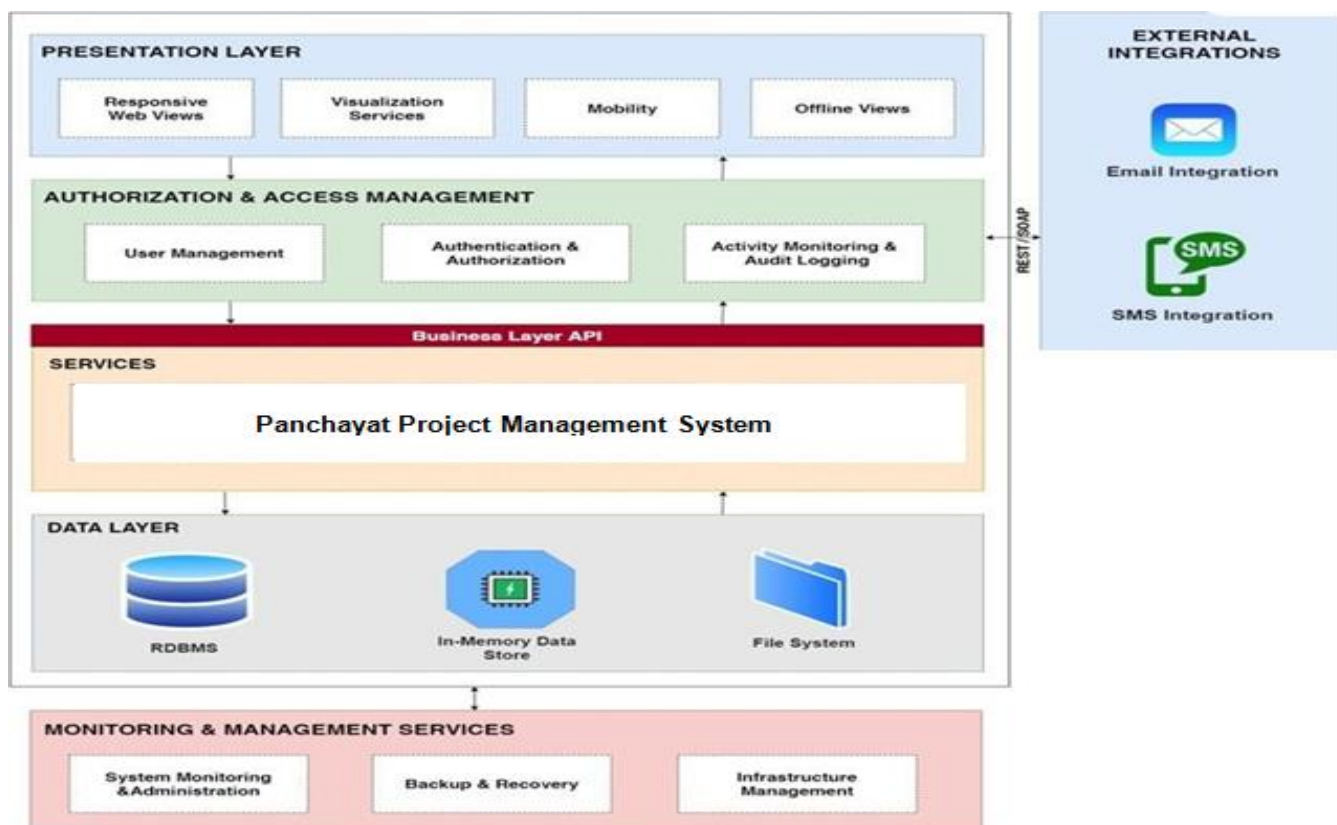
- ❖ Application should have capability to connect to the network in batches, to overcome the no network scenarios.
- ❖ Application design should have capability to minimize its power and memory footprint during low memory scenario.
- ❖ The App should work in both offline / online mode.

3.5 Solution highlights:

- Role Based access control.
- Scalable and secure document repository
- Customized processes
- Secure portal framework
- A Management information system.
- User friendly interface
- Fully on Open Technologies

3.6 Technical Architecture

The Technical Architecture of the System would be multilayered. The architecture should be scalable both vertically and horizontally with security features. The overall technology solution shall be based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications.



3.7 Technical Support Unit (TSU)

Service Provider shall deploy a dedicated operation and capacity building unit at PR&DW Department for training, capacity building, and handholding support. **One Project Manager, three Support Associate to be deployed for a period of 1 year from the date of UAT and can be extended for another 2 years if department desired to obtain their service.** This unit will provide necessary support capacity building training to District & Block users as well as other end users. This team can travel to different districts as well to provide necessary training. This resource shall be the first point of contact for the concerned stakeholders for resolving all application related incidents through service requests. It aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations and ensuring best possible levels of service-quality and availability.

The above resource will function in all government working days/hours or as desired with mutual agreement.

Typical responsibilities of Service Provider to include.

- a) Provide training / refresher training to the users.
- b) Attend user queries about application on functionality issues.
- c) Co-ordinate with backend support team for all types of issues / redressal in relation to the application software.

- d) Provide administrative support for creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.
- e) Furnish periodic report on number of issues received and resolved, related to software.
- f) Provide support to users through coordination of OCAC/ PR & DW Department
- g) Troubleshooting through remote support for smooth functioning of the application

2.22.1. TSU Team structure:

#	Resource Type	Place of deployment	Qty	Duration
1.	Project Manager: Lead the team, plan the training and capacity building plan, coordinate with stack holders for smooth execution. Plan the training calendar in coordination with department.	State Head Quarter	One	12 Months
2.	Support Executive: Provide training, Coordination with users, Data Entry, Issue Resolution Status, Process Training, Implementation Status, visit to districts to monitor progress/ Issues and Training, Periodical Block Status Report preparation. Refreshment training preparation, hand holding support to end user.	State Head quarter and travel to district as and when required.	Three	12 months

4. Expected Project Timeline:

Sl#	Activity	Timeline
a.	Date of Signing of Contract	T
b.	SRS Submission	T+ 4weeks
c.	SRS Approval	T+5weeks
d.	Delivery of Beta Version of Software	T+16weeks
e.	User Acceptance Testing	T+ 18weeks
f.	Security Audit	T+20weeks
g.	Go Live	T + 24weeks=T1

h.	Operations & Maintenance (Operational Support, Technical Support & Helpdesk Support)	T1 + 36 Months
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5. Payment Terms:

Sl#	Milestone	Deliverables	Payment Terms
a)	Study	– Submission of System Requirement Study document and approval.	20% of the development cost
b)	Design and Development & UAT	– Completion of development and hosting in staging server and obtaining the UAT	40% of the development cost
c)	Go-live	<ul style="list-style-type: none"> – Security audit certificate by CERT-In empaneled auditor – Uploading of FAQ and ICT material on the website – Hosting of the application in the production server. 	30% of the Development cost
d)	Successful Implementations	Activity report from the date of go live.	10% of the Development cost After Successfully running of 6 months from the date of go live
e)	Cyber Security Audit	– Safe to Host Certificate	100% payment on submission of Safe-To-Host Certificate
f)	SSL certificate	– Configuration Report	100% payment on submission of configuration report
g)	Application Maintenance Support for the Application	– Maintenance activity report for that billing cycle	100% of the Application Maintenance Support Application cost equally divided by 12 quarters
h)	Technical Support Unit	– Monthly activity report for that billing cycle	Quoted cost equally divided by 4 quarters.

6. 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 impeding timely 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 after receipt 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)	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 service provider to fix the problem	Problems with severity within 48 hours from the time of reporting.	Rs. 500/- per hour delay
d)	Resource Deployment	Start of service	As per project timeline	Rs. 200/- per day delay

In case, the delay is more than 24 weeks, and the cause of delay is attributable to Service Provider, the penalty shall be limited to 2% of the project cost, 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

- 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.
- The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.
- Application availability and performance will be monitored, and reports will be generated as per the monitoring system deployed at OSDC.

6.1 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 supplier's/ 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 the Contract.
- 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 supplier/ selected bidder/authorized partner.
- 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.